



Sustainability
Report

2023



GRUPO PIÑERO

Contents

01 Letter from Encarna Piñero	3	05 Respect	69
		5.1 <i>The Environment</i>	71
		5.2 <i>Eco-Bahia Foundation</i>	80
02 Our Raison d'Être	5	06 Passion	85
2.1 <i>About Us</i>	6	6.1 <i>Our Clients</i>	87
2.2 <i>Business Units</i>	7	6.2 <i>Our Products and Services</i>	93
2.3 <i>Where We Are</i>	16	07 Continuous Improvement	97
2.4 <i>Milestones Achieved in 2023</i>	17	7.1 <i>Business Model</i>	98
2.5 <i>Awards and Acknowledgments</i>	18	7.2 <i>Governance Model</i>	99
2.6 <i>Key Indicators</i>	21	7.3 <i>Compliance Model</i>	101
2.7 <i>Where We Are Heading</i>	22	7.4 <i>Sustainability Policies</i>	104
		7.5 <i>Risk management</i>	106
03 Exemplarity	24	08 Appendices	108
3.1 <i>Responsible management</i>	25	Appendices	109
3.2 <i>Relationship with Stakeholders</i>	29	I-Tax Information	110
3.3 <i>Materiality</i>	41	II-Sustainability certifications	111
3.4 <i>Contribution to Sustainable Development</i>	43	III-HR Tables	112
3.5 <i>Human Rights</i>	44	IV-About this Report	120
3.6 <i>Non-Financial Resource Management</i>	45	V-GRI Content Index	123
		VI-SNFI Contents	127
04 Collaboration	46		
4.1 <i>Our Employees</i>	48		
4.2 <i>Our Suppliers</i>	57		
4.3 <i>Our Local Community</i>	61		

In 2023, more than 85 million tourists visited Spain, 1.9% more than in 2019, and the tourism sector went from talking about recovery to breaking records again. Given these results, **it is imperative that the sector companies also focus on surpassing themselves in sustainability** and responsible management in all their operations.

The more we grow, the more critical it is that our sustainable objectives are increasingly demanding and in line with our volume and scope. I am proud to say that, in 2023, at Grupo Piñero, we have not only surpassed ourselves in turnover and results, but we have also done so in the integration of environmental, social, and governance criteria to continue to advance in the consolidation of regenerative tourism, raising awareness among more collaborators, companies and local communities than ever before.

We have continued to work on our strategic **Planet** line from a constant commitment to our objectives of reducing our carbon footprint by 60% by 2030, reaching “Zero Neutrality” by 2050, reducing 70% of our waste by 2030, and reaching “Zero Waste” by 2050, as well as protecting, conserving and managing 100% of the natural capital of our destinations. In 2023, we have carried out actions to contribute to all these objectives, always with our values and essence as fundamental elements of our sustainable strategy.

In our line of work on **Energy and Climate**, we continue to advance towards energy efficiency and decarbonization of our activity with milestones as important as

the investment of 4 million euros to include electric vehicles in the Solbus fleet, dedicating our resources to reduce our emissions and their impact on the environment.

Regarding **Circularity**, our efforts have been dedicated to optimizing processes and resources to minimize waste generation. Thanks to our Waste Management System, implemented in 2016, we have achieved better waste separation, recycling 26,000 tonnes. We have also integrated a desalination plant in our Adeje Complex in Tenerife, which allows our hotel to be practically self-sufficient in water generation. Additionally, we have incorporated cutting-edge technology in our operations to make them more circular, optimizing our buffets using Artificial Intelligence systems and significantly reducing food waste.

During 2023, we have also continued to work on planning and managing 100% of our **landscapes, beaches, and biodiversity**, where our hotels, residences, and golf courses are located. The projects carried out in these areas, such as the extension of native plant nurseries, landscaping improvements in all destinations, measures taken on all our beaches, as well as the Samaná Biodiverse Clean and Sustainable project, an environmental education activities plan and the landscape and whale project at the Samaná hotel, help us to carry out a more efficient management of resources and a better knowledge of our **Natural Capital**.

I would also like to highlight the great work carried out daily by the **Eco-Bahia Foundation**. In 2023, we inter-



nationalized our Foundation, bringing it to the Dominican Republic. There, we signed an agreement with the Ministry of Environment and Natural Resources to establish our sea turtle protection program. Together with the Foundation's program in Mexico, this program has enabled the birth of more than 191,500 sea turtle hatchlings in both destinations.

In addition, to convey our sustainable vision and recognize other agents of change in the tourism sector, in 2023, we celebrated the **first edition of our "Top Ecocentrists" awards**, framed in our "We Are Ecocentric" movement, to reward suppliers, collaborators, allies and national and international partners who are working actively in the fight against climate change, and to continue to encourage all those who are part of the tourism sector to bring out the ecocentrist within them.

2023 has also been the year in which we have demonstrated our capacity to **innovate**, creating sustainable products with the opening and inauguration of **Cayo Levantado Resort**, basing our entry into the luxury sector on sustainable innovation. We have equipped the resort with its own waste digestion system, water production plant, native flora reforestation programs, emission control per stay, and paperless check-in, among others, ensuring that Cayo Levantado Resort contributes to boosting and protecting the biodiversity of Samaná. In addition, local talent from the Dominican Republic has been incorporated into the entire creation process, contributing to the economic and social development of the region and amplifying its rich culture in the whole offer of the resort.

Commitment to **local talent** is part of our formula for building a solid legacy in the future of the tourism sector.

Within our strategic **People** line, we also dedicate ourselves to promoting employment and career development for future generations through training focused on developing the skills of both young people and collaborators. This year, more than 165,000 attendees participated.

To improve everyone's quality of life, we have remained faithful to our objective of creating value for the **local communities** where we are present. In 2023, we prioritized collaboration with local suppliers, achieving 95% of local businesses in our supplier portfolio in Spain, the Dominican Republic, Mexico, and Jamaica. In addition, we have carried out awareness-raising sessions on sustainability with our suppliers in the Dominican Republic, and we have continued to carry out social and environmental actions in all the local communities in which we operate within the framework of our community collaboration programs.

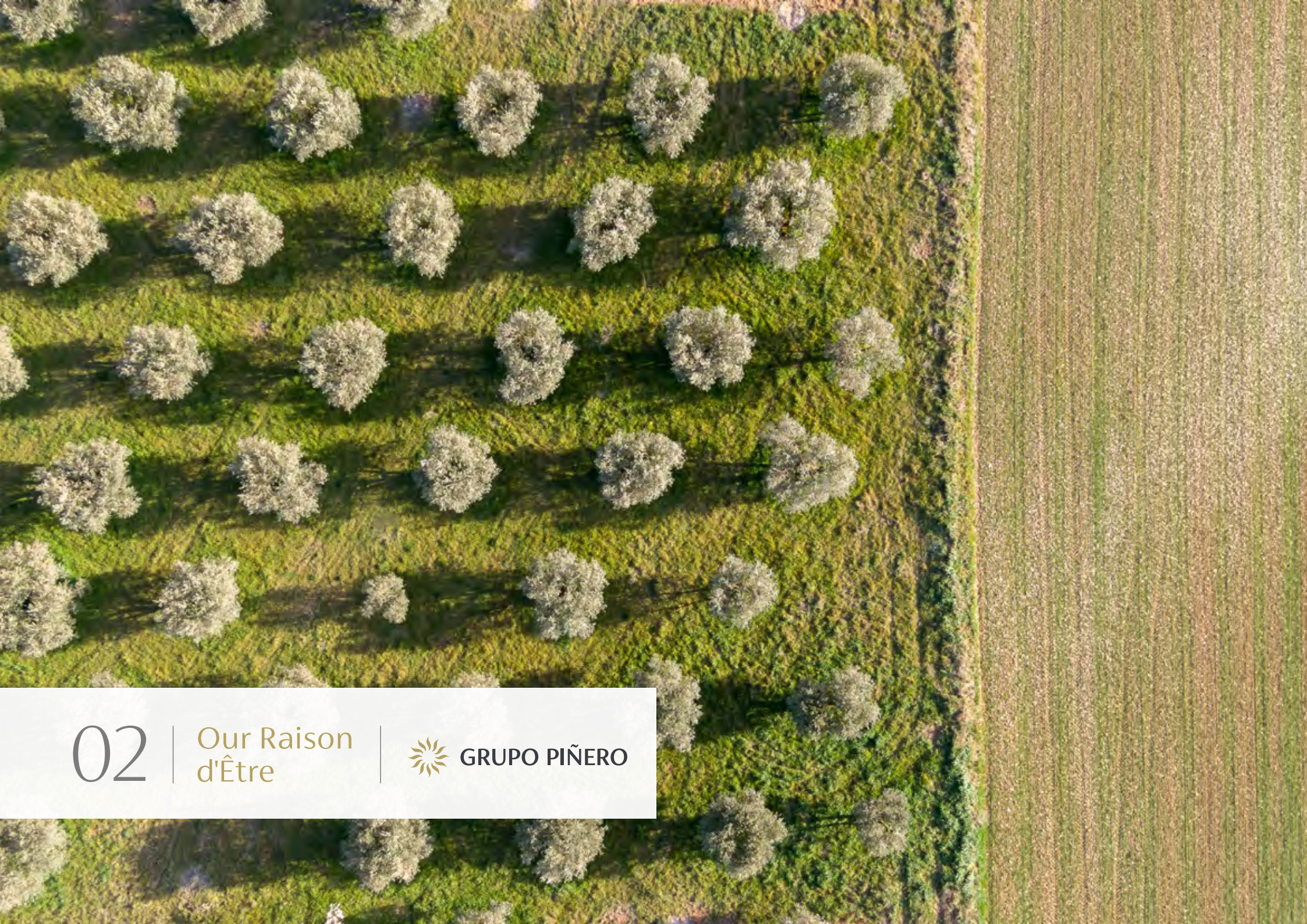
This year, we have continued consolidating a **Governance** model with ethical and transparent management, updating our Compliance Body Statute, Compliance Policy, Supervision Plan, and Disciplinary System. Additionally, to ensure the permeation of responsible governance in all our collaborators, we have carried out awareness-raising sessions on our Ethical Code and corporate sustainability policies in the destinations of Spain, Mexico, and the Dominican Republic. We have also carried out a double materiality analysis, allowing us to identify and evaluate the impacts, risks, and opportunities we can generate in our environment and those that can affect our development. To this end, we have involved our stakeholders, obtaining the vision of our collaborators, customers, suppliers, and shareholders on the priority of all the issues identified.

All these achievements would not have been possible without the team behind each of Grupo Piñero's operations. Our **talent** drives us, and therefore, they are essential to our objective of promoting a regenerative and respectful tourism model. For this reason, in 2023, we invested 1.1 million euros in our **Healthy Company program**, which aims to contribute to the well-being of each of our collaborators.

After a year of records, all that is left is to reflect on everything we have done and have yet to do. To this end, I invite you to delve into our 2023 Sustainability Report and discover the other actions we have carried out this year.

To achieve tourism that respects and enhances the inhabiting nature and communities, we must set ourselves new challenges every day and seek a joint improvement that brings us closer to the standard and fundamental objective of caring for our planet.

Much to create. Much to live. Much to come.



02

Our Reason
d'Être



GRUPO PIÑERO

Our attitude, our way of understanding the business

We are a multinational, family-owned group of companies dedicated to tourism and real estate.

The company, founded in 1975 by Don Pablo Piñero, is currently led by Isabel García Lorca, President and co-founder, and her three daughters: Encarna, Isabel, and Lydia. They continue Pablo Piñero's legacy of working to transform our way of traveling and creating exciting experiences that seek to respect the authentic essence of our environment.

The Piñero family's long history and experience in tourism have made the group a benchmark in the sector.

From its vision of a sustainable home, it promotes a business model in constant evolution based on respect for the environment, the care of its employees, and a commitment to society.

It strives for excellence by showing pride in belonging to the tourism sector and transmitting its passion and knowledge to future generations.

With a team of over 14,000 professionals, we have evolved to extend our value proposition beyond the tourism sector, structuring our activity into three business units in order to maximise synergies and ensure consistency in the quality and innovation of our products and services.

With almost 50 years of history, we are committed to



responsible management that allows us to offer the best experience to customers and collaborators and contribute to the economic, social, and cultural development of the local communities where we are present.

The constant evolution of the business constitutes the central axis of its strategic plan, supported by two key pillars: innovation and sustainability.

Our Brands

At Grupo Piñero we structure our activity in three business units in order to maximise synergies and guarantee consistency in the quality and innovation of our products and services.

Living Resorts is made up of its hotel activity, residential complexes and golf courses in Spain and the Caribbean, under the Bahia Principe brand.

Travel is integrated by Soltour, an independent tour operator in Spain and Portugal with 50 years of history specializing in the sun and beach area, and the incoming agency Coming2, the perfect host in a destination that provides travelers with the best experiences.

Mobility through land and sea transport services, completes our offer in the destination, highlighting our commitment to sustainable mobility.

LIVING RESORTS



TRAVEL



MOBILITY



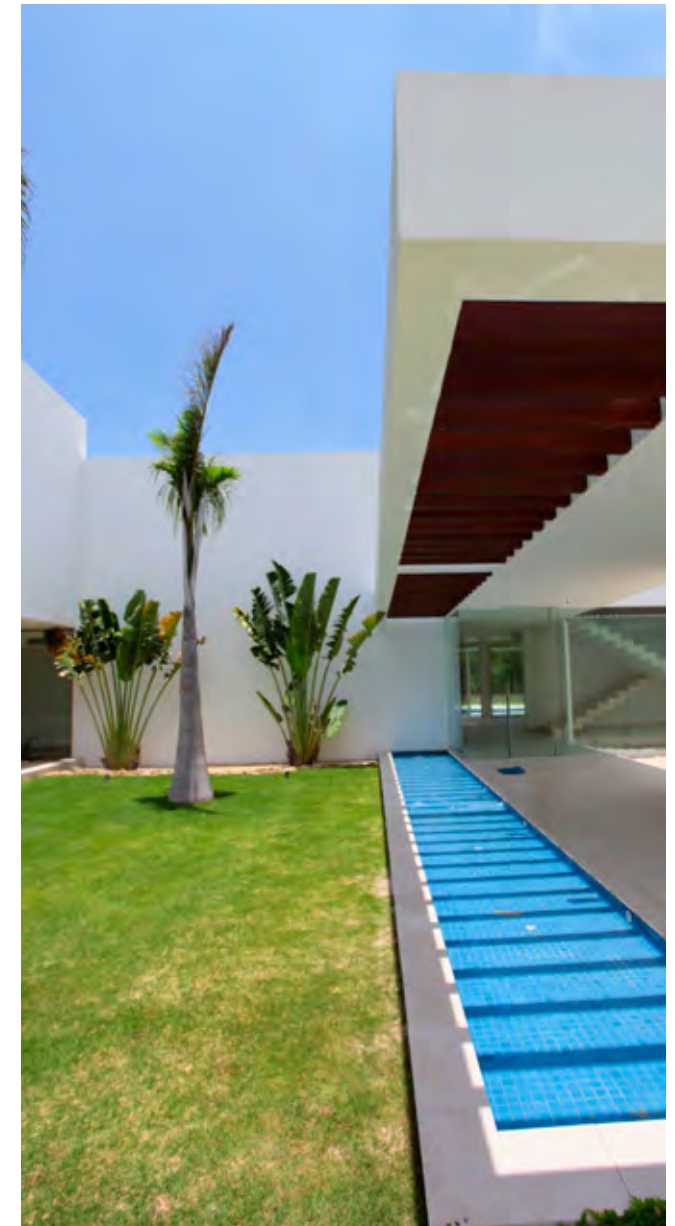
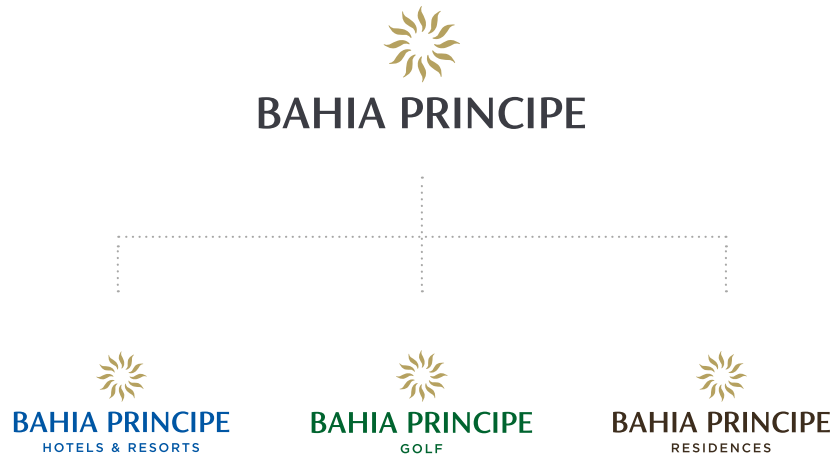
Living Resorts

We develop our hotel, residential and golf activity through the Bahia Principe brand, a key division in the company's strategy, which structures its offer through the Hotels & Resorts, Residences and Golf divisions.

We make the Living Resorts concept real by understanding our activity beyond the vacation industry: focusing on enriching the lives of our clients in our destinations, no matter how much time they spend with us. To do this, we connect our brands, with the environments and between people, in

a completely natural, efficient and operative way, making this reality possible.

In addition, we have three hotel assets managed by third parties: two in Palma de Mallorca and one in the Dominican Republic.



Bahia Principe Hotels & Resorts

Bahia Principe Hotels & Resorts, created in 1995, covers the hotel activity. Currently, the chain operates 24 establishments with almost 13,000 rooms in beach resorts in the Dominican Republic, where it is the market leader in terms of number of tourist beds owned; Riviera Maya (Mexico); Jamaica; and Spain (Canary Islands and the Balearic Islands).

The prime location of the hotels, the cuisine and leisure offer for both adults and children, the wide range of services and good value for money are the key pillars that set the chain's hotels apart, with a committed team and a trusted brand.

Ownership of almost all the hotels allows us to be involved in every detail of the hotel experience and to deploy a unique concept of hospitality in the holiday-making segment, a very competitive one which provides a singular and very specific know-how of the company.

Under the slogan 'true luxury is to feel happiness' and the dedication to making our guests experience everything fully, the brand attributes of Bahia Principe Hotels & Resorts are: trust, authenticity, commitment to attention and service, meticulous attention to detail, maximum personalisation, a wide range of experiences, integration of technology throughout the trip and a commitment to sustainability.

The markets that bring the most guests to Bahia Principe Hotels & Resorts are Canada, the United States, the United Kingdom, Spain and other European and Latin American countries.

SUSTAINABILITY CERTIFICATIONS



17



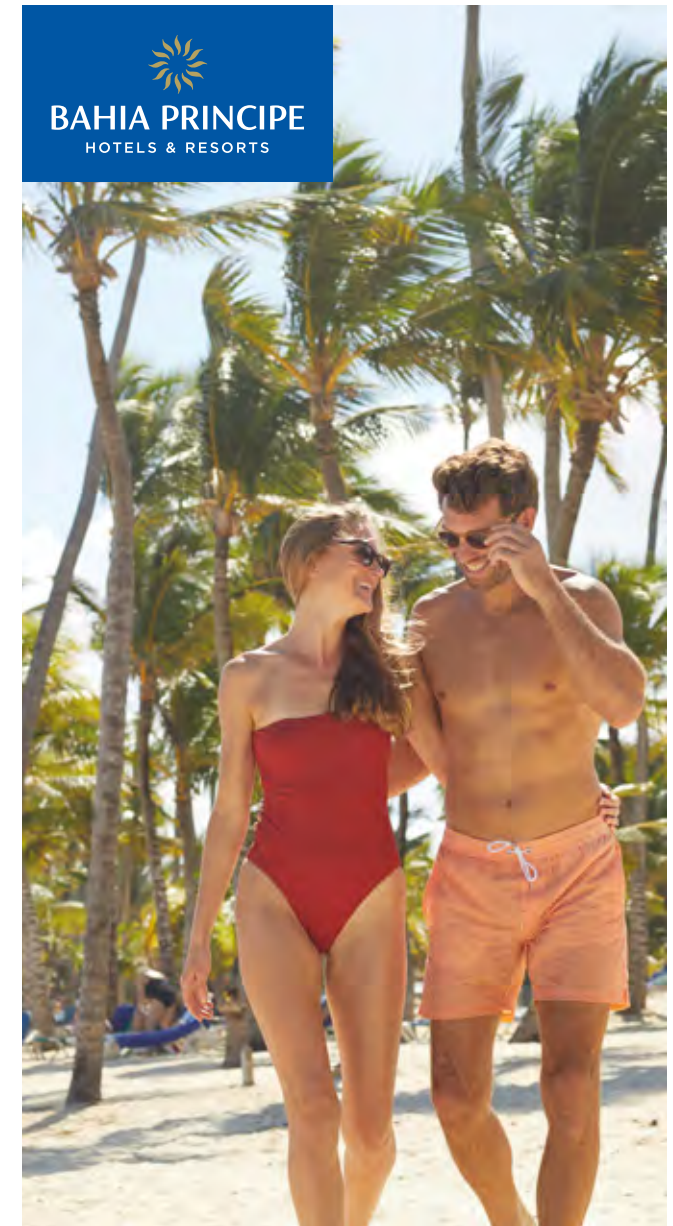
4



4



1



Bahia Principe Hotels & Resorts

The hotel division has entered the luxury segment with Cayo Levantado Resort. Due to its exclusivity, it has been given a unique and different personality within the hotel division's portfolio. Located in Samaná, one of the most symbolic places in the Dominican Republic, this resort is based on three pillars of sustainability:

Environment, where environmental criteria have been integrated to protect the island's ecosystem and preserve its spectacular fauna and flora.

Local culture, as local talent from the Dominican Republic were involved in the design to integrate local culture in all areas and contribute to economic and cultural development.

Wellness, because each activity promotes the most profound personal well-being: mind, body, and spirit.

The hotel opened its doors in June 2023. This unique resort—on an exceptional island—has 218 rooms distributed in 10 categories with different atmospheres inspired by the

country's nature, from Junior suite rooms to private villas with a capacity for up to 8 people.

From its beginnings, the hotel was based on the criteria of Forbes Travel Guide, the world authority on excellence in hospitality.



Bahia Principe Hotels & Resorts



Nº Hotels 2 · Nº Rooms 1.038

Locations:
Dominican Republic and Spain



Nº Hotels 7 · Nº Rooms 3.364

Locations:
Dominican Republic, Mexico and Jamaica



Nº Hotels 10 · Nº Rooms 6.363

Locations:
Dominican Republic, Mexico and Jamaica



Nº Hotels 4 · Nº Rooms 1.287

Locations:
Spain (Mallorca and Tenerife)



Nº de Hotels 1 · Nº Rooms. 218

Locations:
Dominican Republic (Samaná)

TENERIFE

Puerto de la Cruz
Bahia Principe Sunlight San Felipe ****

Costa Adeje
Bahia Principe Sunlight Costa Adeje ****
Bahia Principe Sunlight Tenerife ****

Golf del Sur
Bahia Principe Fantasia Tenerife *****



MALLORCA

Magaluf
Bahia Principe Sunlight Coral Playa *****



Runaway Bay
Bahia Principe Grand Jamaica *****
Bahia Principe Luxury Runaway Bay *****

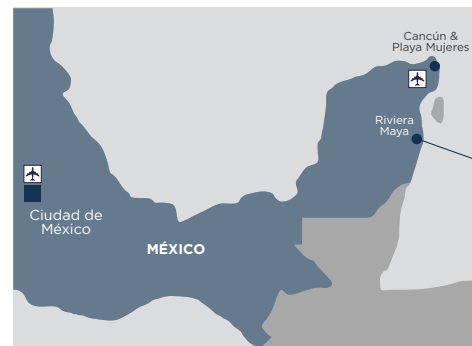
DOMINICAN REPUBLIC



Samaná
Bahia Principe Grand El Portillo *****
Bahia Principe Grand Cayacoa *****
Bahia Principe Luxury Samana *****
Cayo Levantado Resort *****

La Romana
Bahia Principe Grand La Romana *****
Bahia Principe Luxury Bouganville *****

Punta Cana, Bávaro
Bahia Principe Grand Punta Cana *****
Bahia Principe Grand Bavaro *****
Bahia Principe Grand Aquamarine *****
Bahia Principe Grand Turquesa *****
Bahia Principe Fantasia Punta Cana *****
Bahia Principe Luxury Esmeralda *****
Bahia Principe Luxury Ambar *****



Riviera Maya
Bahia Principe Grand Tulum *****
Bahia Principe Grand Coba *****
Bahia Principe Luxury Akumal *****
Bahia Principe Luxury Sian Ka'an *****

Bahia Principe Golf

This is the subdivision dedicated to the management and operation of golf courses, and currently operates two clubs with four golf courses, two 18-hole and two 9-hole: PGA Riviera Maya, in Mexico; and PGA Ocean's 4, in the Dominican Republic.

In addition, and in line with the Group's sustainability policy, it manages its facilities responsibly and respectfully with regards to the environment, taking utmost care with water consumption and streamlining the use of phytosanitary products.

Under the Open Golf concept, we work every day to expand the frontiers of this sport and make it reach as

many people as possible.

The division has a strategic alliance with the PGA of America, through which the company enhances the penetration of its exclusive offer of experiences and golf in the Caribbean (Mexico and Dominican Republic) within the U.S. and Canadian markets. The PGA of America is one of the most important organizations in the world of golf, and it owns the rights to the Ryder Cup and the PGA Championship, among other outstanding events.



27

27

Holes

Holes

2

2

Golf Courses

Golf Courses

- 18 hole par 72 course
- 9 hole par 3 course

- 18 hole par 72 course
- 9 hole par 3 course

Designed by:

Designed by:

Maverick Golf

Robert Trent Jones II



Bahia Principe Residences

It is the real estate subdivision in charge of developing and managing luxury residential developments in the Caribbean, it currently has more than 3,000 homes on more than 3,000 acres of land in Mexico (Riviera Maya) and the Dominican Republic (La Romana). In addition, it has 54 million square feet for future development in these countries and Jamaica.

At Bahia Principe Residences, Smart Living becomes a reality, through technology that provides comprehensive physical security, efficient customer service and access to a complete range of services.

Within its objective of being pioneers in creating, developing, and managing intelligent communities, the decision has been made to support the equipping of its complexes with a range of services aimed towards first residents: schools, coworking, supermarkets, and sports facilities. In addition, Bahia Principe Residences aspires to be recognised as an expert in the entire business cycle, providing a secure platform for developers, building residences that integrate the latest technologies and handling owners' rents thanks to its hotel experience.



5.707.824

Surfaces (m²)

1.957

Properties

(between 300 and 40.000 m²)

1.376

Residences built

581

Residences to be built

161 projected and 355 under construction

4.107

Residentes

between 200.000\$ and 2.000.000\$

Properties price



6.361.774

Surfaces (m²)

1.549

Properties

(between 500 and 13.600 m²)

541

Residences built

1.008

Residences to be built

370 projected and 544 under construction

1.623

Residentes

between 163.000\$ and 4.400.000\$

Properties price

Travel

Grupo Piñero’s business focuses on the fields of tourism and incoming services. This business unit is integrated:

On the one hand, Soltour, the independent tour operator in Spain and Portugal that specializes in the sun and beach area with almost 50 years of history, understands personalization and proximity to the highest degree: as the co-creation of the trip with agencies and customers—the seed for Grupo Piñero.

On the other hand, to guarantee a more comfortable and exclusive experience, this business unit is completed in a destination with its incoming agency, Coming2, which elevates the quality of the incoming service by facilitating the customers’ transfers to the hotel facilities.



Coming2, Destination Management Company, offers in- bound services to guests of Bahia Principe Hotels & Resorts and other chains and tour operators, meeting the needs of all types of groups, including the MICE segment, in relation to their accommodation, transfers, the development of leisure and sports activities and, in general, making the role of the perfect host in the destinations a reality, from welcome to farewell.



Created in 1976 as the first business unit, it has evolved since then to form an integrated and complete tourism offer in its work structure, and to become the leader in “sun & sand” in the Caribbean in the Spanish and Portuguese markets. Soltour is present in the wholesale segment with an ever-growing range of destinations on offer, taking on the role of the perfect host.

Soltour’s main activity is focused on the development and sale of package tours, providing added value to the purchase of the trip, from the non-dependence of vertically integrated groups and the support of traditional tour operation. Thanks to these and other reasons, we are able to provide high quality service to tourism professionals, as well as the peace of mind of being in the best hands.



Mobility

For years, we have believed sustainable mobility is essential for responsible tourism development. It contributes to reducing emissions and improves the air quality of our hotels, residences, and golf complexes, which we consider a core aspect. Our purpose is to have an efficient and respectful transport model.

It englobes a series of mobility services in destinations under the following brands:



Land transportation in the Dominican Republic



Commercialization of electric vehicles for tourist transportation in resorts or cities.



Development and production of integral solutions for electric and sustainable transportation.



Maritime transportation in the Dominican Republic.

