



GRUPO PIÑERO

Sustainability-Report
2021

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Letter from Encarna Piñero

Executive Vice President and Chief Executive Officer

At Grupo Piñero we faced 2021 with hope and with the conviction that this was going to be the year of recovery. And so it has been: 2021 has been the year of reactivation, reopenings, resilience, reunions and responsibility. It has again been a year marked by a very special situation and numerous difficulties, due to the continuation of the pandemic, which has once again highlighted the need to reinvent our sector towards a more sustainable model.

Recognising that the future is uncontrollable, we must embrace change as a natural and inherent evolution of our environment, but above all we must anticipate it. If there is one thing we have learned in the course of these years, it is precisely to be prepared to face all kinds of scenarios. This change has made us learn, grow and become stronger both professionally and personally.

We have learned that service and trust are more important than ever, that the value proposal we offer and share with all our stakeholders, mainly our clients, is the driving force of all our businesses, and where our efforts should be directed.

We have also learned - or perhaps it would be better to say re-learned - to work differently, with flexibility, creativity, with global and multidisciplinary teams, with a more open mindset and readiness for a continuously evolving environment.

All this, together with our family essence, our team and our business model, has once again allowed us to maintain our commitment to work under responsible and sustainable management, always aligned with our values: passion, collaboration, respect, exemplary conduct and continuous improvement, while remaining faithful to our aim of creating exciting experiences.

This year we have managed to return to positive operational results, working under the UN frameworks, which are an essential driver for sustainable development and human prosperity.

Thus, based on our commitment to incorporate environmental, social and ethical governance (ESG) criteria in all our decisions, projects and ideas, in order to become a benchmark in terms of Sustainable Development, we have set up the Sustainability



Division led by Isabel Piñero, as CSO, comprising the Human Resources, Legal, Corporate Responsibility, Branding and Communication departments. In addition, we have redefined our 2021-2030 Sustainability strategy, articulated along three lines of work: governance, people and the planet.

In our commitment to strategic alliances, we can highlight the one with BID Invest and Banco Popular, which materialised in sustainable financing, as well as those with Qev Techno Holding through our Turiscar Ecotrain brand, focused on the creation of sustainable mobility solutions, and with PGA of America and the US company Troon, for our Bahia Principe Golf division.

Undoubtedly, the basis of social wealth is people, who are one of the company's main assets. As a result, we have continued to focus on improving their quality of life, paying special attention to health, well-being and professional growth. Accordingly, we have given continuity to projects initiated in previous years, such as the training plan, the talent management plan, the Healthy Company programme, as well as our commitment to local suppliers through the local community contribution plan.

Of course, it must be stressed that the fight against climate change requires a commitment to our Planet, so I would like to highlight the implementation of the Integrated Waste Management System, with which we have achieved great results. In the last five years alone we have managed to recover more than 13,000 tonnes of recyclable waste. Another project in which we have continued to invest resources is the Integral Coastal Management Plan, which aims to ensure the sustainable management of the natural resources of our properties.

I would like to highlight in particular the work done this year: the start of the coastal restoration plan in Cayo Levantado, the more than 600 linear metres of dune restored on the Tulum beach in Mexico, the improvement plan for La Romana beach and the Samaná Biodiverso, Limpio y Sostenible ("Biodiverse, Clean and Sustainable Samaná") project, which is being carried out in collaboration with the German cooperation agency GIZ. We have also continued to implement the actions of the energy efficiency plan, thus advancing in our commitment to reduce our carbon footprint by 60% by 2030.

Another milestone that deserves special mention is the launch of the We Are Ecocentric movement, to raise awareness and call on all of us to bring out our ecocentric side, inviting small individual actions to make a big impact. This movement is aimed at everyone who feels that this extraordinary planet is THEIRS.

We continue to strive for constant improvement of our business through pioneering and innovative projects and by enhancing digitalisation to ensure corporate excellence and closer interaction with all our stakeholders. We will continue brainstorming to devise and create the best customer experience, always in line with the latest trends.

Thus we ended an intense year and continue to move forward with enthusiasm and optimism. We are positive and, although it is true that we look to 2022 with caution and responsibility, we do so with great hope, as we have shown that we are a strong and resilient sector that has always been able to reinvent itself.

We will continue to strive to build the future we want from an increasingly responsible present, and I invite you to take a closer look at the 2021 Sustainability Report, where we go into detail on each of the milestones we have achieved.

So much to create. So much to live. So much to come.

02

Our-Raison- d'Être

2.1 About Us

Our Attitude, Our Way of Understanding the Business

We are a 100% family-run and -oriented multinational tourism group founded in 1977 by Pablo Piñero. Led by Isabel García (President) and her three daughters, Lydia, Isabel and Encarna Piñero (CEO and Executive Vice-President since 2007), it is committed to creating exciting experiences. With a track record stretching back almost 50 years, we carry out our management in a responsible manner to offer the best experience to clients and employees and to actively contribute to society as a whole.

Our raison d'être is to create exciting experiences, whether during a vacation, living in one of our residences or enjoying a golf trip.

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 attitude.

This allows us to make our value proposition a reality by seeking business opportunities that allow us to grow and extend our philosophy to all our stakeholders, leaving a positive legacy in society and always focusing on sustainability.

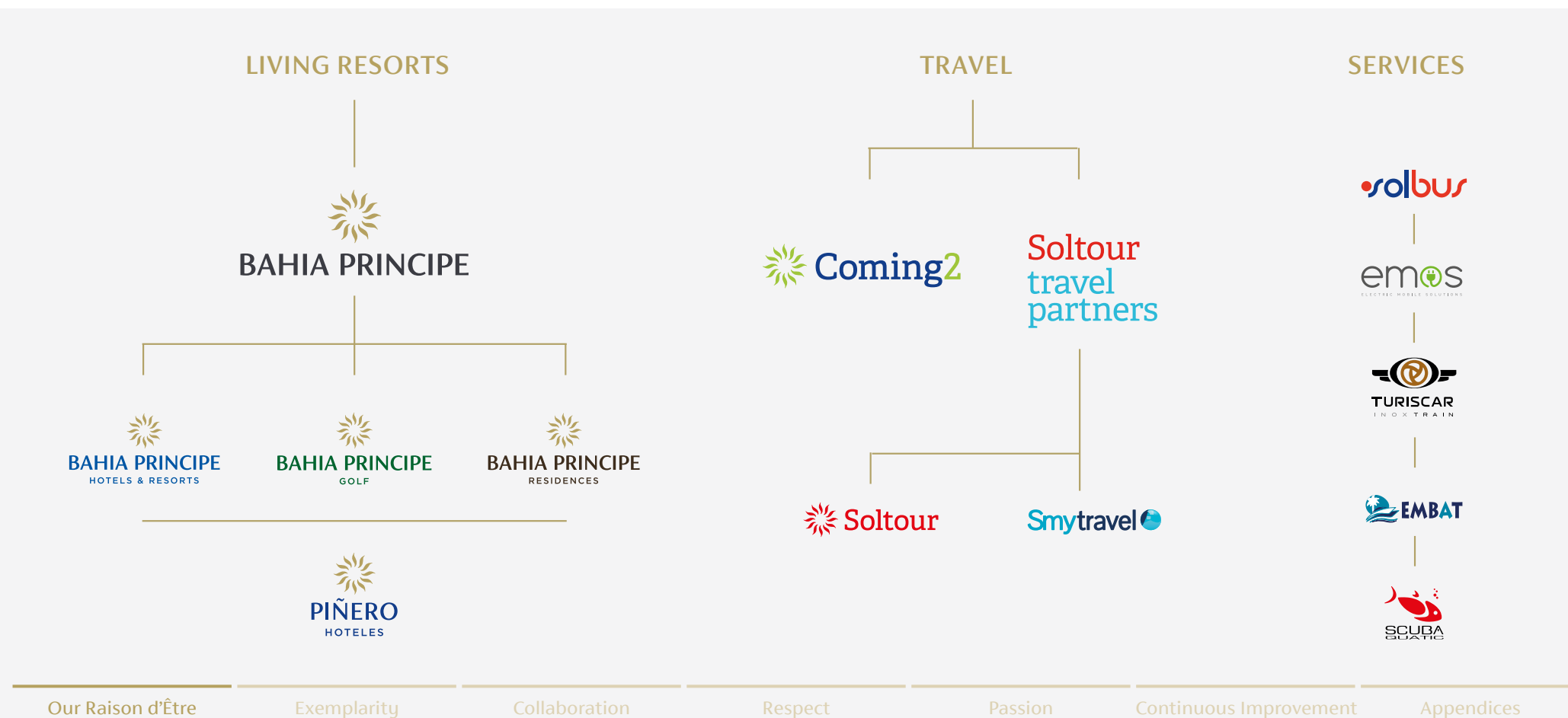


From left to right: Isabel Piñero, Encarna Piñero, Isabel García Lorca and Lydia Piñero.

2.2 Business Units

Our Brands

We have three business units: Living Resorts, which integrates our hotel, residential and golf business under the Bahia Principe brand name, and Piñero Hoteles, featuring 27 hotels and 14,000 rooms in the Dominican Republic, Mexico, Jamaica and Spain; Travel, which includes our tour operating business under the Soltour and Smytravel brand names, resulting from our alliance with the Logitravel group stemming from the Soltour Travel Partners corporation and at-destination inbound business under the Coming2 brand name; and Services, which encompasses other value-added services such as transportation and entertainment activities at destination, with the notable contribution from our commitment to sustainable mobility through Emos and Turiscar Ecotrain.

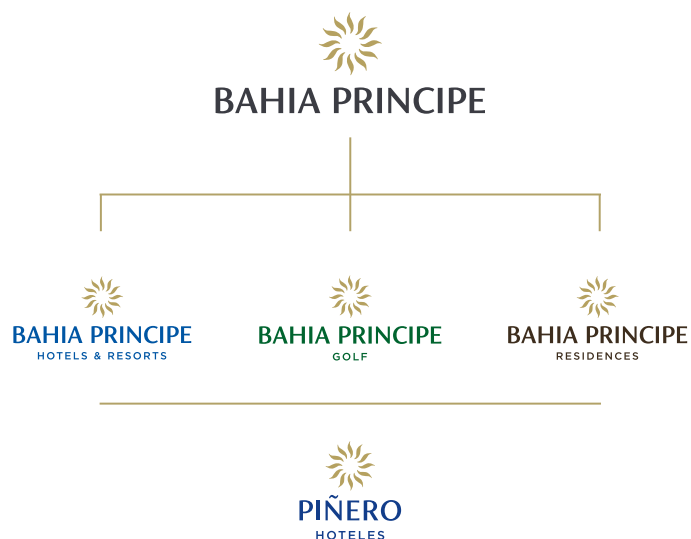


2.2 Business Units

2.2.1 Living Resorts

Living Resorts combines our hotel, residential and golf course activities, mainly operating tourist and residential complexes in Spain and the Caribbean, maximizing the synergies between our companies. The brand that makes this concept a reality is Bahia Principe, our flagship, through its Hotels & Resorts, Residences and Golf divisions. The hotel offer in Spain is complemented by Piñero Hoteles.

We make the 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.



2.2 Business Units



Bahia Principe Hotels & Resorts

Bahia Principe Hotels & Resorts Bahia Principe's hotel division, created in 1995, has 25 establishments and holds a leading position in its segment. It is characterized by its exclusive beachfront locations, the spectacular surroundings, the quality of its services and its wide range of complementary services..

We are present in the most attractive locations in the Dominican Republic (Playa Bavaro, La Romana, and Samaná), Mexico (Riviera Maya), Jamaica and Spain (Canary Islands and Balearic Islands), in hotels ranging from 4-star superior to 5-star, with all-inclusive arrangements.

At Bahia Principe Hotels & Resorts we believe that true luxury means experiencing happiness, and that is why we differentiate ourselves by making our clients live vacation experiences to the fullest, taking into account something fundamental: that each person feels happiness in a different way. This is something we keep in mind in everything we do, and it is why we offer four categories of hotels, and three different types of experiences to live in our hotels, thus multiplying the customization possibilities.

We strive for the best ambiance through meticulous attention to detail, whether seen or unseen. Because we integrate technology into the experience both to optimize our clients' time and to make them enjoy it more, and because human warmth is our most important value, something we inherited from Grupo Piñero.

Sustainability Certifications



23

Our Raison d'Être



4

Exemplarity



4

Collaboration



1

Respect

Passion

Continuous Improvement

Appendices



2.2 Business Units



Nº Hotels 2

Nº Rooms 1.038

Locations:
Dominican Republic and Spain



Nº Hotels 8

Nº Rooms 3.643

Locations:
Dominican Republic, Mexico and Jamaica



Nº Hotels 11

Nº Rooms 7.254

Locations:
Dominican Republic, Mexico and Jamaica



Nº Hotels 4

Nº Rooms 1.287

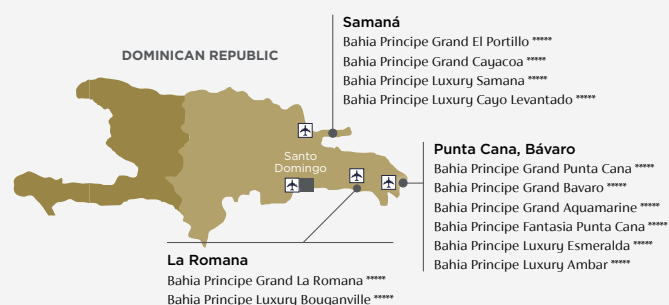
Locations:
Spain (Mallorca and Tenerife)



Nº Hotels 2

Nº Rooms 621

Locations:
Spain (Mallorca)



2.2 Business Units



Bahia Principe Golf

Bahia Principe Golf is the subdivision of Bahia Principe dedicated to the design, construction and management of world-class golf courses, certified by the PGA of America, one of the most important sports organizations in the world of golf.

It currently operates two clubs with 4 courses and 54 holes: PGA Riviera Maya, in Mexico; and PGA Ocean's 4, in the Dominican Republic. In addition, in line with the Group's sustainability policy, it is managed in a responsible and environmentally friendly manner, providing unique experiences for all types of players to enjoy this sport. 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.

This year the division announced a strategic alliance with the organisation Troon, through which the company aims to boost the penetration of its exclusive offer of experiences and golf in the Caribbean (Mexico and the Dominican Republic) in the US and Canadian markets.

This initiative, like the agreement it has already reached with the PGA of America, is part of its commitment to the creation of strategic alliances that guarantee its economic, environmental and social sustainability.



27

Holes

2

Golf Courses

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

Designed by:

Maverick Golf



27

Holes

2

Golf Courses

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

Designed by:

Robert Trent Jones II

2.2 Business Units



Bahia Principe Residences

It is the real estate subdivision in charge of developing and managing luxury residential developments in the Caribbean.

Specialising in the creation, development and management of luxury residential complexes, 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), where technology and security blend with the best Bahia Principe hotel experience. In addition, it has 54 million square feet for future development in these countries and Jamaica.

The Bahia Principe residences are located in two privileged spots in both Mexico and the Dominican Republic. The enclaves, bathed by the influence of the Caribbean Sea and its charisma, make both residents and potential buyers enjoy the Caribbean experience just by imagining it.

In addition, the proximity of Bahia Principe Hotels & Resorts establishments and the possibility of enjoying their services and infrastructure, make our residential complexes a fantastic living option. 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.

Because for Bahia Principe Residences what is really important is that our residents and staff enjoy themselves, leaving a legacy of which our community is a part, and discovering the true value of living well by our side. We are talking about spaces where we can enjoy with freedom, safety, with our loved ones and in harmony with the environment, contributing to the well-being of each and every one of the people who make up our world.



5.707.824

Surfaces (m²)

3.500

Properties

(between 300 and 40.000 m2)

1.338

Residences built

537

Residences to be built

161 projected and 376 under construction

4.014

Residents

between 112.000\$ and 2.000.000\$

Properties price

6.361.774

Surfaces (m²)

2.018

Properties

(between 500 and 13.600 m2)

430

Residences built

912

Residences to be built

361 projected and 551 under construction

1.290

Residents

between 118.000\$ and 4.400.000\$

Properties price

2.2 Business Units

2.2.2. Travel

Grupo Piñero's business focuses on the fields of tourism and incoming services. Tour operating activities are developed through Soltour Travel Partners, under the Soltour and Smytravel brands, the result of Grupo Piñero's alliance with the Logitravel group. Incoming activities are carried out under the Coming2 brand.

Soltour
travel
partners

 **Coming2**
Destination management

Soltour Travel Partners is the result of the joint venture formed in 2021 between Grupo Piñero and Logitravel Group, which offers the innovation and dynamism of Smytravel, the online tour operator of the Spanish tourism group Logitravel Group, combined with the strength and reliability of Soltour, the leading independent tour operator in Spain and Portugal in the holiday segment with more than 40 years of history, and integrated in Grupo Piñero.

This joint venture was created with the aim of offering a proposal that covers all the product needs of the market, positioning itself as a leader in the B2B holiday travel segment.

Coming2, Destination Management Company, offers inbound 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.

The brand's mission is to create the best experiences in destinations, and it is able to make this a reality thanks to its special characteristics. With offices in Spain, Dominican Republic, Mexico and Jamaica, its added value comes from its control over the final experience, thanks to its offices and its own product, to the solutions it provides, many of which are closely linked to technology, and to the synergies with its sister companies.



Inbound Destinations
5



Clients Assisted
148.715

 **Soltour**
Viajamos contigo

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.



Points of Sale
8.981



Travelers
75.772

2.2 Business Units

2.2.3. Services

Land transportation in the Dominican Republic.



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



Water activities in Bahia Principe's surroundings.



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



Maritime transportation in the Dominican Republic.



2.3 Where We Are

Today, we occupy leading international positions. In 2021, we manage 3,5 million stays per year by clients from more than 30 countries.

	 BAHIA PRINCIPE HOTELS & RESORTS	Dominican Republic Jamaica Mexico Spain
	 BAHIA PRINCIPE RESIDENCES	Dominican Republic Mexico
	 BAHIA PRINCIPE GOLF	Dominican Republic Mexico
	 Soltour	Spain Portugal
	 Coming2	Dominican Republic Jamaica Mexico Spain



2.4 Milestones Achieved in 2021

January

- Grupo Piñero and Logitravel Group joined forces to create a major tour operator in the market.
- The Jamaican Ambassador to Spain, Diego Bermejo Romero de Torreros, visited our complex.
- Playa Nueva Romana celebrated the Christmas Open at its Ocean's 4 golf course. At the charity tournament a total of 1,500 toys were collected for the children of the Los Arturitos foundation.



February

- Reapertura del hotel Bahia Principe Grand Punta Cana en República Dominicana. Visita del Ministro de Turismo de RDO.
- Bahia Principe Hotels & Resorts galardonado por las plataformas Booking.com y Hoteles.com.
- Participamos en la campaña "SOS TURISMO".



March

- Grupo Piñero's Ocean's 4 golf course in the Dominican Republic became PGA Ocean's 4.
- First Executive Committee at corporate HQ.
- Implementation of the new financial Shared Services Centre, and the Procurement & Supply Chain project teams.



2.4 Milestones Achieved in 2021

April

- Vaccination of all Bahia Principe Hotels & Resorts teams in Jamaica, Dominican Republic and Mexico.
- The President of the Dominican Republic reopened the Bahia Principe Grand El Portillo.
- Tulum Country Club officially opened the new world-class Kay Beach Club.



May

- Re-encountering hope at Fitur 2021: support for the tourism sector.
- Official presentation of Soltour Travel Partners in a trip with travel agencies and media, under the slogan: Arrancamos contigo ("We start up with you").
- Grupo Piñero received the Blue 2020 Tourism Excellence Award for its Integral Coastal Management Plan project.



June

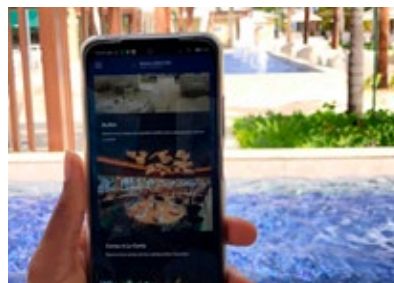
- On the occasion of World Environment Day, Grupo Piñero launched the "We Are Ecocentric" movement.
- Actualidad Económica awarded the Bahia Principe Hotels & Resorts' "solidarity stays" initiative as one of the 100 best ideas of the year.
- We reopened the Bahia Principe Grand Coba and Bahia Principe Luxury Esmeralda.



2.4 Milestones Achieved in 2021

July

- Bahia Principe Hotels & Resorts launched a new app to enhance the guest experience during their stay at our hotels.
- We launched our Talent Management Programme.
- PGA Riviera Maya, the perfect setting to play the BUPA CHAMPIONSHIP golf tournament, closing the PGA Tour Latam with great success.



August

- Bahia Principe Hotels & Resorts launched a fun initiative to publicise the new features of our hotels with virtual famtrips, reinventing itself and adapting to the new situation.
- We continued to work on the Sea Turtle protection programme in Mexico.
- Tulum Country Club backs Mexican talent and supported the dream of Omar Echevarria, a Mexican archer who will seek gold at the Tokyo 2020 Paralympic Games. August



September

- We partnered with QEV Tech Holding to offer sustainable mobility solutions, seeking to provide a comprehensive and sustainable response to the mobility needs of hotel complexes in the Caribbean.
- We promoted the "Biodiverse, Clean and Sustainable Samaná" project, with environmental education, restoration and waste management pilot projects.
- We strengthened bonds of trust with institutions in Jamaica.



2.4 Milestones Achieved in 2021

October

- We continued with the sustainable management of the beaches and once again obtain the 'Clean and Sustainable Beach' certification for the Riviera Maya complex.
- We created a strategic alliance with Troon through our Bahia Principe Golf Division.
- We implemented the new Bserve tool in our hotels, which means a great improvement in the operational logistics of departments (such as housekeeping, maintenance, security and quality).



November

- We reopened 6 more hotels, fulfilling our ambitious opening plan, and we now have 20 hotels in operation.
- We received the Best Aquatic Fun Project Award from Piscina & Wellness Barcelona for our Zama Fun Area at Bahia Principe Grand Tulum.
- We welcomed the little Travelling Angels from the My Last Wish Foundation at Bahia Principe Riviera Maya Resort.



December

- Bahia Principe Hotels & Resorts awarded in the "Best All Inclusive Resort Group-Family 2021" category by the prestigious international magazine "Recommend".
- We celebrated 20 years sharing exciting experiences at Bahia Principe Sunlight Costa Adeje.
- Posthumous recognition of the career of Mr. Pablo Piñero by the prestigious magazine Mercado.



2.5 Awards and Acknowledgments

Posthumous recognition of our founder Pablo Piñero

MERCADO MAGAZINE

Recognition of an entire business career

Mercado magazine organised an event to recognise the work of entrepreneurs linked to the tourism sector. In the posthumous career recognition category, the important work carried out by our founder, Mr. Pablo Piñero, was recognized by Hugo Pérez, Manager of Terrestra.

Our CEO, Encarna Piñero, received the recognition.



Integral Coastal Management Plan

GRUPO EXCELENCIAS

Blue Tourism Excellence Award

Grupo Piñero received the Blue 2020 Tourism Excellence Award from the Excelencias Group for its Integral Coastal Management Plan project.

The award was presented to Isabel Piñero, CSO of the group, at the International Tourism Fair in Madrid.

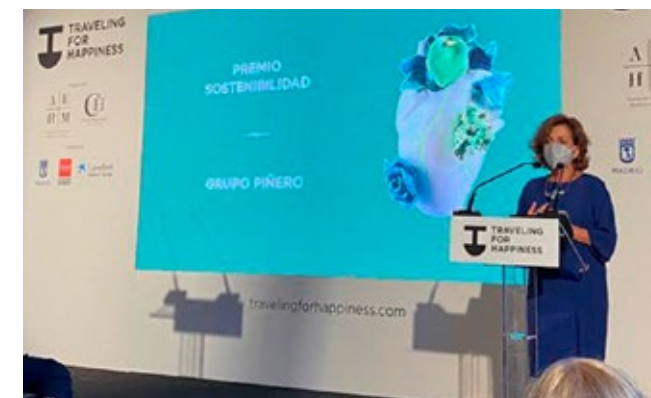


TRAVELING FOR HAPPINESS

Sustainability - Traveling for Happiness Awards

The Madrid Hotel Business Association (AEHM) and Connecting Heads awarded the Traveling For Happiness Award in the sustainability category to the Integral Coastal Management Plan.

The award was presented to Antonia del Toro, Group CR Director, at the Mandarin Oriental Ritz Hotel in Madrid.



2.5 Awards and Acknowledgments

Bahia Principe Hotels & Resorts

Actualidad Económica award for best 100 ideas

Solidarity stays at Bahia Principe Hotels & Resorts

The economic supplement of El Mundo recognises our social commitment for the 'solidarity stays' offered at Bahia Principe Coral Playa and Bahia Principe Fantasia Tenerife to support families and groups affected by the health situation.



Piscina & Wellness Barcelona awards

2021 ZAMÁ FUN AREA PROJECT

We received the award for Best Aquatic Fun Project in the Wellness category for our family entertainment proposal at Bahia Principe Grand Tulum.



2.5 Awards and Acknowledgments

TRIPADVISOR

1 Travellers' Choice Best of the Best

Bahia Principe Luxury Cayo Levantado

7 Travellers Choice (R.D.)

Bahia Principe Grand Aquamarine
Bahia Principe Grand La Romana
Bahia Principe Grand Cayacoa
Bahia Principe Grand El Portillo
Bahia Principe Luxury Samana
Bahia Principe Luxury Bouganville
Bahia Principe Luxury Cayo Levantado

3 Travellers Choice (Spain)

Bahia Principe Fantasia Tenerife
Bahia Principe Sunlight Tenerife
Bahia Principe Sunlight Costa Adeje

4 Travellers Choice (Mexico)

Bahia Principe Grand Tulum
Bahia Principe Luxury Sian Ka'an
Bahia Principe Luxury Akumal
Bahia Principe Grand Coba

BOOKING

20 Traveller Review Awards 2021

Bahia Principe Luxury Akumal
Bahia Principe Luxury Ambar
Bahia Principe Grand Aquamarine
Bahia Principe Grand Bavaro
Bahia Principe Luxury Bouganville
Bahia Principe Grand Coba
Bahia Principe Grand Cayacoa
Bahia Principe Sunlight Coral Playa
Bahia Principe Sunlight Costa Adeje
Bahia Principe Fantasia Punta Cana
Bahia Principe Fantasia Tenerife
Bahia Principe Grand La Romana
Bahia Principe Grand El Portillo
Bahia Principe Luxury Runaway Bay
Bahia Principe Luxury Samana
Bahia Principe Sunlight San Felipe
Bahia Principe Luxury Sian Ka'an
Bahia Principe Sunlight Tenerife
Bahia Principe Grand Tulum
Piñero Bahia de Palma

1 Travel Review Award (at the chain level)

Bahia Principe Hotels & Resorts

TRIP EXPERT

1 Experts' Choice Award

Bahia Principe Sunlight Costa Adeje


















TUI



















1 Global Hotel Awards

Bahia Principe Fantasia Tenerife



2.6 Key Indicators

	2021	2020	2019	2018
 Economic				
 Consolidated EBITDA	16 M€	-55 M€	119 M€	168 M€
 Consolidated Turnover	324 M€	222 M€	801 M€	819 M€
 Environmental				
 Ratio of Power Consumption per Stay	46,38 kWh/est	54,56 kWh/est	32,61 kWh/est	31,00 kWh/est
 Total Recyclable Waste Recovered	2.822.601 kg	2.029.122 Kg	3.902.611 kg	3.585.844 kg
 Recovered Waste	0,84 kg/est	0,93 kg/est	0,46 Kg/est	0,41 Kg/est
 Water Consumption	1,77 m3/est	2,60 m3/est	1,05 m3/est	1,07 m3/est
 Sustainable Mobility	569 vehículos eléctricos	562 vehículos eléctricos	561 vehículos eléctricos	461 vehículos eléctricos
 % green energy contracted	22%	22%	22%	-
 CO2 emissions to the atmosphere	12,57 kg/est	14,44 Kg/est	8,26 Kg/est	9,04 Kg/est
 Environmental Investment	358.992€	7.569.135€	2.420.438€	7.054.720€
 Employees				
 N° Employees	8.747	8.720	14.932	15.054
 N° of Female Employees	3.005	2.884	5.231	5.082
 Healthy Company Investment	205.043€	971.990€	1.640.380€	1.334.000€
 Training Hours	184.477	65.010	242.548	144.111
 Women on the Corporate Services Unit Committee	100%	%	%	%

	2021	2020	2019	2018
 Local Community				
 Contribution	152.573€	184.000 €	305.000 €	248.000 €
 Suppliers				
 % Local Suppliers	93%	97%	92%	95%
 Purchasing Volume	86.376.486\$	71.877.136\$	174.791.531\$	181.977.000\$
 Clients				
 Global Review Index	86,7	88,7	90,7	90,6
 Net Promoter Score Hotels	32,1	42,7	35,4	28,3
 Hotel Division Ratio of Complaints per no. Clients	0,003	0,003	0,004	0,003
 Travel Division Ratio of Complaints per no. reservations	0,038	0,07	0,023	0,036
 Audits				
 Quality Control (Covid-19)	535	298		
 HS Consulting (Covid-19)	13	13		
 Quality Audits	887	1.311	5.949	5.141
 Acknowledgements				
 Travelife	23	23	23	23
 EarthCheck	4	4	4	4
 Acknowledgments Beaches	1	1	1	1

2.7 Where We Are Heading

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 we have defined our Sustainability strategy with a long-term outlook, and we have created 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.



2.7 Where We Are Heading

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.



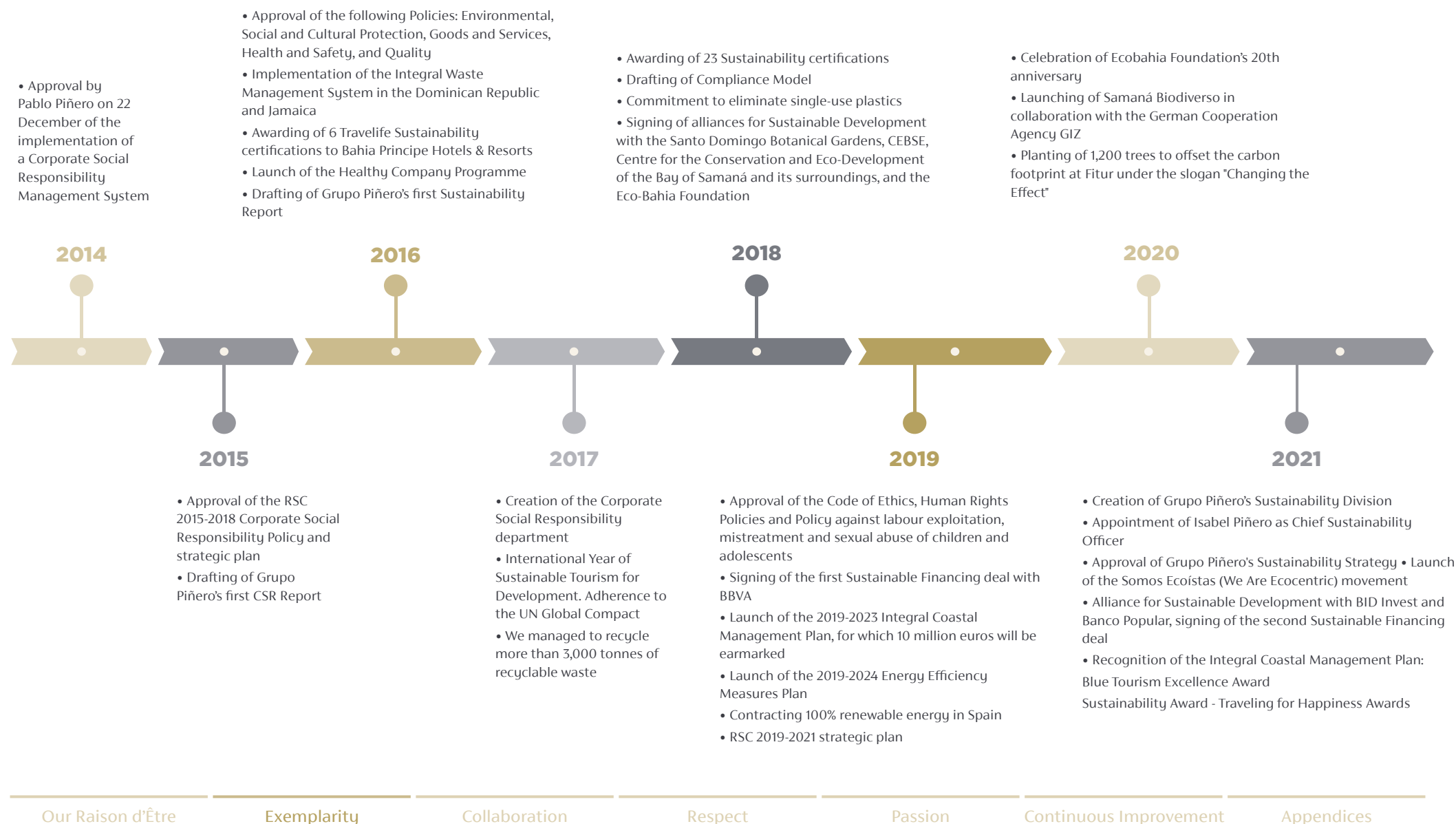
03

Exemplarity

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

3.1 Responsible management

3.1.1 Evolution from CSR to Sustainability



3.1 Responsible management

3.1.1 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 also 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:

- To promote the integration of ESG criteria at all levels of the organisation, ensuring that the action plan contributes to fulfilling the commitments made and addressing the main challenges of the 2030 agenda, through the achievement of the Sustainability objectives.
- To ensure that sustainability approaches/proposals are integrated into the overall strategy.

The Sustainability Division is headed by the Chief Sustainability Officer, Isabel Piñero, who is a member of the Executive Committee, and is made up of the following departments and units: Human Resources, Legal, Corporate Responsibility, Communication and Branding.



3.1 Responsible management

3.1.2 Sustainability Strategy 2021-2030

We 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 long-term 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.

In 2021 we have defined our 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.

Strategic lines 2021-2030



GOVERNANCE



PEOPLE

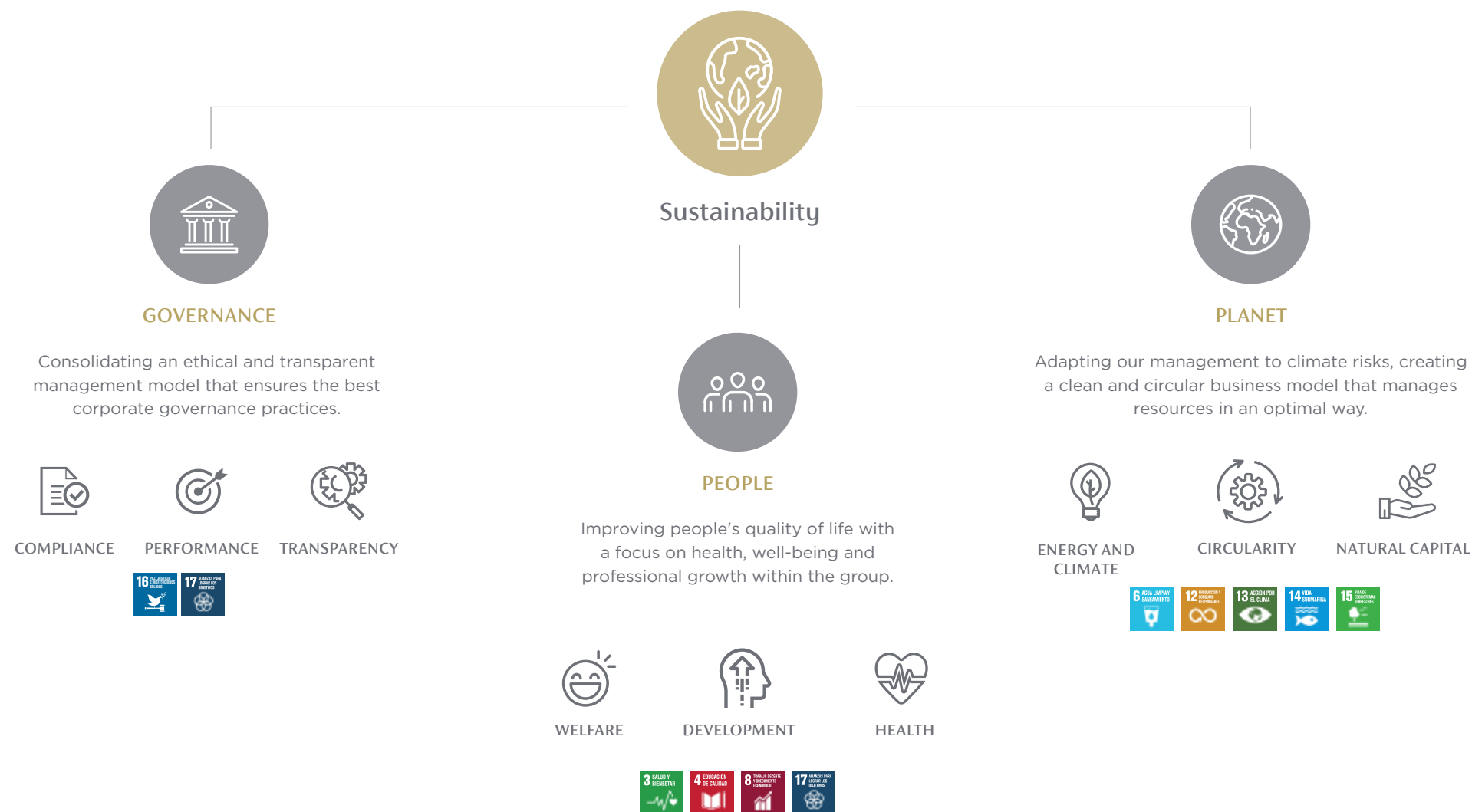


PLANET



3.1 Responsible management

3.1.2 Sustainability Strategy 2021-2030



3.1 Responsible management

3.1.3 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.