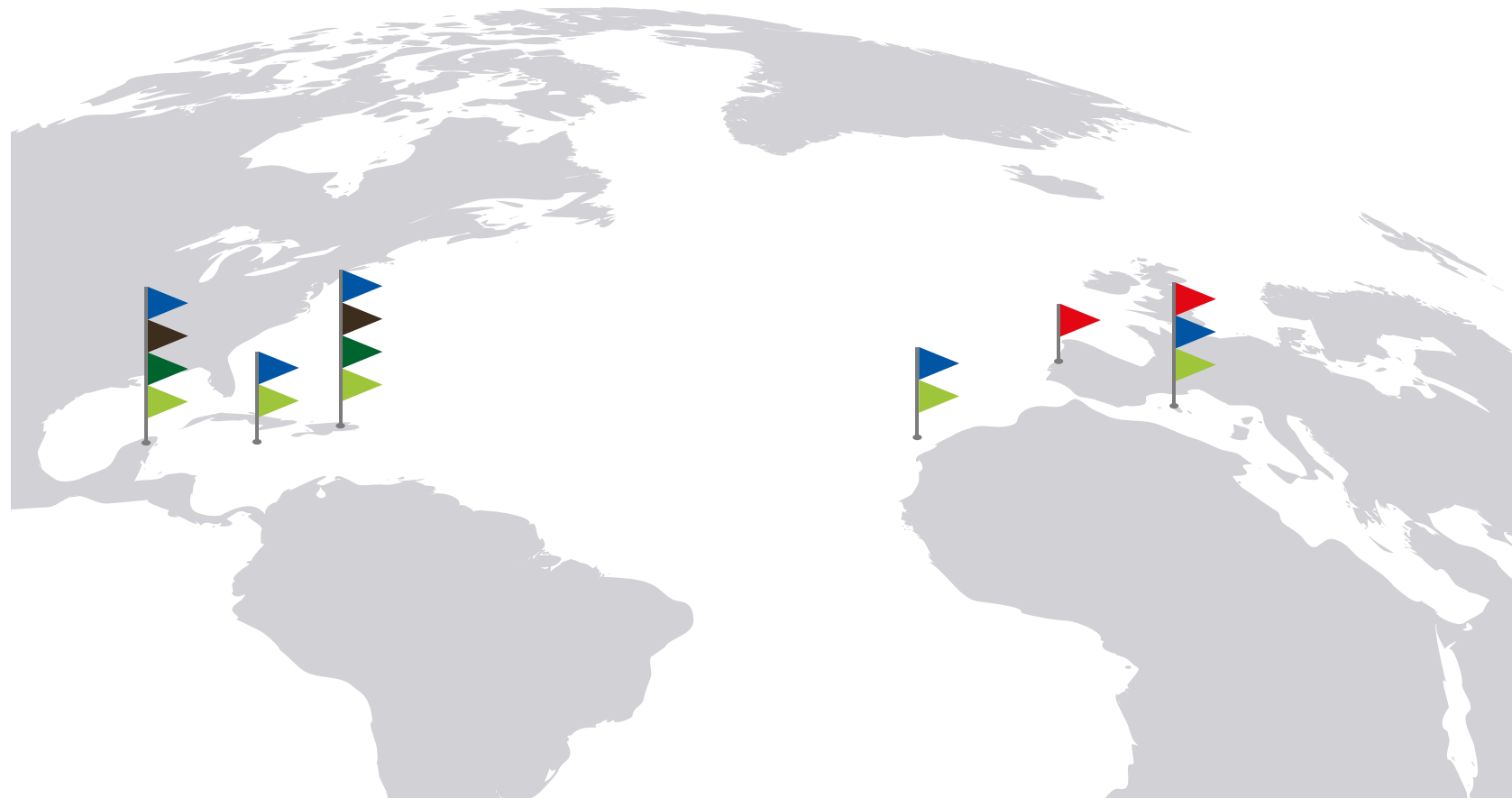


Water activities in Bahia Principe's surroundings.

Our brands

Today, we occupy leading international positions. In 2023, we manage 7,8 million stays per year by clients from more than 30 countries.

	Dominican Republic Jamaica Mexico Spain
	Dominican Republic Mexico
	Dominican Republic Mexico
	Spain Portugal
	Dominican Republic Jamaica Mexico Spain



JANUARY

- At Fitur 2023, we celebrated the first edition of the “Top Ecocentrists” awards, which distinguished seven companies from the tourism sector.

FEBRUARY

- We digitalized 100% of the invoices from suppliers in Spain and Mexico.
- We signed a collaboration agreement with Huawei to implement GPON and WiFi technology in hotels in the Dominican Republic.

MARCH

- We celebrated International Women’s Day 2023.
- We implemented the Aflora Plan in our corporate offices.
- Soltour Travel Partners and TUI Spain signed a collaboration agreement.
- The Mexican film “Todas menos tú” was filmed in Bahia Principe Grand Tulum, Residencial Tulum Country Club, and PGA Riviera Maya.

APRIL

- We celebrated World Health Day.
- We participated in EasyJet and Winnow’s Sustainable Tourism Programme to reduce food waste through a project to be implemented in Bahia Principe Sunlight Costa Adeje.
- We conducted training sessions on the Compliance Model in the corporate offices and the Dominican Republic and Mexico destinations.

MAY

- The Eco-Bahia Foundation arrived to the Dominican Republic.
- Collaborators and customers practiced their ecocentrism together on World Recycling Day.
- Solbus announced an investment of 4 million dollars in the

next few years to renew its vehicle fleet, including electric vehicles.

JUNE

- We celebrated World Environment Day by planting 1,000 trees to continue the challenge “One Person, One Tree”
- We received the visits of the Minister of Tourism of Jamaica, Edmund Bartlett, in Mexico and the Dominican Republic.
- Reopening of Cayo Levantado Resort.

JULY

- Soltour activated direct flights from Madrid to Cape Verde due to an agreement with the Republic of Cape Verde.
- The Eco-Bahia Foundation in the Dominican Republic presented the results of the first semester of the SAK Programme for cleaning marine waste in Mexico. A total of 270 kg of marine waste and 536 kg of waste in cenotes and caves were collected.

AUGUST

- The Eco-Bahia Foundation in the Dominican Republic signed a collaboration agreement with the Ministry of Environment and Natural Resources for the Protection of Sea Turtles.
- We celebrated International Day of the World’s Indigenous Peoples in Bahia Principe Riviera Maya and Eco- Bahía Foundation, helping 150 families from the X-Can community in the municipality of Lázaro Cárdenas of Quintana Roo.

SEPTEMBER

- Tulum Country Club signed a deal with the Real Madrid Foundation to implement the “Educational Football Programme”, an educational program aimed at children and young people in Quintana Roo (Mexico).
- We celebrated World Tourism Day, sharing our pride in belonging to the sector.
- We opened the “La Isla” area in the Bahia Principe Bávaro

complex.

- We opened a new Round The Island Food Market in Jamaica, a food market offering its customers innovative services.

OCTOBER

- We renovated the staff dining room at Bahia Principe Sunlight San Felipe.
- The Dominican Republic’s presidency and vice-presidency inaugurated the Gaspar Hernández police training school in the former hotel Bahia Principe Grand Rio San Juan.

NOVEMBER

- The official inauguration of Cayo Levantado Resort was held by the President of the Dominican Republic, Luis Abinader, and the Minister of Tourism, David Collado.
- Residencial Playa Nueva Romana collaborated with Evergo to install a new fast charging station.
- The PGA Ocean’s 4 golf course is progressing in its digitalization process by incorporating a trackman into its golf academy.
- We presented the final results of the closure of the project Samaná Biodiverse Clean and Sustainable in Samaná between Grupo Piñero and German Cooperation Agency-GIZ (2020- 2023).

DECEMBER

- We celebrated Solidarity Month with different social actions in all the destinations where we operate.
- We re-opened Bahia Principe Luxury Esmeralda after its complete refurbishment.

2.5 Awards and Acknowledgments

2023 has been a year marked by important recognitions for Grupo Piñero.

We are truly grateful for all our awards and recognitions, which reward our solidarity, effort, hard work, and commitment, and encourage us to continue innovating and striving for excellence responsibly.



Recognition was in order for our collaboration in the Barrios Employment Program and the work of our hotels in Tenerife for the job placement of unemployed people and sensitive groups.



The Campaign “The best version of you” by Soltour and Bahia Principe Hotels & Resorts received an honorable mention in the institutional communication category at the Meios Publicidades Comunicação Awards in Lisbon.



Soltour received the “Revelation tour operator” award at the 8th Gala of the “Gaceta del Turismo” Awards.



The Institute of Blood Donation of the Canary Islands recognized the work of Bahia Principe Fantasia Tenerife employees in the blood and bone marrow donation campaign organized by the town hall of Güimar.



Our We are Ecocentrists Movement was awarded the best project for preserving the environment in the tourism sector at the 12th annual Social Enterprise Awards in Madrid.



The Centre for Export and Investment of the Dominican Republic (ProDominicana) recognized Grupo Piñero's contributions to the national economy. Our CEO, Encarna Piñero, received the award from Luis Abinader, President of the Dominican Republic.



Bahia Principe Hotels & Resorts was recognized for its contribution to the development and growth of tourism in the province of Zona Norte, Samaná, and the Dominican Republic by the Dominican College of Secretarial Journalists María Trinidad Sánchez.



The Bahia Principe Grand El Portillo hotel, was recognized by the German Society for International Cooperation (GIZ) for its commitment to diversity.



Grupo Piñero was awarded in the Sustainability category for its "We Are Ecpcentrists" Movement in the 2nd Edition of the "Radio Intereconomía" Awards.



Grupo Piñero received the award for the best innovation in Artificial Intelligence and data analysis at the Tourism Innovation Summit for its project on hotel demand prediction.

Travel

1 TRAVELLERS CHOICE (RD)

Bahia Principe Luxury Samaná

2 TRAVELLERS CHOICE (ESPAÑA)

Bahia Principe Sunlight Tenerife

Bahia Principe Sunlight Costa Adeje

TTOO Schauinsland-Reisen

3 TOP HOTEL PARTNER

Bahia Principe Grand El Portillo

Bahia Principe Grand Tulum

Bahia Principe Luxury Samaná

Expedia

1 TOP PRODUCER

Bahia Principe Grand El Portillo

TUI

1 GLOBAL AWARDS QUALITY

Bahia Principe Fantasía Tenerife

ITB

2 TOP HOTEL PARTNER

Bahia Principe Grand El Portillo

Bahia Principe Grand Coba

Booking

18 TRAVELLER REVIEW AWARD

Bahia Principe Sunlight Costa Adeje

Bahia Principe Sunlight Tenerife

Bahia Principe Sunlight San Felipe

Bahia Principe Fantasia Tenerife

Bahia Principe Sunlight Coral Playa

Bahia Principe Luxury Ambar

Bahia Principe Grand Aquamarine

Bahia Principe Fantasia Punta Cana

Bahia Principe Grand El Portillo

Bahia Principe Luxury Samana

Bahia Principe Grand Cayacoa

Bahia Principe Grand La Romana

Bahia Principe Luxury Bouganville

Bahia Principe Luxury Akumal

Bahia Principe Grand Tulum

Bahia Principe Grand Coba

Bahia Principe Luxury Runaway Bay

Cayo Levantado Resort








Holidaycheck







1 HOLIDAYCHECK SPECIAL AWARDS



Bahia Principe Luxury Samana










	2023	2022	2021	2020
 Economic				
 Consolidated Turnover	947,6 M€	810,2 M€	322,7 M€	222,4 M€



	2023	2022	2021	2020
 Environmental				
 Ratio of Power Consumption per Stay	31,92 kWh/est	30,17 kWh/est	46,38 kWh/est	54,56 kWh/est
 Total Recyclable Waste Recovered	5,3 M kg	5,3 M kg	2,8 M kg	2,0 M kg
 Recovered Waste per Stay	0,68 kg/est	0,68 kg/est	0,84 kg/est	0,93 kg/est
 Water Consumption per Stay	1,01 m3/est	1,12 m3/est	1,77 m3/est	2,60 m3/est
 CO2 emissions to the atmosphere per Stay	9,3 kg CO2/est	7,94 kg/est	12,57 kg/est	14,44 kg/est
 Environmental Investment	3,5 M€	2,7 M€	0,4 M€	7,6 M€





	2023	2022	2021	2020
 Employees				
 N° Employees	15.783	14.337	8.747	8.720
 % of Female Employees	38,18%	36,8%	34,4%	33,1%
 Healthy Company Investment	1,1 M€	0,5 M€	0,2 M€	1,0 M€
 Training Hours	194.049	239.888	184.477	65.010
 % Women on the Corporate Services Unit Committee	100%	100%	100%	-

	2023	2022	2021	2020
 Local Community				
 Contribution	0,2 M€	0,2 M€	0,1 M€	0,2 M€

	2023	2022	2021	2020
 Suppliers				
% Local Suppliers icon" data-bbox="515 331 534 350"/> % Local Suppliers	95%	90%	93%	97%
 Purchasing Volume	205,8 M€	178,2 M€	80,3 M€	66,8 M€

	2023	2022	2021	2020
 Clients				
 Global Review Index	89,1	87,4	86,7	88,7
 Net Promoter Score Hotels	33,9	27,3	32,1	42,7
 Hotel Division Ratio of Complaints per no. Clients	0,003	0,003	0,003	0,003
 Travel Division Ratio of Complaints per no. reservations	0,032	0,027	0,038	0,067

	2023	2022	2021	2020
 Audits				
 Quality Audits	10.291	4.360	887	1.311

	2023	2022	2021	2020
 Acknowledgements				
 Travelife	17	17	23	23
 EarthCheck	4	4	4	4
 Clean Beaches	1	1	1	1

At Grupo Piñero we are aware that sustainable development has become one of the levers of economic recovery. Therefore, we bravely assume our commitment to continue working on a responsible management model, aligned with our *raison d'être* and values. We are fully convinced that the main international benchmarks promoted by the United Nations are an essential driver for Sustainable Development and human prosperity

Our Purpose

We exist to create exciting experiences, and that is only possible if all of us who are part of Grupo Piñero share the same values and way of understanding the world. Values that form the core of our company and are based on the idea that our family is much more than just the Piñero family - it's a shared outlook.

Our internal culture continues to evolve toward a space of greater complicity and efficiency. For years we have been visualising the future we want, above all by working responsibly, but today we can say that we have a much clearer vision of the world that we dream for the future.

Our sights are set on the year 2030 to meet our sustainability goals, always with our values and *raison d'être* at the core.

We are convinced that we want to continue to be inspired by it, with the aim of remaining a relevant company in the international tourism market, maintaining our 100% family essence and managing our activities in a responsible manner, to offer the best experience to clients and employees,

and to actively contribute to Sustainable Development and respect for Human Rights.

How We Will Achieve This

It is clear to us that we are first and foremost a group of people working for people and for our Planet. It is for this reason that in 2022 our sustainability strategy defined in 2021, with a long-term vision, was approved in 2022,

as well as the creation of the Grupo Piñero Sustainability Division, whose mission and strategic objectives are to promote the integration of ESG criteria at all levels of the organisation, ensuring that the action plan contributes to fulfilling the commitments undertaken and meeting the main challenges of the 2030 agenda.



Our Values as a Guiding Principle

As in previous years, the following chapters of the Report are presented on the basis of the values that govern the principles and management of our company. In addition, in line with the internal commitments acquired, the actions carried out to achieve the established objectives will be detailed, as well as the contribution made to the Sustainable Development Goals.



EXEMPLARITY

We establish sustainable development as one of the strategic axes of our business growth.

We reinforce those aspects that have been identified as material in our activity in order to implement crosscutting action plans that guarantee our contribution to the United Nations Sustainable Development Goals.

COLLABORATION



We work to improve the quality of life of our employees and our suppliers' employees, and we collaborate with the local communities in which we operate.

We are constantly working to improve the experience of these stakeholders with Grupo Piñero.

RESPECT



We promote respect for our environment by including measures and action plans that guarantee the care and conservation of the environment in our business strategy.

PASSION



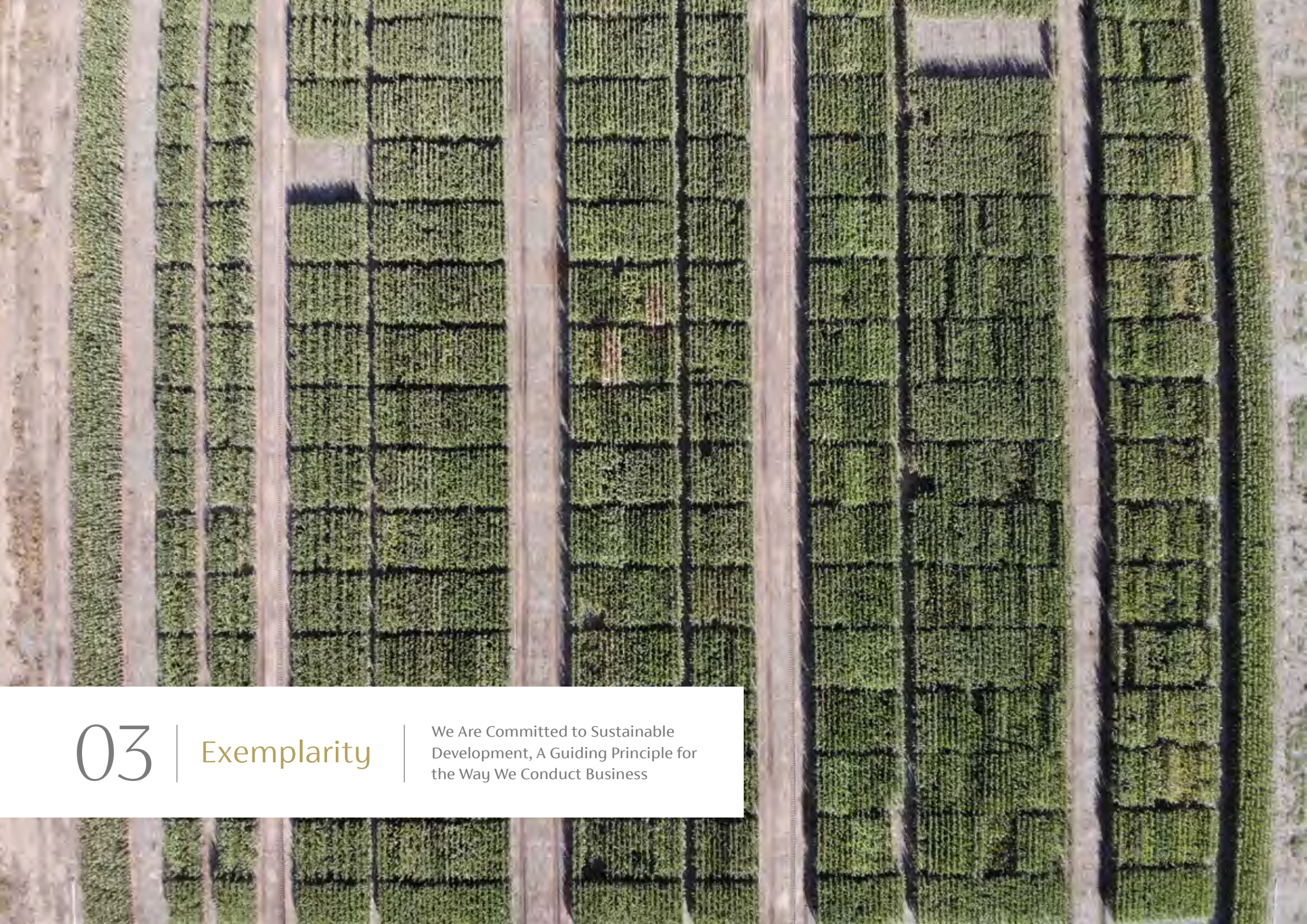
Our passion for our clients has placed them at the heart of the group's management. We drive the innovation and development of our products and services to satisfy our clients and build customer loyalty.

CONTINUOUS IMPROVEMENT



We promote continuous improvement through a solid governance model that guarantees compliance with ethical principles.

Thus, through transparent management toward all our stakeholders, we ensure compliance with legislation and respond to all the risks identified for our activity.



03

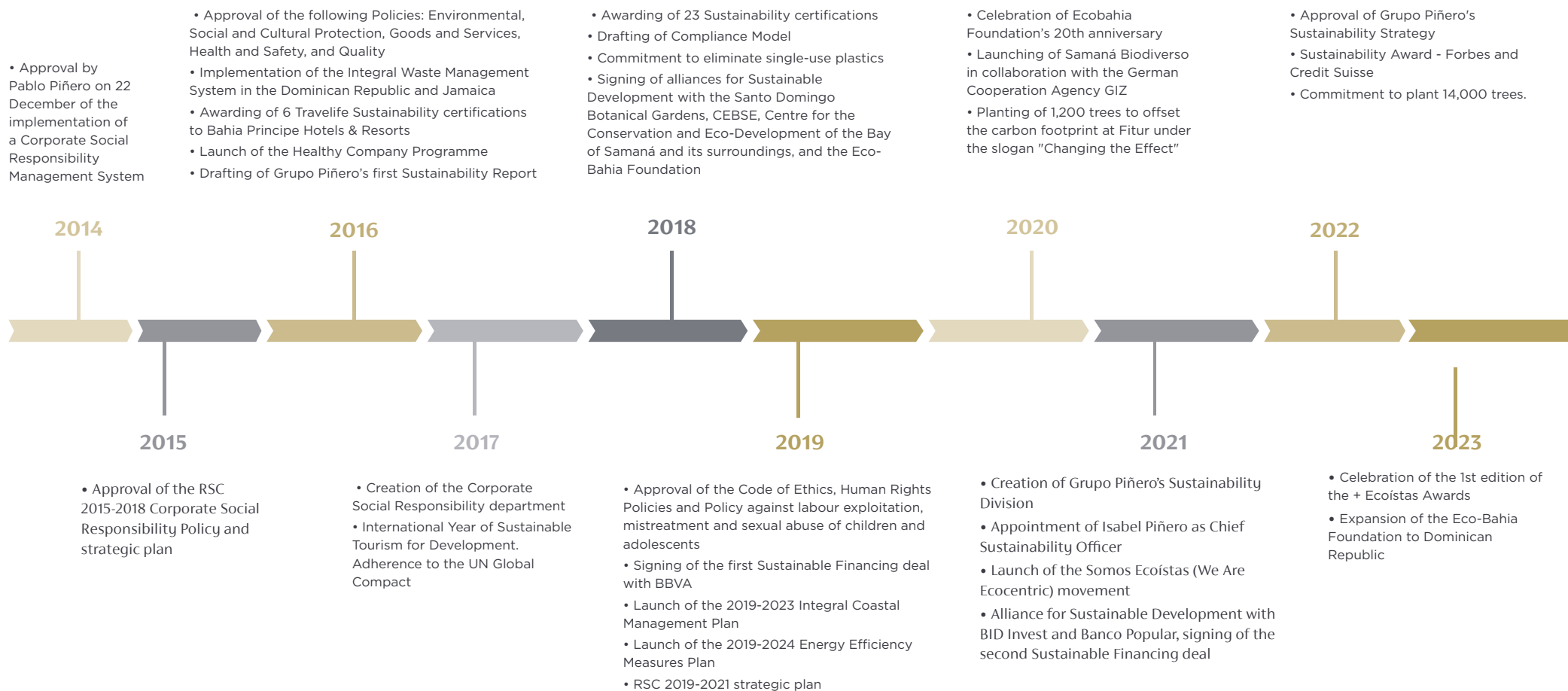
Exemplarity

We Are Committed to Sustainable Development, A Guiding Principle for the Way We Conduct Business

3.1 Responsible management

Evolution from CSR to Sustainability

Below we highlight the main milestones on our path to sustainability:



Evolution from CSR to Sustainability

We have been working hard since 2015 to incorporate environmental, social and ethical criteria into the strategy, but today we are convinced of the need for a solid management model based on environmental, social and governance (ESG) criteria.

It is very important for us to promote a partnership model in order to face changes, new demands or explore opportunities. We therefore promote strategic alliances to ensure the generation of long-term economic, environmental and social value.

In 2021 we created the Sustainability Division, a support unit whose strategic objectives are:

- Promote the integration of sustainability at all levels of the organisation, identify and manage ESG risks and opportunities, assess impacts and involve all stakeholders, taking as a frame of reference the United Nations 2030 Agenda's Sustainable Development Goals (SDGs).
- Ensure that sustainability permeates all decisions, ideas and projects of the company.

In 2023, the Sustainability Division, led by the Chief Sustainability Officer Isabel Piñero, a member of the Executive Committee, comprised the following areas: Human Resources, Legal, ESG, Environment, Branding, Communication, and Institutional Relations. This division is consolidated as a support unit of Grupo Piñero.

In 2023, the following were carried out:

- 6 Sustainability Committees of the Division
- 1 CSO Overview



From left to right: Pablo del Toro - Head of Environment Management, Angélica Santos - Head of Branding & Design, Patricia Reina - Head of Communication, Isabel Piñero - Chief Sustainability Officer, Victoria Capellá - Global Director Human Resources, Antonia del Toro - Global Director ESG, Paqui Benitez - Public Affairs & Protocol Manager, Andrés Rosselló - Global Director Legal

Sustainability Strategy 2022-2030

are convinced that we want to consolidate ethical, transparent and committed management, which is why we promote a responsible and sustainable management model with a longterm vision.

Advancing in the integration of ESG criteria is today our priority, with the aim of incorporating Good Governance actions in all company decisions, working to improve people's quality of life and implementing measures that help

us to fight climate change, with the objective of effecting a paradigm shift both internally and externally. We therefore promote responsible leadership that, aligned with the United Nations 2030 Agenda and our contribution to the Sustainable Development Goals (SDGs), allows us to advance towards a model of responsible and sustainable tourism that can address the current challenges we face, and contribute to leaving a legacy for future generations.

The Sustainability strategy, with a 2030 horizon, articulated in three strategic lines: Governance, People and Planet, where each of them has 3 lines of action, in which strategic objectives and specific objectives are established for the different corporate areas and business units of Grupo Piñero.

The Executive Committee coordinates and promotes initiatives and commitments.



Sustainability Governance

Our sustainable, global and transversal approach is implemented through an ESG management model and to this end, we have a management and monitoring model for commitments

focused on transparency and continuous improvement.

Board of Directors Approves and oversees the sustainability strategy, ESG policies and targets.

SUSTAINABILITY DIVISION

- Proposes the Group's strategy, policies and objectives to the CEO for review and submission to the Board of Directors for approval.
- Advises the company on ESG criteria.
- Designs and implements programmes and projects approved by the Sustainability Committee to achieve objectives.
- Ensures the allocation of ESG roles and responsibilities in the company's organisational and functional model and the organisation's sustainability knowledge.
- Periodically reviews the internal control and management systems, as well as the degree of compliance with objectives and implementation of the Group's sustainability policies.
- Annually prepares the Sustainability Report for review by the Sustainability Committee and approval by the Board of Directors.
- Performs ESG analysis and positioning.
- Conducts ESG Risk Mapping.

SUSTAINABILITY COMMITTEE

- Proposes business objectives to the CEO based on Grupo Piñero's strategy and ensures that objectives are met, as well as supervising the evolution of the strategy.
- Approves programmes and/or projects for the Executive Committee.
- Advocates an economic growth model that incorporates ESG risk assessment.
- Provides visibility to clients of the company's ESG progress and performance and embeds risk assessment into the growth model.
- Gives visibility to investors, analysts or regulatory bodies of the company's ESG progress and performance.
- Assigns ESG criteria to investments.
- Drives the ESG digital transformation programme to facilitate group reporting and compliance (for regulators).
- Coordinates the analysis of risks and opportunities.

HEAD OF BUSINESS SUSTAINABILITY

- In charge of transferring the commitments acquired to the businesses and enriching the Sustainability Committee with business experience and identifying possible difficulties in the execution of projects.
- Evaluates, monitors and reviews action plans based on the business's sustainability commitments and policies.
- Submits target tracking analysis to the CEO.
- Evaluates and approves the budget for the execution and development of actions, programmes and/or projects.
- Periodically reviews the internal control and management systems, as well as the degree of compliance with objectives and implementation of the Group's sustainability policies.

BUSINESS SUSTAINABILITY COMMITTEE

- Proposes the objectives to the business's Head of Sustainability for approval and submission to the Sustainability Committee.
- Develops, coordinates and monitors action plans.
- Promotes, executes, coordinates, evaluates, monitors and reviews action plans based on the business's sustainability commitments and policies.
- Designs and/or proposes actions or projects, together with the Sustainability Division, to propose to the business manager, and the latter in turn to the CEO and the Sustainability Committee.

Our Stakeholders

Identifying, knowing and being close to our stakeholders has always been our priority. Practicing active listening has led us for years to know first-hand their interests and expectations, as well as to promote actions that aim to achieve their satisfaction and increase their sense of belonging to Grupo Piñero and create a relationship based on dialogue and transparency that promotes tangible and intangible values such as the creation of sustainable value, the reduction of environmental impacts or the promotion of Human Rights or the joint achievement of the Sustainable Development Goals (SDGs).












Communication Channels

Our stakeholders have been identified according to criteria of dependence, responsibility, proximity and influence.

To achieve our transparency objectives, as mentioned above, we have worked on strengthening and implementing communication channels, many of them two-way, which allow us to be in constant contact with our stakeholders and to identify their expectations.

These channels are presented in the following table:

STAKEHOLDERS		COMMUNICATION CHANNEL	
	Employees	<ul style="list-style-type: none"> • Intranet • Employee Portal • Phone • Email • WhatsApp • Meetings/Briefings • Committees, 	<ul style="list-style-type: none"> • Work tables, • corporate communications • CEO Office communications • Webinars, • Video calls, • HR communications, • Surveys • Screens • Information panels • Ethical code mailbox • Complaints channel • Suggestion mailboxes
	Shareholders	<ul style="list-style-type: none"> • Family Council Meetings 	<ul style="list-style-type: none"> • Meetings with Department Heads
	Society	<ul style="list-style-type: none"> • Neighborhood Associations 	<ul style="list-style-type: none"> • Meetings with Government Authorities • Institutional Communication
	NGO and other Non-Profit Organizations	<ul style="list-style-type: none"> • Social Activities 	<ul style="list-style-type: none"> • Media • Social Media Communication
	Final Clients	<ul style="list-style-type: none"> • Guest Experience • Front office • Websites, • Mails and newsletters • Press News 	<ul style="list-style-type: none"> • Social Networks • Blogs • Marketing Campaigns • Apps • Screens and totems • Satisfaction Surveys, • Customer Service (customer, call center), • Owner Service Office, • Complaint and Suggestion mailboxes
	Intermediary Clients (Travel Agencies/Tour Operators)	<ul style="list-style-type: none"> • Visits to agencies • Fairs and congresses • Professional website for agents 	<ul style="list-style-type: none"> • Loyalty program • Email communications • Periodic newsletters • Call center
	Business Association	<ul style="list-style-type: none"> • Forums • Conferences 	<ul style="list-style-type: none"> • Videomeetings • Reuniones periódicas • Social networks • Institutional communications
	Suppliers	<ul style="list-style-type: none"> • Phone • Visits 	<ul style="list-style-type: none"> • Email communications • Video calls • Purchasing and logistics data
	Press and media	<ul style="list-style-type: none"> • Phone • Communication mail • Corporate website • Press releases 	<ul style="list-style-type: none"> • Press conferences • One-to-one meetings • Interviews, press trips • Social networks • Through the different communication • Communication agencies with which we collaborate

3.2 Relationship with Stakeholders

Communication with the collaborator

For us, accompanying the teams and keeping them aligned with the company's strategy and progress continued to be one of the main objectives of this year. We have ensured tactical and strategic alignment through timely, transparent, and continuous information. For this reason, we work to improve the positioning and reputation of Grupo Piñero through ethical and transparent dialogue with the employees.