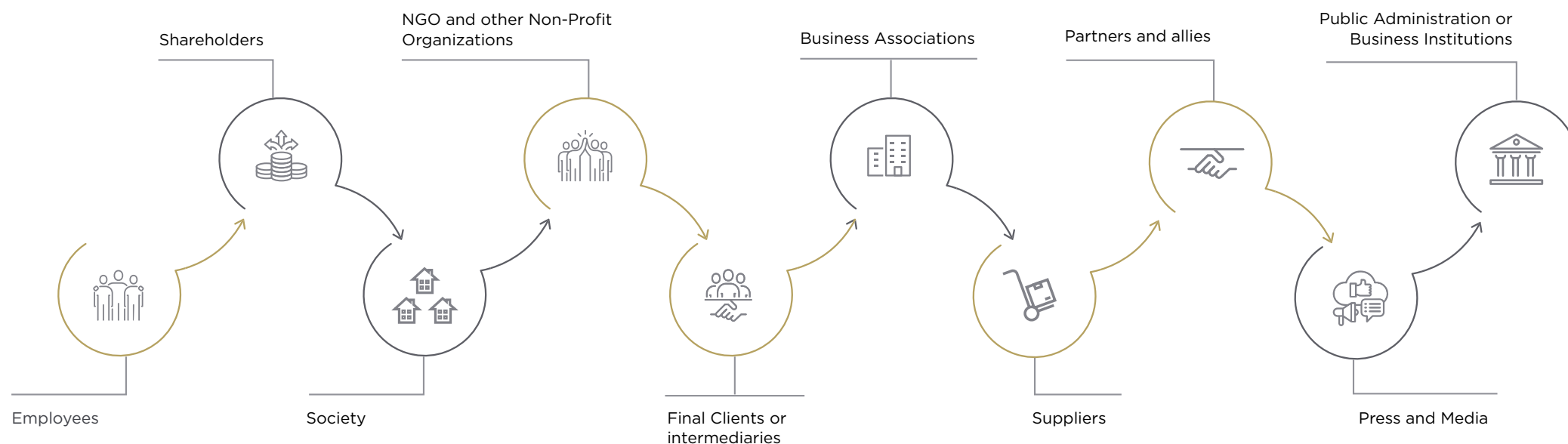
Business Sustainability Committees

- 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.

3.2 Relationship with Stakeholders

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).












3.3 Relationship with Stakeholders

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:

Stakeholder	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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Institutional Communication
 NGO and other Non-Profit Organizations	<ul style="list-style-type: none"> • Social Activities 	<ul style="list-style-type: none"> • Media 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Satisfaction Surveys, • Costumer Service (costumer, 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 	<ul style="list-style-type: none"> • Periodic newsletters • Call center
 Business Association	<ul style="list-style-type: none"> • Forums • Conferences 	<ul style="list-style-type: none"> • Videomeetings • Reuniones periódicas 	<ul style="list-style-type: none"> • Social networks • Institutional communications
 Suppliers	<ul style="list-style-type: none"> • Phone • Visits 	<ul style="list-style-type: none"> • Email communications • Video calls 	<ul style="list-style-type: none"> • Purchasing and logistics data
 Press and media	<ul style="list-style-type: none"> • Phone • Communication mail • Corporate website • Press realeses 	<ul style="list-style-type: none"> • Press conferences • One-to-one meetings • Interviews, press trips • Social networks 	<ul style="list-style-type: none"> • Through the different communication • Communication agencies with which we collaborate

3.3 Materiality

Materiality Analysis

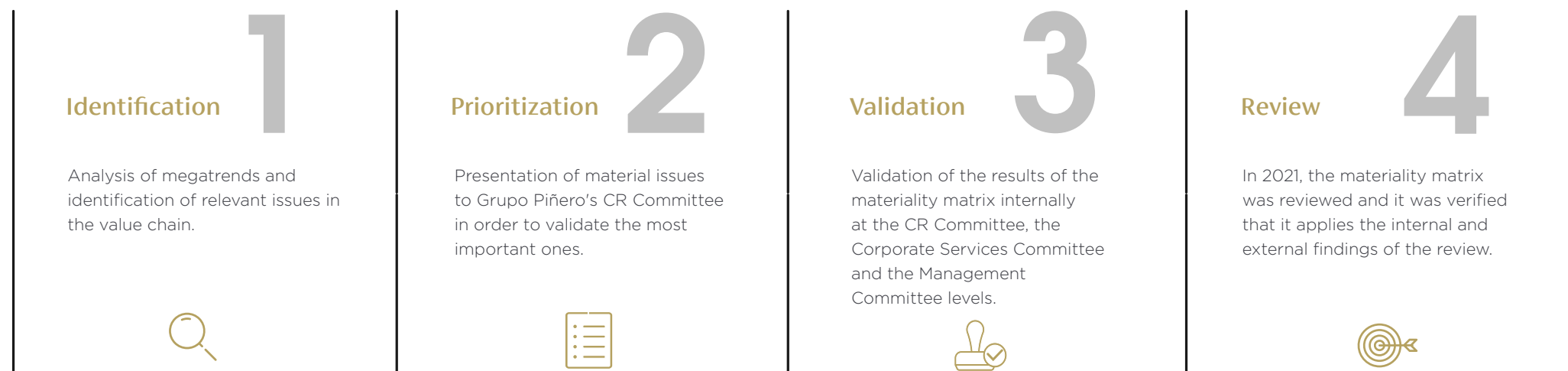
Identifying the interests and expectations of our stakeholders is fundamental to implementing our Corporate Responsibility strategy and making progress in the creation of economic, social and environmental value.

Materiality analysis is one of the most useful tools for finding out about stakeholder concerns and understanding how these issues impact our business model and vice-versa.

In 2021, for the fourth consecutive year, we conducted this analysis with representatives of different stakeholders, both internal and external. It is important to point out that this analysis exercise was conducted in the months of October and December 2021 to ensure that it continues to respond to the main material issues of concern to our stakeholders that impact our activity after Covid-19, where in 2020 we have included Cybersecurity and Data Protection, and where the priority of material issues has been adjusted based on the reality we have had to live with.

The result of the study is a materiality matrix reflecting 21 key issues at this point in time.

To carry out the process of identifying and prioritizing material issues we follow the recommendations of the GRI Standards, more specifically as indicated in the GRI 101 standard: Foundation 2016, which establishes materiality as one of the principles defining the content of sustainability reports, along with stakeholder inclusiveness, sustainability context and completeness.



3.3 Materiality

Our Priorities

Ethics, Transparency and Good Governance

- 5 | Ethics in Managing the Business
- 6 | Corruption and Graft
- 20 | Financial Position
- 21 | Cybersecurity and Data Protection

Employee Experience: Commitment to People

- 4 | Healthy Company
- 7 | Training and Development
- 9 | Talent Management
- 8 | Inclusion and Diversity
- 17 | Social Dialog
- 13 | Human Rights

Local Community: Commitment to People

- 15 | Contribution to Society
- 16 | Dialog with Stakeholders

Commitment to the Environment

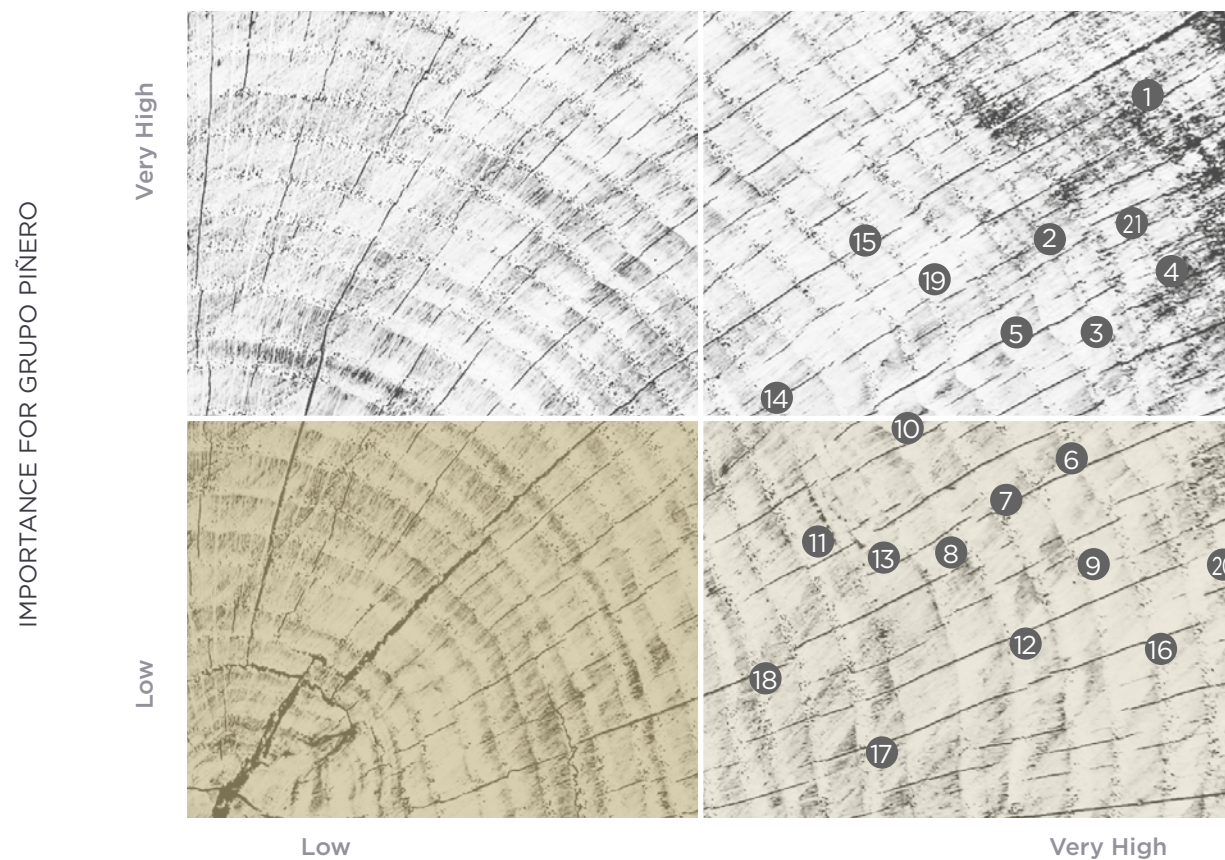
- 11 | Energy and Climate Change
- 12 | Water Management
- 10 | Circular Economy (Waste Management)
- 18 | Conservation of Biodiversity

Customer Experience: Commitment to People

- 1 | Quality Services, Safety and Health
- 2 | Personalized Attention and Service
- 3 | Sustainable Products and Services

Suppliers: Commitment to People

- 14 | Responsible Purchasing
- 19 | Supplier Safety and Health



3.4 Contribution to Sustainable Development

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.

3.4 Contribution to Sustainable Development



We are part of the most important global initiative for corporate sustainability



Pacto Mundial
Red Española



3.5 Human Rights

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. This commitment is reflected in our Human Rights policy approved in 2017.

In addition, we promote and comply with the provisions of the ILO core conventions.

Due Diligence Procedures

Our **Human Rights Policy** aims to minimize the risks related to the violation of human rights in the development of our activity.

Thus, such a policy, which is presented in the form of due diligence, includes the following elements:

- Analysis of major human rights risks, including major impacts on vulnerable groups and gender issues.
- Establishment of the organization's commitments.
- Assignment of responsibilities.
- Training of the Group's employees in this field.
- Supervision and monitoring of policy implementation.
- Correction of poor practices should they occur

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.



WHISTLEBLOWING
HUMAN RIGHTS VIOLATIONS

Committed to Respect for the Fundamental Rights of People

1. Avoid discriminatory practices or that undermine personal dignity.
2. Eradicate the use of child labor.
3. Facilitate freedom of association and collective bargaining.
4. Protect people's health.
5. Offer decent employment.
6. Commitment to people related to suppliers and other collaborating companies.
7. Support and publicly promote respect for human rights.
8. Respect local communities and traditional ways of life.
9. Protect facilities and people.
10. Contribute to the fight against corruption.

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.

Despite a year of moderate reactivation of openings, the certifying companies have maintained our sustainability certifications. Bahia Principe Hotels & Resorts currently has 23 sustainability certifications.

In 2021 the Bahia Principe Grand Tulum hotel's beach obtained, for the thirteenth consecutive year, the Certified Beach accreditation granted by the Mexican Institute of Standardization and Certification.

For the third year, we have been audited by an external auditor, an expert in business conduct.



Certifications



23



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.

Collaboration and Associated SDGs

3 SALUD Y BIENESTAR



We developed Covid-19 health and safety protocols for all stakeholders and are collaborating with the local community on health and safety programs

4 EDUCACIÓN DE CALIDAD



We continue to accompany and train our employees in the new ways of working

8 TRABAJO DECENTE Y CRECIMIENTO ECONOMICO



We are committed to employment protection measures and new forms of working.

10 REDUCCIÓN DE LAS DESIGUALDADES



We continue to work to reduce inequalities in the local community with programs aimed at families and vulnerable groups

17 ALIANZAS PARA LOGRAR LOS OBJETIVOS



We collaborate with numerous organizations to achieve the economic and social development of society and create shared value.

4.1 Our Employees

Preserving Jobs and Talent

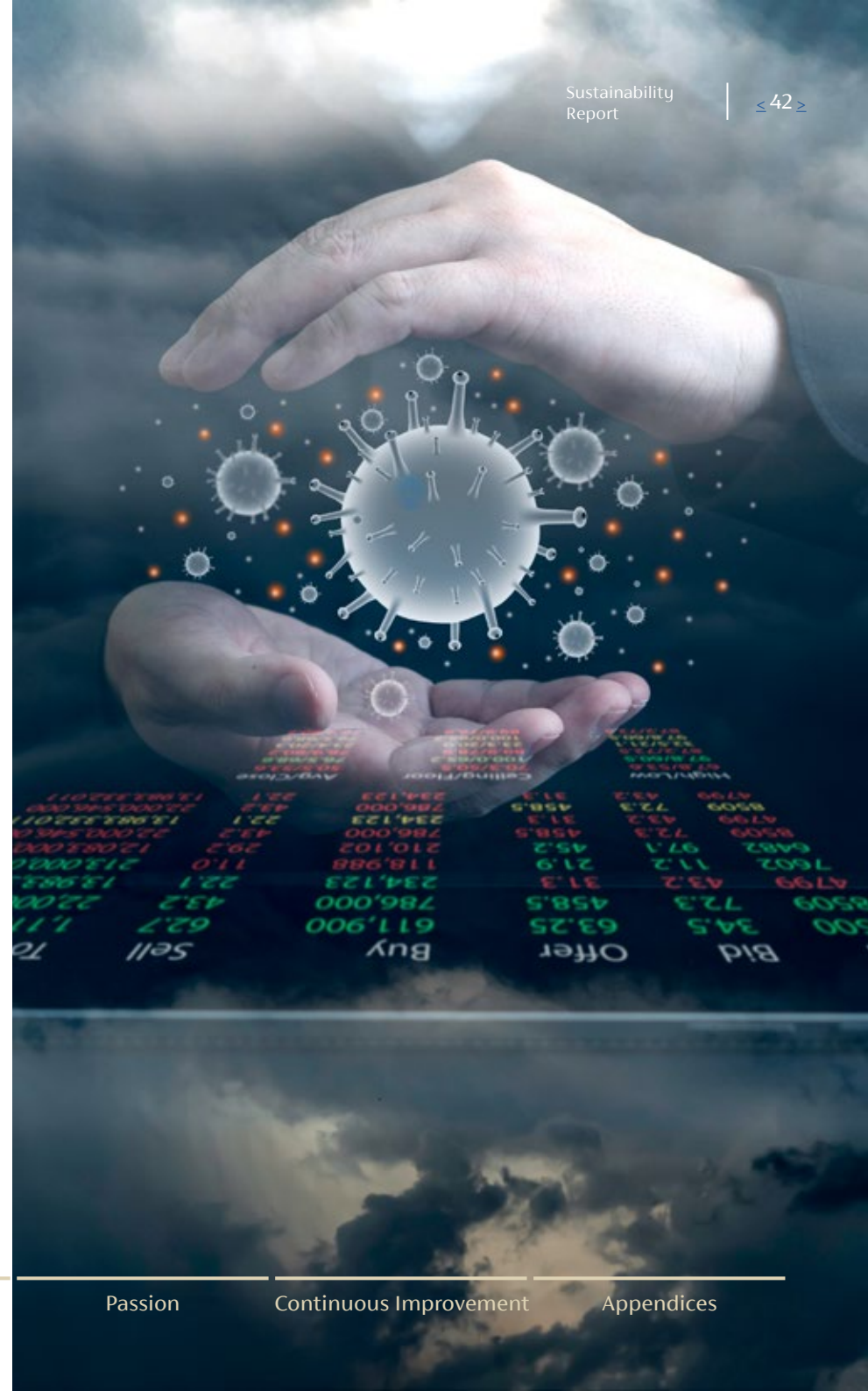
This year has been characterised by increased market volatility and uncertainties due to the different waves of COVID-19 variants, which have also had asymmetries across countries in terms of the degree to which they have been affected. Partial openings have been followed by further partial closures, and the regulations on travel restrictions, capacity and prevention of contagion have been a roller coaster ride for the operation and consequently for professionals.