This communication has been carried out through:

- CEO Overviews. During 2023, two were held:
 - The first one, in April from Tenerife, where the group's strategic plan was presented
 - The second one, in November from Mallorca, together with the participation of Doña Isabel García, Isabel Piñero, and Lydia Piñero, where a balance of the year was made and the roadmap for 2024 was shared
- A newsletter with news addressed to the company's executives
- Our internal tool, intranet, where we have published:
 - 318 news articles, classified and framed in the company's values, of which news related to our values of passion and continuous improvement accounted for more than 50% of the total content published.
 - Thirty-six news stories with videos, photos, interviews with our employees to get to know the teams and people better, and videos of our main activities, where we can see the work behind the scenes.

- An internal communication campaign called "CLR from the inside" to share news, progress, and all the efforts made in this project during 2023.

The intranet has implemented new functionalities to make it more attractive, such as the option to "like" our news articles and comment on them. This also encourages internal dialogue and active listening.

We celebrated the second edition of our Christmas Talent Show. This collaborative initiative aims to work as a team with all the destinations, divisions, and departments, enhancing passion, originality, and ingenuity. Through a talent contest in Spain, we connected all the employees in an international connection via streaming.

During 2023 we worked with the internal communication campaign, under the claim "Recognise Each Other", which was replaced by a new campaign Grupo Piñero United, which aims to align the teams, strategies, business units and support units. In 2024, Grupo Piñero United will be the campaign that will reinforce the idea that TOGETHER and working as a TEAM, we achieve our objectives better.



3.2 Relationship with Stakeholders

Our participation in forums and round tables

In Grupo Piñero we actively participate in forums as a way of contributing to an inclusive and sustainable recovery of the tourism sector and society in general.

Encarna Piñero, CEO Grupo Piñero

To highlight some of our CEO's most important participation forums:

- Participation in Fitur Woman sharing "the vision of inclusion in tourism" (January 2023)
- The challenges of tourism in 2023: a talk with Encarna Piñero and Gabriel Escarrer at the Soltour Travel Partners Summit, held during Fitur (January 2023)
- Round table "The ESG Strategy in the Tourism Sector. CEO's perspective" at the ESG Forum organized by PWC with Expansión (March 2023)
- Participation in Tourism Round Table in Iberoamérica: the excellent lever for recovery. At the Ibero- American Summit of Heads of State, held in Santo Domingo, Dominican Republic (March 2023)
- IESE Balears Annual Meeting 2023 Palma IESE Presentation: The importance of sustainability and the boost of family businesses in the sector for the development of the Spanish economy (June 2023)
- III Turespaña convention: the sustainable transformation of Tourism Kursaal Centre of Donostia / San Sebastián Turespaña Table: The Keys to the Future. The Challenges of Tourism, (October 2023)
- Meeting of the Spanish Chamber of Commerce in DR Santo Domingo (November 2023)

Other participations

Isabel Piñero, CSO Grupo Piñero

- Moderation of the First Edition of the "Top Econcentrists" Awards with Sandra Gallego, partner and founder of the ETHIC Magazine, at FITUR (January 2023).
- Intervention in the panel on "Leaders of cultural and sustainable tourism" by Caribe Naranja Forum in the Dominican Republic (October 2023).

Mateo Ramón, CIO Grupo Piñero

- Table/masterclass "The future of hotels in Operation and Business" at Hotel Innovation Day inside the Mallorca Digital Hospitality Program (March 2023).
- "Automation and Connectivity" panel at Mule- Soft to You Event, (June 2023).
- Panel "Transformation towards new hotel business models" at the "Changing the paradigms in the creation of new hotel business models. Digital transformation" Conference (October 2023).
- Participation in the eProcurement Tech Summit (October 2023).

Antonia del Toro, Global director ESG

- Panel on Sustainability and Digitalization at the Tourism Forum "Sustainability, Digitalization, and Cybersecurity", organized by Madrid Platform (September 2023).
- Presentation at the "Balearic Islands Hotel Sustainability Week" organized by Eco One (November 2023).



3.2 Relationship with Stakeholders

Communication with the customer

Social Networks are the perfect way to convey our essence.


Social networks are among the most critical channels for bidirectional communication with our stakeholders. According to the channel and the audience we want to impact, we plan and execute different actions to improve our brands' positioning, visibility, and reputation, and even achieve sales or leads.

To achieve these objectives, it is vital to know our audience, their demographic characteristics, concerns, and interests, analyze how they behave with the content, what they ask us through direct messaging, and even what they comment; we must internalize listening, in order to have the different archetypes in mind when defining our actions on social networks. In short, knowing our audience helps us to plan our actions by putting the customers at the center.


As for the context in which we find ourselves, our customers have overcome the pandemic, and their needs go far beyond traveling: our customers want to LIVE; they wish to discover experiences that make them connect with the destination and even with themselves. This has been a great opportunity for our brands because social networks are the right channel to highlight the exciting experiences that we offer to our stakeholders.


We have continued to focus the corporate and institutional content on the social network profiles of our CEO, Encarna Piñero, and we have consolidated the presence of our CSO, Isabel Piñero, through a solid content strategy around environmental and staff issues. This year, we have incorporated


new Instagram accounts, focused on Talent and our Ecological Foundation EcoBahia.

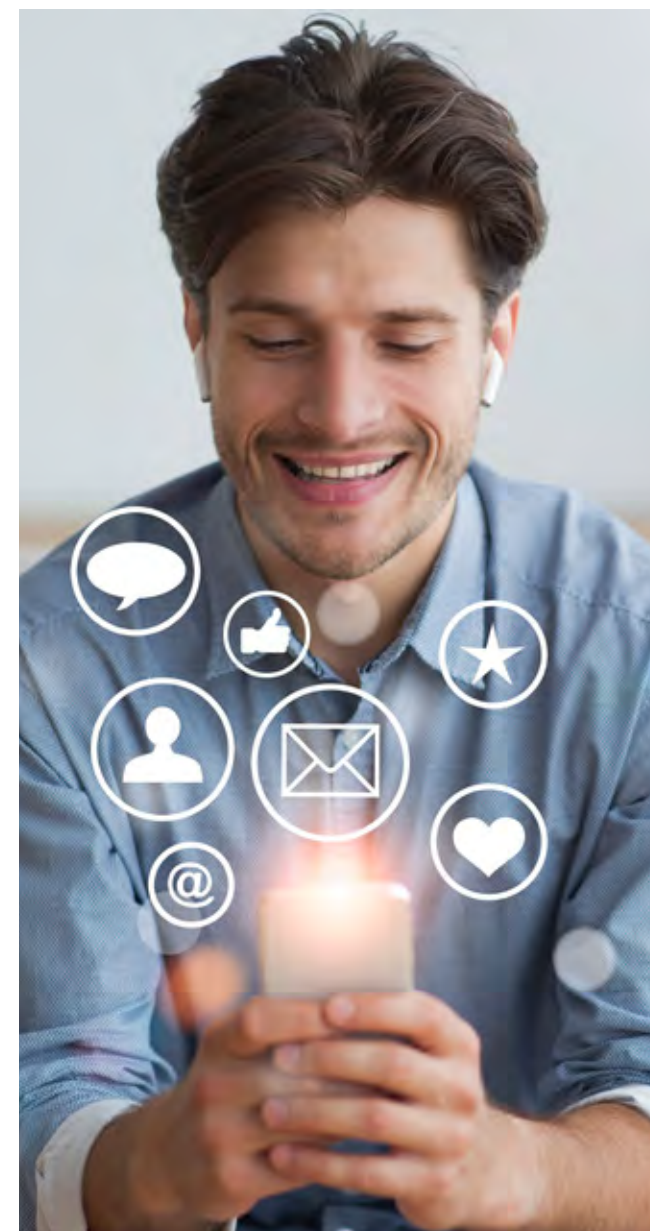
 1,6M Our communities add up to more than 1,600,000 followers, an increase of +34% compared to 2022.

 200M Our brands' social media content has obtained more than 200,000,000 million views, with Bahia Principe Hotels & Resorts' content gaining the most reach. The total reach increased by more than 700% compared to 2022, largely due to the coordination of promoted campaigns in organic social media content.

 4 M The content has generated over 4,000,000 reactions (comments, likes, shares, etc.). This represents an increase of more than 700% compared to 2022, and our tour operator, Soltour, is the brand with the highest volume of interactions. The interactions with the content are the KPI that grows the most compared to the previous year.

 150K Our brands receive about 150,000 messages through social networks, an increase of 93% compared to 2022.

 The social network with the highest exponential growth in followers is TikTok (+260%), followed by Youtube (+60%) and Instagram (+41%).



Social Media Followers at 31/12/2023

BRAND	Facebook			Instagram			Youtube			LinkedIn			Tik tok			Total a 31,12,2023
	2022	2023	Dif 22vs23	2022	2023	Dif 22vs23	2022	2023	Dif 22vs23	2022	2023	Dif 22vs23	2022	2023	Dif 22vs23	
Grupo Piñero	1900	2061	8,47				681	812	19,24	33000	43232	31,01				46.105
We are Ecoists	332	385	15,96	907	1045	15,21										1.430
Encarna Piñero CEO				320	1328	315,00				5883	9378	59,41				10.706
Isabel Piñero CSO										2100	4253	102,52				4.253
Bahia Principe Hotels & Resorts	644365	761497	18,18	281393	331664	17,87	16724	20384	21,88	66193	76229	15,16	5172	18046	248,92	1.207.820
Talent of Bahia Principe Hotels & Resorts	7720	12270	58,94	0	1293	0,00										13.563
Cayo Levantado Resort	15178	17.000	12,00	1797	27.000	1402,50	217	627	188,94	1170	9000	669,23		1000	NA	54.627
Soltour Travel	21909	25209	15,06	24231	67561	178,82	373	9112	2342,90							101.882
Coming2	1841	2012	9,29				18	34	88,89	1648	1742	5,70				3.788
Emos Caribbean	19	22	15,79							153	150	-1,96				172
Bahia Principe Residences										9731	10426	7,14				10.426
Bahia Principe Golf										509	593	16,50				593
Tulum Country Club	16171	46455	187,27	6738	8322	23,51	457	609	33,26	205	417	103,41				55.803
PGA Riviera Maya	3896	15313	293,04	2690	3410	26,77	81	99	22,22	195	403	106,67				19.225
Kay Beach Club	2082	2672	28,34	2263	3203	41,54										5.875
Jool Boloon	26	116	346,15	107	199	85,98										315
Nueva Romana Beach	11063	12238	10,62	20058	31485	56,97	682	797	16,86	98	201	105,10				44.721
PGA Oceans 4	1013	1313	29,62	2755	5098	85,05	289	448	55,02	302	508	68,21				7.367
SAI Properties	55	155	181,82	169	260	53,85										415
Eco-Bahia Foundation Ecologic	2208	2417	9,47	0	400	0,00										2.817
Total followers all profiles																1.591.903
Growth by social network	729.778	901.135	23,48	343.428	482.268	40,43	19.522	32.922	68,64	121.187	156.532	29,17	5.172	19.046	268,25	

Social Media Some of our 2023 publications

Facebook



B Bahía Principe Hotels & Resorts
Mar 13, 16:00

Viajar con toda la familia es mucho más fácil y divertido en Bahía Principe Grand Turquesa; gastronomía adecuada al paladar de grandes y pequeños, entretenimiento y ocio para todos,.... ¡Todo esto y mucho más te está esperando en la Playa Bávaro! 🍹🍷 Info: <http://ow.ly/WIXh5ONf6>

775.264 alcance
6,64 % porcentaje de interacción



C Cayo Levantado Resort
Apr 04, 08:17

Cayo Levantado Resort embodies the cultural rhythm of the Dominican Republic: its art, its traditions, its customs, and its passion. → <http://w.ly/5yWY50MP5Yq> Cayo Levantado Resort integra el ritmo cultural de República Dominicana: su arte, sus tradiciones, sus


956.389 alcance
27,18 % porcentaje de interacción



P PGA Ocean's 4
Oct 11, 20:28

En esta época navideña, disfruta del golf con amigos a beneficio de los caddies. 🏌️💚
Modalidad: Scramble (25% handicap) Fecha: 16 de diciembre 2023 Hora: 9:00 am Salida: Shotgun USD \$100 p/p Incluye: •Green Fee •Desayuno •Almuerzo •Rifa •Refrigerio •Bolas de práctica

155.317 alcance
0,27 % porcentaje de interacción



P Playa Nueva Romana
Dec 05, 19:01

Experience the unique joy of waking up with a view of the sea. 🌊 Explore our beachfront rental properties. Your perfect escape awaits! Book now at (829) 423-1823 • Vive la experiencia única de despertar con vista al mar. 🌊 Descubre nuestras propiedades en alquiler frente a la playa. ¡Tu


86.449 alcance
5,73 % porcentaje de interacción



V Viajes Soltour
Oct 05, 13:14

Tu gran día está cerca 🌸, un sí quiero que cambiará para siempre tu vida. Por eso, y para que lo recuerdes siempre, en Soltour creemos que no hay nada como empezar esta nueva etapa con una luna de miel con encanto y todas las facilidades de Bahía Principe Hotels & Resorts.

41.105 alcance
0,24 % porcentaje de interacción




T Tulum Country Club
Jun 01, 13:02

Our community is only as strong as the natural environment that surrounds us. That's why Tulum Country Club is dedicated to the conservation of the diverse species that inhabit the area within and around our community. From the colorful hummingbirds to the curious coatis, we take pride

245.294 alcance
9,11 % porcentaje de interacción




Instagram



bahiaprincipehotels
Apr 28, 17:40

Happiness always return to #BahiaPrincipe .
#bahiaprincipemoments
#bahiaprincipefantasiapuntacana

165.663 alcance
5,59 % porcentaje de interacción



cayolevadoresort
Jul 20, 14:57

Discover the perfect harmony between luxury and nature at the exclusive Cayo Levantado Resort. .
Descubre la armonía perfecta entre lujo y naturaleza en el exclusivo Cayo Levantado Resort.
#CayoLevantadoResort #RitmoEscondido
#ARhythmAllitsOwn #Samana

31.122 alcance
2,99 % porcentaje de interacción



soltouroficial
Jun 05, 16:14

Sí, has acertado, viajar a Samaná es todo un acierto y más si eliges Bahía Príncipe Grand Cayacoa. Déjate mimar por este resort todo incluido y descubre el Caribe más salvaje.
#Soltour #SomosPartners #ViajesSoltour #viajar #viajarporelmundo #agenciadeviajes


22.404 alcance
4,19 % porcentaje de interacción



playanuevaromana
Jul 08, 21:38

¡Nuestro evento exclusivo ha sido todo un éxito!
👉 Nuestros vendedores compartieron emocionantes noticias sobre los nuevos residenciales de Playa Nueva Romana, precios especiales, formas de pago flexible y financiamiento directo. La música en vivo creó el


7480 alcance
5,82 % porcentaje de interacción



tulumcountryclub
Sep 22, 13:00

This could be your new home in paradise! Tulum Country Club offers a variety of lovely properties surrounded by natural beauty, where luxury and nature converge for a truly unique living experience tailored to your lifestyle. A place to #CallHome.

3934 alcance
4,8 % porcentaje de interacción



pgaoceans4
Nov 22, 17:03

This golfer approached us to experience the new Trackman technology! 🏌️ After conducting video analysis and reviewing the numbers provided by Trackman, our PGA professional, Iván Merino, identified improving points to enhance the swing. These adjustments included clearing the hips

2344 alcance
7 % porcentaje de interacción



LinkedIn



Grupo Piñero
Jun 02, 12:16

Con la apertura de Cayo Levantado Resort (1 de junio), marcamos un nuevo momento para el segmento de lujo sostenible en República Dominicana. .
#CayoLevantadoResort #RitmoEscondido #Saman

10.860 impresiones
5,15 % porcentaje de interacción



Bahia Principe Hotels & Resorts
Mar 11, 21:55

En Bahia Principe Riviera Maya Resort se llevo acabo un concurso de cocina con directivos del hotel, organizado por el chef ejecutivo del complejo Luis Alfonso Romero López. El objetivo, sensibilizar a las direcciones sobre el trabajo que se hace en cocina y generar empatía hacia el gran

10.466 impresiones
33,79 % porcentaje de interacción



Grupo Piñero
May 03, 16:02

Solbus, empresa de nuestra división Mobility, dedicada al transporte de turistas, ejecutivos y empleados con más de 25 años de experiencia en República Dominicana, anunció durante la feria DATE 2023, la inversión de 4 millones de dólares para la renovación de su flota vehicular. Se trata

5335 impresiones
6,17 % porcentaje de interacción

Encarna Piñero ha querido esto: 1 año

Quiero agradecer a **FORBES España** el reconocimiento de "Mujer del día". Desde mi posición de CEO en **Grupo Piñero** valoro mucho que se haya... mostrar más

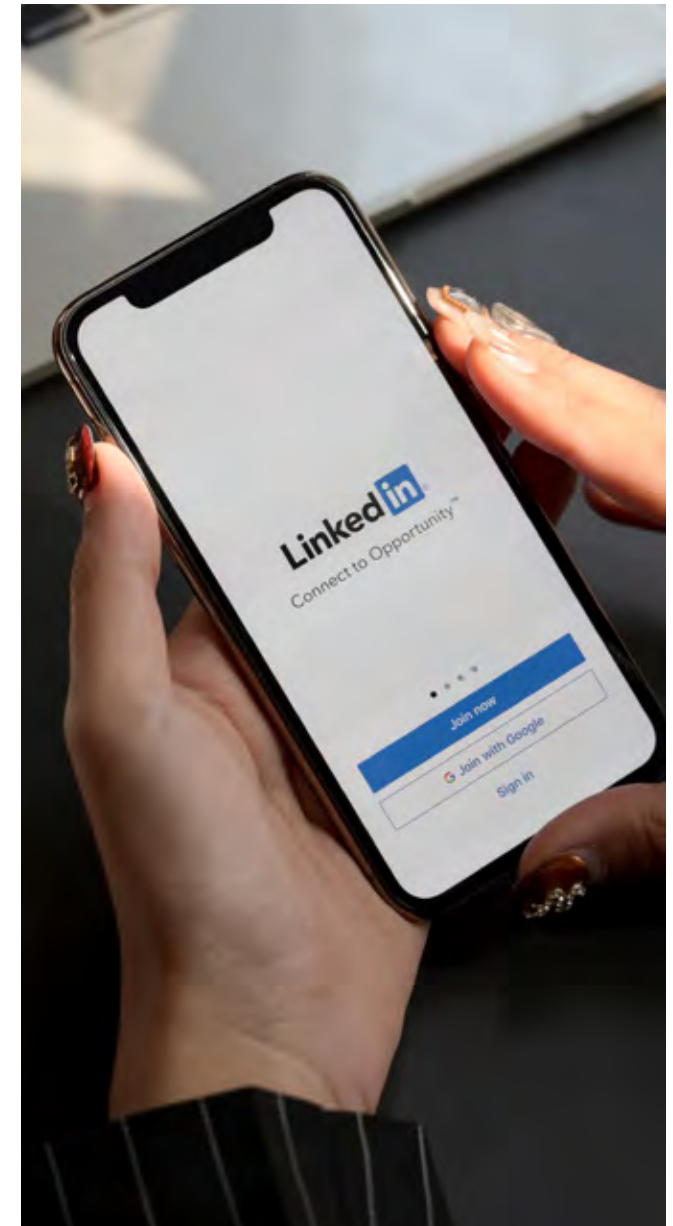
Mujer del día: Encarna Piñero, CEO de Grupo Piñero - Forbes España
Publicado el 2 de mayo de 2023

+ 42.645 impresiones


Grupo Piñero ha publicado esto: 3 videos

Quizás este video sea el que mejor simula para mí el 2023, un año que pondremos énfasis en "aprender a salir". Sostener viajes plácidos, residencias, meados y rendirse a lo que está por venir... mostrar más

+ 34.220 impresiones




Tik Tok



bahiaprincehotels
Nov 13, 15:30

The opening of **Bahia Principe Luxury Esmeralda** is just a few days away, be one of the first to know the new updates of the hotel, under **the concept of Alma Taina**, you will be able to feel a closer experience with the Dominican roots, besides enjoying restaurants with culture from


228.221 alcance
0,21 % porcentaje de interacción



bahiaprincehotels
Dec 28, 12:21

We are very excited to show you the new rooms at **Bahia Principe Luxury Akumal**, these incredible Junior Suite Deluxe Swim Up rooms exude comfort, exclusivity and beauty. Just one step away, when you open the balcony you will find a pool just for you! Don't miss it and come and

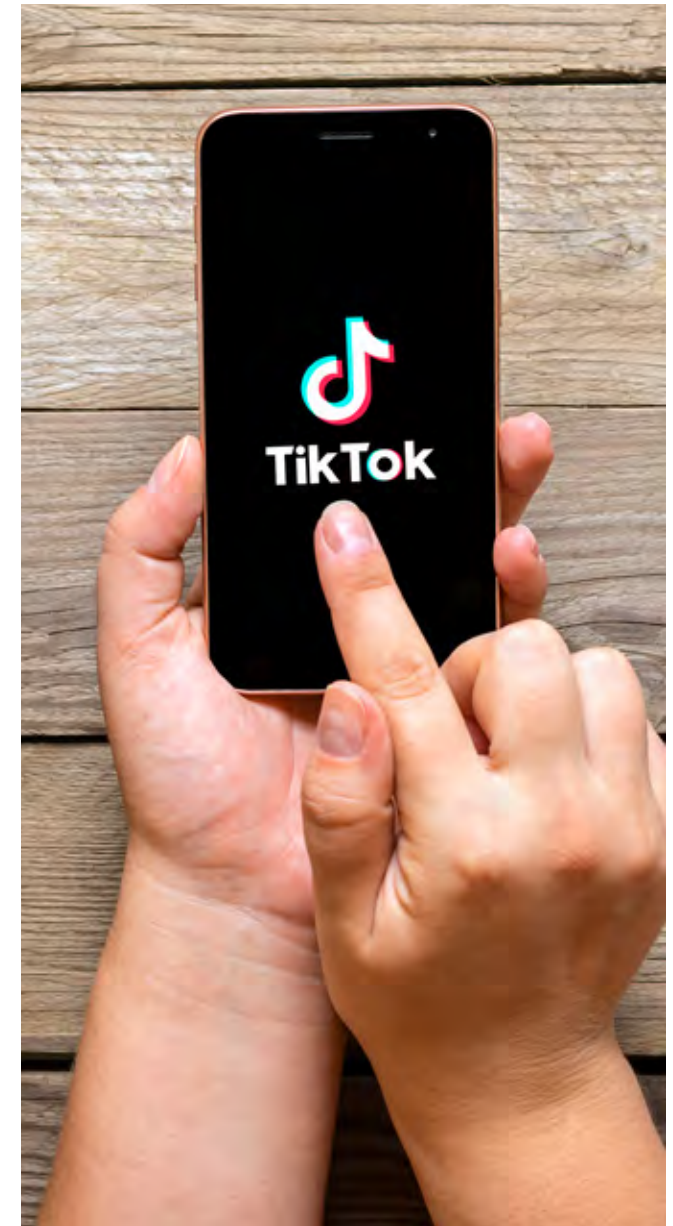
29.551 alcance
1,91 % porcentaje de interacción



cayolevantadoresort
Nov 10, 11:44

Discover an island escape within an island paradise. Cayo Levantado Resort sits majestically on an enchanting island within an island paradise. Located in Samana, Dominican Republic. #CayoLevantadoResort #RitmoEscondido #ARhythmAllitsOwn #Samana

2284 alcance
4,03 % porcentaje de interacción



3.2 Relationship with Stakeholders

Communication with press and media

During 2023, the communication strategy focused on reopening Cayo Levantado Resort, the first luxury hotel for Grupo Piñero and the jewel of a new sustainability proposal. All the stakeholders have recognized this effort.

Along the same line, the company has stood out in the media for its sustainable commitment to social responsibility, technological innovation, and active participation in sports and cultural events in all its locations. This has resulted in Grupo Piñero and its business units being positioned as integral leaders in the tourism sector.

In Spain, the mentions grew by 59.64% compared to 2022, with a total of 366,727,935 impacts, thus raising our profile in the media with a more significant presence in economic media.

In the Dominican Republic, an impact of 148.73% vs. 2022 has been achieved. Media management, press trips, and event participation are some steps taken to achieve these significant results.

Regarding Mexico, the volume of media mentions has rea-

ched more than 1,452 impacts, representing a 72.10% increase compared to 2022. Through various initiatives and events, the brand has positioned itself as a benchmark in the tourism and environmental field, setting a trend in the Mexican business scene.

Throughout the year, the group's spokespeople participated in more than 115 interventions in the media, forums, and events. Among the outstanding spokespeople are Encarna Piñero, CEO of the Group; Isabel Piñero, CSO Chief Sustainability Officer; Mateo Ramón, CIO Chief of Information; and Tomeu Bennisar, Chief Operational Officer at Soltour.

Grupo Piñero has also improved its notoriety in sustainability, achieving 52 more impacts in this territory and reaching 380. This boost is due to sending press releases on sustainable milestones, such as the publication of the 2022 Sustainability Report and the recognition plan for the We Are Ecocentrists movement. Specifically, 44 news articles were generated on recognizing the We Are Ecocentrists movement, helping Grupo Piñero position itself in the sustainability axis.



COUNTRY	PRESS RELEASES	IMPACT	HEARING
Spain	33	2.378	366.727.935
Mexico	71	1.452	303.905.328
Dominican Republica	30	1.281	1.655.800.000

Some outstanding publications 2023



Double Materiality

In 2018, we carried out a materiality study that allowed us to identify our material issues according to the interests and concerns of our stakeholders. This study has been revised annually. This year, we wanted to go a step further and identify those relevant issues according to our impacts on the environment and society, and the risks and opportunities that could affect the development of the business.

For this, we have carried out a double materiality analysis in line with the methodology established by the European Financial Reporting Advisory Group (EFRAG).

The methodology focuses on two processes:

Impact materiality

On the one hand, an issue is considered relevant from the point of view of the impacts as long as significant impacts, real or potential, are identified on people or the environment, generated directly by the group's activities and its business relations along its value chain.

Financial materiality

On the other hand, how can the environment affect us? An issue can be considered relevant if risks or opportunities are identified that can significantly influence the company's value in the short, medium, or long term.

This analysis has concluded that 17 material issues were identified according to our impacts, risks, and opportunities (IROs).

Phases of the Analysis

- Study of our Environment and context

We have started by defining our value chain, identifying the parties affected by our activity, directly or indirectly, and the main stakeholders with whom we have a business relationship.

- Identification and evaluation of the IROs

Subsequently, we have carried out the phase of identification and evaluation of the IROs that we can generate for the environment and society (impact materiality) that can affect our economic development (financial materiality).

For this, we have taken into account all the information assessed throughout the study of the context, and we have also taken into account the trends and regulatory context of the sector in ASG matters

- Involving our Stakeholders

After conducting the materiality analyses, we wanted to involve our GGII to obtain their vision: Employees, Customers, Suppliers, and Shareholders.

This has allowed us to prioritize the material issues identified.



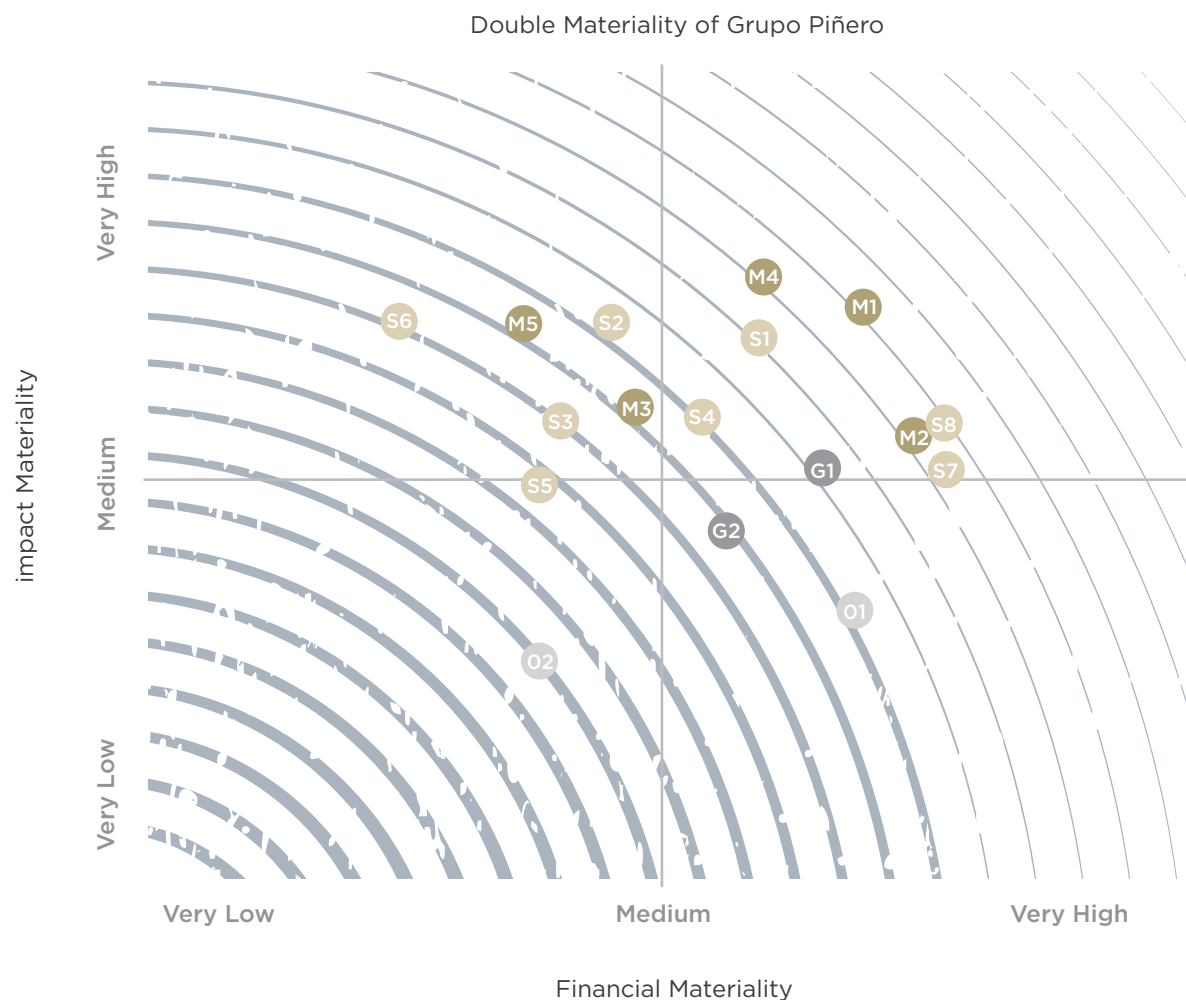
We have discovered the materiality of the various issues based on the materiality of the IROs that make up each ASG issue.