The exceptional situation generated by the COVID-19 pandemic meant that we had to maintain the closure of a large part of our hotel portfolio, or delay the dates of their partial openings, although in the last quarter of the year most of the properties were already open to the public with varying levels of capacity restrictions.

Once again, the impact of the lack of activity on employment has been compounded by a number of factors that have made personnel management a crucial industry issue throughout 2021 in all the countries where we operate

Aware of the significant negative impact that the shutdown would have on our employees, we have taken various measures to ensure the preservation of jobs and talent.

Employment protection measures (ERTE in Spain, CARE in Jamaica and FASE in the Dominican Republic) have been extended. The employment situation of tourism workers was subject to a standstill, as well as continued uncertainty due to the lack of activity.



4.1 Our Employees

► Spain: ERTES (Expediente de Regulación Temporal de Empleo)

The measures to preserve employment and avoid collective redundancies have been extended, with the ERTes already in place in the Group's companies, although the number of employees affected has been reduced, for whom employment protection and social security contributions are guaranteed.

► Dominican Republic: FASE (Employee Social Assistance Fund) Program

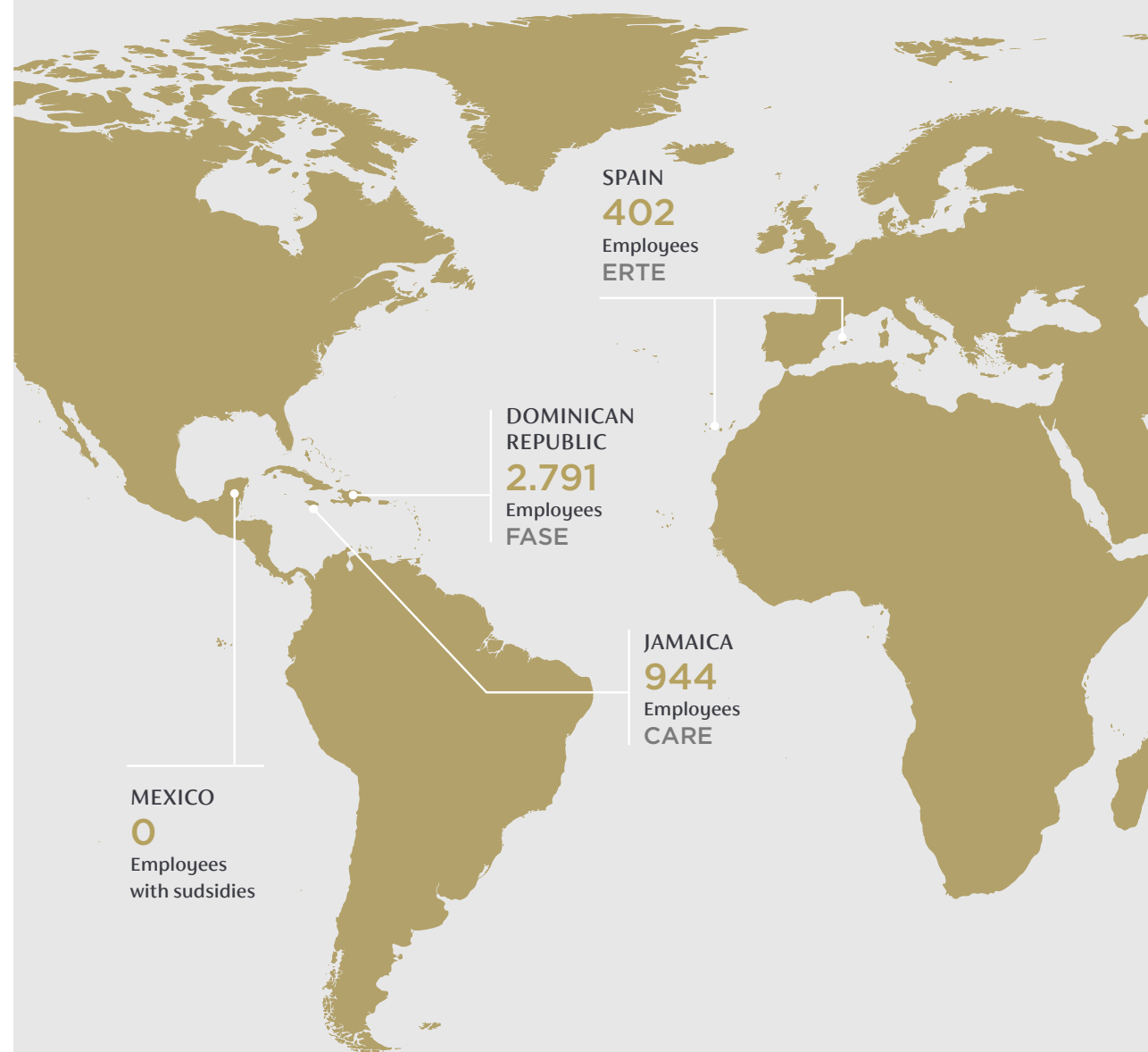
The FASE programme defined and implemented the year before was extended to enable many of our employees to keep their jobs by guaranteeing the suspension of their contracts as well as a salary and social security coverage. The opening of the hotels has allowed many of our professionals to return to work.

► Mexico

Unlike in other countries, there has been no social support from the government and the company has granted subsidies to employees who have continued to work with us. This is the country with the largest decline in jobs due to the shutting down of operations.

► Jamaica: Care Program

Creation of a Social Salary for the months of April, May, June and July.



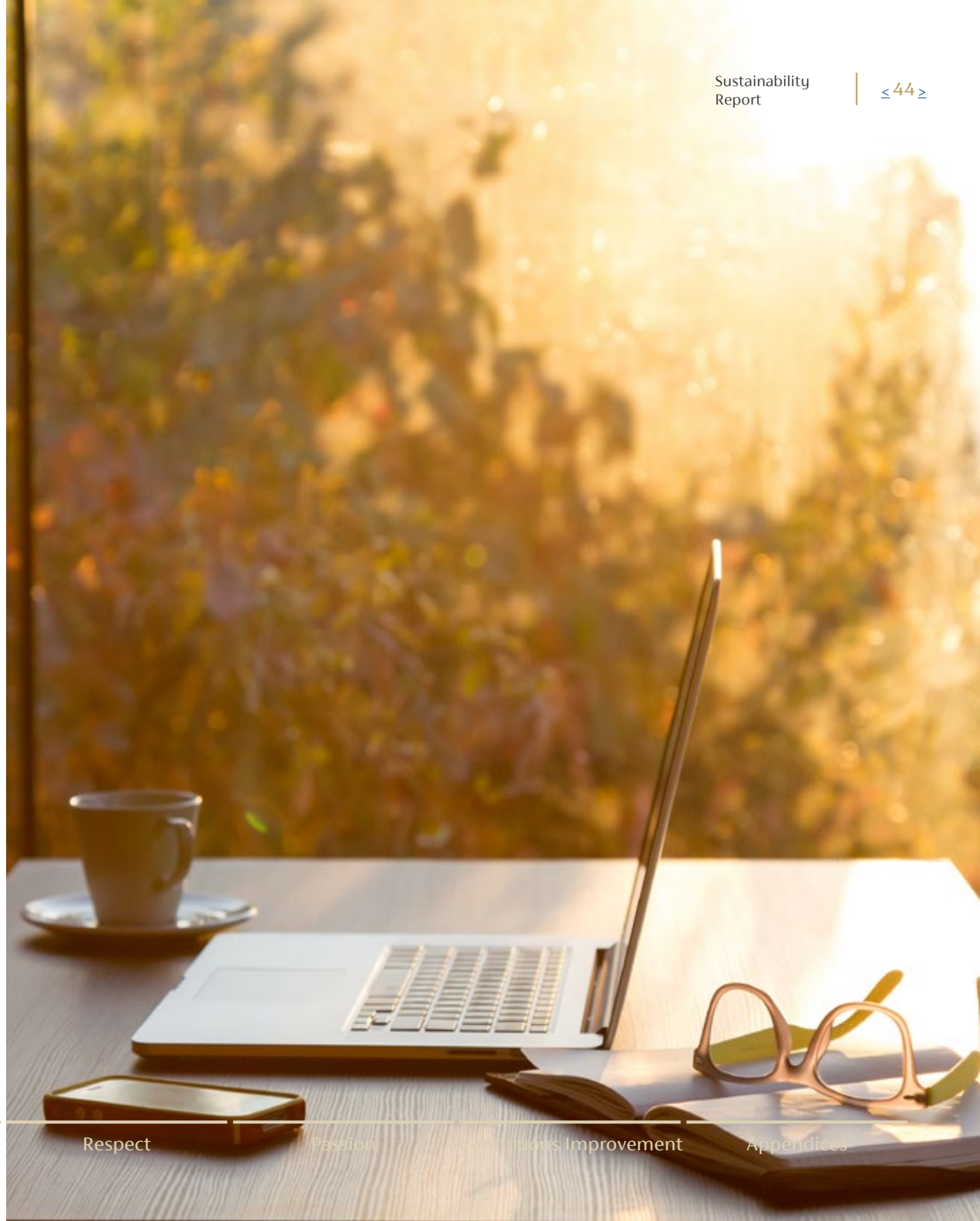
4.1 Our Employees

New Ways of Working

During 2021, new ways of working were consolidated throughout the company, mainly in the corporate offices, with hybrid working arrangements combining presence days with teleworking.

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.



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.

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 2021. 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	237	 Men	Total accidents	311
	Accidents with leave	45		Accidents with leave	88
	Total days lost	8,938		Total days lost	10,000
	Rate of frequency	7,08		Rate of frequency	6,99
	Rate of severity	7,923		Rate of severity	2,864

During the 2021 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.



4.1 Our Employees

“Healthy Company” Program

As part of our commitment to move forward with our employees in health and safety matters, during 2021 and despite the crisis and the Contingency Plan, 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. In order to achieve this goal, we have defined the following lines of action:



21.257
HOURS IN
ACTIVITIES



3.256
PARTICIPANTS



INVESTMENT
€ 205.043

The investment made in this program in 2021 amounted to €205.043, dedicating more than 21,000 hours to actions and activities with the participation of more than 3,000 employees.



Areas of action: Improving infrastructure and equipping facilities

The investment in 2021 amounted to €107,501, the main action of which was the reform of several offices in Bavaro.



Areas of action: Vaccination and prevention campaigns, as well as programs against smoking, drugs and responsible consumption of alcohol and ICTs.

In the field of Covid-19 protocol training and awareness, 523 actions have been carried out, involving 1,319 groups with 23,536 participants, for a total of 70,680 hours of training.



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

With regard to the promotion of healthy habits, 70 actions have been carried out, involving 111 groups with 3,256 participants, for a total of 21,257 hours of training.



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

In health and safety actions, 372 actions have been carried out, involving 833 groups with 14,789 participants, for a total of 27,039 hours of training.

4.1 Our Employees

Social Relations

We work every day to establish and maintain positive individual and collective relationships within the organization. In this way, we comply with the legislation of all the countries in which we operate, and with the provisions of the United Nations Global Compact by promoting measures for the continuous improvement of working conditions. We also maintain strict respect for 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.

We also maintain strict respect for freedom of association and the right to collective bargaining of all our employees.

It should be noted that all of the Group's employees are covered by the different collective bargaining agreements, whether at the state, sector or company level.

Professionals affected by collective agreements

	Average Population	%
Dominican Republic	3.988	95 %
Mexico	2.363	63 %
Jamaica	897	76 %
Spain	1.499	71 %



4.1 Our Employees

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 of the hotel industry, to guarantee compliance with the regulations in this area in Spain.



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 9 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 2021, 4 families have continued to participate in the program.

Not only with ADECCO Foundation, we also collaborate with the SIFU Group and Coordinadora Balear de Persones amb Discapacitat ("Balearic Islands Coordinator for People with Disabilities"), to contribute to the development and labor integration of people with different abilities.

4.1 Our Employees

Putting the employee at the centre

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 to be our main asset, and we understand that, in order to build a corporate culture of leadership, it is essential to manage the attraction and development of talent, as well as to sustain their motivation and pride in belonging.

The Leader Coach is the evolution of the leadership style aligned with Grupo Piñero'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.

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



4.1 Our Employees

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.

The COVID-19 pandemic has led to a rethinking of the internal development strategy, maintaining and enhancing good internal practices and the commitment of our employees, and prioritizing those actions that offer a rapid response to the business.

It is for this reason that we offer annual training plans adapted to their needs and in which they can actively participate.

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 2021 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 global environmental and social days through internal and external communications



184.477
TRAINING
HOURS



102.420
PARTICIPANTS



€ 954.528
INVESTMENT



4.1 Our Employees

Talent Mangement

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 2021, there were 643 internal promotions, which means that 7.35% of our employees have grown professionally within the company. In this case, women accounted for 31% of the promotions.

It is worth highlighting the initiative launched during 2021 of the **talent management programme**, with the aim of putting the employee at the centre and giving them a more prominent role in their professional development. In this programme, which complements the initiative to evolve the leadership style towards a leader coach, 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).

Attracting Talent

In addition to developing internal talent, we must concentrate our efforts on attracting qualified professionals. Not only that, we believe that alignment with the company's values is essential to ensure an ongoing career plan. For this reason, we are working on an **Employee Experience Program**, with the aim that the company's professionals and new recruits feel integrated into the company and that the process of professional and personal growth is aligned with the Group's culture and values.

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.



643

INTERNAL
PROMOTIONS



4.1 Our Employees

Internal Communication

For Grupo Piñero, communication with employees in 2021 has remained a priority. Accompanying the teams and keeping them aligned with the company's strategy and progress has been one of the main objectives this year. Through timely, transparent and continuous information, tactical and strategic alignment has been ensured, providing the teams with motivation and constant support in a still exceptional situation.

This communication has been conducted through:

- **CEO Overview**, where Encarna Piñero, CEO of Grupo Piñero, provided the entire company with key information on the socio-economic context, the company's status, the evolution and prospects of the sector's recovery, the monitoring of opening plans and the reactivation of the different business divisions, the evolution of the measures adopted in the contingency plan, people management and other advances in environmental and governance matters.
- The Chiefs, members of the Executive Committee, have played an important role in communicating with their teams.
- Intranet, where a total of 185 news items were published, with sustainability being the strategic axis on which most content was framed with 120 news items published.

In addition, and with the aim of improving communication, an internal survey has been carried out, which has allowed us to find out the assessment of our employees as well as points for improvement in both the channel and the messages. These results will allow us to design an action plan for the coming years.

Projects such as Employer Experience (focused on improving all points and moments of interaction with the company), Employer Branding (aimed at improving the employer brand image) and Employer Advocacy (so that our employees continue to be our best brand ambassadors) have also been launched.



4.2 Our Suppliers

We Build Long-Lasting, Quality Relationships

At Grupo Piñero we regard our suppliers as key partners in strengthening the commitment to develop sustainable, responsible and innovative solutions. For this reason, we work to create long-term ties with our suppliers, fostering relationships of trust, affection and respect towards them, seeking joint growth and benefit.

The current context generated by COVID-19 has meant the shutdown of our activity, and as a result, we had to stop the procurement of our usual supply of products and services. This has had a significant impact on our purchasing volume and has affected thousands of suppliers, not only locally, but worldwide. Our commitment is to strengthen our relationship with our suppliers, to establish mechanisms to support them during this health and economic crisis, and to promote, today more than ever, a safer and more sustainable supply chain.

Responsible Procurement Criteria

We updated the Goods and Services Procurement Policy with the aim of incorporating responsible procurement criteria, in order to favor the acquisition of products and the contracting of services that took into account environmental, social and good governance criteria. These must be environmentally friendly and manufactured or generated under socially just conditions.

Approval and Selection of Suppliers

We select suppliers based on technical, economic and sustainable criteria through an objective, transparent and equitable process.

As a guarantee of compliance with Grupo Piñero's Responsible Goods and Services Purchasing Policy, the supplier undertakes to register in the "GRUPO PIÑERO PREMIUM SUPPLIERS CLUB" through the CPOnet platform and must provide the information required to be audited and scored according to compliance with legal, environmental, health and safety requirements.

CRITERIA TO BE TAKEN INTO ACCOUNT WHEN SELECTING SUPPLIERS

1. Admission Form
2. Supplier Data (Company)
3. Economic-Financial Data
4. Labor Data
5. Technical Data
6. Legal Requirements
7. Labor Requirements
8. Technical Requirements
9. Management Requirements
10. CSR Requirements
11. Performance Evaluation
12. Carbon Footprint (available from 2023)



4.2 Our Suppliers

Commitment to Local Suppliers

We are aware of the importance of the contribution that our activity can make to economic and social improvement and development, especially in the Caribbean countries. Because of this, we give preference to local suppliers, as well as suppliers based in the destinations where we operate.

This, in turn, allows our purchasing and logistics departments in each country and region in which we operate to maintain constant contact with our suppliers and to gain in-depth knowledge of their working conditions.



\$ 86.376.486

PURCHASE
VOLUME



93%

SUPPLIERS BASED
LOCALLY

In 2021 we have continued with:

- The purchase of energy-efficient equipment, televisions, minibars, air conditioners and lighting fixtures, among others.
- Our commitment to bulk products.
- The purchase of fair trade products.
- The ban on the purchase of species during the off season.
- The purchase of biodegradable products.
- The progressive replacement of LED light fixtures.
- Elimination of single-use products.
- Elimination of printed paper thanks to the Supply Chain platform.



4.2 Our Suppliers

Supplier Awareness

Our concern for the footprint we leave in the environment of our activity makes us feel the responsibility to transmit it to our suppliers as well. Therefore, we strive to share with them our concern for the development of local communities, the environment and our commitment to the defense of human rights, among other issues.

We are currently working on the development of sustainability training for our suppliers, as we consider it important to raise awareness and implement sustainability training among them.

This has had a positive impact on budget control and has optimized inventory management and the financial reporting and disclosure system.

Thanks to this automation of the entire ordering process, we have eliminated the manual approval process and, as a result, we have stopped printing a lot of documentation that is now electronic, allowing us to increase productivity and efficiency while saving costs.

Supply Chain Tool

The Supply Chain project was implemented in 2021 as part of the Group's innovation, development and digitalization project, which will lead to improvements in both costs and services.

In the Group we had based ourselves on purchasing processes that required efficiency and automation, and this could only be achieved by changing the technology that supported these processes.

Several Oracle Fusion modules have been implemented to automate all the procedures related to the supply chain and purchase orders, as well as to improve traceability and agility in decision making, replenishment by par-stock, automate in a single function the reception and the digitization of the goods received in order to have a comprehensive control of the products entering and leaving their warehouses, and thus gain in efficiency and rationalizing procurement costs.



SUSTAINABILITY POLICIES
COMMUNICATED

95%
by Our Suppliers



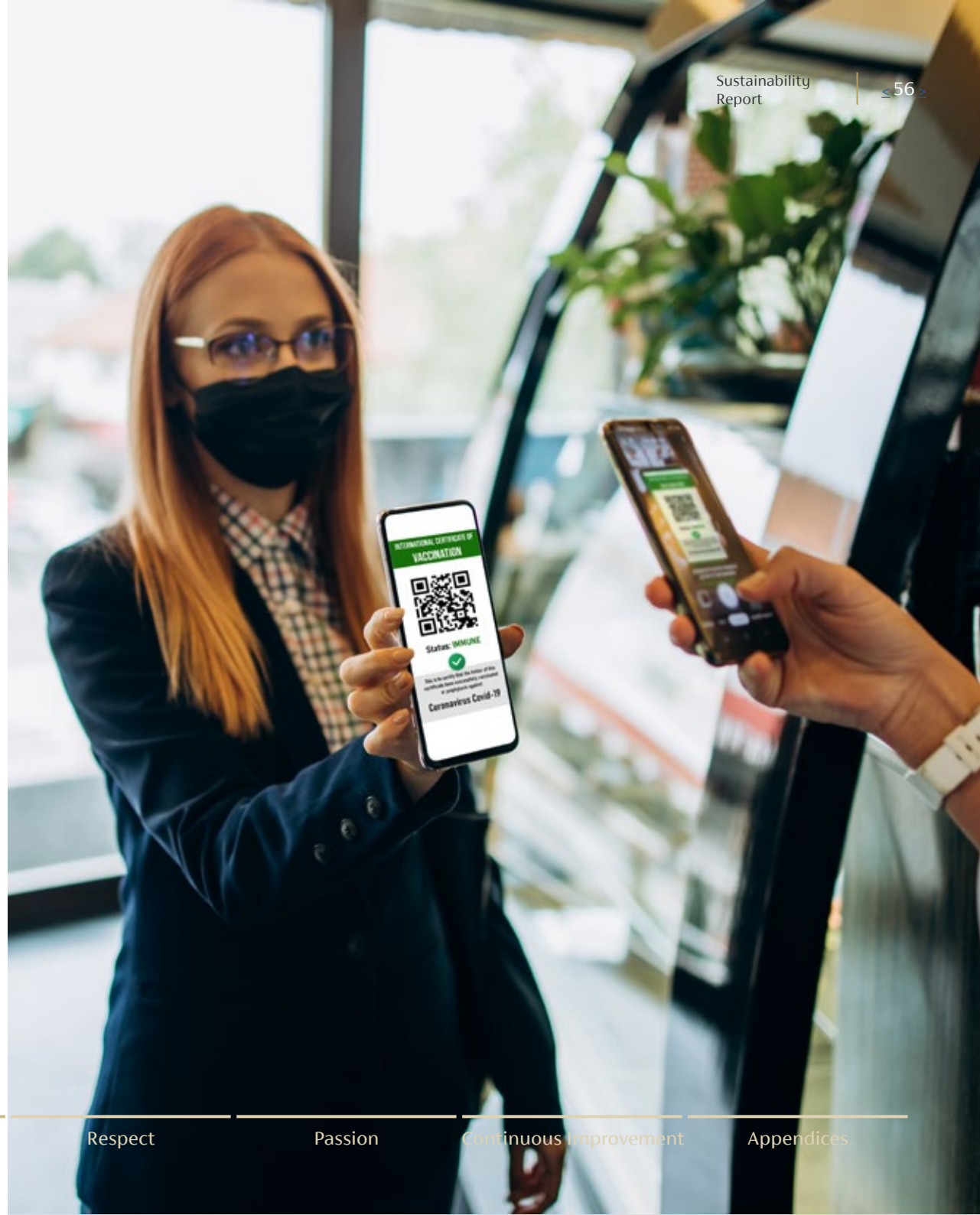
4.2 Our Suppliers

Supplier Safety and Health

In 2021 we have evolved health and safety measures for Covid-19 in all business units, ensuring compliance with the regulations of each of the countries in which we operate, as well as with WHO recommendations and the protocols of the World Travel and Tourism Council (WTTC).

We also created a corporate Health and Safety committee to ensure maximum safety throughout the client's travel cycle.

In our health and safety measures established in order to take care of people, ensure their health and peace of mind, the review of our protocols has taken into account protective measures for all our suppliers in order to protect their health and well-being in all our business units.



4.3 Our Community

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 €152,573 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

2021 Alliances for Sustainable Development

Organization	Project or Programs
Sonrisa Medica	Healthcare projects
Mallorca Sense Fam	Support to families and vulnerable groups
Intedis and Mula Town Council	Attention to people with disabilities
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

4.3 Our Community

Spain

Support to Families and Vulnerable Groups

► Donation of money, food, furniture and company equipment

- As in previous years, the Bahia Principe hotels in Tenerife donated food to the Cabildo, the Town Council of San Miguel de Abona, the Food Bank of Santa Cruz de Tenerife and Caritas of Southern Tenerife, among others.
- After the tragic volcanic eruption on La Palma, the Bahia Principe Sunlight Costa Adeje hotel wanted to do its bit and together with the Foro Amigos del Sur de Tenerife (FAST) prepared a "Ventorrillo Solidario". In addition to the charitable contributions made by the employees to the "Fila O" campaign, which were donated in cash directly to the La Palma Island Council. Free stays were also offered for both affected families and volunteers on La Palma.
- The hotels in Mallorca participated once again, as they have been doing since 2016, in the food drive supporting the Kilo Operation for Mallorca Sense Fam, in the closing of the season of all of the hotels.

► Collaborations with various NGOs and foundations to alleviate precarious situations affecting vulnerable groups

- For the tenth consecutive year Grupo Piñero maintains its collaboration with Mallorca Sense Fam. This association helps families in need, collecting, distributing and delivering food.



- For the second year we collaborated with the CaixaBank Foundation. This year we joined the "Tree of Dreams" initiative, with the aim of fulfilling the wishes of hundreds of children from families with limited economic resources to have a present for Christmas.

Health and Safety

► Projects for people with disabilities

This year we collaborated with the Amadip Esment Guardianship Foundation so that people with intellectual disabilities could carry out internships in our central offices.

► Health projects

For the tenth consecutive year in Palma de Mallorca we have continued to collaborate with Sonrisa Médica, an organization that aims to transform the healthcare environment through humor.

Corporate volunteering

► Solidarity race for the benefit of Aspace

We do sport together for a good cause. Colleagues from HQ in Palma joined in a solidarity run, this time in favour of the people who are suffering the most from the impact of the health and economic crisis.

4.3 Our Community

Dominican Republic

Support to Families and Vulnerable Groups

➤ Food donation

- We continued to collaborate for another year with weekly food donations through the Cuerpo Especializado de Seguridad Turística (Specialised Tourism Security Corps - CESTUR), which are distributed to the communities near our Bavaro Complex and to the Batey del Soco, near the La Romana Complex.
- In addition, it is worth mentioning the action carried out with the Nuestros Pequeños Hermanos orphanage in San Pedro de Macorís, which was very well received, with food being donated and collected thanks to the sales of an internal flea market for employees.

➤ Donation of school supplies

- For the third year, we have celebrated the International Day of Solidarity by organising a campaign in our hotels and residences to collect school supplies for the children of the communities in which we operate. The supplies were donated to the children of the “El cortecito” school in Bavaro

➤ Charity golf tournaments

- Our PGA Ocean's 4 and PGA Riviera Maya golf courses hosted two charity Christmas tournaments, with part of the funds raised going to support the children of the Soco in the Dominican Republic, as well as the most disadvantaged children in the Mayan communities.

➤ Furniture donation

- We donated furniture to the Specialised Tourism Security Corps (CESTUR) to fit out the new building.

4.3 Our Community

Mexico

Support to Families and Vulnerable Groups

► **Donation of food, furniture and company supplies**

Donation of food to the Fundación Hijos de la Tierra Maya, which supports low-income communities in the municipality of Carrillo Puerto, as well as to the DIF of the municipality of Tulum.

► **Donation of school supplies**

Once again, on the occasion of World Solidarity Day, we organised a campaign in our hotels and residences to collect school supplies, which were given to the children of the "Matilde Montoya" Primary School in the community of Chemuyil.

► **Donation of radio equipment**

Radio equipment was donated to the Tulum fire brigade.

Education and collaboration with schools

After Hurricane Grace swept through the Yucatan Peninsula, leaving a swathe of devastation in its wake, we set up a large clean-up brigade to help remove fallen trees and other objects that had crashed down on the Matilde Montoya Primary School in Chemuyil.

Health and Safety

► Once again this year, we welcomed the children of the "My Last Wish" Foundation to Bahia Principe Grand Coba, where they were able to enjoy all kinds of activities. We were delighted to have joined its "Travelling Angels" programme for yet another year.

Promotion of sports

► Tulum Country Club backed Mexican talent and joined the dream of Omar Echevarría, who sought the gold medal in para-archery at the 2020 Tokyo Games.



4.3 Our Community

Jamaica

Support to Families and Vulnerable Groups

➤ **Donation of food, furniture and company supplies.**

We collaborated with the following organisations:

- St. Ann's Bay Hospital (an organisation we have been working with for many years), with the donation of food.
- The Immaculate Heart of Mary outreach programme, with the donation of discarded chairs and towels.
- The North East Regional Health Authority (NERHA) in order to equip community medical clinics to facilitate the vaccination process, with the donation of discarded chairs.
- The College of Hospitality Services in Runaway Bay, with various kitchen equipment.

➤ **Donation of school supplies.**

Once again this year, we joined in the celebration of International Solidarity Day.

We organised a campaign in our hotels to collect school supplies for the children of our community. The material was delivered to the Noah's Ark Children's Home.



4.3 Our Community

Noteworthy Programs

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.

This year, although marked by the health crisis, we have continued to collaborate in cultural promotion, to the extent that the pandemic has allowed us, through the following actions:

Local markets, festivals representing the culture of the destinations, gastronomic corners, Fiesta de Muertos in the hotels of Mexico and excursions that promote the natural and cultural heritage of the destinations.



4.3 Our Community

Business Associations with which We Collaborate

Country and Organization	Country and Organization	Country and Organization
Spain	Dominican Republic	Mexico
Asociación Balear de la Empresa Familiar, ABEF	Asonahores	Coparmex
Asociación para el Desarrollo	Asociación y Empresas Turísticas de Samaná, Athesa	Asociación de Hoteles Riviera Maya
Exceltur	Asociación de Hoteles y Proyectos Turísticos de la Zona Este	Asociación Hoteles de Tulum
Turistec	IAGTO	Asociación Campos de Golf Riviera Maya
Conestur	Cluster de Samaná	Comité Cuenca Tulum
Asociación Hotelera Playa de Palma	Punta Cana Promise	
Federación Empresarial Hotelera- FEM	ADETi	
Asociación Hotelera de Magalluf		
Agrupación de Cadenas Hoteleras de Baleares		
Sociedad Civil Balear		
Asociación Hoteleras y Extrahoteleras de Tenerife, Asotel		
Servicio de Promoción Exterior de Tenerife		
Country and Organization	Country and Organization	Country and Organization
Jamaica	Internacional	
Jamaica Hotel & Tourist Association JHTA	Association of Hotel Investors, Inverotel	

4.3 Our Community

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 of Grupo Piñero

- ▶ Round table "Ibero-America and the Challenge of Tourism Recovery", at the 13th Ibero-American Business Meeting, held in Andorra la Vella, within the framework of the 27th Ibero-American Summit of Heads of State and Government (April, 2021).
- ▶ Round table "The Metamorphosis of the Hotel Industry". Preferente Forum Tourism Summit (October 2021).
- ▶ Round table on "Tourism in the Post-Covid World: Security and Sustainability" at the Circular Economy Forum (October 2021).
- ▶ Round table on "Adaptation and Transformation of the Family Business, Engine of the Economy" in the framework of the ABEF General Assembly of members (November 2021).



Other participations

Mateo Ramon, Grupo Piñero CIO Participation in the round table

"Digital and Sustainable Transition" at the 2nd Women and Tourism Congress: "Talent has no gender".

Antonio Teijeiro, Bahia Principe Hotels & Resorts COO

Participation in the online conference "Future of Travel: Winter Sun Getaways" organised by Travelweek.

05 Respect

We care for and preserve
the environment



Respect and Associated SDGs

6 AGUA LIMPIA Y
SANEAMIENTO



We are working to optimize our water management in order to conserve this vital resource.

12 PRODUCCIÓN Y
CONSUMO
RESPONSABLE



We are moving toward a "circular economy" model that will allow us to improve process efficiency.

13 ACCIÓN POR
EL CLIMA



We are shifting toward the decarbonization of our operations as the backbone of our contribution to the climate.

14 VIDA
SUBMARINA



We promote different projects and actions for the conservation of marine ecosystems.

15 VIDA DE
ECOSISTEMAS
TERRESTRES



We promote terrestrial biodiversity by developing actions aimed at maintaining and improving ecosystems

5.1 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.



Our Lines of Work



ENERGY AND CLIMATE

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



NATURAL CAPITAL

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



CIRCULARITY

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

5.1 The Environment

Our Environmental Responsibility

Despite being a very challenging year, in 2021 we continued with our commitment to the planet and carried out various environmental projects with an investment of €359,000. These are some of the actions:

- Improvement plan for Tulum beach (Riviera Maya), as well as Samaná beach.
- Coastal restoration plan for Playa Honda (Cayo Levantado).
- Geo-environmental studies of the beaches in Portillo, Bavaro and Jamaica.
- Coastal restoration plan for La Romana beach.
- Increase in the fleet of electric carts in Bavaro and Riviera Maya.

Furthermore, we conduct internal audits in this area in order to ensure that all the Group's units and facilities comply with the responsibilities established by the environmental management system we have defined.

Internal audits are carried out periodically at Bahia Principe Hotels & Resorts, allowing us to systematically and objectively evaluate the correct implementation of the measures established by the management system.

In addition, during 2021 we continued to work on the formalization of procedures with the aim of standardizing the evaluations we perform and ensuring homogeneous standards for all our establishments.



5.1 The Environment



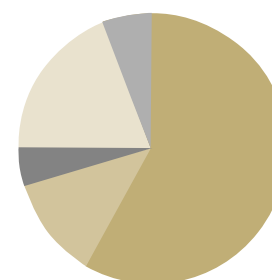
Energy management

Within the framework of our 2021-2030 Strategic Sustainability Plan, at Grupo Piñero we are working on Energy and Climate, articulating projects aimed at the installation of photovoltaic energy, the contracting of energy with Guarantee of Origin, the promotion of sustainable mobility, the modernisation of energy equipment, the monitoring of consumption points and the automation of processes and facilities with energy consumption.

In this sense, the company is promoting a mobility model that is efficient and environmentally friendly, with the aim of achieving 100% sustainable transportation. It is also moving towards the decarbonisation of its activity with the aim of reducing greenhouse gas emissions by 60% by 2030. To this end, Grupo Piñero is committed to shifting the energy mix toward 80% renewable energy supply. Similarly, the company will implement technology to achieve greater energy efficiency in its infrastructures to reduce energy consumption by 30%.

	2021	2020	Gap
Electricity	94.116.910	72.767.900	29,3%
Heat Energy	9.982.002	6.305.866	58,3%
Refrigeration Energy	20.524.628	13.732.856	49,5%
Liquefied Gas	12.285.288	10.893.156	12,8%
Natural Gas	-	16.957	-
Propane	11.801.564	7.209.305	63,7%
Diesel	4.730.823	5.275.687	-10,3%
Gasoline	3.083.771	2.733.898	12,8%
TOTAL KWH	156.524.986	118.935.625	31,6%
Consumption/stay	46,38	54,56	-15,0%

* All data are expressed in Kwh-equivalents.



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

5.1 The Environment

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.

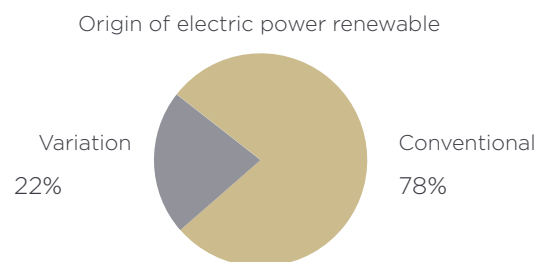
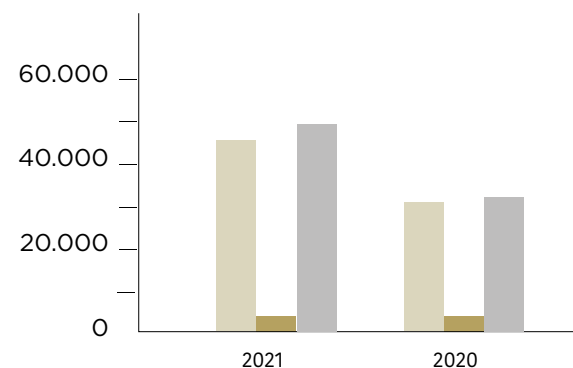
Our strategic goal is to achieve total decarbonization of our activities by 2050, in line with the roadmap set by the European Union for that year. For the next few years, we aim to reduce our carbon emissions by 60%, in line with our commitment to the 2030 Agenda.

Over 2021, we have continued to contract energy with Guaranteed Renewable Origin in all our hotels in Spain and at our headquarters in Palma de Mallorca.

	2021	2020	% GAP
Scope 1*	40.452	29.477	37,2%
Scope 2*	1.954	2.010	-2,8%
Total emissions*	42.407	31.488	34,7%
Emissions/stay**	12,57	14,44	-13,0%

*Data expressed in tons of CO₂.

** Data expressed in kg CO₂/stay



5.1 The Environment



Mobility

For years we have believed that sustainable mobility is an essential part of responsible tourism development, not only to help reduce emissions, but also to improve the air quality of our resorts, residential areas and golf courses, where we consider it a key aspect.

Not only do we live by it for our operations in Living Resorts, but we also decided to play an active role in this field and expand our business by creating two companies that are opening up a niche in this sector, with very positive results.

- Turiscar is the company that designs and produces electric vehicles for golf courses and resorts
- Emos focuses its activity on the commercialization of 100% electric mobility solutions for the tourism sector. In September 2021 Grupo Piñero announced an alliance with QEV Techno Holding to offer sustainable mobility solutions through a technology partner (a high-level Swedish company).