These results are visualized below in a double-entry matrix, where the issues are placed about the Impact Materiality (X-axis) and the Financial Materiality (Y-axis). We have

considered, as material issues for us, those that have resulted above very low, according to their impact and financial materiality.

Our Priorities

AMBIENTAL	Energy and Climate Change	M1
	Pollution	M2
	Water Management	M3
	Conservation of Biodiversity	M4
	Circular Economy (Waste Management)	M5
SOCIETY	Healthy Enterprise	S1
	Inclusion and diversity	S2
	Workers in the value chain	S3
	Training and talent attraction	S4
	Stakeholder dialogue	S5
	Responsibility towards our community	S6
	Personalised attention and services	S7
	Quality, safety and health services	S8
GOVERNANCE	Ethics in business management	G1
	Corruption and bribery	G2
OTHER	Cybersecurity	O1
	Innovation	O2



Our Commitment to Sustainable Development

Aware of the importance of our contribution to the achievement of a Responsible and Sustainable Tourism model, since 2017 we have aligned our business strategy with the United Nations 2030 Agenda for Sustainable Development. Thus, we integrate the SDGs as a roadmap in the management of our activity, taking them into account when making decisions that affect our day-to-day operations and for the establishment of the Group's short-, medium- and long- term objectives.

We firmly believe that constant work in those areas of our business that can directly or indirectly contribute to the 2030 Agenda can help end poverty, reduce inequalities and fight climate change, among others.

It is for this reason that, based on our commitments and action plan, we have **identified 13 of the 17 Goals** as those to which we can contribute in generating value, both directly and indirectly.

At Grupo Piñero we are aware that the prosperity of our Company is directly related to the prosperity of the communities and the environment where we operate. For this reason, we have been committed to the United Nations 2030 Agenda for Sustainable Development since its approval. In line with this commitment, we have contributed to the overall achievement of the 17 Sustainable Development Goals (SDGs) from all areas of our business and at every stage, from the manufacturing of our products to our stores, including all processes.

Direct Contribution



Indirect Contribution



In the introduction to the following sections, we will explain in more detail the main contributions made to these SDGs, aligned at the same time with the group's internal values and commitments.



Protection of Human Rights

Given the vulnerability of the countries in which we operate, especially the countries located in the Caribbean, and taking into account the socio-economic particularities of each of them, we consider it essential to ensure the fundamental rights of all stakeholders affected by our activity.

For this reason, the management of mechanisms that guarantee respect for human rights is a priority for us.

We are committed to ensuring compliance with local, national and international legislation, protecting the community from any type of abuse or harassment and ensuring respect for people's rights.

The company continues to be committed to the Protection of Human Rights through the Human Rights Policy.

Likewise, it assumes as basic guidelines for behavior, among others, the Declaration of Fundamental Principles and Rights at Work and the Conventions of the ILO (International Labor Organization), and the United Nations Global Compact.

Human Rights and Infancy

In particular, we are committed to the welfare of infants and children. We maintain that, according to the Convention on the Rights of the Child, children should not suffer physical, emotional or sexual abuse, neglect or exploitation of any kind. For this reason, we are committed to respecting and protecting people from this group who stay in the group's hotel complexes or other units.

In order to ensure compliance throughout our value chain, we inform all our employees of this child protection



policy, with the aim of raising their awareness and enabling them to know what measures to take if necessary.

In addition, we have developed mechanisms to detect and report commercial sexual exploitation of children, for which we adhered to the ECPAT Code in 2013. We continue to carry out communication and awareness-raising actions aimed at training thousands of employees, from managers to operational personnel, and to disseminate this commitment among our thousands of guests through our sustainability charters, which are displayed in all hotel receptions.

Local communities and the supply chain

We are concerned that the rights of local communities and labor rights may be affected by its activities. Therefore, through the ESG area, we study and analyze possible human rights violations that a specific project or service could cause in communities and other stakeholders.

In relation to the violation of the supply chain, we plan to

establish different mechanisms to help prevent human rights violations, such as the following Ethical Principles for suppliers, contractors and collaborators.

In 2023 through the procurement system no suppliers or contractors have been identified that are violating or endangering the fulfillment of human rights.



WHISTLEBLOWING HUMAN RIGHTS VIOLATIONS

3.6 Non-Financial Resource Management

Our business model works to continuously advance in the integration of environmental, social and good governance criteria. For this reason, we aim to integrate sustainable criteria while seeking to have our way of doing things certified by external entities and experts in the tourism sector.

Since 2016 we have had Sustainability certifications at Bahia Principe Hotels & Resorts. The international certifying entities with which we collaborate, such as EarthCheck and Travelife, are endorsed by the Global Sustainable Tourism Council.

Bahia Principe Hotels & Resorts currently has 21 sustainability certifications, the number of hotels has been reduced due to the closure of some hotels for refurbishment.

In 2023 the Bahia Principe Grand Tulum hotel's beach obtained, for the fiveteenth consecutive year, the Certified Beach accreditation granted by the Mexican Institute of Standardization and Certification.

For the fifth year, we have been audited by Vigeo Eiris, an external analyst, under the business conduct criteria.

MOODY'S

Certifications



17



4



4



1





04

Collaboration

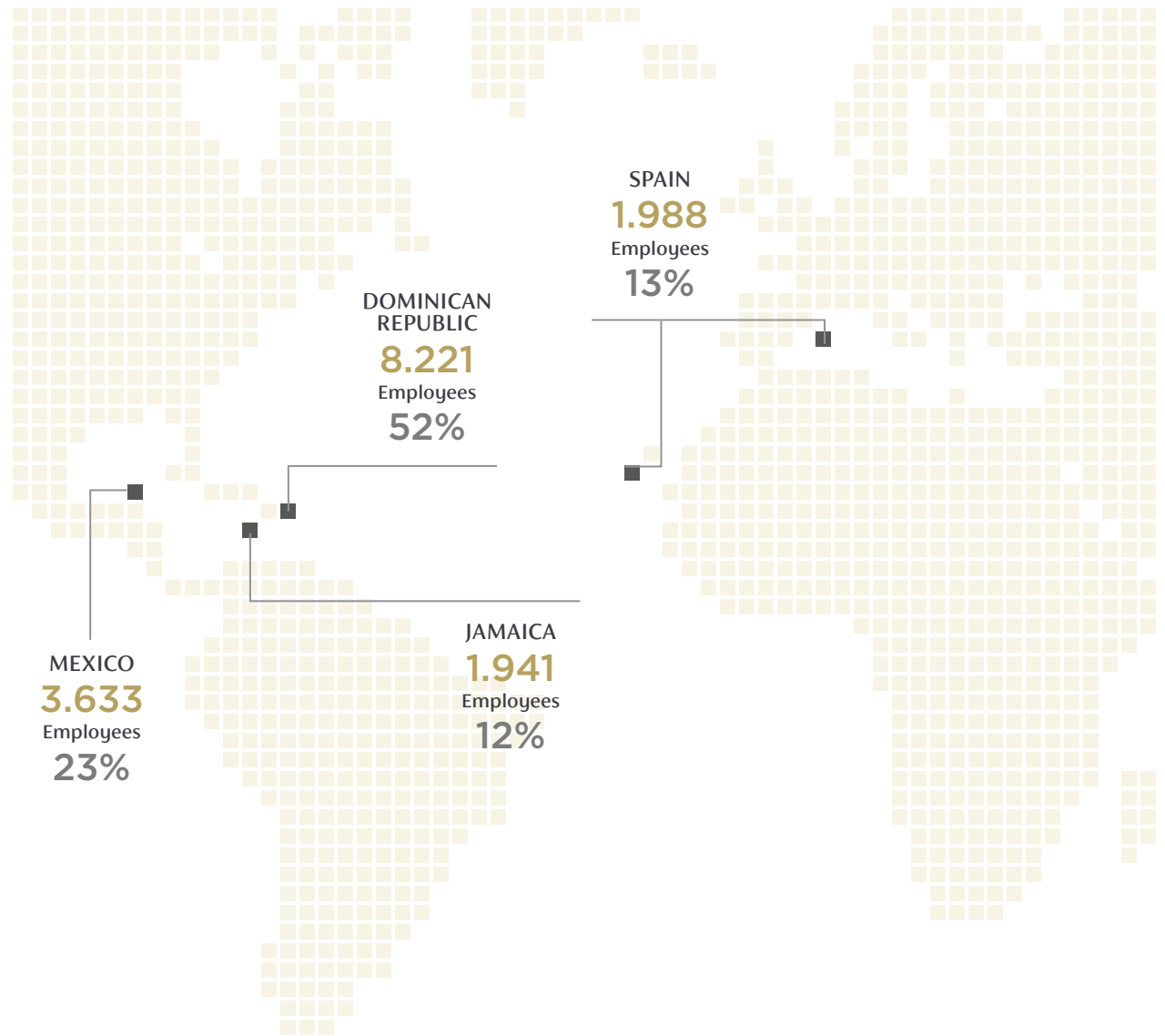
We work to improve the quality of life of our employees, our suppliers' employees, and the local communities in which we operate.



A single team

We renew our commitment to socially responsible management of all our collaborators, continuously working on policies that allow our employees to develop both personally and professionally. We also ensure a diverse, safe and healthy work environment, in which there is equal and fair treatment for all. During 2023, our workforce consisted of a total of 15.783 employees between Mexico, the Dominican Republic, Jamaica and Spain, 38% of whom are women.

Due to the reality of the sector, the composition of the team that forms part of Grupo Piñero is characterised by a high degree of seasonality, which means that the total number of people working in our establishments varies substantially throughout the year. For this reason, the company encourages permanent hiring and we can say that, in 2023, 77% of our staff has a permanent contract.



77%
Contracts
indefinite



38%
Women



62%
Men



379
Directors

2.370
Middle
management

13.034
Basic
personnel

4.1 Our Employees

New Ways of Working

During 2023, we can say that the hybrid work system is a reality in corporate offices, already reinforced in 2021, which favors collaboration and company culture.

Presence control and digital disconnection

Teleworkers have the right to digitally disconnect, and tools, systems and processes should facilitate work-life balance. The time and attendance system had to evolve and facilitate the tracking of professionals who collaborate without being present in the offices, either through travel or teleworking. For this reason, we promoted the implementation and proper use of tools that facilitate the new work dynamics (virtual collaboration), such as Microsoft Teams, whose use has been massive among the corporate staff, as well as in all the countries in which we operate.

In the countries where we operate, it is worth mentioning the renewal of the presence control and management systems of the employee portal and the manager portal, with the implementation of a biometric system at the entry and exit turnstiles in the Dominican Republic and, in the case of Spain, Tenerife's work centres.



4.1 Our Employees

A Safe Workplace for Our Employees

We prioritize the prevention of occupational accidents and are concerned about the health and safety of our employees in their work environments. In addition, we extend this commitment to our contractors, in order to guarantee that the services outsourced by external personnel are performed with the necessary safety measures.

Consequently, we have a Prevention Plan that includes the Occupational Risk Prevention policy, as well as the objectives, resources and organizational structure necessary for its implementation.

In 2023, we implemented a new system of indicators that allows us to unify criteria and work according to the most demanding standards in the field.

Thus, not only do we strive to ensure safe and healthy work environments, but we are also committed to complying with local legislation and regulations in this area, as well as providing training and awareness-raising tools for our employees.

In order to promote continuous improvement in our management, we have constantly monitored our health and safety performance during 2023. Thus, we have observed that during this year, the figures related to work-related accidents of our employees have been as follows:



Women

Total accidents	538
Accidents with leave	302



Men

Total accidents	575
Accidents with leave	334

During the 2023 period, health protocols were revised and updated. The reopenings of the properties were carried out with the utmost safety considerations, taking care of people's well-being without neglecting Grupo Piñero's commitment to sustainability.

Health and Safety Committees

Committees There are health and safety committees in the hotel business work centers to ensure compliance with health and safety regulations in the countries where we operate.



“Healthy Company” Program

As part of our commitment to move forward with our employees in health and safety matters, during 2023 we have continued to promote the “Healthy Company” program initiated in 2016.

The goal of this program is to improve the physical, mental and social well-being of our employees and their families.

The goal of this program is to improve the physical, mental and social well-being of our employees and their families.



5.742
HOURS IN ACTIVITIES



4.562
PARTICIPANTS



INVESTMENT
1.070.770€

Objectives and actions



Areas of action: Improve the infrastructure and adapt the equipment of the facilities. The investment in 2023 for these work environments was 1,044,950€. The main renovations were improving the dining rooms in Báváro Complex and Jamaica, and finishing the leisure and dining rooms in the employee areas in Báváro Complex.



Areas of action: medical examinations, vaccination and prevention campaigns, as well as programs against smoking, drugs and responsible consumption of alcohol and ICTs. With the gradual recovery of activity in operations and destinations, inaugurations and their welcome events are a first step in raising awareness of the importance of employees' health.



Areas of action: Promoting healthy eating, body and mind care through sports and activities.

With regard to the promotion of healthy habits, 164 actions have been carried out, involving 250 groups with 4,918 participants, for a total of 13,230 hours of training.



Areas of action: Promotion of measures to ensure health and safety at work, as well as promotion of sustainable mobility.

An initiative has been launched in the occupational health and safety teams to share good practices and lessons learned among the different destinations with operations.

Social Relations

We are aware of all the stakeholders on which we have an impact, highlighting the care we take in our relationships with individuals and groups, both within the organization and with the agents in our environment. Workers' representatives are a preferred interlocutor in the commitment to comply with the legislation in force in each country where we operate, as well as with the provisions of the United Nations Global Compact by promoting measures for the continuous improvement of working conditions.

Given the diversity of geographies and professional activities we have, the Collective Bargaining Agreements and workers' representatives could be no less, presenting differences among groups of interlocutors, by sectors of activity (hotels, travel agencies, electric mobility, among others) or by the location of the work centers. This is a true reflection of our strict respect for the freedom of association and the right to collective bargaining of all our employees.

Additionally, we are open to the active participation of all employees of the organization through the channels established for this purpose. We maintain an open dialog with our employees and external stakeholders, promoting fluid and transparent communication through the Human Resources department and the communication policies and procedures made available to them

In addition, our employees also have a suggestion box (mainly in the hotel establishments) where they can submit any comments they deem appropriate, which are handled by the management of the establishments.

Professionals affected by collective agreements

Dominican Republic	92 %	Jamaica	55 %
Mexico	76 %	Spain	100 %



We Foster an Inclusive and Diverse Environment

As a multicultural company, we are convinced that good management of cultural diversity strengthens our corporate culture. This strength allows us to get to know other points of view and other approaches, which makes us better every day. Therefore, our employees hail from different countries, cultures, religions, age groups and genders.

In this way, we declare our commitment to the development of policies that integrate equal treatment and opportunities between women and men, without discriminating directly or indirectly on the basis of sex, establishing equal opportunities as a strategic principle in our Corporate and Human Resources Policy.

We also promote the integration of all people both in our offices and in our facilities, guaranteeing accessibility to all spaces.

In the company we have an **Equality Plan**, which sets out the commitments assumed by the organisations in defence of workers in terms of equality between men and women. At Grupo Piñero we establish measures to promote equality in different areas of action such as: recruitment, training, promotion, occupational health and communication. This plan includes rules for the use of non-sexist language, which guarantees the neutrality of all company communications.

Equality Committees

There are committees for equality between men and women, with a gender perspective in the workplaces in Spain, to ensure compliance with the regulations in this area.

A Harassment-Free Work Environment

In view of ensuring the safety of all our employees in situations that are diverse or vulnerable to discrimination or harassment, we aim to promote working conditions that prevent

any type of sexual or gender-based harassment in our work environment. To this end, we have established a protocol for the prevention of psychological, sexual or gender-based harassment.

We pledge to assume a mutual commitment to oppose and not tolerate labor exploitation by our employees, as well as the mistreatment and sexual abuse of children and adolescents.

Social and Occupational Integration

We are also committed to the integration of people with disabilities in Spain. For this reason, when we have an internal vacancy, we take into account the suitability of people from this group before starting to look at other profiles. In this regard, there are 27 people with a disability of more than 33% on the team.

Once again this year, we have worked together with the ADECCO Foundation to develop the Family Plan, through which we aim to help employees who have family members with disabilities, providing them with care and professional support from an early age to support their social and labor integration.

In 2023, four families have continued to participate in the program.

Not only with ADECCO Foundation, we also collaborate with Coordinadora Balear de Personas con Discapacidad, Cáritas y Aspas, to contribute to the development and labor integration of people with different abilities.



38%

AVERAGE NUMBER OF WOMEN IN THE WORKFORCE



25%

WOMEN ON THE EXECUTIVE COMMITTEE OF THE PIÑERO GROUP



100%

WOMEN ON THE BOARD OF DIRECTORS

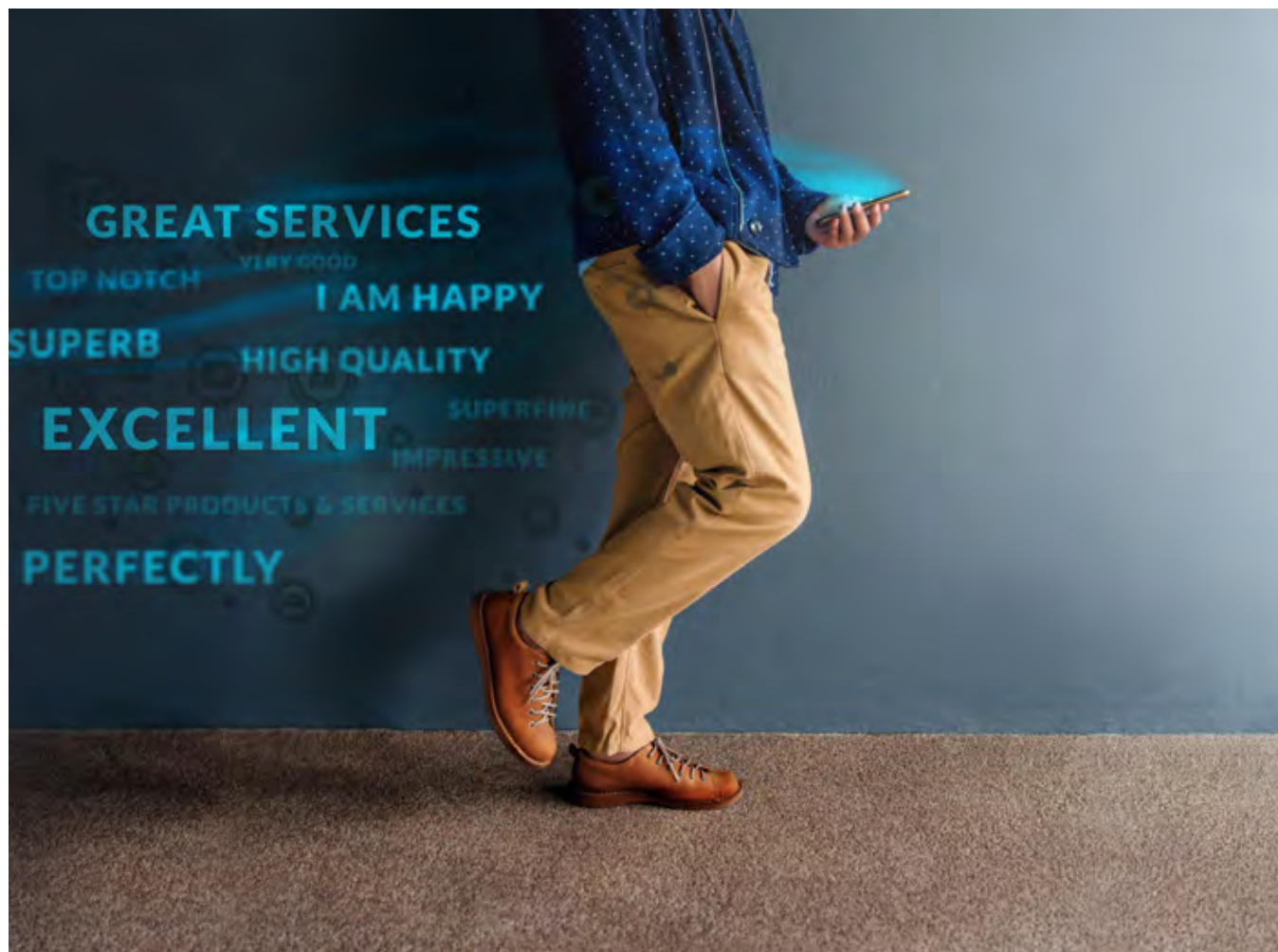
4.1 Our Employees

Improve the employee experience

Creating exciting experiences for our guests means that our professionals have a key role to play. Therefore, training and development are vital in ensuring that differentiation that we as a holiday group seek to be the benchmark for and gain recognition among our clients. It is for this reason that we are firmly committed to the socially responsible management of all our employees, working continuously on policies that allow them to develop both personally and professionally.

We consider human capital our main asset, and we understand that it is essential to attract and develop talent, and sustain their motivation and pride of belonging.

The Employee Experience study is an initiative to identify the moments of truth for each segment and group of our professionals, to review what their expectations are, identifying areas for improvement as well as the strengths or “wow” moments in which we excel in meeting their needs. We embrace the cultural diversity of our employees, recognising that their moments, expectations, needs and priorities are different, changing, and require respect, collaboration, passion, exemplarity and continuous improvement of our values.



“Our employees are the ambassadors of our values, those who make the Company’s achievements possible”

Training

We know that our growth as a company is strongly correlated to the personal and professional development opportunities that our employees have within the company.

It is for this reason that we offer annual training plans adapted to their needs and in which they can actively participate. We take a bidirectional approach, where we offer content and free enrollment actions to adapt to the needs and expectations of each employee, reinforced by a plan to cover development needs and organisational training where current and future capabilities are established.

In order to adapt training to the specific needs of each job position, we have a "Job Profile" description that establishes the competencies required for each position. In this way, we can

meet the needs of our employees through tailored training programs and internal mobility plans to match the characteristics of each employee to his or her job.

The 2023 Training Plan included various types of training activities. Among them we can highlight the work done in:

- ▶ Awareness-raising on sustainability issues through the delivery of various training courses.
- ▶ Environmental awareness-raising activities.
- ▶ Celebration of World Environmental and Social Days through internal and external communications.

- ▶ Promotion of healthy habits and improvement of well-being.
- ▶ Continuous training in occupational risk prevention.
- ▶ Development of skills for resource management and leadership.



4.1 Our Employees

Talent Management

We believe that the growth of our professionals within the company is very important, which is why we are currently working on improving internal career plans for our employees. It is worth noting that, in 2023, there were 1,163 internal promotions, which means that 7.56% of our employees have grown professionally within the company. In this case, women accounted for 30% of the promotions.

It is worth mentioning the continuation of the initiative of training and development of leadership style towards a coach leader, through which several leadership training programs have been carried out at various organisational levels and in different destinations.

The Leader Coach is the evolution of the leadership style aligned with Grupo Píñero's values and which reinforces that each professional has a material and proactive role in their professional growth and development, in which the company and their direct supervisor accompany them on a journey of self-discovery, improving their knowledge, skills and performance with a pragmatic approach in their job, with a working environment in which the achievement of organisational objectives is facilitated.

This complements the initiative launched during the 2021 talent management program, with the objective of putting the employee at the center, and giving him a greater role in his professional development. Interviews are established between the employee and their direct supervisor, in which their expectations, needs and challenges in terms of development are discussed, and development targets are set in order to carry them out with an action plan that includes



a multidisciplinary approach (on-the-job training, guided development with training and self-exploration).

We also encourage the incorporation of young talents who wish to join a company in continuous growth and with great international projection. For this reason, we signed the "Alliance for Dual Vocational Training" together with the Bertelsmann Foundation, the Princesa de Girona Foundation, the Spanish Confederation of Business Organizations and the Spanish Chamber of Commerce.

Through agreements and internship programs established with universities and high schools around the world, we are committed to supporting the training and integration of young people into the job market.



1163
INTERNAL PROMOTIONS



6
DEVELOPMENT PROGRAMME
SUB-DIRECTORATE



9
EXECUTIVE DEVELOPMENT PROGRAMME

We Build Long-Lasting, Quality Relationships

Grupo Piñero considers our suppliers key partners to consolidate our commitment to developing sustainable, responsible, and innovative solutions. Therefore, we work on creating long-term links with our suppliers, fostering trust, affection, and respectful relationships, and seeking growth and mutual benefit.

Our purchase volume of Bahia Principe during 2023 has been more than 205 million €.

This allows us to continue maintaining trusting relationships and unique links with our suppliers after many years of relationship, especially with those based in the countries where we operate, which are our priorities.



205.823.640 €
PURCHASE VOLUME

Responsible Procurement Criteria

During 2023, we have considered environmental, social, and good governance criteria, both in the purchase decision and in the contracting of services carried out by the purchasing and logistics department of Bahia Principe. A commitment reflected in our Purchasing and contracting of services policy, approved in 2022 by the Board of Directors.

It is essential for the company that our suppliers and the products we buy align with our commitments to sustainability matters, respect the environment, and be manufactured or

generated in socially fair conditions.

Approval and Selection of Suppliers

We will continue to select suppliers based on technical, economic, and sustainable criteria through an objective, transparent, and equitable process for yet another year.

We stopped working with the CPOnet platform in 2023, as we plan to start a project called **Plan of ESG criteria for Grupo Piñero suppliers** in 2024, which will apply to the suppliers of all the company's business units.

It is about having a homologated list of suppliers, all of whom guarantee that they have integrated ESG criteria into their business strategy and that their products are respectful of the environment and are generated under ethical criteria.

This project plans to evaluate our suppliers under the following criteria:

Environmental evaluation criteria: We evaluate whether the supplier has implemented environmental management policies and practices, such as waste minimization (packaging), energy efficiency, responsible use of natural resources, and reduction of polluting emissions.

Environmental certifications: We verify whether the supplier has internationally recognized environmental certifications demonstrating their commitment to responsible environmental management.

Sustainability of the supply chain: We evaluate how they guarantee sustainability in all stages of production, from ob-

taining raw materials to distributing the final product.

Fair and ethical labor practices: We evaluate whether they comply with internationally recognized labor standards, according to the International Labour Organisation (ILO), which guarantee respect for labor rights, gender equality, and the elimination of child labor and forced labor.

Occupational safety and health: We verify whether the supplier provides a safe and healthy work environment for its employees through measures to prevent accidents and occupational diseases.

Diversity and inclusion: We evaluate whether they promote diversity and inclusion in their workforce, fostering an equitable and respectful work environment for all people, regardless of gender, ethnic origin, sexual orientation, or other characteristics.

Business ethics and transparency: We investigate whether our suppliers implement ethical and transparent business practices in all their operations, including disclosing relevant information on their social and environmental performance.

Innovation and continuous improvement: We value our suppliers' commitment to innovation and continuous improvement in sustainability matters, their constant search for ways to reduce their environmental impact, and their improved social practices.

Commitment to Local Suppliers

Aware of the importance of contributing to the socioeconomic development of the countries where we operate, we always prioritize local suppliers and those based in the destinations where we are present; this is a strategy consistent with the values of sustainability, being socially responsible because we contribute to economic growth and job creation, supporting local businesses and communities in the region, thus reducing long-distance commutes, minimizing carbon emissions and building strong and lasting relationships with local suppliers.



95%

SUPPLIERS BASED
LOCALLY

We have maintained and expanded sustainable initiatives, a clear example of our comprehensive approach to environmental and social sustainability. We can highlight the following.

Sustainable initiatives:

➤ **The purchase of high energy efficiency equipment:** Energy-efficient technology reduces energy consumption and carbon emissions and can generate long-term savings in operating costs.

- **Bet on bulk products and purchase fair trade products:** By opting for these products, we promote more sustainable and ethical practices in the supply chain, supporting local producers and reducing packaging waste.
- **Ban on buying species during closed season:** This is a commitment to biodiversity conservation and respect for environmental regulations, contributing to the preservation of marine ecosystems.
- **Purchase of biodegradable products:** The consumption of these products reduces the environmental impact of waste and promotes the transition to a circular economy.
- **Implementation of LED luminaires:** LED luminaires

reduce energy consumption, require less maintenance, and have a longer lifespan, which contributes to operational efficiency.

- **Total elimination of single-use plastics:** It is a measure adopted to do our bit to mitigate plastic pollution and protect the environment, encouraging more sustainable and reusable alternatives.
- **Digitalization of processes through technological platforms:** eliminating the use of paper, improving efficiency and transparency in the supply chain.



Supplier Awareness

At Grupo Piñero, we are committed to raising suppliers' awareness of the importance of sustainability and social responsibility. This initiative demonstrates proactive leadership in promoting sustainable business practices and has a significant positive impact on the supply chain and local communities.

We do this through::

- ▶ Communication on shared values: this strengthens our supplier relationship, fostering a more ethical and sustainable business culture throughout the supply chain.
- ▶ Information via email of our commitments in terms of sustainability, as well as our most outstanding milestones of the year in terms of non-financial information of the company. Once again, we have sent you our sustainability policies as well as the 2022 Sustainability Report.
- ▶ Awareness-raising in sustainability. We organize awareness-raising sessions on sustainability, as we consider them an effective tool to educate our suppliers on the challenges and opportunities of working with sustainable criteria. This allows them to better understand how their actions can impact the environment, local communities, and society and how they can contribute positively through more responsible business practices.

We consider that strengthening the bond with our suppliers and making good use of the planet's natural resources together contributes to Sustainable

Development. This strengthens and fosters greater collaboration, trust, and mutual commitment, which generates economic and social benefits for both parties and contributes to a more sustainable and equitable future.



COMMUNICATED
SUSTAINABILITY POLICIES

95%
to our suppliers



Supply Chain Tool

We are committed to innovation, thanks to the implementation of Supply Chain in 2021, and as part of our transition to digitalization, we achieved the following:

- ▶ We contribute to the efficiency and cost optimization of our supply chain.
- ▶ We automate our purchasing processes and improve the traceability of the fresh raw materials we acquire through the “supply chain” tool, which enhances our operational efficiency. The tool automates purchase orders, reduces processing times, and improves productivity and costs.
- ▶ We work to improve the traceability of our products by having greater control over the flow of products, making it easier to identify and resolve incidents, reducing risks, and improving customer satisfaction.
- ▶ Optimized inventory management: Refilling by par stock, automating reception, and digitalizing the products we acquire contribute to more efficient and accurate inventory management. This minimizes the risks of excess or inventory shortage and ensures that products are available when needed.

At Grupo Piñero, we do not cease in our continuous search for tools that drive digital transformation. These demonstrate the strategic value of investing in technology to optimize our business processes.

These actions have contributed to the overall improvement in productivity and efficiency in our supply chain, maximizing the performance of our available resources.

Alliances with suppliers

In 2023, we joined forces with some of our suppliers to improve our present destinations’ economic, social, environmental, and cultural development.

We have carried out social actions together, such as:

- ▶ The church of Los Cacaos was improved in Samaná, Dominican Republic. Therrestra, Arquiclap, Sampol, and Madeplax were the suppliers who contributed.
- ▶ The actions carried out at the school of El Cortecito in Bávaro, where the facilities were improved and a new classroom opened. Verafecsa and Remigio were the suppliers that contributed.

- ▶ The donation of sheets and towels in the community X-can in Quintana Roo, Mexico, where Polarier collaborated with cleaning these.

We are very proud of the path we started with our suppliers, with the aim of contributing to sustainable development.



At Grupo Piñero we are aware that we have a responsibility to contribute to the development of the communities where we operate, which goes beyond our business activities. For this reason, for years we have been carrying out actions and participating voluntarily in social initiatives aligned with our values.

Support to local communities is articulated through different programs aimed at improving the welfare of individuals and communities, maintaining their cultural identity, promoting healthy habits, covering basic needs, sports and education, giving priority to children and young people at risk of exclusion.

We allocated 224.000€ to these programs this year.

We see our actions in the community as an instrument of progress and a driving force for the contribution to the Sustainable Development Goals, mainly with five of them: decent work and economic growth, reduction of inequalities, responsible production and consumption, quality education, and health and wellbeing.

We collaborate with entities, organizations, NGOs and associations with whom we share principles and values, as well as common goals.

Our Programs

➤ **Support to families and vulnerable groups through:**

- Donation of money, food, furniture and company equipment
- Campaign for the collection of resources to help underprivileged groups
- Collaborations with various NGOs and foundations to alleviate precarious situations affecting vulnerable groups

➤ **Health and safety**

- Health projects
- Projects for people with disabilities or health problems

➤ **Education and collaboration with schools**

➤ **Cultural promotion**

➤ **Promotion of sports**

➤ **Corporate volunteering**



4.3 Our Community

Spain

Support to Families and Vulnerable Groups

Bahia Principe Hotels & Resorts

Bahia Principe Sunlight San Felipe helped the José Luis Montesinos Foundation’s food bank by preparing shopping carts with food for 28 families, which the Foundation attends daily.

Bahia Principe Sunlight Costa Adeje collaborated with the Adeje Food Bank, which serves more than 200 users.

Bahia Principe Sunlight Coral Playa collaborated with the donation of:

- Surplus furniture in good condition for different non-profit social entities on the island.
- Once again, the Kilo operation will send food to Mallorca Sense Fam.

We again collaborate with Mallorca Sense Fam from our corporate offices with an annual economic contribution.

Health and Safety

Bahia Principe Hotels & Resorts

Bahia Principe Fantasia Tenerife contributed to Fundación Pequeños Valientes, a foundation founded by Canarian families to support children and families affected by childhood cancer.

Bahia Principe Sunlight Costa Adeje was once again the venue for Fast’s (Foro de amigos del sur de Tenerife) annual solidarity event, which raises funds for the Spanish Association for the Fight against Cancer.

Once again, we collaborate with Sonrisa Médica from the corporate offices, an organization that aims to transform health environment through humor.

Cultural Promotion

Soltour España and Soltour Portugal, collaborated once again with an economic contribution, this time for the project “Save the Posidonia”, which helps to protect the underwater plant in the Mediterranean Sea.

Bahia Principe Hotels & Resorts in Tenerife, signed an agreement with the initiative “The First Trip”, which helps preserve the Cinderella plot, a critical species for the preservation of the seas.

Corporate volunteering

The employees of Grupo Piñero in our corporate offices collaborated with the following:

- Fundación La Caixa, initiative Tree of Dreams, fulfilling the dreams of 36 children in a vulnerable situation with gifts for Christmas.
- Mater Misericordia, occupational service, and T’Estim, a project committed to mental health, preparing a Charity Market.
- Mallorca Sense Fam offers food delivery, and the Montisíon Foundation prepares food baskets for families without resources.
- Caritas, with the donation of used toys for their toy recovery workshop.



4.3 Our Community

Dominican Republic

Support to Families and Vulnerable Groups

Bahia Principe Hotels & Resorts

We collaborate with the donation of food in

- Bávaro Complex, with the Fundación Dando Amor, in the community of Bávaro, an organization that supports single mothers in the area.
- La Romana Complex, monthly, including institutions such as the La Marina detachment, MOPC, and the El Soco Old People's Home.
- The hotels in Samaná, with the schools in the area, for the celebration of events they hold during the year (especially at the end of the year and Christmas parties).
- We visited the Association of Women in Action (ASO-MUJA) of Samaná to learn about their needs. An association that does extraordinary work in coconut oil extraction and female entrepreneurship in the area.

Education and collaboration with schools

Bahia Principe Bavaro Complex and Coming2, collaborated with suppliers with the school of El Cortecito to improve the facilities, open a new secondary school class, and donate a specific computer for children with visual disabilities.

Bahia Principe La Romana Complex Romana donated food to celebrate snacks in different schools during Christmas.

Health and Safety

Bahia Principe Hotels & Resorts, specifically Bavaro Complex

Complex, collaborated with Politur by providing them with a tourist police booth in the Bávaro area to guarantee the well-being of both tourists and the local community.

In the same way, we collaborate with Politur throughout the year by donating petrol.

Cultural Promotion

Bahia Principe Hotels & Resorts

We collaborated with suppliers in the construction of the church Los Cacaos in Samaná, which will greatly enrich the community.



4.3 Our Community

Mexico

Support to Families and Vulnerable Groups

Bahia Principe Hotels & Resorts

- Collaborated with Banco de Tapitas, delivering 542 kg of plastic caps to support the fight against childhood cancer through the program “Save Lives Through Recycling”.
- They also collaborated with Grupo Vima Incluyente and the Autonomous University of Mexico in the project “Remove Oil, Extract Foam”, donating vegetable oil to be transformed into soap.

Bahia Principe Hotels & Resorts / Residencial & Golf

- They collaborated once again with the Civil Association “Hijos de la Tierra Maya” in the campaign “Searching for the Fourth Wise Man”, donating toys to the children of the communities of San Hipólito and X-Hazil.

Bahia Principe Hotels & Resorts and Fundación Eco Bahia

- They collaborated with the community X-Can, which donated 150 pantry staples, towels, and sheets to cover the families’ basic needs.

Bahia Principe Hotels & Resorts, Bahia Principe Residences & Golf, Scuba Aquatic and Turiscar

They collaborated to raise funds for the Teletón children’s rehabilitation center. This event was framed in World Solidarity Day.

Bahia Principe Residences & Golf

Tulum Country Club donated 2,000 blocks to construct La Casa de Asistencia Social “Serving with Love”, in Chemuyil.

Education and collaboration with schools

Bahia Principe Riviera Maya Resort collaborated with the secondary school Eleuterio Llanes Pasos of Chemuyil in a football tournament for 300 participants, donating breakfast for all of them.

Health and Safety

Bahia Principe Riviera Maya Resort, in collaboration with the Mexican Red Cross, donated more than a ton of first aid materials for the recovery from the earthquakes in Turkey.

Cultural Promotion

Bahia Principe Residences & Golf supported the community of Chemuyil, donating 27 football uniforms to the youth team of Chemuyil FC.



4.3 Our Community

Jamaica

Support to Families and Vulnerable Groups

Bahia Principe Hotels & Resorts, Coming2, Scuba Aquatic and Privilege Club participated with:

The Blue Run 5K event's collection was destined for the Jamaican Cancer Society, specifically the Prostate Cancer Awareness Committee.

Discovery Bay High School improved the four classrooms on the third floor to provide a more comfortable learning environment. This was done in conjunction with World Solidarity Day.

Education and collaboration with schools

Bahia Principe Jamaica Resort contributed with the following actions:

- Donating stays to schools and entities, such as:
- The Hoolebury Primary and Infant School
- St. Patrick's Primary School
- The Forestry Department

- The JDF Coast Guard
- The Discovery Bay Secondary School
- The Edgehill School
- The Negril Rotary Club
- Donation of mattresses with the Discovery Bay Secondary School for the American football program of this school.

Health and Safety

Bahia Principe Hotels & Resorts, Coming2, Scuba Aquatic and Privilege Club

They collaborated again with the St. Ann's Bay Regional Hospital, supporting painting tasks and participating in the "Labour in Love" initiative with blood donation.



4.3 Our Community

Cultural Promotion

At Grupo Piñero we are convinced that tourism is an incentive for the revaluation and recovery of diverse cultural elements that characterize each community, while at the same time contributing to raise awareness among the population of the need for the recovery, conservation and preservation of cultural heritage.

However, in 2023, it has gained more strength than ever. A turning point was counting on local talent in our conceptualization project of Cayo Levantado Resort, where local culture, environment, and well-being have been fundamental pillars.

Once again, we continue working with more strength than ever on the cultural promotion of the destinations where we operate through actions initiated in previous years, such as:

Local markets, parties representing the culture of the destinations, cuisine corners, Party of the Dead in the hotels in Mexico, and excursions that promote the natural and cultural heritage of the destinations are also available.

On the other hand, at Bahia Principe Hotels & Resorts, we consolidate our cultural shows within the framework of our entertainment offer, as well as the integration of culture in the reforms and improvements of the facilities of the chain.



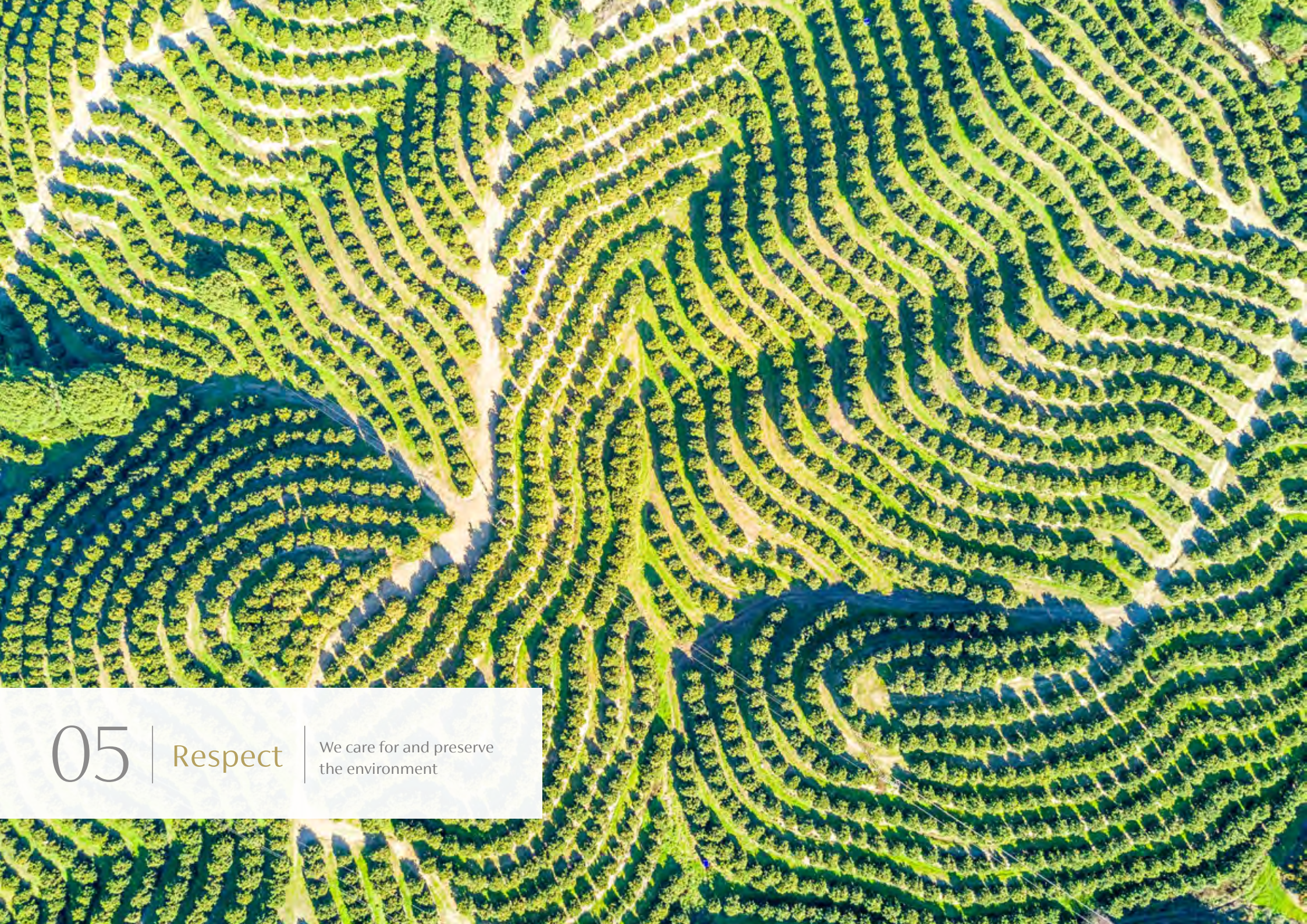
Business Associations with which We Collaborate

Country and Organization	Country and Organization	Country and Organization
Spain	Dominican Republic	Mexico
Balearic Association of Family Businesses ABEF	Asonahores	Coparmex
Partnership for development	Association and tourism company of Samaná, Athesa	Riviera Maya Hotel Association
Exceltur	Association of hotels and tourism projects of the Eastern Zone	Tulum Hotel Association
Turistec	IAGTO	Riviera Maya Golf Courses Association
Conestur	Samaná Cluster	Comité cuenca Tulum
Playa de Palma Hotel Association	Punta Cana Promise	
Hotel Business Federation of Mallorca-FEHM	ADETI	
Magaluf Hotel Association		
Grouping of hotel chains in the Balearic Islands		
Balearic Civil Society		
Hotel and Extra-Hotel Association of Tenerife, Asotel		
Tenerife Foreign Promotion Service		
Hosteltur		
	Country and Organization	Country and Organization
	Jamaica	International
	Jamaica Hotel & Tourist Association JHTA	Association of hotel investors, Inverotel

2023 Alliances for Sustainable Development

Organization	Project or Programs
Sonrisa Medica	Healthcare projects
Mallorca Sense Fam	Support to families and vulnerable groups
Association with Hotel Chains	Support for the insertion of young people at risk of exclusion through the "Chance Project"
Santo Domingo Botanical Gardens	Biodiversity - Environment
CEBSE, Center for the Conservation and Ecodevelopment of Samana Bay and Its Environment	Biodiversity - Environment
Ministry of Environment of Dominican Republic	Education, transforming the value chain
Spain-Jamaica Foundation	Education, cultural promotion
Eco-Bahia Foundation	Environmental education aimed at communities
Professional Golfers Association - PGA	Sport promotion
German cooperation agency - GIZ	Biodiversity - Environment Samaná, Biodiverse





05

Respect

We care for and preserve
the environment



Committed to the Fight Against Climate Change

At Grupo Piñero we are aware of the problem that climate change represents today and the impact that Greenhouse Gas (GHG) emissions have on it. Since 2016, we have a strong commitment to the efficient management of the resources of the environment where we are located, because we are aware of the effects that our activity has on the environment. We are therefore working to adapt our management to climate risks, creating a clean and circular business model that optimally manages resources.

At Grupo Piñero, we promote a management model that respects the environment, uses resources responsibly, preserves the natural wealth of places, and positively influences the environment. To achieve these objectives, we work on mitigating the impact on the environment that our activity generates through commitments acquired, such as the reduction of our carbon footprint by 60% in 2030, reaching "neutrality"; in 2050, the reduction of 70% waste in 2030 and "Zero Waste"; in 2050, as well as protecting, conserving and managing 100% of natural capital.

We want to take a step forward in our management model, through innovative technology, progressing in the efficiency and sustainability of all processes with the purpose of guaranteeing a better environmental performance.

Our Lines of Work



ENERGY AND CLIMATE

We are moving towards energy efficiency and decarbonisation of our activity.



CIRCULARITY

We strive for optimal management of processes and resources to minimise waste generation.



NATURAL CAPITAL

We are working to ensure the sustainable management of the natural assets where our hotels, residences and golf courses are located.



Our Environmental Responsibility

We continued with our commitment to the planet with an investment of €3.530.000€.

To ensure that all the group's units and establishments comply with the acquired commitments, we define an environmental management system that we follow up and control through periodic internal audits.

This control tool allows us to evaluate systematically and objectively procedures, practices, and records related to the environmental management system in our main energy consumers and helps us to identify areas for improvement.



ENERGY AND CLIMATE



ENERGY MANAGEMENT

Within the framework of our Strategic Sustainability Plan 2021-2030, we work on Energy and Climate issues by implementing projects for installing renewable energy in our centers, modernizing and optimizing climate installations, installing energy control and measurement systems, reducing energy consumption, implementing good practices and energy awareness, and promoting sustainable mobility.

We are moving towards decarbonization, intending to reduce greenhouse gas emissions by 60% by 2030. To this end, we are committed to eliminating the use of fossil fuels, electrifying our consumption, and transitioning the electricity mix to a 100% renewable origin.

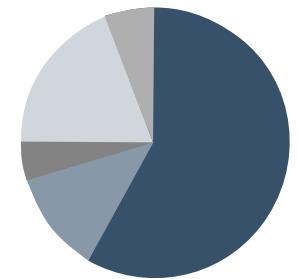
MAIN LINES OF ACTION:

- Renovation of thermal installations
- Renewable electricity generation from photovoltaic
- Energy consumption monitoring and control system

In 2023, we suffered a substantial increase in temperatures in our different destinations compared to 2022. With this in mind, and knowing that the climatic variable directly influences our energy consumption, we explain that we consume more energy despite our efforts to reduce our carbon footprint.



	2023	2022	% Variation
Electricity	145.334.225	145.273.193	0%
Heat Energy	9.468.014	9.351.666	1,2%
Refrigeration Energy	27.801.734	32.221.613	-13,7%
Liquefied Gas	21.275.467	22.148.506	-3,9%
Natural Gas	-	177.500	
Propane	15.234.514	17.704.943	-14,0%
Diesel	6.950.719	4.617.525	50,5%
Gasoline	23.895.282	2.830.466	744,2%
TOTAL KWH	249.959.955	234.325.413	6,7%
Consumption/stay	31,92	30,17	-5,8%



- Electricity
- Refrigeration
- E. Heat E
- Gases
- Fuels

*All data are expressed in Kwh-equivalents

CO₂ CARBON FOOTPRINT

We are acutely aware of the importance of implementing short-term initiatives that contribute to reducing greenhouse gas (GHG) emissions into the Earth’s atmosphere, as this is the only way to curb the effects of climate change on the health of human beings and the environment.

Our strategic goal is to achieve total decarbonization of our activities by 2050, in line with the roadmap set by the European Union for that year. For the next few years, we aim to reduce our carbon emissions by 60%, in line with our commitment to the 2030 Agenda.

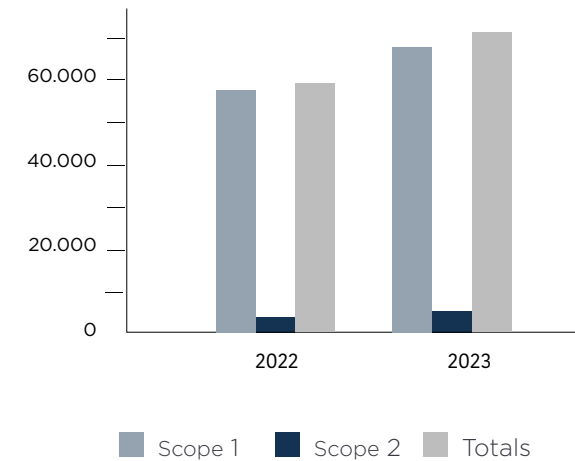
We are implementing a new, more exhaustive, accurate carbon footprint calculation this year, 2024. This calculation will consider the real environmental impact of electrical energy consumption, with its real energy generation mix calculated annually.

This new methodology will make us aware of the real environmental impact of our operation in the different locations where we operate. It will allow us to prioritize our efforts optimally.



	2023	2022	% Variation
Scope 1*	69.940	59.832	16,9%
Scope 2*	2.905	1.864	55,8%
Total emissions*	72.846	61.697	18,1%
Emissions/stay**	9.30	7,94	17,1%

*Data expressed in tons of CO₂.
 ** Data expressed in kg CO₂/stay



 **CIRCULARITY**

 **WASTE MANAGEMENT**

In order to consolidate a circular production model that achieves a 50% reduction in waste by 2030 and guarantees zero landfill by 2050, since 2016 we have been working on the implementation of a Recyclable Waste Management System. Thus, thanks to this program, we have managed to recover more than 21,000 tons of recyclable waste in seven years. A figure that also represents a reduction of around a third of the amount of waste that ends up in a landfill.

The model implemented is based on source separation, thus promoting users' direct responsibility in classifying waste into various fractions. This initiative reflects our commitment to continuous improvement by fostering greater waste management awareness and encouraging sustainable practices in a circular resource cycle.

In line with the objectives set for 2030 and 2050, we are progressing in developing our Circular Economy Strategic Plan. We continue working on two pilot projects for a composting plant in the Dominican Republic, specifically in the hotel Bahia Principe Grand El Portillo and Bahia Principe Bávaro Complex.

In Cayo Levantado Resort, we incorporate a system of digestion of organic waste by which we will recover the gas produced by the fermentation of these and generate energy from it. The energy obtained will be used for the own consumption of the equipment, and the remaining will be poured into the network for the general consumption of the

hotel. In addition, a by-product known as the digestate will be obtained and used in the island's landscaping.

Reduction of Food Waste: Optimising the Buffet with Artificial Intelligence

Innovative solutions have become essential in a world where food waste is increasingly challenging. One of those solutions we started in 2023 came from WINNOW. This project uses artificial intelligence to optimize the buffet, significantly reducing food waste.

Thanks to advanced algorithms, this initiative analyses large amounts of data that help to predict demand and adjust production accordingly. In this way, we avoid unnecessary surpluses and maximize the use of resources, from ingredients to energy.

At a time when awareness of food waste is increasing, reducing food waste reduces the pressure on natural resources and contributes to environmental sustainability. With artificial intelligence as an ally, we are taking important steps towards a future where food is valued and used to the maximum without compromising our planet or economy.

Our roadmap in circularity is the following:

- Creation of the Circular Economy Department (2024)
- Elimination of single-use plastics (2025)
- Creation of composting areas for vegetable waste in all hotels/complexes (2024/25)
- Apply environmental criteria in suppliers (2024)

	2023	2022	% Variation
Recyclables	4.222.963	4.135.011	2,1%
Metals	234.453	239.859	-2,3%
Paper	845.838	945.161	-10,5%
Plastics	796.493	528.914	50,6%
Glass	2.346.179	2.421.077	-3,1%
Hazardous	309.491	83.971	268,6%
Organics	521.290	585.419	-11,0%
Recoverable	266.770	468.990	-43,1%
Oil	205.888	199.116	3,4%
Wood	19.314	-	-
Textiles	41.568	269.874	-84,6%
Total	5.320.514	5.273.391	0,9%
Waste/stay	0,68	0,68	0,1%

5.1 The Environment

WATER MANAGEMENT

Water is an essential element for all economic activities carried out by human beings, including tourism, and it is also essential for the proper functioning of ecosystems and, therefore, for the health of the environment.

From a tourism standpoint, water management focuses on ensuring quality supply for the entire value chain and the treatment and proper disposal of liquid waste generated by the activities.

Our commitments in this regard include:

1. Making responsible use of our supply sources, for which we monitor consumption through the installation of smart meters and analyze the status of aquifers through the monitoring of exploitation indicators.
2. Offering quality water in all processes through primary treatment of drinking water and quality control of water at source and consumption points.
3. Ensuring the adequate treatment of liquid waste through treatment plants in all our hotels, complying with the parameters established by law for its discharge to the subsoil.
4. Promoting its reuse in secondary uses in the surroundings of our hotels and residential areas, through tertiary treatments that guarantee the safety and health of our customers.



In Adeje Complex, a desalination plant has been integrated to mitigate the impact of the water footprint, due to hotel activity on the island of Tenerife. With this new installation, the hotel is practically self-sufficient in generating its water needs and being responsible for the environment.

In the Caribbean, we work to improve all wastewater treatment plants by incorporating ultrafiltration systems.

In Cayo Levantado Resort, we incorporated a water production plant by condensation and bottling: All the water consumed in the hotel by the customers and collaborators is produced in a state-of-the-art condensation module that will allow us to produce up to 6,000 liters/day for consumption, simply by taking advantage of the relative humidity of the

air. Likewise, as a complementary measure, it will have its bottled water system in glass bottles and not use commercial plastic bottles to supply customers and collaborators within the island.

	2023	2022	% Variation
Total consumption in cubic meters	7.908.371	8.680.814	-8,9%
Consumption/stay	1,01	1,12	-9,6%

 **NATURAL CAPITAL**

Since 2015, we have been working to improve the management of our business by directing our activities towards a sustainable model, working in line with international requirements and current needs, focused on meeting the Sustainable Development Goals set for the 2030 horizon by the United Nations.

Over the years, we have dedicated our efforts to improving relations with our stakeholders, involving all the members of our value chain to strengthen our performance to strengthen our performance and serve as a catalyst for change within the tourism industry.

We evolve our Integral Management Plan of the Coastline, which is focused on improving the planning and management of the natural capital existing within our properties. This will achieve more integrated, responsible, intelligent, and sustainable territories.

We set ourselves the objective of planning and managing 100% of our beaches, landscapes, and biodiversity in the properties where we operate. In each of these areas, the developed projects involve a more efficient management of the resources, a better knowledge of the natural capital, and, therefore, a more significant commitment to conservation and a high degree of responsibility for the environment.



And we do not do it alone; in the protection of natural capital, we work in alliances with:

ALLIANCES





LANDSCAPE

Main objective

To preserve the natural and cultural values of the landscape, positioning it as a differentiating element and a primary value.

Work lines:

- Native plant nurseries
- Good Practices for a Sustainable Landscape
- Improvements in landscaping in the different destinations

Milestones

- Flora conservation project in Cayo Levantado Resort, in collaboration with Jardín Botánico
- Nacional Santo Domingo
- Extension of the native plant nursery in Portillo
- Creation of a composting area in Portillo
- Expansion and improvement of the Bávaro nursery
- Construction of a new native plant nursery in Playa Nueva Romana



BEACHES

Main objective

To restore the natural balance of the beaches and ensure their availability for tourist use in the long term.

Work lines:

- Studies and projects for the restoration of the beaches
- Measures to improve the resilience of the beaches
- Sargassum management

Milestones

- Beach regeneration works in Playa Nueva Romana
- Restoration of vegetation associated with beach-dune systems in Portillo
- Restoration of vegetation and improvement actions on the beach of Bávaro Complex
- Recovery of sands attached to the sargassum on the beaches of Bávaro and Riviera Maya
- Start of beach restoration project in Jamaica



BIODIVERSITY

Main objective

To ensure the health of ecosystems and species, promoting the genetic richness of populations and the continuity of ecological processes.

Work lines:

- Environmental Education with the local population
- Environmental awareness for collaborators
- Sea turtle conservation
- Coral reef restoration

Milestones

- Rescue of flora in Playa Nueva Romana and Tulum Country Club
- Project Samaná Biodiverse, clean and Sustainable (collaboration with the German Cooperation Agency GIZ)
- Collaboration agreement with the Ministry of Environment to preserve turtles in D.R.
- Landscape and Whale project in Samaná (tourist binoculars, signage)
- Project for the restoration of the native forest
- Promotion of pollinators associated with the gardens

Beyond Our Impact

Raising Awareness

Knowing that great achievements are made thanks to small individual actions, we consider it essential in our sustainability strategy to work on raising awareness of environmental issues with our stakeholders. Through these awareness-raising actions, we seek to make a difference in the individual impacts of each individual, encouraging good practices and we are responsibly using resources and favoring a more sustainable management model.