It should be noted that practically 90% of the vehicles used to transport clients at Bahia Principe Hotels & Resorts are electric, as well as 100% of the vehicles available to clients at Bahia Principe Golf.



90%

ELECTRIC VEHICLES
TO CARRY GUESTS
AT OUR HOTELS



5.1 The Environment



Waste management

Since 2016, we have had a selective waste management system in all our hotels that has allowed us to substantially improve in this aspect. **Up to this year we have managed to recover more than 13,600 tons of recyclable waste**, which has allowed us to reduce the total amount of waste we take to landfills by approximately one third.

The model implemented is separation at source, which means that it is the users who directly carry out the separation into the different fractions, both internally and externally.

	2021	2020
Recyclables	1.664.135	1.166.625
Metals	84.821	93.458
Paper	467.771	231.211
Plastics	158.196	103.167
Glass	953.348	738.788
Hazardous	77.804	31.466
Organics	836.098	672.040
Recoverable	244.564	158.991
Oil	109.334	69.686
Wood	56.450	72.760
Textiles	78.780	16.545
Total	2.822.601	2.029.122
Waste/stay	0,84	0,93



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.

	2021	2020
Total consumption in cubic meters	5,982,645	5,672,547
Consumption/stay	1,77	2,60

5.1 The Environment



Biodiversity

Our hotels, residential developments and golf courses are built near ecologically valuable environments such as beaches, forests, wetlands, mangroves and cenotes. Each of these areas is home to flora and fauna of interest, sometimes endemic, that are part of complex natural systems with which we interact directly and indirectly.

For us, biodiversity conservation is one of our most important lines of action in the environmental sphere. Numerous projects attest to our commitment to this, developed in most cases with non-profit organizations that provide us with the tools and knowledge we need for the success and viability of the actions

The projects that we have developed in 2021 include:

- Launch of Biodiverse, Clean and Sustainable Samaná in collaboration with the German international cooperation agency GIZ, which seeks to promote Samaná as a biodiverse, clean and sustainable destination.
- Signing of a consultancy project within the framework of the landscaping and biodiversity programmes in collaboration with the IDB (Inter-American Development Bank).
- Implementation of 2 native and endangered plant nurseries, with more than 3,000 native trees planted.
- Continuity of the agreement with the Santo Domingo Botanical Garden.
- 650 linear yards of restored dune in Mexico.
- Start of the coastal restoration project in Cayo Levantado.
- Development of the coastal restoration plan for La Romana beach.



5.1 The Environment

Integral Coastal Management Plan

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.

During these years, we have focused on improving relations with our stakeholders, involving all actors in our value chain, in order to strengthen our performance and act as a multiplier agent within the tourism industry.

In 2019 we launched our Integral Coastal Management Plan, an action project aimed at improving the planning and management of the natural capital within our properties, in order to achieve more integrated, responsible, intelligent and, therefore, sustainable territories.

The project is developed in three main areas of action: the socioeconomic setting, the beach-dune system and the aquatic environment. All actions have been grouped into 4 programs, corresponding to each of the topics covered



Alliances



5.1 The Environment

Integral Coastal Management Plan

Ensuring sustainable management of the natural values and resources of the properties



5.1 The Environment



“Water” Program



Main aim

To optimizing water use on properties and support communities in achieving sustainable use of this important resource

Work lines:

- Hydrogeological component of the properties.
- Optimising wastewater treatment processes for reuse.
- Reducing consumption.
- Improving monitoring systems.
- Increasing user awareness.



“Beaches” Program



Main aim

To optimise beach management so as to ensure the long-term availability of beaches for tourist use.

Work lines:

- Restoration studies and projects.
- Execution of beach restoration plans.
- Management of sargassum.

Actions:

- 600 linear yards of restored dune in Mexico.
- Start of the coastal restoration project in Cayo Levantado.
- Coastal restoration plan in La Romana.



“Landscape” Program



Main aim

To promote the integral management of the aspects that influence the formation of the landscape in order to achieve the integration of the spaces into the surrounding environment, promoting the cultural, natural and socio-economic aspects linked to the landscape

Work lines:

- Creation of native plant nurseries.
- Best Practices Handbook for a Sustainable Landscape.
- Landscaping improvements at the different destinations.

Actions:

- Implementation of 2 native and endangered plant nurseries, with more than 3,000 native trees planted.
- Continuity of the agreement with the Santo Domingo Botanical Garden.



“Biodiversity” Program



Main aim

To increase biodiversity in Bahia Principe's properties, developing actions in favor of native flora and fauna species, including the improvement of their ecosystems.

Work lines:

- Environmental education activities in schools.
- Environmental awareness for employees.
- Biodiversity conservation and enhancement.
- Coral.

Actions:

- Biodiverse, Clean and Sustainable Samaná, a public-private partnership with the GIZ agency.
- Consultancy project signed with the IDB in the field of landscaping and biodiversity.

5.1 The Environment

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 thus favouring sustainable resource management.

To this end, 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.

This year, we have boosted our commitment to the environment and the fight against climate change with the **“We Are Ecocentric”** movement, through which we publicise our environmental sustainability strategy and invite our stakeholders to participate and bring out the ‘ecocentric’ in all of us.

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 2021.

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.

Collaboration with Local Organizations for Sustainable Tourism

Additionally, together with different companies in the tourism sector, we have been collaborating since 2018 with the Ministry of the Environment of the Dominican Republic in the “Transforming the Value Chain” project.

This initiative was restarted in 2021, paralyzed during previous years due to the shutdown of tourism activity.

Through this initiative, we work to promote the internalization of sustainable practices among the various actors involved throughout the value chain of our industry, with the aim of promoting a more sustainable tourism model.

5.1 The Environment

We Are Ecocentric

This movement is aimed at everyone who feels that this extraordinary planet is THEIRS.

With small individual actions we will achieve a great movement

Human beings are innately selfish and there is no reason to be ashamed of it, it's our nature. We want the best for ourselves and our loved ones, and therefore for the planet, so we invite society to apply this same selfishness to the preservation and conservation of the planet.

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 ten-point checklist for being a good 'ecocentric'.

Being a good ecocentric is not something you're born with - you have to work at it.

We Are Ecocentric:

- Yes. We care about our environment.
- We want to take care of it and maintain it, because we want our clients to keep visiting us.
- We want them to keep discovering the idyllic places that surround us.
- We want our beaches to remain pristine, so that our families can continue to enjoy them.
- We want our beaches to remain pristine, so that our families can continue to enjoy them.

Thinking of
you is the
only way.

Be ecocentric

Somos ecoístas
We are ecocentric

5.2 Ecobahia Foundation

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

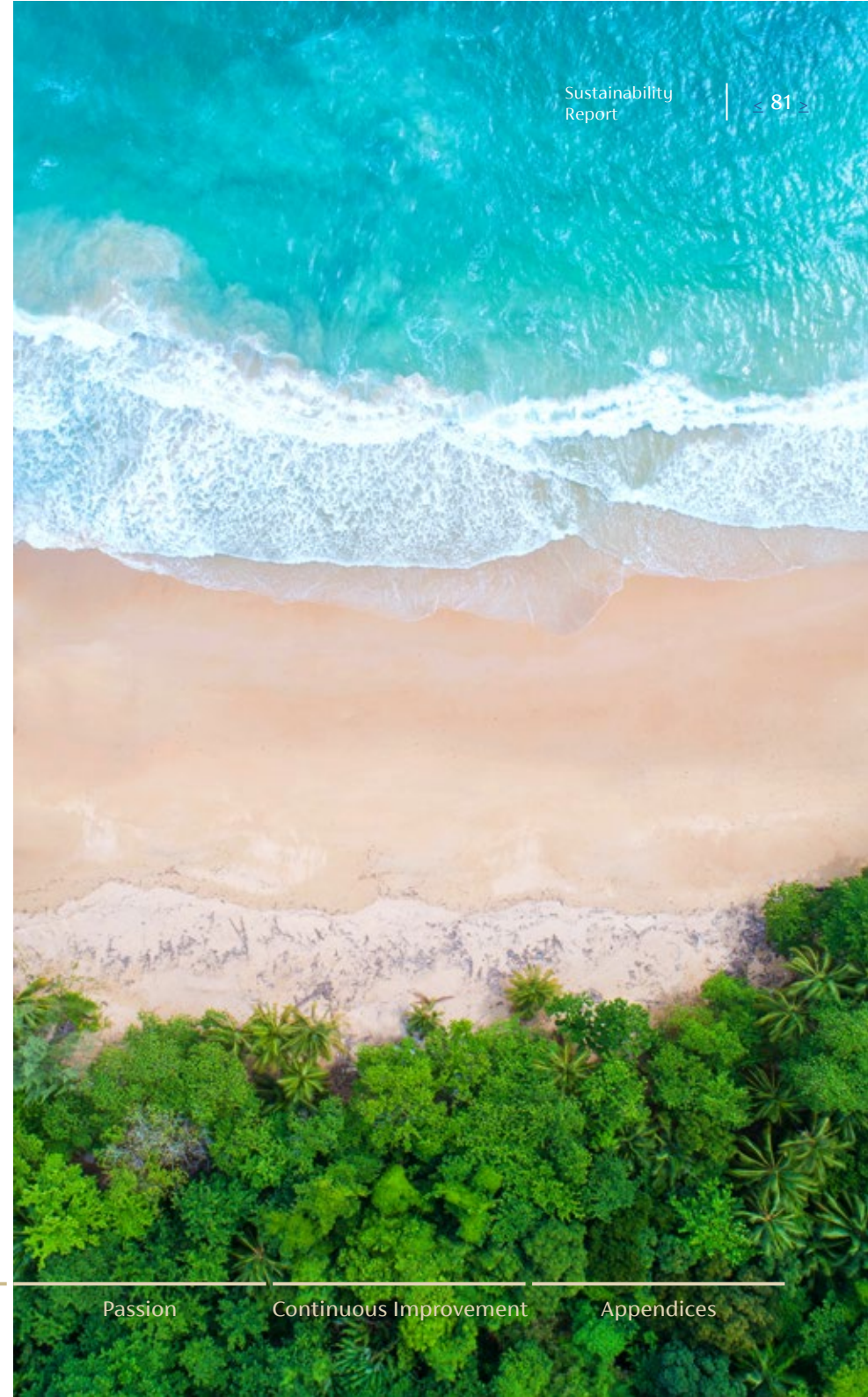


The Bahia Principe Ecological Foundation (Ecobahia Foundation) has been developing projects for the conservation, maintenance and improvement of natural resources in the state of Quintana Roo, Mexico for 22 years.

Since its founding in 1999, it has been working every day to raise awareness among Bahia Principe's clients and collaborators, as well as the local population, about the importance of caring for the environment, in addition to carrying out actions to conserve natural resources, with the aim of integrating tourism activities into the environment.

Programs and Goals

- **Wildlife recovery and management.** To attend to the needs of the fauna populations existing in the environment in which we operate, pursuing coexistence with tourist activity.
- **Promotion of native flora.** To perform work for the conservation of native species of protected flora, taking care of the mother plants and collecting their seeds for the production of seedlings in nurseries.
- **Conservation of marine resources.** To ensure the maintenance of the natural processes of the coastal zone, including the management of turtle populations, care of the reefs and conservation of dunes.
- **Protection of coral reefs.** 2021 continued to be a 'different' year and the protective actions taken were based on the COVID-19 health contingency guidelines. This year, research proposals were followed up, and laboratory work has been essential to learning more about the marine environment.
- **Maintenance of natural areas.** To improve the health of existing natural spaces, carrying out work such as invasive species control, vegetation management, restoration of spaces and waste cleanup.
- **Environmental Education.** To help guests and employees of our resorts, as well as students and the local population to become aware of the importance of caring for nature.



5.2 Ecobahia Foundation

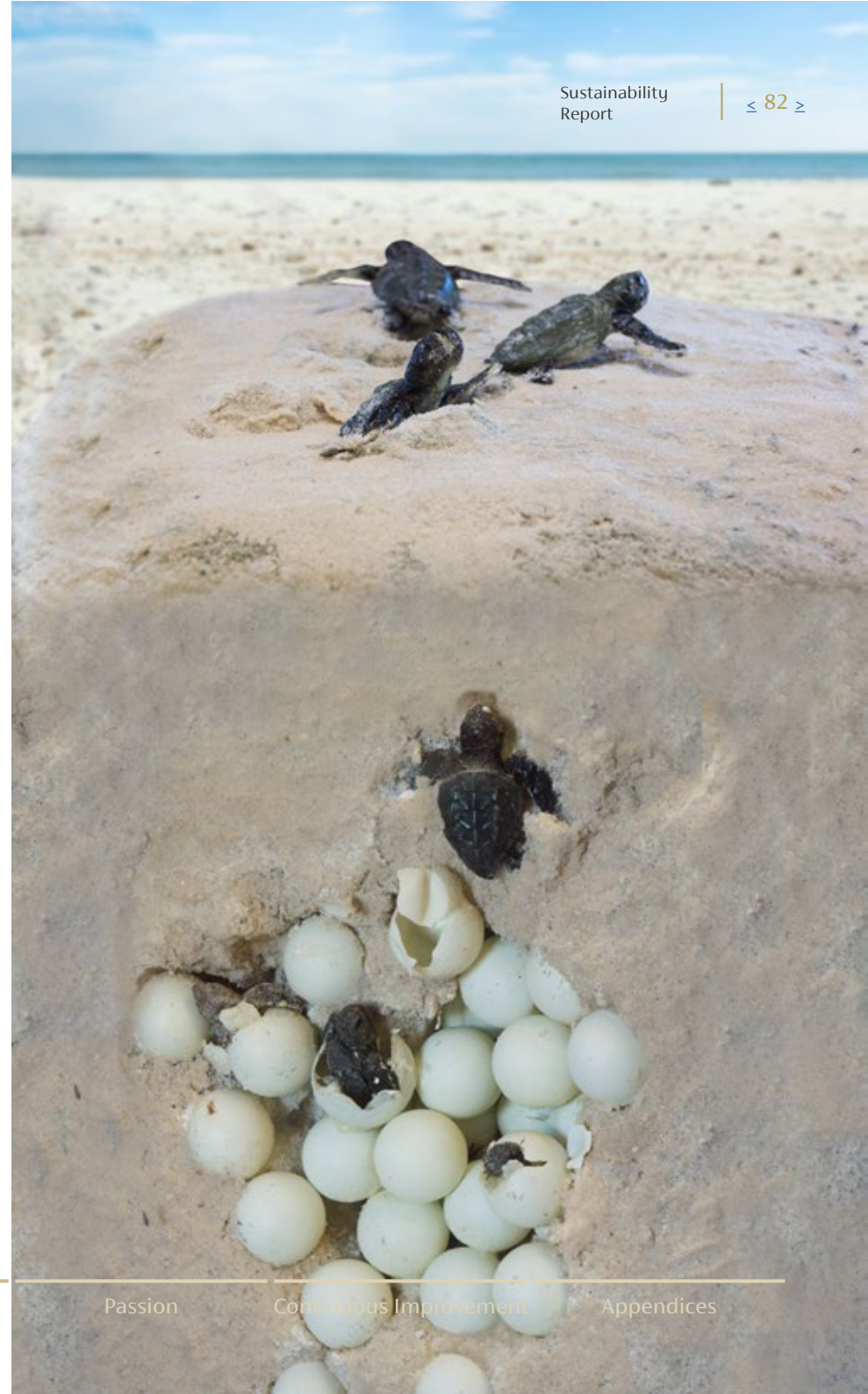
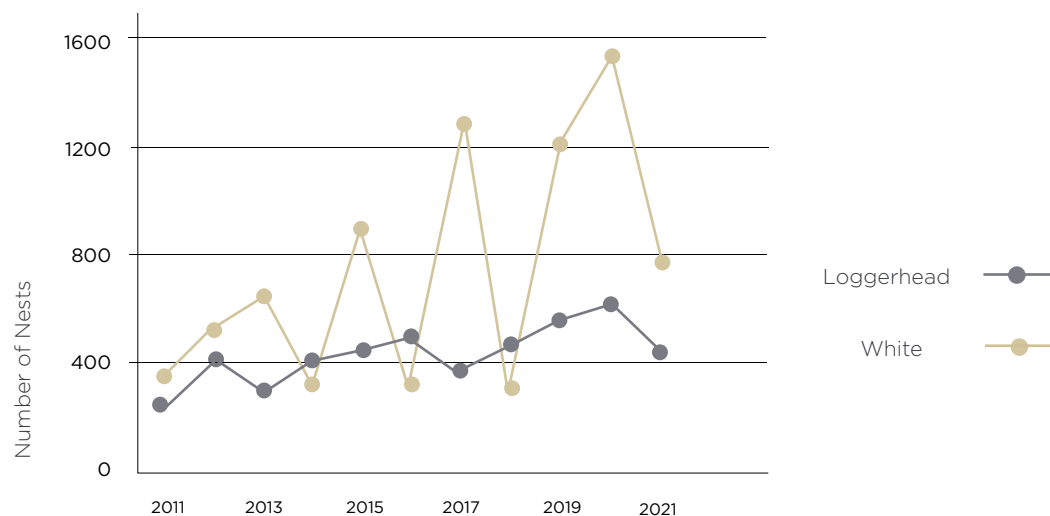
Our Inspiration... Turtles



The beach where the Riviera Maya hotels are located is nationally known as a major nesting site for Loggerhead Sea Turtles, an endangered species. Precisely for this reason, the Bahia Principe Ecological Foundation was created to work for the conservation of the sea turtles that arrive at Playa Aventuras, the name of the beach where the hotels are located.

Since we have had reliable data, we have managed to release more than 1 million turtle hatchlings into the Caribbean Sea, with a very positive impact on turtle populations along the Mexican coast. In 2021, 1,245 loggerhead and white turtle nests were secured on the beach, which represents more than 110,000 new baby turtles

Nesting history Playa Aventuras 2011-2021
(not counting zones 11 and 12)



5.2 Ecobahia Foundation



2021 Results

Wildlife Recovery and Management

The property's location in the middle of the jungle allows for great contact between the tourist activity and the local fauna. We have a recovery room and specific personnel for the capture, cure and return to habitat of the fauna.

1.033

CASES HANDLED

244

BEEES AND WASPS

262

MAMMALS

374

REPTILES

Promotion of Native Flora

The dry tropical forest that surrounds us contains a large number of native flora species of great ecological interest. Five of these species are produced in our nursery for subsequent reintroduction into the environment.