Over the years we have been developing an Action Plan for communication and training, with specific actions to raise awareness of good environmental practices among our employees and clients.

For Employees and Clients

As in previous years, we have joined in the celebration of the following World Days:

- ▶ Earth Hour – March 25th
- ▶ World Recycling Day – May 17th
- ▶ World Environment Day – June 5th

For Our Employees

We have given continuity to the environmental awareness and training plan.

For Our Clients

Through the “We Are Ecocentric” movement, environmental awareness has been raised in 2022. These awareness-raising

actions are carried out through websites, social media, media releases, as well as in all hotels, residential facilities and golf courses.

In addition, we inform our guests about cultural activities and activities in natural environments that take place in the local community.

World Environment Day

Because of World Environment Day, the “One Person, One-Tree” campaign was activated, where we promoted joint action with a positive and real impact for the whole of society, committing to planting a tree for every person who is part of this big family, trying to reach the target of planting 14,000 achieving this in one year was complicated, so in 2023 we are continuing with the challenge to reach the desired figure.

With this, we aim to raise awareness of the importance of working together for the planet, as well as placing value on the important environmental benefits that are obtained if every citizen commits to planting a tree.

We have worked as a team in Mexico, Jamaica, the Dominican Republic, and the Canary Islands to continue improving our environment’s and community’s green areas. Specifically, in Jamaica, we have also planted trees in schools.

These actions, shared among collaborators and customers, make us a reference in sustainability, but above all, they connect us with our planet.

We are very proud of the contribution we are making to the environment.



We Are Ecoists Movement

We keep propelling our commitment to the environment and the battle against climate change with our “We Are Ecoists” movement, through which we spread our environmental sustainability strategy and invite our stakeholders to take part and bring out the “ecoist” we all have inside ourselves. The movement arose with the aim of raising awareness in society and inviting people to take small individual actions to make a big impact. A movement aimed at everyone who feels that this planet is THEIRS.

To disseminate the “We Are Ecocentric” movement, we have created the website www.somosecoistas.com, which contains part of the environmental sustainability strategy, the main milestones achieved, our commitments for the future and a tenpoint checklist for being a good ‘ecocentric’.

Top Ecocentrists Awards

The “Top Ecocentrists” Awards aim to recognize suppliers, collaborators, allies, or partners of Grupo Piñero, both national and international, who are actively working in the fight against climate change.

In the framework of the International Tourism Fair of Madrid, we celebrated the first edition of the awards “We Are Ecocentrists”.

In this edition, the winners were Air Canada Vacations, Balearia, Despegar, Expedia, Meliá Hotels International, Salesforce, and TUI Group.

With these awards, we intend to distinguish the companies that, through their actions, feel that this planet is theirs and that they fight daily to leave a better Planet and World.

The basis of our movement is human and conscious companies that assume commitments to generate a positive impact on people and the planet, work to raise awareness among employees, suppliers, customers, and local communities, promote responsible tourism, and motivate everyone to carry out small actions in an ECOCENTRIST way.





Created in 1999 in Mexico, our Foundation's objective has been to carry out projects of conservation, maintenance, and improvement of natural resources and to raise awareness of the importance of the environment. We work daily to raise awareness among customers and collaborators of our complexes and the local population.

In 2023, it expanded to the Dominican Republic as the first step in its expansion to all the destinations where we have a presence.

The Eco-Bahia Foundation aims to be a benchmark in biodiversity conservation and promote

environmental awareness in its respective regions. To achieve this, the Foundation is based on three fundamental pillars:

“We can only love what we know, we can only preserve what we love”

Tobías Lasser





Conservation is one of the central pillars of the Eco-Bahia Foundation.

The Foundation develops specific projects that focus on the conservation of maritime coastal ecosystems, the protection of wildlife, the preservation of natural areas, and the protection of biodiversity in general.

A notable example is the Sea Turtle Protection Program, as well as the Environmental Education Program, and the Wildlife Monitoring.



Environmental education is an essential tool for environmental awareness and action.

The Foundation works closely with schools of different educational levels, offering workshops, informative sessions, lectures, and ecological tours. In addition, the Eco-Bahia Foundation has a calendar of environmental events based on the Sustainable Development Goals, which allows it to organize events throughout the year that involve collaborators, owners, residents, guests, and the local population.



The restoration of local ecosystems is essential to the Foundation's conservation efforts. Through projects such as the Environmental Management Unit, which includes a plant nursery of native species, the Foundation contributes to restoring natural areas and damaged ecosystems. Other projects, such as coastal dune restoration, coral reef restoration, or the Sak program, which includes this type of action, is crucial to maintaining biodiversity and the health of the natural environment.

Collaboration is an integral part of the Foundation's mission. The Foundation works closely with governmental organizations, civil associations, educational institutions, and other key actors to strengthen its impact and achieve its conservation goals.

The Foundation faces significant challenges, such as the growth of construction and development in its regions, which can endanger biodiversity and natural ecosystems. However, it is committed to overcoming these challenges through education, awareness, and action.

In the future, the Eco-Bahia Foundation plans to collaborate with the Ministry of Environment to create private conservation spaces in areas that still need to be protected. It will also seek to continue collaborating with other organizations and expanding its impact on conservation and environmental sustainability.

Their work in Mexico and the Dominican Republic is an inspiring example of how local actions can have a global impact. Supporting organizations like Eco-Bahia through donations or as volunteers are essential for a more sustainable and biodiversity-conscious future.

Nature is calling us, and we are responsible for responding with empathy and action.

For more information, please visit the website

www.eco-bahia.com



MARITIME-COASTAL ECOSYSTEMS

Follow up on each program's actions, integrate the education component in activities such as Ecotourism and dissemination, and work with the community, educational institutions, and interested organizations.

In 2023 we signed an agreement with OCEANUS, A.C., a Coral Reef Restoration Program.



Programs and Projects

- ▶ Sea Turtle Protection
- ▶ Coral Reef Restoration
- ▶ Coastal dune restoration



NATURAL AREAS CONSERVATION

Carry out work for the preservation of protected native flora species, enhancing the health of existing natural areas through the control of invasive species, the restoration of spaces and the cleaning of waste in different ecosystems.



Programs and Projects

- ▶ Environmental Management Unit
- ▶ Sak Program (Cleaning of marine waste)



WILDLIFE PROTECTION

Maintain biological diversity, expressed in terms of:

- Habitat conservation
- Wildlife protection

Encouraging and ensuring a high value for ecosystems.



Programs and Projects

- ▶ Wildlife Protection



ENVIRONMENTAL EDUCATION AND DISSEMINATION

Raise awareness and acquire knowledge, as well as generate awareness of the importance of caring for and conserving nature through:

Training, talks, and activities based on environmental milestones, agreements with schools, design of "Eco-Experiences", integration activities with the region's nature and culture, and generation of materials to share.



Programs and Projects

- ▶ Environmental Education Programs



Sea turtle protection program

Since its inception, the Eco-Bahia Foundation has dedicated a large part of its resources to protecting green and loggerhead turtles, the beaches of our destination in Mexico being the most crucial national arrival point for loggerhead turtles. The Mexican coasts of the destination sheltered more than 2,000 nests, representing more than 190,000 hatchlings of both species. The passionate dedication to this program today makes Eco-Bahia continue to be part of the Municipal and State Committee of Sea Turtles, and in 2023, they participated in organizing the 7th National Meeting of Sea Turtles in Mexico.

During its first year in the Dominican Republic, the Foundation's signing of the collaboration agreement with the Ministry of Environment was a key step in implementing the turtle protection program in Samaná, La Altagracia, and San Pedro de Macorís.



Results 2023



MARITIME-COASTAL ECOSYSTEMS



NATURAL AREAS CONSERVATION



WILDLIFE PROTECTION



ENVIRONMENTAL EDUCATION AND DISSEMINATION

MEXICO

198.705

SEA TURTLE HATCHLINGS

166

TAGGED FEMALES

1.273

PLANTS DONATED FOR REFORESTATION

5

URBAN TREE PLANTINGS

1.014

WILDLIFE ATTENDED TO

5.179

PARTICIPANTS IN ECOLOGICAL TOURS

1.289

KIDS CLUB

2.197

NESTS MANAGED

90%

SIGHTING OF FEMALES

2

CLEANING OF CAVES

10

CLEANING OF BEACHES

157

RECORDS IN INATURALIST

76

OBSERVED SPECIES

980

CUSTOMER JOURNEY ECO-BAHIA

420

SCHOLARS

353_{KG}

KILOS OF SOLID WASTE COLLECTED

2.490

PARTNERS

DOMINICAN REPUBLIC

1.512

SEA TURTLE HATCHLINGS

1.000

PLANTS DONATED FOR REFORESTATION

3

CLEANING OF BEACHES

50

WILDLIFE ATTENDED TO

821

PARTICIPANTS IN ECOLOGICAL TOURS

15

NESTS MANAGED

27

KILOS OF SOLID WASTE COLLECTED

19

OBSERVED SPECIES

220

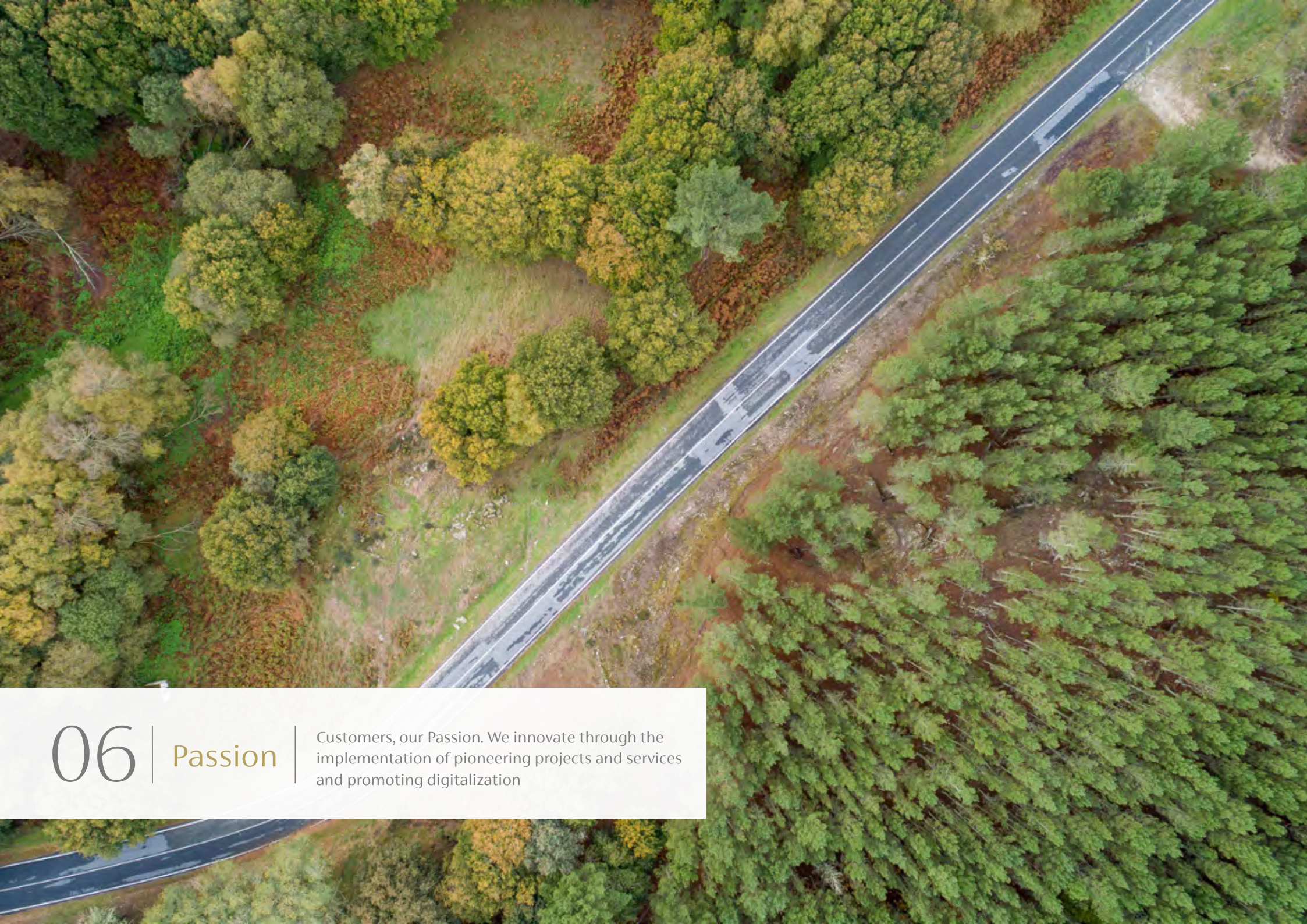
CUSTOMER JOURNEY ECO-BAHIA

500

SCHOLARS

490

PARTNERS



06

Passion

Customers, our Passion. We innovate through the implementation of pioneering projects and services and promoting digitalization



6.1 Our Clients

Passion for Our Clients

Since our inception, we have placed the client and their travel experience at the heart of our business. For this reason, we have always worked to continuously improve the quality of our service in order to generate added value, create exciting experiences, satisfy their needs and achieve their loyalty.

As a company we have continued work on the following lines of action:

- ▶ Health and Safety
- ▶ Customer Service
- ▶ Direct Sales Channels at Bahia Principe Hotels & Resorts
- ▶ Customer Loyalty Programme, My Bahia Principe

Health and Safety

Ensuring the health and safety of our clients has always been a key aspect to achieve their satisfaction, which is why, in addition to reinforcing the health and safety protocols in all our business units in the face of Covid-19, we have continued to work, as in previous years, on the ongoing review and updating of the Group's Self-Protection Plan, as activity has been gradually resumed: drills have been carried out, as well as periodic inspections, and the corresponding certifications and emergency plans, health and hygiene audits, and microbiological analyses related to the



products and services we offer.

In order to follow up on the implementation and analysis of audit results, the Corporate Health and Safety Committee was created in 2020. Its aims include: Ensuring maximum safety throughout the client's entire travel cycle, adapted in 2022 as Covid 19 has not been a priority.

Functions:

- ▶ Analysis of audits in the different business units of:
 - Health and hygiene audits.
 - Microbiological analyses.
- ▶ Follow-up of the functioning of the health and safety committees in the different business units.

Principles of Action of the Health and Safety Protocols

We have a common thread for the value contribution in each interaction with the customer we started during COVID-19. However, we continue to implement that today, since the safety of our customers, collaborators, and suppliers is very important to us.

1. - Ensuring healthy and sustainable settings

We protect and preserve our settings so that they can be healthy, sustainable places.

2. - Seeing to people's health and well-being

We are working to improve the physical, mental and social well-being of all our stakeholders.

3. - Guaranteeing safe and responsible services with careful and personalized attention

We have reviewed processes and raised standards to ensure safe and responsible services with maximum customization.

4. - Enhancing a digitalized and adapted experience

We will be fostering a 360° digital experience to streamline processes and ensure agile, personalized interaction.



Health and Safety

In order to ensure the implementation of the reinforced health and safety protocols, the company has conducted internal and external audits at the Bahia Principe Hotels & Resorts that remained open.

Health & Safety Audits

We strictly comply with the standards stipulated to guarantee quality and food safety, and we have management systems for their control and monitoring.

With these hygienic-sanitary audits, we analyze Bahia Principe Hotels & Resorts; compliance with hygienic-sanitary processes based on the Hazard Analysis and Critical Control Point methodology.

On the other hand, we also carry out analyses of food, service water, ice and swimming pools in order to ensure the health and safety of our final products offered.

In this way, we evaluate the production processes through audits and, through analytics, the final products for the customer.

Health and hygiene audits	2023	2022
Food safety	108	246
Swimming pools	16	16
Mains water and legionella	16	16

Microbiological analysis

We perform microbiological analysis in all control areas: food, surfaces, drinking water and hands.

In 2023, the audits focused on Bahia Principe Hotels & Resort in the hygienic processes and in the capacity to react to incidents, which has resulted in more intense and demanding external audits involving all the responsible areas. The consulting company responsible for carrying out the audits has been Bolinea.

Both the hygienic process audits and the analysis reference the national regulations of each destination, and the hygienic-sanitary guides take their information from the leading Tour Operators.

	2023	2022
Food	1.601	1.515
Surfaces	141	134
Drinking water	720	737
Hands	68	134
Swimming pools	1.577	1.498
Legionella	296	319
TOTAL	4.403	4.337



Procedure for managing potential risks

We have a protocol for the management of potential risks that could lead to incidents involving guests at our establishments.

This allows us to keep track of the number of incidents that occur, and to properly identify the risks, taking measures to reduce them.

In addition, a health and safety committee has been set up, comprising the group's senior management.

6.1 Our Clients

Customer Service

Customer Service through Various Service Measurement Tools

For our company, customer service is as important as the quality of the products and services we offer. That is why we have different tools to measure the quality of the service we offer such as: complaints and claims management, the satisfaction survey, as well as the constant monitoring of what people have to say about us. All this allows us to know what our customers think and what they expect, and based on this, to improve our products and services.



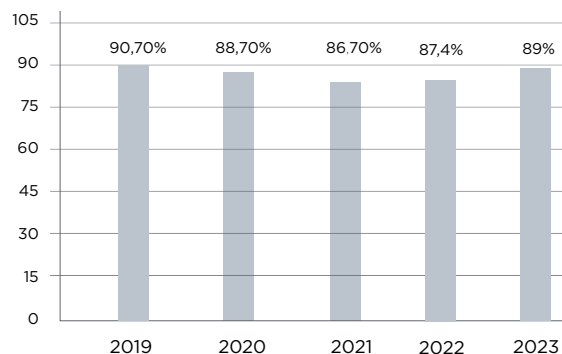
Online Reputation

Aware of the impact that our digital footprint can have on our reputation, we track our online positioning as well. It is for this reason that we constantly monitor that our Global Review Index -GRI- is maintained in an outstanding position over the competition. According to the information collected during 2023, the GRI was 89% and we achieved a Net Promoter Score of 33,91 which indicates the ratio of clients who would repeat business with us and recommend us to their friends and family.

GLOBAL
REVIEW
INDEX



89%
AVERAGE INDEX



Internal Management Instruments

We have established a system for planning and carrying out quality audits in order to detect critical aspects and design action plans that allow us to guarantee the quality offered to our clients in executing and advancing in the provision of our services.

This year, we implemented a new tool, EISI, which establishes a more effective system for planning and monitoring quality audits. It allows us to send incidents to the department heads in real-time, which speeds up the process of solving them.

Customer satisfaction surveys

In 2023, we modified the survey sent to customers at the end of their stay to measure their satisfaction with their holidays.

We changed the system for calculating the global score by assigning weights to each department, ensuring a more balanced presence.

Audits performed

	2023	2022
Caribbean	8.585	3.849
Spain	1.706	511
Total	10.291	4.360

Direct Sales Channels Bahia Principe Hotels & Resorts

The direct sale of hotel rooms has been a challenge over the years. Therefore, the direct channel has adapted and developed new strategies to attract guests in an increasingly competitive market.

Direct Sales, both through the web and in the Contact Center, have continued in 2023 with the growth trends they had in previous years.

We can highlight:

- The new app, Bahia Principe Hotels & Resorts, focuses on the User journey. Improvements include a complete re-design, native technology, push notifications, the ability to explore and book different hotels, pre-check-in, and access to the user's personal area.
- The implementation of technology focused on qualitative analytics for the continuous improvement of digital assets both in conversion and user experience.
- The implementation of technology focused on qualitative analytics in accordance with the new regulations on user privacy and their technological consequences.
- Launch of a new temporary website for Cayo Levantado Resort, which will be replaced by another experiential website in 2024.
- Launch of ProAgents for Cayo Levantado Resort. A platform for professionals where, through registration and validation, B2B rates and many functionalities are offered to



TTOOs and Travel Agents.

As for business numbers, in 2023, we have achieved the following milestones:

- ▶ Increase turnover by 18.8% yearly, with a total production of 140,000,000 USD in rooms.
- ▶ Direct sales has become the first sales channel for Bahia Principe Hotels & Resorts in 2023.
- ▶ Increase web user traffic by +62% yearly (up to 12 million users).

As for our Digital Marketing strategy:

This year's big challenge has been to increase turnover

while maintaining profitability through digital marketing channels. To do this,

- ▶ We have expanded the presence of the different businesses in the main marketing channels.
- ▶ Use of artificial intelligence A.I. in search campaigns.
- ▶ Ads are more personalized thanks to Tripmax campaigns, the implementation of value-based bidding to improve programmatic bids, and the activation of new channels such as Dooh, Ctv, and Netflix to increase brand visibility.

Customer Loyalty Programme – My Bahia Principe

My Bahia Principe, the loyalty programme of Bahia Principe Hotels & Resorts, representing an 18% YOY growth in registrations and a total growth of +37% in members.

It works on a tier system that awards points per night to all registered clients, ranging from the most basic, Blue, which is obtained automatically, to Black, with the maximum benefits that can be obtained.

2023 has been a year of consolidation of the high channels in the loyalty of the final customer, both in volume and percentage, representing 60% of the total of our customers in the annual loyalty ratio.

Among the milestones that stand out are the improvements in management's attention to loyal customers, which have been reinforced with one more team member. This has considerably reduced the time spent on management, achieving a better experience for loyal customers before their arrival at the hotels, especially in management.

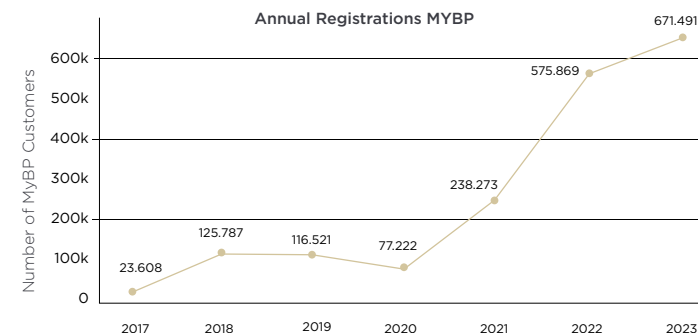
Loyalty Level MyBP	Number of customers MyBP	Percentage of total (number customers MyBP)
Total	671.491	100,00%
Blue	653.142	97,27%
Silver	16.819	2,50%
Gold	1.046	0,16%
Black	484	0,07%



NEW MEMBERS
671.491 (+18% YOY)

TOTAL MEMBERS AT
YEAR-END 2023
1.828.771

TOTAL GROWTH OF
LOYALTY DATABASE
+ 37%



Innovation

In a constantly changing world, Grupo Pifero is committed to innovation and development, a strategic element in addressing the company's challenges. For this reason, we believe in constant improvement, which allows us to continue evolving our business through the implementation of pioneering and global projects that take advantage of and enhance synergies among the Group's companies.

Our focus is on improving products and services to strengthen the final customer experience, as well as offering and improving the employee experience.

In the context of product and service improvement, in 2023 we have implemented important projects, such as:

Bahia Principe Hotels & Resorts

The renovated Bahia Principe Luxury Esmeralda

The interior design concept for our hotel's renovation has been expressed under the beautiful concept of Taíno **MATUM**, which means "Extreme solidarity: the delivery of one to the other, absolute entrepreneurship to please the other, and the absence of malice".

A completely renovated hotel, with new facilities inspired by the Taíno universe and services and activities to make all our guests happy. It is a hotel that wants to share culture, essence, and the best experiences with our collaborators and whose only mission is to offer an extraordinary experience.

New MATUM show, a discovery of the ancestral magic of Taíno mythology in a unique show that will transport anyone to the beginning of all time.

An exclusive production of Bahia Principe Hotels & Resorts for Bahia Principe Luxury Esmeralda.

In this fantastic show, our artists will explore the myths and legends that form the basis of Taíno mythology, revealing the mysterious origins of the universe and the spiritual connection that unites humanity with nature. Through a unique combination of dance, music, and theater, each performance comes to life to tell the fascinating story of how the Taíno gods and goddesses created the cosmos and shaped the world we know today.

New gastronomic concept "ROUND THE ISLAND FOOD MARKET" in Jamaica

Betting on innovation in every sense, a renovation is always an opportunity to launch new ideas.

Taking advantage of the renovation of one of its restaurants, we have created the concept of a Gastronomic Market (Food Market) in a unique space, with great care in the details. This is a way of offering a range of possibilities in a close way to enrich our customers' experience.

With a capacity for 300 people and organized into different specialized "corners", we start with Jamaican food, going through Italian tradition all the way to exclusive pastry, vegetarian, and various delicatessen stalls, where there is sure to be something for everyone.



6.2 Our Products and Services

Bahia Principe Residences

Through our division Bahia Principe Residences, we are taking a significant step towards a cleaner and more sustainable future. In collaboration with Evergo, a leader in sustainable mobility solutions, we inaugurated the last-generation innovative charging station for electric and hybrid vehicles. The aim is to form a convenient charging network for the owners, residents, visitors, and collaborators of Playa Nueva Romana to reduce carbon emissions.

Bahia Principe Golf

Our PGA Ocean's 4 Golf courses in the Dominican Republic and PGA Riviera Maya in Mexico encourage innovation by installing a Trackman swing measurement device in the golf academies.

A Trackman is a tool that elevates the playing experience for professional and amateur golfers, and represents a commitment to technological innovation in sport. It provides accurate data on each shot, allowing players to perfect their skills and strategies with unprecedented detail.

Solbus

Solbus invests in renewing its vehicle fleet and incorporating electric vehicles into its conventional fleet. This improvement marks the beginning of an ambitious plan for sustainable mobility that is expected to materialize in five years. As a result, fully electric vehicles can incorporate fast charging systems of energy accumulation with solar panels.

The fleet renewal covers incorporating 78 new vehicles, which intends to double the current turnover and increase



daily services from 100 to 400.

Also, as a result of the renewal, customers will be able to improve their transport experience even more, thanks to vehicles with less noise pollution, 360-degree rotating seats, and USB connections.

Road safety is Solbus' highest priority.



6.2 Our Products and Services

Digitalization

At Grupo Piñero we continue to drive innovation to improve the quality of our services and guarantee customer satisfaction through the implementation of pioneering global projects and by boosting digitalisation.

Bahia Principe Hotels & Resorts

The most outstanding projects in 2023 have been:

- ▶ Creating the app for Cayo Levantado Resort and updating the app for Bahia Principe Hotels & Resorts.
- ▶ Interactive maps for customers on mobile, which provide a better service and avoid paper printing.
- ▶ Direct messaging for customer service.
- ▶ Domotics in Cayo Levantado Resort rooms and the Bahia Principe Luxury Esmeralda and Luxury Akumal.
- ▶ Installation of EcoRoomEnergy in Cayo Levantado and Bahia Principe Luxury Esmeralda and Luxury Akumal: a new room control system that includes lighting control, presence sensors, door and window opening sensors, temperature and humidity control, and individual consumption meters, where the customer controls their real energy consumption.

Creation of dashboards as tools for monitoring and control for:

- ▶ The hotel management, whose daily target is the most important management KPIs, in order to obtain an adequate control and management, as well as customer satisfaction.



- ▶ Groups, Events and Weddings, to monitor sales management.
- ▶ Monitoring of direct sales.

with the aim of making communication with customers and owners more effective.

- ▶ Starting a contact center for golf, to optimize sales and service to the owner.
- ▶ A Collection management tool for Residences, to optimize and manage the services to the owner.
- ▶ Creating a tool for monitoring and controlling daily residential and golf sales.

Bahia Principe Residences & Bahia Principe Golf

Other outstanding projects in 2023 have been:

- ▶ Improving of the Bahia Principe Residences & Golf app,

6.2 Our Products and Services

Mobility, Incoming & Leisure

The creation of the B2C app, which is oriented towards contacting the user and managing the transfer and pickup services during their trip, improved communication and service for the final user of our mobility services.

In Coming2, we designed and launched a dashboard to analyze advanced sales in our operating destinations.

Soltour

The projects that stand out in 2023 are:

- ▶ Improvement of the website, focused on the effectiveness of the internal operation and service to the AAVV, with a special focus on trip packages, only hotel, and hotel + flight.
- ▶ Design and start-up of a billing dashboard for the sales and billing teams.

Artificial Intelligence

Artificial intelligence (A.I.) has revolutionized how businesses operate and make decisions. This emerging technology has demonstrated its ability to automate tasks, analyze large amounts of data, and provide valuable insights to improve efficiency and strategic decision-making.

Therefore, we have started using A.I. to monitor and adjust the production processes of the product and service in real-time, which allows us to reduce human errors and increase the quality of the product and service to achieve customer satisfaction. We are doing it through:



- Generative AI, which is a process that provides essential information about customer survey results. This information allows the operation to take corrective actions, adjust customer service, and improve satisfaction.
- Predictive A.I., which allows us to predict future occupancy based on the analysis of past data, allowing us to project scenarios for the future.



07

Continuous
Improvement

Working Ethically,
Transparency and
Good Governance

We have a sustainable and responsible management model aligned with our culture, our purpose and our values, with the aim of being a benchmark company in the international tourism market, maintaining our 100% family essence, managing in a responsible way to offer the best experience to clients, employees and partners, and actively contributing to sustainable development, with a strong commitment to the United Nations Sustainable Development Goals contained in its 2030 Agenda, as a way to create shared value for all stakeholders.

At Grupo Piñero we search, discover and get excited day by day, so in 2022 we reviewed and updated the 2022-2025 strategic plan, which, in keeping with our aim of continuing to create exciting experiences, established sustainability as the central axis, along with Sustainable Growth and Innovation as the pillars of its strategy.

Our Sustainability Strategy is the central axis of the company, where we incorporate environmental, social and good governance - ESG - criteria in all decisions and projects, with the aim of becoming a benchmark for Sustainable Development.

Through sustainable growth, we drive the evolution of the company to strengthen its viability and generate value, while, through innovation, we continue to constantly improve the business by implementing pioneering global projects and promoting digitalisation aligned with the strategy.



Levantur, S.A., is the parent company of Grupo Piñero. Incorporated on June 6, 1977, it is domiciled in Murcia. The Group's administrative, operational and commercial services are distributed among the different operational centers in each country in which it operates, with a corporate services center located at Plaza del Mediterraneo 5, in Palma de Mallorca.