9.440

PROTECTED PLANTS
PRODUCTED

4.360

THATCH PALM

5.010

SILK-TOP
THATCH PALM

70

MEXICAN PONYTAIL

Conservation of Marine Resources

We participated in the marking programme that Flora y Fauna y Cultura de México, A.C. carries out in the state with adult females.

110.058

TURTLE HATCHLINGS
RELEASED

1.245

NESTS HANDLED

145

MARKED
FEMALES

Maintenance of Natural Areas

Cenotes, wetlands and jungle surround us. One of our teams is in charge of providing the necessary care to favor the ecological processes that take place in these spaces

57

HECTARES
CONSERVED

2

CENOTES
MANAGED,

5

BACH
CLEANINGS

120

KG OF WASTE
SOLID
COLLECTED

Environmental Education

We have a small visitor's center, a jungle trail, a Mayan house, an orchard, melipona bee colonies and a bird watching tower.

2.563

PEOPLE INVOLVED

1.493

CLIENTS

854

KIDS CLUB

216

SCHOOLCHILDREN

06 Passion

We innovate and develop our products and our products and services, and we are committed to a digital transformation to achieve your satisfaction

Passion and Associated SDGs



We are committed to our clients' health and well-being



We raise our clients' awareness of sustainability issues.



We innovate with sustainable criteria in products and services.



We encourage our clients to consume resources responsibly.

6.1 Our Clients

Passopn 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.

The year 2021 has meant the global recovery of Covid-19, as a company we have continued work on the following lines of action:

- Health and Safety
- Costumer Service
- Direct Sales Channels
- Costumer Loyalty Programme, My Bahia Principe
- Costumer communication

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, but the Group has focused on Health and Safety audits (Covid-19 audits, compliance with protocols specially designed to guarantee health and safety in the face of the pandemic), health and hygiene audits, which complement the Covid-19 audits, and microbiological analyses.

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.

Functions:

- Follow-up of the implementation of the standard and continuous improvement of manuals in the business units
- Analysis of audits in the different business units of:
 - Covid-19 audits, compliance with protocols specially designed to ensure the health of clients.
 - Health and hygiene audits.
 - Microbiological analyses.
- Follow-up of the functioning of the health and safety committees in the different business units



6.1 Our Clients

Covid19 Measures

During the last few years, health and well-being are now more important than ever. Therefore, ensuring the health of people (employees, customers, suppliers and local community) and the health of the environment of the destinations where we operate are two basic pillars on which we have been working in recent years, and on which we will continue to focus in the short and medium term.

We want to take care of people, ensure their health and peace of mind, so we review our health and safety protocols throughout the company without forgetting the wonderful environments in which we work, those slices of paradise whose beauty and richness we want to share with those who visit us, because they are also our home and an essential part of the legacy we will leave to future generations.

In 2021, due to the Covid-19 situation, we have continued to implement Covid-19 health and safety measures in all business units, ensuring compliance with the regulations of each of the countries in which we operate, WHO recommendations and World Travel and Tourism Council (WTTC) protocols.

Principles of Action of the Health and Safety Protocols

The strategy for the evolution of our operations is based on 4 principles of action with a common thread for the contribution of value in each of the interactions with the client.

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.



6.1 Our Clients

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.

Covid-19 Audits

In 2021, specific audits have continued to be carried out based on health and safety protocols that were reinforced due to the pandemic. These audits are carried out both internally through the Quality Control Department, as well as externally through HS Consulting, a company specialized in Health & Safety in the tourism industry.

Audits	Covid		Externals	
	2020	2021	2020	2021
Spain	37	70	5	4
Dominican Republic	126	234	4	3
Mexico	65	25	2	4
Jamaica	70	106	2	2
TOTAL	298	535	13	13

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.

Similarly, we analyze the quality of swimming pool water, as well as water systems and ice for our clients' consumption, wells and cisterns.

These hygienic-sanitary audits oversee and evaluate the degree of implementation of the Hazard Analysis and Critical Control Point system.

In 2021, the following were conducted:

Health and hygiene audits	
Food safety,	182
Swimming pools	13
Mains water and legionella	13

Microbiological analysis

We perform microbiological análisis in all control áreas: food, surfaces, drinking water and hands

	2020	2021
Food	467	630
Surfaces	171	229
Drinking water	1.095	1.559
Hands	136	212
TOTAL	1.869	2.630

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

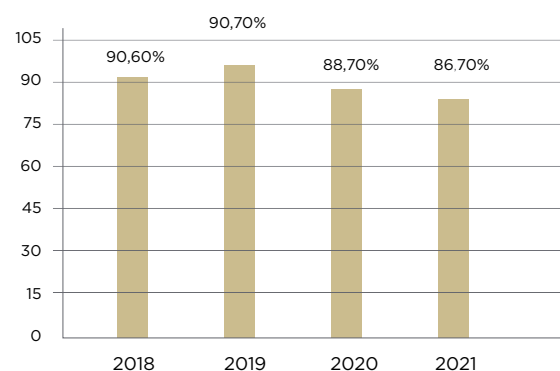
Customer Service

Customer Service through Various Service Measurement Tools

In addition to the channels for receiving complaints and claims, and the procedures related to their management, we also have other means that allow us to learn a little more about the degree of satisfaction and experience of our clients. We have a survey system, both internal and external, in place for Bahia Principe Hotels & Resorts.

A reliable external survey system to know the degree of post-service customer satisfaction.

According to the information collected during 2021, the average satisfaction rate of the Global Review Index was 86.70% and we achieved a Net Promoter Score of 32.10.



Online Reputation

Aware of the impact that our digital footprint can have on our reputation, we track our online positioning as well. For this reason, we calculate our positioning index in the network through the Global Review Index (GRI).

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.

We conducted regular internal audits to verify the correct functioning of our processes. Its implementation involves the application of a series of procedures that help to establish quality as a regular method of working within the organisation

GLOBAL REVIEW INDEX



86,7%

AVERAGE INDEX

Audits performed,

	2020	2021
Caribbean	1.216	716
Spain	95	171
	1.311	887

6.1 Our Clients

Direct Sales Channels

The year 2021, although complex, has been the year of global economic recovery, where the administration of vaccines at scale has reduced the magnitude of the COVID waves and gradually relaxed extraordinary mobility measures, giving more and more visibility towards a recovery of tourism activity.

The second four-month period marked a turning point in overall hotel sales, especially in our direct channel, with a particular focus on the US market and Caribbean destinations. Finally, we believe that the post-COVID era brings with it major social and behavioural changes: New consumer profiles: more digitalised, more aware of the fragility of our planet.

Our websites have become a key strategic sales channel, mainly the Bahia Principe Hotels & Resorts website, not only for product promotion but also for marketing, but above all for information.

In 2021 we have achieved the following milestones:

- ▶ +60% increase in discharged bookings vs. 2019 (pre-COVID).
- ▶ The direct channel achieved a share of 20% of all Bahia Principe Hotels & Resorts sales.
- ▶ All-time record sales in commercial campaigns.
- ▶ Happiness Sale (October 2021).
- ▶ Black Friday (November 2021).

Regarding our Digital Marketing strategy:

- ▶ After almost two years of high volatility, in 2021 we have managed to lock in the profitability of Online Marketing at more than USD 20 ROAS.
- ▶ We have worked with our strategic partners to increase the reach of our actions to be present in a greater number of markets, minimising risk and keeping cancellations under control, thanks to new Artificial Intelligence models and pay-per-booking models that we have been able to exploit with them.
- ▶ We know that around 50% of the success of our campaigns lies in creativity. This year we have worked on improving our creative process to make the personalisation of our ads much more scalable.



6.1 Our Clients

Customer Loyalty Programme – My Bahia Principe

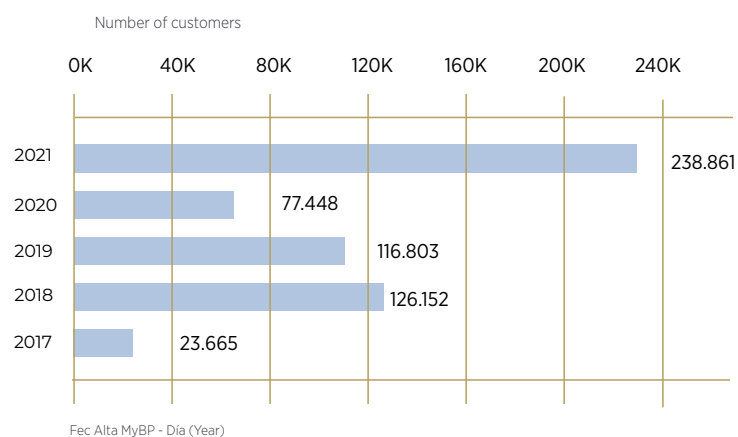
My Bahia Principe, the loyalty programme of Bahia Principe Hotels & Resorts, has added 239,000 members, representing a YoY historic growth of more than +200%.

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.

2021 has been characterised by the desire to travel, and has been a record year for end customer loyalty, both in terms of volume and percentage, representing 27% of our total annual client loyalty ratio.

Key milestones include the creation of new personalised communication, the implementation of Google social sign up, a virtual wallet for the modification and cancellation of bookings, and the centralisation of service to loyal customers within the global Customer Service team.

Annual Registrations MYBP



NEW MEMBERS
239.000 (+208% YOY)

TOTAL MEMBERS AT
YEAR-END 2021,
585.018

TOTAL GROWTH
OF LOYALTY
DATABASE
+ 69%



6.1 Our Clients

Communication with the Client

Communication with our clients has always been a priority. Knowing their needs and expectations, as well as responding to their comments and suggestions, have been a constant in our company. During 2021, due to the reactivation of the travel sector, our clients have demanded more intensely than ever to maintain close, human and transparent communication with our brands through social media. In fact, the volume of messages received on social networks in 2021 increased by 146% compared to 2020.

Social Media

The most popular topics on our social media channels have been: interest in booking, requests for assistance, requests for general information (opening hours, climate, facilities, etc.) and doubts related to COVID protocols. Our Bahia Principe Hotels & Resorts brand is the company with the highest volume of messages received.

For us, social networks are becoming a fundamental communication channel, allowing us to open a direct window to our clients to show them the main novelties of our products and inform them of our most important milestones: reopening of hotels, awards, commercial events, environmental actions, and much more. And we not only use social networks to communicate in a bidirectional way with our clients, but also with our partners and with our employees.

Among our main projects, in 2021 we set out to create a social media presence for our We Are Ecocentric movement through Facebook and Instagram accounts. In addition, we have given visibility to our Strategic Alliance with Logitravel Group, launching the LinkedIn page of the Soltour Travel Partners brand. Thus, our social media accounts now total 85 channels and it is essential to have a technological tool that helps us to efficiently manage all the activity generated around them. Our trusted partner in this respect is Hootsuite.

1,045M

We have managed to surpass the barrier of 1 million followers (1,045,000 total), considering the accounts of all brands, which represents an increase of 13% compared to 2020.

400K

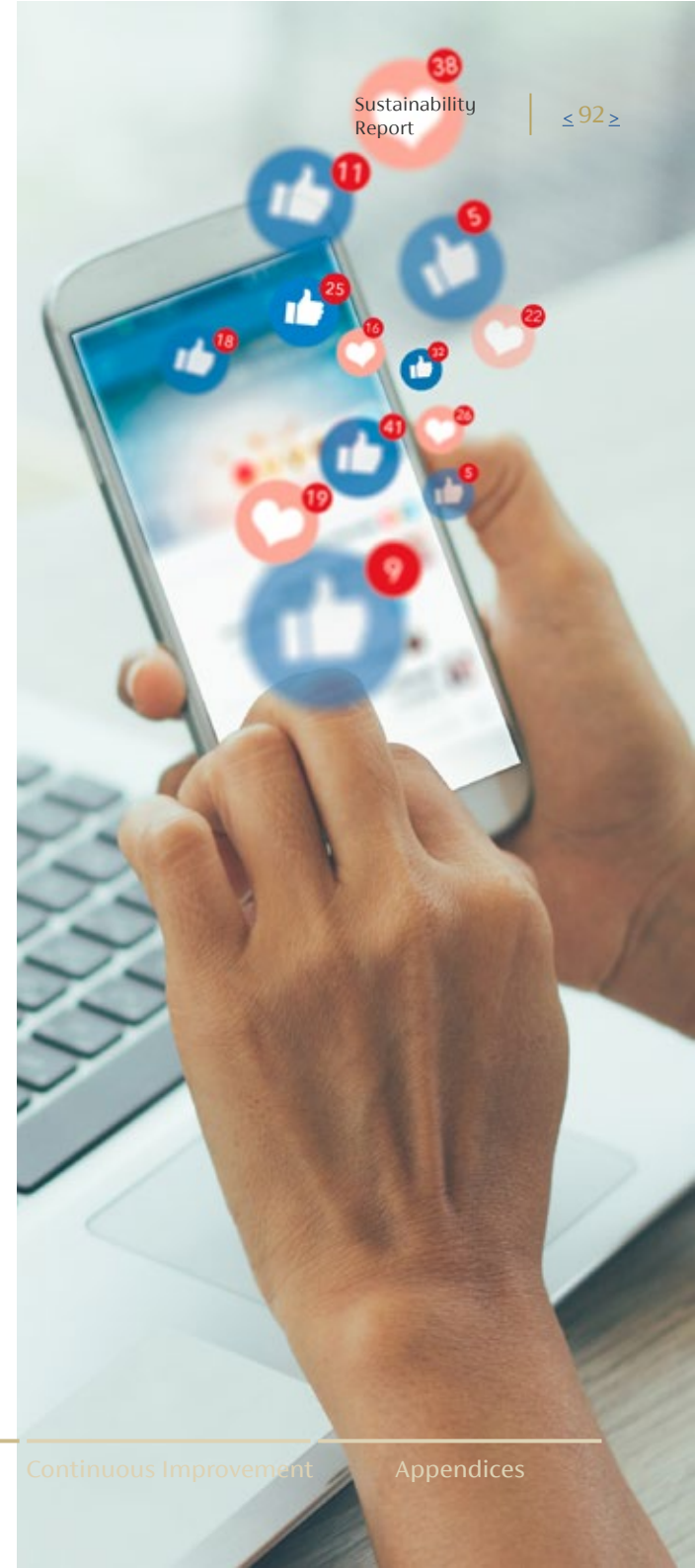
WE GARNERED MORE THAN 400,000 MILLION REACTIONS (COMMENTS, LIKES, SHARES...) TO BRAND CONTENTS.

18M

More than 18 million views, with Bahia Principe Hotels & Resorts being the brand with the greatest reach.






61K

We managed more than 61,000 social media messages, an increase of 146% compared to 2020.



6.1 Our Clients

Social Media Followers at 31/12/2021

															
	2020	2021	Dif 20vs21	2020	2021	Dif 20vs21	2020	2021	Dif 20vs21	2020	2021	Dif 20vs21	2020	2021	Dif 20vs21
Grupo Piñero	1426	1578	10,66				283	456	61,13	23170	27028	16,65			
Bahia Principe Hotels & Resorts	599744	626794	4,51	165601	225430	36,13	10923	12300	12,61	42583	51867	21,80	289	618	113,84
Soltour Travel	18141	18665	2,89				189	264	39,68	3234	4433	37,07			
Soltour Travel Partners							81				525				
SmyTravel											363				
Coming2	639	1426	123,16				9	9		189	1446	665,08			
Tulum Country Club	12370	13027	5,31	4068	5425	33,36	258	366	41,86	5886	8041	36,61			
PGA Riviera Maya	2924	3217	10,02	1405	1922	36,80	16	36	125,00	7	230	3185,71			
Nueva Romana Beach	9287	9802	5,55	12378	15653	26,46	469	557	18,76						
Kay Beach Club		1130			1133										
PGA Oceans 4	778	851	9,38	1938	2432	25,49	18	80	344,44						
SAI Properties		19			108										
Eco-Bahia Foundation	1608	1843	14,61												
We are Ecoists		125			240										

6.1 Our Clients


Social Media

Some of our 2021 publications

Facebook

Viajes Soltour
Publicado por María García García · 16 de julio de 2021 ·

¡Mañana es el gran día! Inauguramos el vuelo Madrid-Samaná con la aerolínea Air Europa. Ofreceremos una conexión directa semanal con salida cada sábado durante todo el verano.
#Soltour #viajamoscontigo #SoltourTravelPartners #AmancamosContigo #AmarasSamaná




78 328
Personas alcanzadas

6886
Interacciones

Promocionar publicación

Bahia Principe Hotels & Resorts
Publicado por Hootsuite · 10 de junio de 2021 ·

Así celebramos la reapertura de nuestro **Bahia Principe Luxury Esmeralda**, ¡encantados, pero sobre todo felices, de recibir a los primeros huéspedes!
🥳🥳🥳
This is how we celebrate the reopening of our **#BahiaPrincipeLuxuryEsmeralda**. Delighted, but above all happy, to welcome our first guests!
#BahiaPrincipeHotels #BahiaPrincipeNews #BahiaPrincipeMoments #RepúblicaDominicana #DominicanRepublic



93 645
Personas alcanzadas

8524
Interacciones

Promocionar publicación

Bahia Principe Hotels & Resorts
Publicado por Hootsuite · 15 de octubre de 2021 ·

As part of our strategic plan to help in the recovery of the tourism industry, we continue with gradual reopening of our hotels. We are more than happy to welcome you again!
Check our website 📄 <http://ow.ly/HXX850GbaID> 📄 Visita nuestra web
Como parte de nuestro plan estratégico para ayudar a la recuperación de la industria turística, seguimos con las reaperturas graduales de nuestros hoteles. ¡Estamos encantados de volver a recibirlos!
#BahiaPrincipeNews #BahiaPrincipeHotels #BahiaPrincipeLuxurySianKaan #BahiaPrincipeLuxurySamaná #BahiaPrincipeGrandBavaro #BahiaPrincipeLuxuryBoguanville #BahiaPrincipeSunlightSanFelipe #BahiaPrincipeGrandAquamarine #BahiaPrincipeGrandLaRomana