The parent company has majority shareholdings in several companies and, precisely for this reason, in accordance with current legislation, we prepare consolidated financial statements in order to show the net worth and financial position of the Group.

For this reason, and in order to achieve an efficient management of the Group, we have developed a corporate governance model that takes into consideration the objectives of our shareholders, as well as those of all our stakeholders.

The Group's activities and its governance model are guided by the principles of transparency, ethics and diligence, both in decision-making and in execution, control and monitoring.

Governance Model Structure

Our governance model is comprised of the following:

Board of Directors, represents the interests of all shareholders. It is the body responsible for controlling the Group's activity and for transmitting the family's vision and values to all its stakeholders.

It depends on the Board of Directors:

- ▶ **Investment Committee**
- ▶ **Compliance Body**
- ▶ **The CEO,** who in turn has an Executive Committee, made up of the chiefs of the different business and support areas, whose main mission is to advise the CEO in decision-making.



Executive Committee

Its objective is to advise the CEO on decision-making. It is made up of the chiefs of different business and support areas.

In 2023 we were joined by Tomeu Bennasar, Chief Operations Officer Soltour.

The Executive Committee held a total of 20 sessions during the year 2023.



From left to right and from bottom to top:

Didier Recton, CFO Chief Financial Officer. **Encarna Piñero**, CEO Chief Executive Officer. **Mateo Ramón**, CIO Chief Information Officer. **Tomeu Bennasar**, COO Chief Operations Officer Soltour. **Julio Pérez**, COO Chief Operations Officer Bahia Principe Hotels & Resorts. **Isabel Piñero**, CSO Chief Sustainability Officer. **Ricardo Moreno**, COO Chief Operations Officer Mobility, Incoming & Leisure. **Jaime Sitjar**, COO Chief Operations Officer Bahia Principe Residences & Golf

7.3 Compliance Model

In 2019, the Joint Directors approved Grupo Piñero's Compliance Model, with the aim of preventing, detecting and imposing penalties for any conduct that poses a risk to the legal obligations applicable to the Group's activity or to those internal rules established by the Group's Policies.

At the same time, the Compliance Committee (CC) was formed, consisting of seven members (a chairperson, a secretary and five members) who report directly to the Joint Directors. The independent and autonomous Body aims to keep the model up to date, and an annual monitoring period has been established.

Outstanding milestones in 2023

- ▶ Four meetings of the Compliance Body were held, in which aspects of relevance were agreed to continue strengthening the model, and the communications (complaints/queries) received in the Ethical Channel were addressed.
- ▶ The first two phases of the project of review and update of our Criminal Compliance Model, which was launched at the end of 2022, were completed. As a result of the above, in December 2023, the update of the following was approved:
 - Statute of the Compliance Body
 - Compliance Policy
 - Supervision Plan
 - Disciplinary System
- ▶ The update of the Regulation and General Policy of the Ethical Channel was approved under the Whistleblower



Law 2/2023, approved on February 20, 2023, regulating the protection of people who report breaches of regulations and the fight against corruption.

- ▶ The drafts of the project's third phase, which involves reviewing and updating our Criminal Compliance Model, were prepared.
- ▶ The risk management policy was reviewed and approved by the Board of Directors on December 22, 2023.
- ▶ Model Compliance awareness sessions were held: Ethical Code and corporate policies were discussed in Spain, Mexico, and the Dominican Republic.

Code of Ethics

Approved in 2019, they aim to establish the values that should guide the behavior of all people in the company.

It is the starting point of the company's Ethics and Compliance Model and is intended to guide:

- ▶ Relationships between employees.
- ▶ Actions of employees with customers, shareholders, suppliers and external collaborators.
- ▶ Relations with public and private institutions and with society in general.

At the end of 2023, the update of our Ethical Code began, scheduled for approval in 2024.

7.3 Compliance Model

Ethics Channel

The Ethical Channel is the instrument that Grupo Piñero makes available to collaborators, suppliers and clients, so that they can communicate any doubts, queries or the commission of any irregularity related to the Code of Conduct, regulations and corporate policies.

Twenty-one communications were received throughout 2023, and they were processed in accordance with the channel's General Policy and Regulation.

1. Receipt of Complaints or Queries. The Ethical Channel will receive all the Communications made by the Members of Grupo Piñero, Business Partners, and Third Parties, which may be handled with assistance from the recommended departments, attending to the specific circumstances of the case.

2. Preliminary analysis of the Complaint or Query. Once the communication is received, the Compliance Body will analyze whether the communication complies with the requirements established.

3. Procedure of action and investigation. Once the initiation of an investigation file has been agreed upon, the Compliance Body must instruct the procedure by the principles and guarantees outlined in the General Policy of the Ethical Channel.

4. Conclusion. Once the investigation is completed, the Compliance Body will issue a Conclusions Report that must be sent to the Board of Directors for a decision on the proposed corrective measures.

1 

Receipt of reports, complaints or allegations by ordinary mail or e-mail. canaletico@grupo-pinero.com

2 

Analysis of the report or complaint received in order to assess its impact and scope

3 

Drafting of a report on the resolution or procedure regarding the complaint

4 

Escalation of the report to the Compliance and Management Body if necessary



Data Protection and Privacy and Privacy

At Grupo Piñero, we recognize the importance of ensuring the confidentiality, integrity, and availability of the information entrusted to us in compliance with the applicable data protection laws and regulations. We are committed to protecting the personal data of our customers, collaborators, and suppliers. Our privacy policies are based on the fundamental principles of lawfulness, loyalty, transparency, limitation of purpose, data minimization, accuracy, limitation of the retention period, integrity and confidentiality, and proactive responsibility.

Implementing a privacy manager has allowed the Data Protection Delegate (dpd.privacy@grupo-pi-nero.com) to have a tool for a centralized privacy management model.

Similarly, during this year, we have exhaustively reviewed all the points detected in the audit carried out in our hotels in the previous year, to address any areas of improvement identified and strengthen our data protection management.

In addition, advancing in our commitment to continuous improvement, we have carried out an external audit of our central services to ensure the consistency and effectiveness of our data protection practices in all company areas.















































On the other hand, to promote awareness of the importance of data privacy, from the Legal Department, we have launched a fun campaign that, entertainingly, raises awareness of basic privacy concepts among our collaborators. This initiative instructs playfully about protecting personal information and fostering a culture of privacy throughout the organization.

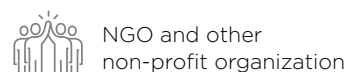


Additionally, through a collaboration of the Legal and H.R. Departments, we began preparing a specialized course on data protection for our collaborators, which will be deployed throughout 2024. This course will provide our collaborators with the tools and knowledge necessary to comply with the best practices in data protection and strengthen our privacy culture.

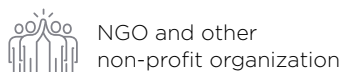
We are committed to continuous improvement in this area, and we will continue working to guarantee the protection of the personal data of all the stakeholders in our company.

As a sign of our commitment to transparency, we have made various policies governing our activities available to our stakeholders on our website.

Policy	Description	Stakeholders						
Corporate Social Responsibility Policy	Sets the general principles to ensure an ethical and responsible management model.							
Environmental Policy	Establishes the guidelines to be followed in the exercise of the activity, paying special attention to the environmental dimension and to efficient, responsible and sustainable management.							
Social and Cultural Protection Policy	Determines the basic principles to ensure respect for workers, the environment and the local community.							
Goods and Services Policy	Establishes the commitments for the approval of suppliers and sustainable procurement.							
Safety, Health and Welfare Policy	Includes the Group's objectives and commitments in the area of occupational risk prevention.							
Quality Policy	Sets the standards to be followed by all Group employees to ensure excellence in all services.							
Human Rights Policy	Contains in a single document all the principles, guidelines and commitments that the Group has assumed throughout its history in the protection and defense of human rights.							
Policy against labor exploitation, mistreatment, sexual abuse of children and adolescents.	Determines the basic principles to guarantee the respect of the labor rights of individuals.							
Equal opportunities, diversity, equity and inclusion policy, equity and inclusion	It reflects the principles and values of the Code of Ethics, as well as the rest of our company's policies.							



Policy	Description	Stakeholders						
Code of Ethics	Framework of principles, values and standards to guide the conduct of all Group employees.							
Emergency Policy	Establishes the procedures to be followed in the event of any incident that may affect the hotels, so that it has a minimal or null incidence on people, facilities, the environment or the continuity of the business.							
Customer Satisfaction Evaluation Policies	Establishes the procedure for the collection, analysis and handling of complaints, suggestions, claims and compliments.							
Compliance Policy	Compliance Model. Develops the principles and general guidelines for compliance.							
Stakeholder Relationship Policy	Compliance Model. Develops the principles and general guidelines for compliance.							
Data Protection Policy	These policies explain how the organisation treats the personal data of the various data subjects.							
Human Resources Policy	Recognises the protection of human rights recognised in the Universal Declaration of Human Rights, as well as in the main ILO conventions. principales convenios de la OIT.							
Occupational Health and Safety Policy	Defines commitments for the prevention of occupational accidents and diseases, health and safety in the workplace, and for suppliers.							
Anti-Corruption Policy	Establishes guidelines to combat any practice contrary to the law, the Code of Ethics, or any of its internal rules.							
Risk Management and Control Policy	It establishes the basic principles and the general framework for action for the control and control and management of all types of risks faced by the Company and its different business units.							



In 2023, the company’s risk management model was strengthened through the review and approval of the risk management policy by the Board of Directors on December 22, 2023, and the incorporation of executive positions to improve control and risk management.

Additionally to the identification and description process, each risk was evaluated. This evaluation process helps us prioritize our actions on risks that are outside the defined tolerance levels.

The main actions on risks above the defined appetite focus on developing action plans and controls to reduce exposure to these risks.



Overall

Associated with the main environmental and political trends that are taking place. Also linked are those associated with relations with the local community.

- ▶ Political
- ▶ Disasters
- ▶ Communication with the local community

Compliance

Linked to compliance with applicable laws and regulations and to any changes that may occur in such laws and regulations.

- ▶ Legal and tax risks

Business

Linked, among others, to market and competition risks.

- ▶ Competition
- ▶ Market
- ▶ Location of the Activity

Technological

Linked to the daily use of computer systems and technological tools.

- ▶ Information Systems and Cyberattacks

Operational

Related to the development of the activity and the products and services offered.

- ▶ Personal
- ▶ Growth
- ▶ Supply chain
- ▶ Energy efficiency
- ▶ Water consumption
- ▶ Wastewater Treatment
- ▶ Waste management
- ▶ Biodiversit

Financial

Associated with major changes in financial aggregates that may affect the Group’s financial position.

- ▶ Exchange rate
- ▶ Interest rates

7.5 Risk Management

We are aware of the main challenges facing the industry and are constantly working to identify and establish measures to address the risks arising from our activity.

During 2023, several emerging risks impacted us, such as price increases in raw materials, geopolitical conflicts that have affected some of our destinations/products, interest rate increases, competitive environment and price wars, management and talent acquisition, etc. All of them have been managed effectively to minimize the negative impacts associated.

Risk Management Model

The Grupo Piñero risk management model incorporates policies and procedures to help us more accurately achieve our strategic objectives in the coming financial years.

Risk Management and Control Policy

The Corporate Risk Management policy was revised and approved by the Board of Directors in 2023. This policy will allow the Board of Directors and Management to evaluate and respond effectively to internal changes.

Inventory and Corporate Risk Map

Grupo Piñero has a corporate risk register where +80 risks have been identified, of which 20 have been considered relevant, being incorporated into the Corporate Risk Map. These corporate risks are monitored periodically by the Board of Directors.

All relevant risks that could affect the achievement of the strategic lines were evaluated, and we obtained a record



of +80 risks that are periodically supervised. We review the associated controls and evaluate their effectiveness so that their management is within the appetite and tolerance levels defined.

Resources, supervision, and alignment of projects

Risk management is a continuous process that seeks to identify, evaluate, mitigate, and monitor the risks affecting our targets. For this, we dedicate resources, both internal and external, that help us align the different risk management projects of a more specific nature (Environmental / ESG Risks, Occupational Risk Prevention, Criminal Risks,

Physical Security, Cybersecurity, Reputational and Crisis, Internal financial control, etc.) with our global framework.

The internal audit function facilitates this alignment process and supervises the management so that there is a shared methodology between all the areas with direct responsibility for activities that need permanent risk monitoring.

Likewise, it is periodically supervised to ensure correct functioning of the model, and that the detected incidents are communicated to the company's governing bodies.



08

Appendices



GRUPO PIÑERO

Appendix I-Tax Information

Appendix II-Sustainability Certifications

Appendix III-HR Tables

Appendix IV-About This Report

Appendix V-GRI Content Index

Appendix VI-SNFI Contents



Summary By Country

País	Taxes Paid
Argentina	219,20 €
Spain	1.649.409,26 €
Portugal	-341,22 €
Switzerland	1.133.123,99 €
Jamaica	120.530,97 €
México	3.304.773,57 €
Dominican Republic	1.985.404,74 €
Luxemburgo	109.525,00 €
EEUU	35.251,43 €
	8.337.896,94 €



Hotel	Country	Travelife Gold	Earth Check	S Sea	Clean Beaches
Cayo Levantado Resort	Dominican Republic				
Bahia Principe Luxury Samana	Dominican Republic	✓			
Bahia Principe Grand Cayacoa	Dominican Republic				
Bahia Principe Grand El Portillo	Dominican Republic	✓			
Bahia Principe Luxury Bouganville	Dominican Republic	✓			
Bahia Principe Grand La Romana	Dominican Republic	✓			
Bahia Principe Grand Turquesa	Dominican Republic				
Bahia Principe Fantasia Punta Cana	Dominican Republic	✓			
Bahia Principe Luxury Ambar	Dominican Republic	✓			
Bahia Principe Grand Aquamarine	Dominican Republic	✓			
Bahia Principe Luxury Esmeralda	Dominican Republic	✓			
Bahia Principe Grand Punta Cana	Dominican Republic	✓			
Bahia Principe Grand Bavaro	Dominican Republic	✓			
Bahia Principe Luxury Akumal	Mexico		✓	✓	
Bahia Principe Luxury Sian Kaan	Mexico		✓	✓	
Bahia Principe Grand Coba	Mexico		✓	✓	
Bahia Principe Grand Tulum	Mexico		✓	✓	✓
Bahia Principe Luxury Runaway Bay	Jamaica	✓			
Bahia Principe Grand Jamaica	Jamaica	✓			
Bahia Principe Sunlight Costa Adeje	Spain	✓			
Bahia Principe Sunlight Tenerife	Spain	✓			
Bahia Principe Sunlight San Felipe	Spain	✓			
Bahia Principe Fantasia Tenerife	Spain	✓			
Bahia Principe Sunlight Coral Playa	Spain	✓			

Workforce

Grupo Piñero's total average headcount for fiscal 2023 was as follows:

	Number of Employees	Percentage
Men	9.757	61,82%
Women	6.026	38,18%
Total	15.783	100,00%

Percentage distribution between men and women and by professional classification of the average workforce:

	Men	Women	Total
Senior Management	70,18%	29,82%	100,00%
Middle Managers	68,86%	31,14%	100,00%
Core Staff	60,30%	39,70%	100,00%
Total	61,82%	38,18%	100,00%

*The number of employees in this report refers to the number of people (different types of contracts), not to full-time employees (FTE).

The composition of persons affected in the average workforce by gender and professional classification:

	Men	Women	Total
Senior Management	266	113	379
Middle Managers	1.632	738	2370
Core Staff	7.859	5.175	13.034
Total	9.757	6.026	15.783

The composition of the average workforce in FY 2023 by gender and age is as follows:

	2023 - Workforce			2023 - Workforce		
	Men	Women	Total	Men	Women	Total
<25 years old	2.140	1138	3.278	65,28%	34,72%	100,00%
25-35 years old	3.631	2.305	5.936	61,17%	38,83%	100,00%
35-45 years old	2.267	1.528	3.795	59,74%	40,26%	100,00%
45-55 years old	1.257	809	2.066	60,84%	39,16%	100,00%
55-65 years old	389	213	602	64,62%	35,38%	100,00%
>65 years old	73	33	106	68,87%	31,13%	100,00%
Total Workforce	9.757	6.026	15.783	61,81%	38,19%	100,00%

The average workforce by gender, age and professional classification in FY 2023 was as follows:

	Men							Women						
	18 a 25	26 a 35	36 a 45	46 a 55	56 a 65	> 65	Total	18 a 25	26 a 35	36 a 45	46 a 55	56 a 65	>65	Total
Senior Management	1	42	101	90	31	1	266	0	13	40	44	16	0	113
Middle	83	536	524	362	112	15	1.632	39	255	278	124	39	3	738
Core Staff	2.056	3.053	1.642	805	246	57	7.859	1.099	2.037	1.210	641	158	30	5175
Total Average Workforce	2140	3631	2267	1257	389	73	9.757	1.138	2.305	1.528	809	213	33	6.026

The composition of the average workforce by country and professional classification was as follows:

	2023 - Average Workforce		
	Men	Women	Total
Senior Management	69	63	132
Middle Managers	153	103	256
Core Staff	718	882	1.600
Total Spain	940	1.048	1.988
Senior Management	155	36	191
Middle Managers	929	345	1274
Core Staff	4.322	2.434	6.756
Total Dominican Republic	5.406	2.815	8.221
Senior Management	32	10	42
Middle Managers	399	161	560
Core Staff	1.981	1.050	3031
Total Mexico	2.412	1.221	3.633
Senior Management	10	4	14
Middle Managers	151	129	280
Core Staff	838	809	1647
Total Jamaica	999	942	1.941
Senior Management	266	113	379
Middle Managers	1632	738	2372
Core Staff	7.859	5.175	13.031
Total	9.757	6.026	15.783

The composition of the Group's average workforce by geographical area in which it operates in FY 2023 was as follows:

Geographic Area	Number of Employees		
	Men	Women	Total
Spain	940	1.048	1.988
Dominican Republic	5.406	2.815	8221
Mexico	2.412	1.221	3.633
Jamaica	999	942	1941
Total	9.757	6.026	15.783

The percentage composition of the staff establishment plan for the financial year 2023 by geographical area is as follows:

Geographic Area	Percentage of total		
	Men	Women	Total
Spain	5,96%	6,64%	12,60%
Dominican Republic	34,25%	17,84%	52,09%
Mexico	15,28%	7,74%	23,02%
Jamaica	6,33%	5,97%	12,30%
Total	61,81%	38,19%	100,00%

Employment Contracts and Dismissals

Average workforce for FY 2023 by gender and employment contract type:

Contract type	Gender	Average workforce	Percentage
Indefinite	Man	7618	48,27%
	Woman	4486	28,42%
	Total	12.104	76,69%
Temporary	Man	2055	13,02%
	Woman	1624	10,29%
	Total	3.679	23,31%
Total		15.783	100,00%

In 2023, the average number of permanent employees in Grupo Piñero is 76,69%

- Average annual headcount by gender and age and occupational classification.

Gender	Men						Women					
	18 a 25	26 a 35	36 a 45	46 a 55	> 55	Total	18 a 25	26 a 35	36 a 45	46 a 55	> 55	Total
Senior Management	1	42	101	90	32	266	0	13	40	44	16	113
Middle Managers	83	536	524	362	127	1632	39	255	278	124	42	738
Core Staff	2.056	3.053	1.642	805	303	7859	1099	2.036	1.209	640	191	5175
Total Average Workforce	2.140	3.631	2.267	1.257	462	9.757	1.138	2.304	1.527	808	249	6.026

- Average annual number of permanent contracts, temporary contracts and part-time contracts by gender and occupational classification in FY 2023.

Gender	Occupational Category	2023 Workforce			2023 Percentage		
		Temporary	Indefinite	Total	Temporary	Indefinite	Total
Men	Senior Management	7	259	266	0,04%	1,54%	1,58%
	Middle Managers	204	1.428	1632	1,29%	9,43%	10,72%
	Core Staff	1.854	6.005	7859	11,68%	37,47%	49,15%
Total Men		2.065	7.692	9757	13,01%	48,43%	61,44%
Women	Senior Management	5	108	113	0,03%	0,64%	0,67%
	Middle Managers	123	615	738	0,77%	4,14%	4,91%
	Core Staff	1.498	3.677	5.175	9,44%	23,54%	32,97%
Total Women		1.626	4.400	6.026	10,24%	28,31%	38,56%
Total		3.691	12.092	15.783	23,25%	76,75%	100,00%

The composition of the number of dismissals in FY 2023 by gender, age group and occupational classification was as follows:

		18-25 years old	26-35 years old	36-45 years old	46-55 years old	>55 years old	Total
Senior Management	Man		9	13	16	3	41
	Woman			2	5	3	10
Middle Managers	Man	13	75	49	39	13	189
	Woman	4	25	17	12	3	61
Core Staff	Man	571	540	219	87	31	1448
	Woman	236	290	110	40	10	686
Total		824	939	410	199	63	2.435

3- Remuneration

Average remuneration by gender and occupational classification in FY 2023

1. Overall Average	Euros/Year (Gross)		
	Men	Women	Total
Senior Management	31.767	41.715	36.741
Middle Managers	11.606	12.705	12.156
Core Staff	6.033	7.116	6.575

2. Spain	Euros/Year (Gross)		
	Men	Women	Total
Senior Management	74.437	61.227	67.832
Middle Managers	36.842	35.195	36.018
Core Staff	22.880	22.248	22.564

3. Caribbean Area	Euros/Year (Gross)		
	Men	Women	Total
Dominican Republic			
Senior Management	10648	18788	14.718
Middle Managers	6.508	7.336	6.922
Core Staff	3.989	3.818	3.903
Mexico			
Senior Management	63.520	42.572	53.046
Middle Managers	15.277	14.593	14.935
Core Staff	5.626	5.342	5.484
Jamaica			
Senior Management	32.387	28.066	30.227
Middle Managers	8.007	6.761	7.384
Core Staff	3.253	2.932	3.093
Average Caribbean Area Countries			
Senior Management	35.518	29.809	17.501
Middle Managers	9.028	9.069	9.049
Core Staff	4.357	4.025	4.191

- Average remuneration by age and occupational classification

1. Overall	Euros/Year (Gross) - Age Group					
	Menos de 25	25 - 35	35 - 45	45 - 55	55 - 65	Más de 65
Senior Management	7.086	21.575	40.382	54.312	56.481	5.240
Middle Managers	6.685	9760	13.095	14.876	16.838	10.813
Core Staff	4.425	5.662	7.543	10.562	12.248	5.001

2. Spain	Euros/Year (Gross) - Age Group					
	Menos de 25	25 - 35	35 - 45	45 - 55	55 - 65	Más de 65
Senior Management	20.031	39.675	60.680	73.229	71.992	
Middle Managers	20.540	30.752	36.628	37.232	38.170	36.630
Core Staff	20.461	22.197	22.435	22.944	23.181	24.910

3. Caribbean Area	Euros/Year (Gross) - Age Group					
	Menos de 25	25 - 35	35 - 45	45 - 55	55 - 65	Más de 65
Dominican Republic						
Senior Management	5.236	10.662	13.272	12.275	11.711	5.240
Middle Managers	5.186	6.676	7.127	7.536	6.221	5.134
Core Staff	3.611	3.920	4.266	4.281	4.249	3.683

Mexico	Euros/Year (Gross) - Age Group					
	Menos de 25	25 - 35	35 - 45	45 - 55	55 - 65	Más de 65
Senior Management		41.676	56.131	70.017	94.195	
Middle Managers	9.068	13.035	18.177	16.744	15.423	61.700
Core Staff	5.014	5.707	5.661	5.728	5.886	5.315

Jamaica	Euros/Year (Gross) - Age Group					
	Menos de 25	25 - 35	35 - 45	45 - 55	55 - 65	Más de 65
Senior Management		18.053	35.622	25.208	70.530	
Middle Managers	4.256	6.326	7.620	9.379	7.609	7.551
Core Staff	2.807	3.090	3.197	3.350	3.651	2.793

The company's cost of personnel expenses by geographic area was as follows:

Geographic Area	Euros	Percentage
Spain	54.306,50	43%
Dominican Republic	36.477,93	29%
Mexico	27.656,90	22%
Jamaica	7.615,46	6%
Total	126.525,14	100,00%

4- Disability

Employees with disabilities in Spain. There is no formal record of the degree of disability in the Caribbean. The legislation in the Caribbean countries does not require the registration of disabilities in personnel administration records.

	2023			2022		
	Men	Women	Total	Men	Women	Total
Senior Management	2	2	4	0	0	0
Middle Managers	1	0	1	2	1	3
Rest of Staff	15	7	22	11	6	17
Total	18	9	27	13	7	20

5-Organization of Work Number of Hours of Absenteeism

Absenteeism in the 2023 financial year in Spanish companies amounted to 107,558 working days, equivalent to 848,121.5 hours, with a rate of 10.23%.

At a global level and considering both Spain and the Caribbean, the number of absentee days amounted to 224,780 days, equivalent to 1,785,897.5 hours, with a rate of 3.87%.

6- Workplace Health and Safety “Healthy Company” Program

Healthy company initiatives, for which more than €25.818 have been invested.

In FY 2023, several “healthy company” activities and training courses have been carried out, with the number of attendees and the cost incurred being as follows:

	Euros	Participants	Training Hours
Professional Effectiveness	585	47	36
Healthy Habits	14.724	2.917	3.918
Occupational Health and Safety	8.531	367	557
World Days	1.978	1.231	1.231
Total	25.818	4.562	5.742

The distribution by countries in which the Group operates was as:

	Euros	Participants	Hours
Spain			
Dominican Republic	5.777	1.160	1.312
Mexico		572	572
Jamaica	20.041	2.830	3.858
Total	25.818	4.562	5.742

7-Accident rate

In 2023, a total of 1.113 accidents were recorded, of which 477 were minor, 616 serious and 20 very serious, but none were fatal. This represents a monthly average of 92,75.

- ▶ Women account for 48% of these accidents, reaching 538 accidents, averaging 44,8 accidents per month
 - The distribution by severity is 236 minor, 296 serious and 6 very serious
- ▶ Men account for 52% of these accidents, reaching 575 accidents, averaging 47,9 accidents per month (women and men together average 45 accidents per month)
 - The distribution by severity is 241 minor, 320 serious and 14 very serious
- ▶ There were a total of 636 accidents with leave (616 serious and 20 very serious)
 - For the women's group they were 302 (296 serious and 6 very serious)
 - For the men's group they were 334 (320 serious and 14 very serious)

	Incidents	Minor	Serious	Very Serious
Spain	102	102	-	-
Dominican Republic	378	159	204	15
Mexico	354	3	349	2
Jamaica	279	213	63	3
Total	1.113	477	616	20

In FY 2023, there have been no occupational accidents resulting in employee fatalities.

8- Training

In FY 2023 the occupational risk prevention courses given and the number of people who attended were as follows:

	Risk Prevention	Total 2023
Nº. Courses	533	4.622
Nº. Training Hours	18.768	194.049
Nº. Participants	11.681	165.150

Number of training courses given by destination and number of participants by gender

	Nº Training Actions	Nº Participants		
		Men	Women	Total
Spain	329	1.384	1.440	2.824
Dominican Republic	1.632	19.059	15.545	34.604
Mexico	1052	67.373	37.248	104.621
Jamaica	1609	8.460	14.641	23.101
Total	4.622	96.276	68.874	165.150

Number of training courses given by destination and number of participants by occupational category

	Nº. Training actions	Nº. Participants			
		Senior Management	Middle Managers	Core Staff	Total
Spain	329	197	444	2.183	2.824
Dominican Republic	1.632	1.450	3.593	29.561	34.604
Mexico	1052	164	747	103.710	104.621
Jamaica	1609	60	284	22.757	23.101
Total	4.622	1.871	5.068	158.211	165.150

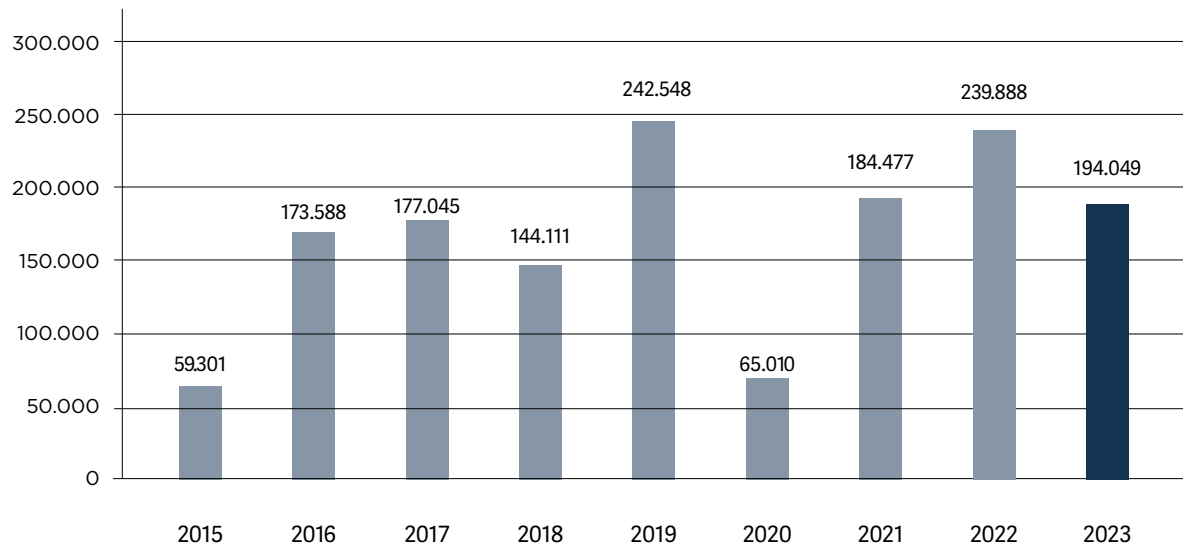
Number of training hours given by destination and number of participants by gender

	Nº Training actions	No. Training Hours		
		Men	Women	Total
Spain	329	7.695	7.410	15.105
Dominican Republic	1.632	36.696	25.290	61.986
Mexico	1052	52.236	32.140	84.376
Jamaica	1609	12.634	19.948	32.582
Total	4.622	109.261	84.787	194.049

Number of training hours given by destination and occupational category

	Senior Managers	Middle Managers	Core Staff	No. Training Hours
				Total
Spain	2.501	2.793	9.811	12.604
Dominican Republic	3.502	9.060	49.424	58.484
Mexico	771	2.789	80.816	83.605
Jamaica	532	1.248	30.803	32.051
Total	7.306	15.889	170.854	194.049

The evolution of hours invested in training for personal and professional development in recent years was as follows:



This report is Grupo Piñero's reference document, which includes the Statement of Non-Financial Information for all stakeholders. This report has been prepared in accordance with the legal requirements of Law 11/2018 on Non-Financial Information and has undergone an external verification process by Moore Auditors.

In addition, at Grupo Piñero we are working on the alignment of our reporting with the new European Corporate Sustainability Reporting Directive (CSRD). This new European directive aims to standardise the sustainability information disclosed by companies, bringing sustainability information with financial information, as well as to respond to the information requirements of different the information requirements of the different stakeholders.

In this context, we are analysing the level of disclosure required under the new European required under the new European Sustainability Reporting Standards (ESRS), developed by the European Financial Reporting Advisory Group (EFRAG), which set the common basis for reporting.

The common adoption of these standards will improve transparency and comparability and comparability between sustainability reports, providing more clarity to the market.

The Sustainability Report reflects the progress and challenges of the Corporate Social Responsibility Strategic Plan, highlighting the sustainability performance of the different business units. For the first time, the Global Reporting Initiative's GRI Standards have been used as a reference for the preparation of this report, and once again this year we have included the company's compliance with the implementation of the 10 principles of the United Nations Global Compact, as well as our contribution to the Sustainable Development Goals (SDGs). The report is annual, corresponding to the period from January 1 to December 31, 2023.



If you have any questions, suggestions or complaints, please contact us at the following email address: ESG Area
Email: adeltoro@grupo-pinero.com

INFORME DE VERIFICACIÓN INDEPENDIENTE DEL ESTADO DE INFORMACIÓN NO FINANCIERA CONSOLIDADO DE LEVANTUR, S.A. Y SOCIEDADES DEPENDIENTES DEL EJERCICIO 2023

A los accionistas de Levantur, S.A.:

De acuerdo al artículo 49 del Código de Comercio hemos realizado la verificación, con el alcance de seguridad limitada, del Estado de Información No Financiera Consolidado adjunto (en adelante, EINF) correspondiente al ejercicio anual finalizado el 31 de diciembre de 2023 de Levantur, S.A. (en adelante, la Sociedad dominante) y Sociedades dependientes (en adelante, el Grupo) que forma parte del Informe de Gestión Consolidado del Grupo.

El contenido del EINF incluye información adicional a la requerida por la normativa mercantil vigente en materia de información no financiera que no ha sido objeto de nuestro trabajo de verificación. En este sentido, nuestro trabajo se ha limitado exclusivamente a la verificación de la información identificada en la tabla del Anexo VI. "Contenido del EINF" incluida en el EINF adjunto.

Responsabilidad de los Administradores

La formulación del EINF incluido en el Informe de Gestión del Grupo, así como el contenido del mismo, es responsabilidad de los Administradores de la Sociedad dominante. El EINF se ha preparado de acuerdo con los contenidos recogidos en la normativa mercantil vigente y siguiendo los criterios de los Sustainability Reporting Standards de Global Reporting Initiative (estándares GRI) seleccionados de acuerdo a lo mencionado para cada materia en la tabla del Anexo V. "Índice de contenidos GRI" del citado Estado.

Esta responsabilidad incluye asimismo el diseño, la implantación y el mantenimiento del control interno que se considere necesario para permitir que el EINF esté libre de incorrección material, debida a fraude o error.

Los Administradores de la Sociedad dominante son también responsables de definir, implantar, adaptar y mantener los sistemas de gestión de los que se obtiene la información necesaria para la preparación del EINF.

Nuestra independencia y control de calidad

Hemos cumplido con los requerimientos de independencia y demás requerimientos de ética del Código de Ética para Profesionales de la Contabilidad emitido por el Consejo de Normas Internacionales de Ética para Profesionales de la Contabilidad (IESBA, por sus siglas en inglés) que está basado en los principios fundamentales de integridad, objetividad, competencia y diligencia profesionales, confidencialidad y comportamiento profesional.

Nuestra firma aplica la Norma Internacional de Control de Calidad 1 (NICC 1) y mantiene, en consecuencia, un sistema global de control de calidad que incluye políticas y procedimientos documentados relativos al cumplimiento de requerimientos de ética, normas profesionales y disposiciones legales y reglamentarias aplicables.

El equipo de trabajo ha estado formado por profesionales expertos en revisiones de Información no Financiera y, específicamente, en información de desempeño económico, social y medioambiental.

Nuestra responsabilidad

Nuestra responsabilidad es expresar nuestras conclusiones en un informe de verificación independiente de seguridad limitada basándonos en el trabajo realizado. Hemos llevado a cabo nuestro trabajo de acuerdo con los requisitos establecidos en la Norma Internacional de Encargos de Aseguramiento 3000 Revisada en vigor, "Encargos de Aseguramiento distintos de la Auditoría o de la Revisión de Información Financiera Histórica" (NIEA 3000 Revisada)

emitida por el Consejo de Normas Internacionales de Auditoría y Aseguramiento (IAASB) de la Federación Internacional de Contadores (IFAC) y con la Guía de Actuación sobre encargos de verificación del Estado de Información No Financiera emitida por el Instituto de Censores Jurados de Cuentas de España.

En un trabajo de seguridad limitada los procedimientos llevados a cabo varían en su naturaleza y momento de realización, y tienen una menor extensión, que los realizados en un trabajo de seguridad razonable y, por lo tanto, la seguridad que se obtiene es sustancialmente menor.

Nuestro trabajo ha consistido en la formulación de preguntas a la Dirección, así como a las diversas unidades del Grupo que han participado en la elaboración del EINF, en la revisión de los procesos para recopilar y validar la información presentada en el EINF y en la aplicación de ciertos procedimientos analíticos y pruebas de revisión por muestreo que se describen a continuación:

- Reuniones con el personal del Grupo para conocer el modelo de negocio, las políticas y los enfoques de gestión aplicados, los principales riesgos relacionados con esas cuestiones y obtener la información necesaria para la revisión externa.
- Análisis del alcance, relevancia e integridad de los contenidos incluidos en el EINF del ejercicio 2023 en función del análisis de materialidad realizado por el Grupo y descrito en el apartado 3.3. "Análisis de materialidad" del citado EINF, considerando contenidos requeridos en la normativa mercantil en vigor.
- Análisis de los procesos para recopilar y validar los datos presentados en el EINF del ejercicio 2023.
- Revisión de la información relativa a los riesgos, las políticas y los enfoques de gestión aplicados en relación a los aspectos materiales presentados en el EINF del ejercicio 2023.
- Comprobación, mediante pruebas, en base a la selección de una muestra, de la información relativa a los contenidos incluidos en el EINF del ejercicio 2023 y su adecuada compilación a partir de los datos suministrados por las fuentes de información.
- Obtención de una carta de manifestaciones de los Administradores y la Dirección.

Conclusión

Basándonos en los procedimientos realizados en nuestra verificación y en las evidencias que hemos obtenido no se ha puesto de manifiesto aspecto alguno que nos haga creer que el EINF de Levantur, S.A. y Sociedades dependientes correspondiente al ejercicio anual finalizado el 31 de diciembre de 2023 no ha sido preparado, en todos sus aspectos significativos, de acuerdo con los contenidos recogidos en la normativa mercantil vigente y siguiendo los criterios de los estándares GRI seleccionados descritos de acuerdo a lo mencionado para cada materia en la tabla del Anexo V. "Índice de contenidos GRI" del citado Estado.

Uso y distribución

Este informe ha sido preparado en respuesta al requerimiento establecido en la normativa mercantil vigente en España, por lo que podría no ser adecuado para otros propósitos y jurisdicciones.

Moore Ibergrup Auditores, S.A.P.



Francisco Díaz Torren
Socio

Palma de Mallorca, 4 de octubre de 2024

INSTITUTO DE CENSORES
JURADOS DE CUENTAS
DE ESPAÑA

MOORE IBERGRUP
AUDITORES, S.A.P.

2024 Núm. 13/24/01531

SELLO CORPORATIVO: 30,00 EUR

Sello distintivo de otras actuaciones

Indicators	Section of the Report	Page	Observations
GRI 102: General Contents			
Organizational Profile			
102-1 Name of the organization	Front cover, back cover	1, 137	
102-2 Activities, brands, products and services	2.2	7-15	
102-3 Location of headquarters	7.2, back cover	99,137	
102-4 Location of operations	2.3	16	
102-5 Ownership and legal form	7.2	99	
102-6 Markets served			
102-7 Scale of the organization	2.6	21	
102-8 Information on employees and other workers	4.1	48-56	
102-9 Supply chain	4.2	57-60	
102-10 Significant changes to the organization and its supply chain			
102-11 Precautionary principle or approach	3.1, 3.3, 3.4, 3.5, 3.6	25-28, 41-45	
102-12 External initiatives	3.4, 3.5, 3.6	43-45	
102-13 Membership of associations	4.3	67	
Strategy			
102-14 Statement from senior decision-makers	7.2	99-100	
102-15 Key impacts, risks and opportunities	7.5	106-107	
Ethics and Integrity			
102-16 Values, principles, standards and norms of behavior	2.7, 3.1, 7.3	22-23, 25-28, 101-103	
102-17 Mechanisms for advice and concerns about ethics	7.3	101-103	
Governance			
102-18 Governance structure	7.1, 7.2	98-100	
102-19 Delegating authority	7.2	99-100	
102-20 Executive-level responsibility for economic, environmental, and social topics	3.1, 7.2	25-28, 99-100	
102-21 Consulting stakeholders on economic, environmental, and social topics	3.2, 3.3	29-40	
102-22 Composition of the highest governance body and its committees	7.2	99-100	
102-23 Chair of the highest governance body	7.2	99-100	
102-24 Nomination and selection processes for the highest governance body	7.2	99-100	
102-25 Conflicts of interest	7.3	101-103	
102-26 Role of highest governance body in setting purpose, values, and strategy	7.2, 7.4	99-100, 104-105	

Indicators	Section of the Report	Page	Observations
Governance			
102-27 Collective knowledge of the highest governance body	7.2	99-100	
102-28 Evaluating the highest governance body's performance	7.2	99-100	
102-29 Identifying and managing economic, environmental, and social impacts	3.3	41-42	
102-30 Effectiveness of risk management processes	7.5	106-107	
102-31 Review of economic, environmental, and social topics	3.6	45	
102-32 Highest governance body's role in sustainability reporting	3.1	28	
Participation of Stakeholders			
102-40 List of stakeholder groups	3.2, 4.3	30, 67	
102-41 Collective bargaining agreements	4.1	52	
102-42 Identifying and selecting stakeholders	3.2, 3.3	29-40	
102-43 Approach to stakeholder engagement	3.2, 3.3	29-40	
102-44 Key topics and concerns raised	3.2, 3.3, 4.1, 4.2, 4.3, 5.1, 6.1	29-40, 48-68, 71-79, 87-92	
Reporting Practices			
102-45 Entities included in the consolidated financial statements	2.2	7-15	
102-46 Defining report topic and content boundaries	3.3	41-42	
102-47 List of material topics	3.3	41-42	
102-48 Restatements of information	Appendix IV	120	
102-49 Changes in reporting	Appendix IV	120	
102-50 Reporting period	Appendix IV	120	
102-51 Date of most recent report	Appendix IV	120	
102-52 Reporting cycle	Appendix IV	120	
102-53 Contact point for questions regarding the report	Appendix IV	120	
102-54 Claims of reporting in accordance with the GRI Standards	Appendix IV	120	
102-55 GRI content index	Appendix IV	123-126	
102-56 External assurance			
GRI 103: Management Approach			
103-1 Explanation of the material topic and its boundary	3.3	41-42	
103-2 The management approach and its components	3.1, 6.1, 7.2	25-28, 87-92, 99-100	
103-3 Evaluation of the management approach	2.6, 3.6	21, 45	

Indicators	Section of the Report	Page	Observations
GRI 201: Economic Performance			
201-1 Direct economic value generated and distributed	2.6	21	
201-2 Financial implications and other risks and opportunities due to climate change	5.1	71-79	
GRI 202: Market Presence			
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Appendix III	115-116	
202-2 Proportion of senior management hired from the local community	Appendix III	112-115	
GRI 203: Indirect Economic Impacts			
203-2 Significant indirect economic impacts	2.6	21	
GRI 204: Procurement Impacts			
204-1 Proportion of spending on local suppliers	4.2	58	
GRI 205: Anti-corruption			
205-1 Operations assessed for risks related to corruption	7.3	101-103	
205-2 Communication and training about anti-corruption policies and procedures	4.1	55	
GRI 301: Materials			
301-1 Materials used by weight or volume	5.1	74	
301-2 Recycled input materials used	5.1	74	
301-3 Reclaimed products and their packaging materials	5.1	74	
GRI 302: Energy			
302-1 Energy consumption within the organization	2.6, 5.1	21, 72	
302-3 Energy intensity	2.6, 5.1	21, 72	
302-5 Reductions in energy requirements of products and services	2.6, 5.1	21, 72	
GRI 303: Water			
Water withdrawal by source	2.6, 5.1	24, 75	
GRI 304: Biodiversity			
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	5.1, 5.2	76-77, 80-84	
304-2 Significant impacts of activities, products, and services	5.1, 5.2	76-77, 80-84	
304-3 Habitats protected or restored	5.1, 5.2	76-77, 80-84	
GRI 305: Emissions			
305-1 Direct (Scope 1) GHG emissions	2.6, 5.1	21, 73	
305-4 GHG emissions intensity	2.6, 5.1	21, 73	
305-5 Reduction of GHG emissions	2.6, 5.1	21, 73	

Indicators	Section of the Report	Page	Observations
GRI 306: Effluents and Waste			
306-2 Waste by type and disposal method	2.6, 5.1	21, 73	
GRI 308: Supplier Environmental Assessment			
308-1 New suppliers that were screened using environmental criteria	4.2	57-60	
308-2 Negative environmental impacts in the supply chain and actions taken	4.2	57-60	
GRI 401: Employment			
401-1 New employee hires and employee turnover	Anexo III	112-119	
GRI 404: Training and Education			
404-1 Average hours of training per year per employee	2.6, 4.1	21, 55	
404-2 Programs for upgrading employee skills and transition assistance programs	4.1	55	
404-3 Percentage of employees receiving regular performance and career development reviews	4.1	55	
GRI 405: Diversity and Equal Opportunity			
405-1 Diversity of governance bodies and employees	Anexo III	112-119	
405-2 Ratio of basic salary and remuneration of women to men	Anexo III	112-119	
GRI 406: Non-discrimination			
406-1 Incidents of discrimination and corrective actions taken	7.3	102	
GRI 413: Local Communities			
413-1 Operations with local community engagement, impact assessments, and development programs	4.3	61-68	
GRI 414: Supplier Social Assessment			
414-1 New suppliers that were screened using social criteria	4.2	57 60	
414-2 Negative social impacts in the supply chain and actions taken	4.2	57 60	
GRI 416: Customer Health and Safety			
416-1 Assessment of the health and safety impacts of product and service categories	6.1	87-92	
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	6.1	87-92	
GRI 418: Customer Privacy			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	7.3	102	

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
Business model				
Description of the Group's Business Model	Brief description of the group's business model, including its business environment, organization and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends that may affect its future development.	GRI 102-2 Activities, brands, products and services	2.2	7-15
		GRI 102-4 Location of operations	2.3	16
		GRI 102-6 Markets served		
		GRI 102-7 Scale of the organization (partial)	2.6	21
		GRI 102-15 Key impacts, risks and opportunities	7.5	106-107
Información sobre cuestiones medioambientales				
Policies	Policies applied by the group, including due diligence procedures applied for identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2 The management approach and its components	3.1, 7.2 7.3,	28, 99-100, 103
Main Risks	Principal risks related to issues linked to the Group's activities, including, where relevant and proportionate, its business relationships, products or services that may have an adverse impact on these areas, and how the Group manages these risks, explaining the procedures used to identify and assess them in accordance with national, European or international reference frameworks for each area. Information should be included on the impacts that have been detected, providing a breakdown of these impacts, in particular on the main risks in the short, medium and long term.	GRI 102-15 Key impacts, risks and opportunities	7.5	106-107
		GRI 201-2 Financial implications and other risks and opportunities due to climate change	5.1	71-79
General	Current and foreseeable effects of the company's activities on the environment and, where applicable, on health and safety.	GRI 102-15 Key impacts, risks and opportunities	7.5	106-107
		102-29 Identifying and managing economic, environmental, and social impacts	3.3	41-42
	Environmental assessment or certification procedures.	GRI 102-11 Precautionary principle or approach	3.1, 4.1,	25-28, 48-56
		GRI 102-29 Identifying and managing economic, environmental, and social impacts	3.3	41-42

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
General	Application of the precautionary principle or approach	GRI 102-11 Precautionary principle or approach	3.1, 4.1	25-28, 48-56
	Provisions and guarantees for environmental risks.	GRI 307-1 Non-compliance with environmental laws and regulations (autonomous regions)		
Pollution	Measures to prevent, reduce or remediate carbon emissions that seriously affect the environment, taking into account any form of activity-specific air pollution, including noise and light pollution.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 302-4 Reduction of energy consumption	2.6, 5.1	21, 72
		GRI 302-5 Reductions in energy requirements of products and services	2.6, 5.1	21, 72
		GRI 305-5 Reduction of GHG emissions		
		GRI 305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions		
Circular Economy and waste prevention and management.	Measures for prevention, recycling, reuse, other forms of waste recovery and disposal. Actions to combat food waste.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
Sustainable use of resources.	Water consumption and water supply in accordance with local limitations.	GRI 303-1 Water withdrawal by source	2.6, 5.1	21, 72
		GRI 303-2 Water sources significantly affected by withdrawal of water		
		GRI 303-3 Water recycled and reused		
	Consumption of raw materials and measures adopted to improve the efficiency of their use.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 301-1 Materials used by weight and volume	5.1	74
		GRI 301-2 Recycled input materials used	5.1	74
		GRI 301-3 Reclaimed products and their packaging materials	5.1	74
	Energy: Consumption, direct and indirect; Measures taken to improve energy efficiency, Use of renewable energies.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92,99-100
		GRI 302-1 Energy consumption within the organization (energy from renewable and non-renewable sources)	2.6, 5.1	21, 72
		GRI 302-2 Energy consumption outside of the organization		
		GRI 302-3 Energy intensity	2.6, 5.1	21, 72
		GRI 302-4 Reduction of energy consumption	2.6, 5.1	21, 72

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
Climate Change	Greenhouse Gas Emissions	GRI 305-1 Direct (Scope 1) GHG emissions	2.6, 5.1	21, 72
		GRI 305-2 Direct (Scope 2) GHG emissions	2.6, 5.1	21, 72
		GRI 305-3 Direct (Scope 3) GHG emissions	2.6, 5.1	21, 72
		GRI 305-4 GHG emissions intensity	2.6, 5.1	21, 72
	The measures adopted to adapt to the consequences of climate change.	GRI 102-15 Key impacts, risks and opportunities	7.5	106-107
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 201-2 Financial implications and other risks and opportunities due to climate change	5.1	71-79
		GRI 305-5 Reduction of GHG emissions	2.6, 5.1	21, 72
Protection of Biodiversity	Measures taken to preserve or restore biodiversity.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 304-3 Habitats protected or restored	5.1, 5.2	71-84
	Impacts caused by activities or operations in protected areas.	GRI 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	5.1, 5.2	71-84
		GRI 304-2 Significant impacts of activities, products, and services on biodiversity	5.1, 5.2	71-84
		GRI 304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations		
Información sobre cuestiones sociales y relativas al personal				
Policies	Policies applied by the Group, including the due diligence procedures applied to identify, assess, prevent and mitigate significant risks and impacts, and for verification and control, as well as the measures that have been adopted.	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	28, 87-92, 99-100
		GRI 102-35 Remuneration policies	Appendix III	112-119

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
Main Risks	Principal risks related to issues linked to the Group's activities, including, where relevant and proportionate, its business relationships, products or services that may have an adverse impact on these areas, and how the Group manages these risks, explaining the procedures used to identify and assess them in accordance with national, European or international reference frameworks for each area. Information should be included on the impacts that have been detected, providing a breakdown of these impacts, in particular on the main risks in the short, medium and long term.	GRI 102-15 Key impacts, risks and opportunities	7.5	106-107
Employment	Total number and distribution of employees by gender, age, country and occupational classification	GRI 102-7 Scale of the organization (partial)	4.1	48-56
		GRI 102-8 Information on employees and other workers	4.1	48-56
		GRI 405-1 Diversity of governance bodies and employees (partial)	4.1	48-56
	Total number and distribution of types of employment contracts	GRI 102-8 Information on employees and other workers	4.1	48-56
	Average annual number of permanent contracts, temporary contracts and part-time contracts by gender, age and occupational classification.	GRI 102-8 Information on employees and other workers (restatement)	4.1	48-56
	Number of dismissals by gender, age and occupational classification	GRI 401-1 New employee hires and employee turnover (partial)	Appendix III	112-119
	Average remunerations and their evolution broken down by gender, age and occupational classification or equal value.	GRI 405-2 Ratio of basic salary and remuneration of women to men (adjusted)	Appendix III	112-119
	Wage Gap	GRI 405-2 Ratio of basic salary and remuneration of women to men (adjusted)	Appendix III	112-119
	Remuneration of equal or average job positions in society	GRI 202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Appendix III	112-119
	The average remuneration of directors and executives, including variable remuneration, per diems, indemnities, payments to long-term savings systems and any other payments disaggregated by gender.	GRI 102-35 Remuneration policies		Not reported
GRI 102-36 Process for determining remuneration			Not reported	
Implementation of measures to disconnect from work.	Qualitative information on measures implemented.		Not reported	
Employees with disabilities	GRI 405-1 Diversity of governance bodies and employees (partial)	Appendix III	112-119	

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
Information on social and personnel topics				
Organization of work	Organization of work time	GRI 102-8 Information on employees and other workers	4.1	48-56
		Not included in GRI the type of breaks and rest breaks in the working day, to be added, where material		Not reported
	Number of hours of absenteeism	GRI 403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Anexo III	112-119
	Measures aimed at facilitating the enjoyment of work-life balance and encouraging the co-responsible exercise of these rights by both parents	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
Health and Safety	Health and safety conditions in the workplace	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
	Occupational accidents (frequency and severity) disaggregated by gender	GRI 403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities (partial)		Not reported
	Occupational diseases (frequency and severity) disaggregated by gender	GRI 403-3 Workers with high incidence or high risk of diseases related to their occupation		Not reported
Social Relations	Organization of social dialogue, including procedures for informing, consulting and negotiating with the staff	GRI 102-43 Approach to stakeholder engagement	3.2, 3.3	29-42
		GRI 402-1 Minimum notice periods regarding operational changes		Not reported
		GRI 403-1 Workers representation in formal joint management worker health and safety committees		Not reported
		GRI 403-4 Health and safety topics covered in formal agreements with trade unions		Not reported
Training	Policies implemented in the field of training	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 404-2 Programs for upgrading employee skills and transition assistance programs	4.1	48-56
	Total number of training hours by occupational category	GRI 404-1 Average hours of training per year per employee (partial)	2.6, 4.1	21, 48-56
Accessibility	Universal accessibility for people with disabilities	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
Information on social and personnel topics				
Equality	Measures taken to promote equal treatment and opportunities for men and women	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
	Equality Plans	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
	Measures taken to promote employment	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 404-2 Programs for upgrading employee skills and transition assistance programs	4.1	55-56
	Protocols against sexual and gender-based harassment	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
	Integration and universal accessibility for people with disabilities	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
	Policy against all types of discrimination and, where applicable, diversity management policy	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
GRI 406-1 Incidents of discrimination and corrective actions taken				
Information on social and personnel topics				
Policies	Policies applied by the group, including due diligence procedures applied for identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 412-2 Employee training on human rights policies or procedures	7.3	101-103
Main Risks	Principal risks related to issues linked to the Group's activities, including, where relevant and proportionate, its business relationships, products or services that may have an adverse impact on these areas, and how the Group manages these risks, explaining the procedures used to identify and assess them in accordance with national, European or international reference frameworks for each area. Information should be included on the impacts that have been detected, providing a breakdown of these impacts, in particular on the main risks in the short, medium and long term.	GRI 102-15 Key impacts, risks and opportunities	7.5	106-107
Human Rights	Application of human rights due diligence procedures	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
Information on respect for human rights				
Human Rights	Prevention of risks of human rights abuses and, where appropriate, measures to mitigate, manage and redress possible abuses committed	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 412-1 Operations that have been subject to human rights reviews or impact assessments		The Piñero Group does not have
	complaints regarding human rights violations	GRI 102-17 Mechanisms for advice and concerns about ethics	7.3	101-103
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 419-1 Non-compliance with laws and regulations in the social and economic area		In the financial year 2023 there has been no non-compliance with laws and regulations in the social and economic fields.
Promotion of and compliance with the provisions of the ILO's fundamental conventions related to respect for freedom of association and the right to collective bargaining, the elimination of discrimination in employment and occupation, the elimination of forced or compulsory labor, and the effective abolition of child labor.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100	
Information on the fight against corruption and graft				
Policies	Policies applied by the group, including due diligence procedures applied for identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 205-2 Communication and training about anti-corruption policies and procedures		
Main Risks	Principal risks related to issues linked to the Group's activities, including, where relevant and proportionate, its business relationships, products or services that may have an adverse impact on these areas, and how the Group manages these risks, explaining the procedures used to identify and assess them in accordance with national, European or international reference frameworks for each area. Information should be included on the impacts that have been detected, providing a breakdown of these impacts, in particular on the main risks in the short, medium and long term.	GRI 102-15 Key impacts, risks and opportunities	7.5	106-107
		GRI 205-1 Operations assessed for risks related to corruption	7.3	101-103

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
Information on the fight against corruption and graft				
Corruption and Graft	Measures taken to prevent corruption and graft	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
	Measures taken to fight against money laundering	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
	Contributions to foundations and non-profit entities	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 201-1 Direct economic value generated and distributed (Investment in the Community)	2.6	21
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-56, 71-79, 87-92
		GRI 415-1 Political contributions		
Information about Society				
Policies	Policies applied by the group, including due diligence procedures applied for identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
Main Risks	Principal risks related to issues linked to the Group's activities, including, where relevant and proportionate, its business relationships, products or services that may have an adverse impact on these areas, and how the Group manages these risks, explaining the procedures used to identify and assess them in accordance with national, European or international reference frameworks for each area.	GRI 102-15 Key impacts, risks and opportunities	7.5	106-107
Company commitments to sustainable development	Impact of the company's activity on employment and local development	GRI 203-1 Infrastructure investments and services supported		Not reported
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-56, 71-79, 87-92
		GRI 204-1 Proportion of spending on local suppliers	4.2	57-60
		GRI 413-1 Operations with local community engagement, impact assessments, and development programs (partial)	4.3	61-68
		GRI 413-2 Operations with significant actual and potential negative impacts on local communities		

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
Information about Society				
Company commitments to sustainable development	Impact of the company's activity on local communities and the territory	GRI 203-1 Infrastructure investments and services supported		Not reported
		GRI 203-1 Infrastructure investments and services supported		Not reported
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-56, 71-79, 87-92
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-56, 71-79, 87-92
		GRI 413-2 Operations with significant actual and potential negative impacts on local communities		
	Relationships maintained with local community stakeholders and the forms of dialog with them	GRI 102-43 Approach to stakeholder engagement (relative to community)	4.3	61-68
		GRI 102-43 Approach to stakeholder engagement (relative to community)	4.3	61-68
	Association or sponsorship actions	GRI 102-13 Membership of associations	4.3	61-68
		GRI 203-1 Infrastructure investments and services supported		Not reported
		GRI 201-1 Direct economic value generated and distributed (Investment in the Community)	2.6	21
Subcontracting and suppliers	Inclusion of social, gender equality and environmental issues in the procurement policy	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
	Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	GRI 102-9 Supply chain	4.2	57-60
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 308-1 New suppliers that were screened using environmental criteria	4.2	57-60
		GRI 308-2 Negative environmental impacts in the supply chain and actions taken	4.2	57-60
		GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	4.2	57-60
		GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	4.2	57-60

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
Information about Society				
Subcontracting and suppliers	Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	GRI 414-1 New suppliers that were screened using social criteria	4.2	57-60
		GRI 414-2 Negative social impacts in the supply chain and actions taken	4.2	57-60
	Monitoring and audit systems and their results	GRI 308-1 New suppliers that were screened using environmental criteria	4.2	57-60
		GRI 308-2 Negative environmental impacts in the supply chain and actions taken	4.2	57-60
		GRI 414-2 Negative social impacts in the supply chain and actions taken	4.2	57-60
Consumers	Measures for consumer health and safety	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 416-1 Assessment of the health and safety impacts of product and service categories	6.1	87-89
		GRI 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	6.1	87-89
		GRI 417-1 Requirements for product and service information and labeling (partial)		Not reported
	Claims systems, complaints received and their resolution	GRI 102-17 Mechanisms for advice and concerns about ethics (reports received and resolution)	7.3	101-103
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 87-92, 99-100
		GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		In fiscal year 2023, there have been no complaints related to.
Tax Information	Profits obtained by country	GRI 201-1 Direct economic value generated and distributed	Appendix I	110
	Taxes on profits paid	GRI 201-1 Direct economic value generated and distributed	Appendix I	110
	Public subsidies received	GRI 201-4 Financial assistance received from government		Not reported

Corporate information and contacts

Corporate headquarters:

Plaza Mediterráneo 5

07014 Palma de Mallorca

T: (34) 971 78 70 00

ESG

adeltoro@grupo-pinero.com