135 804
Personas alcanzadas

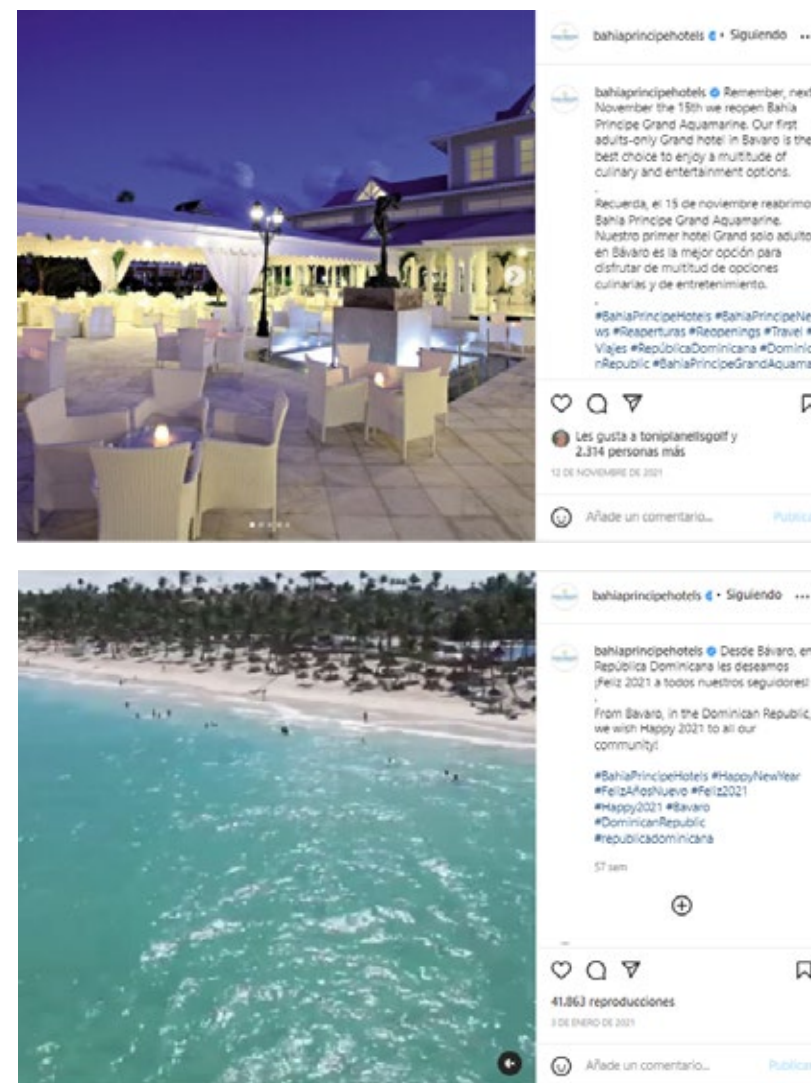
7465
Interacciones

Promocionar publicación

6.1 Our Clients

Some of our 2021 publications

Instagram



6.1 Our Clients


Some of our 2021 publications

LinkedIn

Grupo Piñero
27.936 seguidores
1 año • 6

Desde **Grupo Piñero** nos adherimos a **#SOSTurismo**, una campaña surgida para incentivar la necesaria reactivación de la actividad turística como motor de la economía española. A partir de hoy, nuestras oficinas centrales y los hoteles Bahía Principe Sunlight Coral Playa y Piñero Bahía de Palma cuentan con lonas en apoyo a esta iniciativa.

#SOSTurisme #SOSTourism #GrupoPiñero



Tú y 494 personas más

4 comentarios

Reacciones

Celebrar Comentar Compartir Enviar


Bahia Principe Hotels & Resorts
53.324 seguidores
8 meses • 6

Con la apertura de Bahía Principe Luxury Esmeralda ya son 5 los establecimientos que tenemos operativos en República Dominicana. Seguimos trabajando por la recuperación del turismo y no hay mejor muestra que esta: la felicidad y la entrega con la que nuestros colaboradores han recibido a los primeros huéspedes. ¡Enhorabuena a todos los equipos!

With the opening of Bahía Principe Luxury Esmeralda, we now have 5 establishments in operation in the Dominican Republic. We continue to work for the recovery of tourism and there is no better proof than this: the happiness and dedication with which our employees have welcomed the first guests. Congratulations to all the teams!

#BahiaPrincipeHotels #BahiaPrincipeNews #RepúblicaDominicana #DominicanRepublic #BahiaPrincipeLuxuryEsmeralda

Ver traducción



Mariela Lee y 375 personas más

27 comentarios

Bahia Principe Hotels & Resorts
53.324 seguidores
1 año • 6

The hotel Bahía Principe Grand Punta Cana, in the Dominican Republic, reopens its doors. Focused on the well-being, trust and safety of both employees and customers, we continue to advance, with cautious but firm steps, towards the reactivation of tourism activity in the destinations where we are present.

Reabrimos las puertas del hotel Bahía Principe Grand Punta Cana en República Dominicana. Centrados en el bienestar, la confianza y la seguridad tanto de empleados como de clientes, seguimos avanzando, con pasos cautos pero firmes, por la reactivación de la actividad turística en los destinos en los que estamos presentes.

#BahiaPrincipeHotels #BahiaPrincipeGrandPuntaCana #PuntaCana #DominicanRepublic



Néldia Palacios De Luis y 499 personas más

15 comentarios

6.1 Our Clients

Press and media:

We worked closely with the press and media both in Spain and in the destinations where we are present, as well as in the main outbound markets, offering truthful and transparent information about the company, its new products and launches, and responding promptly to any media requests and enquiries.

The media communications strategy in Spain during 2021 focused on consolidating Grupo Piñero's positioning, while work began on positioning the tour operator division, following the creation of Soltour Travel Partners, through its Soltour brand, and the hotel division, through Bahía Principe Hotels & Resorts.

Approximately 30 press releases were sent out in Spain in 2021, with more than 1,200 impacts, reaching an audience of more than 80 million. More than 40 media requests have been handled, mainly on pandemic-related issues and the situation of hotels due to the volatility and uncertainty that was affecting the sector.

Our CEO, Encarna Piñero, occupies a prominent position in terms of acting as a spokesperson and ensuring dissemination, and her positioning and track record are fundamental for the company. However, in 2021, work began on the positioning of other members of the Executive Committee in order to give greater visibility to the positioning of the different brands.

Some outstanding publications

Grupo Piñero continúa luchando contra el cambio climático

original



TURISMO

Domingo 11 de julio de 2021

Grupo Piñero confía en una reactivación del turismo en el tercer trimestre del año



Grupo Piñero reabre las puertas de Bahía Principe Sunlight Costa Adeje en Tenerife

original



Grupo Piñero reabre las puertas de Bahía Principe Sunlight Costa Adeje en Tenerife

2021-07-11

El Grupo Piñero recupera toda la actividad hotelera en México tras la pandemia

Redacción Turismo - original



El hotel Bahía Principe Sunlight San Juan. Foto: Grupo Piñero

Bahía Principe Hotels & Resorts, la división hotelera del Grupo Piñero, reabre el Bahía Principe Sunlight San Juan (apto adultos) el próximo 1 de noviembre. Con 420 habitaciones y ubicado en Akumal (Punta Maya, México), con su reapertura la cadena recupera así toda la actividad hotelera en México, uno de sus principales destinos.



Piñero crea una alianza con Troon

Grupo Piñero y su división Bahía Principe Golf, siguen avanzando en su apuesta por el mercado americano tras el acuerdo que acaba de establecer con Troon. La empresa, de origen norteamericano, está considerada como la más grande del mundo en clubs de golf.

6.1 Our Clients

Some outstanding publications



europapress / epturismo / hoteles

Grupo Piñero lanza una nueva app para mejorar la experiencia de los clientes durante su estancia en sus hoteles



Archivo - Imagen del Grupo Piñero. -simon piñero- Archivo
MADRID, 1 Jul. (EUROPA PRESS) -

Publicado 01/07/2021 12:29 GMT

ECONOMÍA

Grupo Piñero reabre las puertas de Bahía Principe Sunlight Costa Adeje en Tenerife

• Grupo Piñero ha reabierto hoy lunes las puertas de Bahía Principe Sunlight Costa Adeje en Tenerife, después de una temporada marcada por las restricciones y la situación sanitaria producida por la covid-19.

AGENCIAS

26/07/2021 10:35

SANTA CRUZ DE TENERIFE, 26 (EUROPA PRESS)

Grupo Piñero ha reabierto hoy lunes las puertas de Bahía Principe Sunlight Costa Adeje en Tenerife, después de una temporada marcada por las restricciones y la situación sanitaria producida por la covid-19.



Bahía Principe reabre siete hoteles más en noviembre y diciembre

R.L. IPALMA

Bahía Principe, la división hotelera de Grupo Piñero, llevará a cabo la reapertura de siete hoteles en noviembre y diciembre. A lo largo de estos últimos meses, la compañía mallorquina ha desarrollado un plan de reapertura gradual que le ha permitido resomar la actividad en sus establecimientos, contribuyendo activamente a la recuperación del sector turístico. En este sentido,



La hotelera acabará el año con 21 hoteles operativos en cuatro países.

ha apostado por una estrategia de reapertura que atiende a la demanda de los diferentes mercados.

Cinco de los hoteles que abrirán antes de acabar el año están ubicados en República Dominicana; uno,

en México; y otro, en España. En estas nuevas reapertura se suman los hoteles de Bahía Principe a 21 hoteles ya abiertos en España, República Dominicana, Jamaica y Mé-

Tras la recuperación de los viajes nacionales, la industria espera que queden atrás las restricciones y se reactive la demanda extranjera

El sector turístico vislumbra su nueva normalidad

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Meliá, Barceló y NH reabren todos sus hoteles para lanzar la recuperación

Una oleada de sus establecimientos reabrirá en verano. Las grandes cadenas, prevén una mejora en ocupación y tarifas este verano frente a 2020, pero habrá que esperar hasta 2023 para alcanzar cifras pre-Covid.

Después de un año de cierre, las grandes cadenas de hoteles de España han anunciado la reapertura de todos sus establecimientos para el verano de 2021. Meliá, Barceló y NH, las tres principales compañías del sector, han anunciado que reabrirán todos sus hoteles en España y en otros países de su cartera internacional.

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6.2 Our Products and Services

Innovation and Development

In a constantly changing world, Grupo Piñero 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 2021 we have implemented important projects, such as:

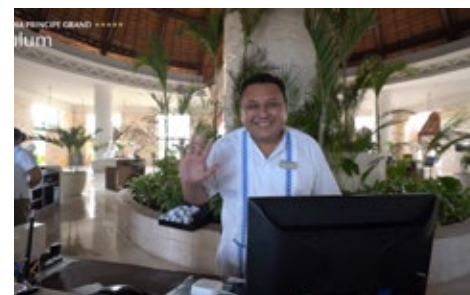
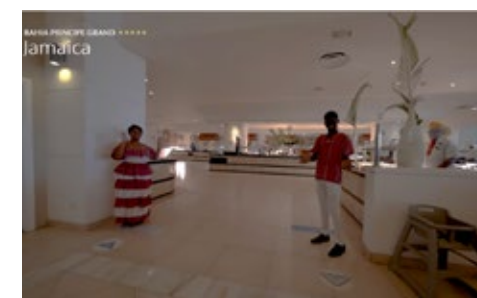
Bahia Principe Hotels & Resorts

Under the "Hidden Rhythm" concept, Cayo Levantado Resort will invite you to discover the other rhythm of the Dominican Republic, the "Hidden Rhythm": your vital rhythm, the rhythm of nature and the rhythm of Dominican culture. A concept that becomes real in the experience that has inspired the resort's refurbishment, which will be based on three pillars of sustainability: The Environment, Local Culture and Wellness.

This concept was born at the end of the year, thanks to brainstorming sessions that took place in September in the Dominican Republic where the new concept was developed.

As a novelty in 2021, we launched a fun initiative to publicise the novelties of our hotels, which we call our virtual famtrips. This initiative, known as Explore Bahia Principe Hotels & Resorts, is a series of videos for our stakeholders to discover the hotels in an entertaining, instructive and educational way.

The aim is to help bring the main novelties of our products and services closer to travel agents and potential clients, reinventing and adapting ourselves to the new situation.



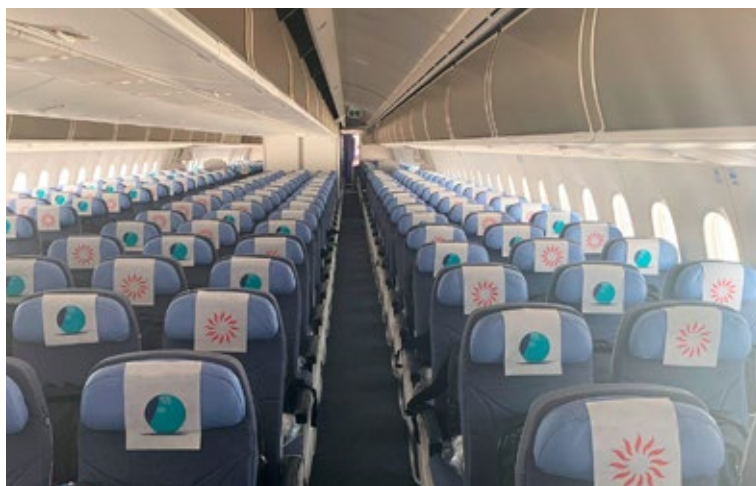
6.2 Our Products and Services

Innovation and Development

Soltour

Soltour Travel Partners presented “Arrancamos contigo” (“We Start With You”), a journey to bring value to agencies.

It involves a trip to Samaná (Dominican Republic) where the Soltour Travel Partners business project is officially presented, born from the alliance of Grupo Piñero and Logitravel Group, whose mission is to accompany travel agencies and help them to offer innovative products and services, travelling to new destinations and creating experiences that add value to the agencies, as well as providing reassurance and confidence to the sector.



Bahia Principe Residences

Tulum Country Club officially inaugurated the new world-class Kay Beach Club.



Bahia Principe Golf

Grupo Piñero's Ocean's 4 golf course in the Dominican Republic became PGA Ocean's 4.



Turiscar

We partnered with QEV Tech Holding to offer sustainable mobility solutions, seeking to provide a comprehensive and sustainable response to the mobility needs of hotel complexes in the Caribbean.



6.2 Our Products and Services

Digitalization

At Grupo Piñero we approach our digital transformation in a transversal manner, focusing on two fundamental aspects: the redefinition of our processes in order to become more efficient, and the development of projects and solutions oriented to the client, the center of everything we do, in order to know them better and create products adapted to their needs, focused on Back and Front Office processes.

We promote the use of technology as a way to drive growth, through tools that enable operational excellence, as well as greater knowledge and closer interaction with our clients and other stakeholders. Digitalisation is one of the company's strategic pillars.

Our milestones achieved in 2021 in the support units and business units, in order to improve products and services, were as follows:

Grupo Piñero

We continued to work on the optimisation of processes and methodologies in:

Back Office

We are implementing projects to promote efficiency and ensure operational excellence.

- We are a 100% cloud company, we have managed to evolve to the cloud in just 16 months, modernising our entire IT architecture.
- Implementation of the supply chain management (SCM) project at all destinations.
- We started the DSP project, which aims to cover the automation from order to payment of the invoice.
- Digitalisation of invoices.

BigData & Analytics

Under the umbrella of data governance policies, the following initiatives were worked on and brought to a successful conclusion:

- Integral Bahia Principe Hotels & Resorts dashboard, which provides the division's managers with a 360-degree view of the main business KPIs (from an economic, customer, environmental, operational efficiency, people, etc. perspective), enabling them to pursue the company's global objectives in a comprehensive and focused manner.
- Bahia Principe Residences Product Tracking Dashboard, to fully monitor the situation of the entire real estate stock, as well as the behaviour of the product with respect to the client, or to the seller in terms of sales or collection... It also provides the division with analytical capacity for better and more accurate decision-making.
- Bahia Principe Golf Sales Dashboard allows business managers to monitor sales activity on golf courses (rounds, sales of items and other extras) and to segment the information by customer type, origin and other demographic attributes. It allows the division to better adapt its products/services to demand.
- Corporate Collections Dashboard, allows the financial division to have complete control of collection operations with all customers for all group companies, enabling it to measure times and volumes.
- Corporate Procurement & Supply Chain Management Dashboard, provides the department with monitoring capabilities of the relationship with suppliers (purchase volumes, compliance with delivery times, delays...) and of the stock situations in the warehouses to improve operational and strategic decision making, with regard to the entire life cycle of procurement and delivery of goods.

6.2 Our Products and Services

Digitalization

With reference to the business units, and mainly focused on offering the best digitalised customer experience through digital media, they are follows:

Bahia Principe Hotels & Resorts

- Sending of an automatic welcome email to the customer, where relevant information is provided, especially regarding hotel information, digital experience and Covid information
- Improved WiFi accessibility The decision was made to internalize the service, given its strategic importance, by creating our own WiFi service structure.
- Increased number of sales services during the stay, through the App and Totem (including Tours, Shows for a fee, Gyms, etc.).
- Promotional and Personalised Synchronisation of services at Destination.
- Boosting the recruitment of new MyBahiaPrincipe members through digital assets at the destination.
- Internal platform for operational digitalisation, Bserv, implemented as a pilot in Spain in 2021. The project is responsible for providing the hotel operation with technological coordination tools, through mobile devices, and serves as a collaborative tool between departments directly involved with the client, HouseKeeping, Maintenance, APPC, and other hotel departments such as reception, to carry out operational management at the hotel operation back-office level.

360° Digital Customer

We interact with our customers, throughout the entire cycle of the trip, through their devices.

We provide information of interest through different digital platforms, including screens, totems, or our web app. .

At Bahia Principe Hotels & Resorts we have digitalized the following services:

- Digital Pre-Check-In
- Digital Registration
- Smart Bracelets
- Digital booking of services, including: Buffet shifts, gym, shows, spa and activities
- Digitalization of menus with QR Codes
- Express Check-Out
- Covid-19 information section
- Golf reservation process
- Residential complex promotional showcase
- Booking of excursions
- Registration in mybahiaprincipe
- Interactive display set up in the snack bars of the Bahia Principe Grand Tulum and Bahia Principe Fantasia Tenerife (Andale Burger and Monkey Burger), for placing orders, very similar to the ordering screens used in fast food restaurants

Bahia Principe Residences

- Launch of a new Bahia Principe Residences App, which aims to help guests. Development, together with Altia, of an app for owners and residents of residential complexes (launched in 2021 in Mexico, rolled out in the Dominican Republic in 2022).

Its functions include:

- Security: digitalisation of the resident's card. In order to identify the owners and facilitate access to the facilities, through the App, the client will be able to access the residence by reading of a QR code, as well as by facial recognition. It will also read vehicle number plates.
- Automatic registration function for invitations to friends and visitors.
- Option to consult invoices issued and pending due date.

Bahia Principe Golf

- Creation of the green fee sales funnel through the website, which leads to 20-25 bookings per day.

07 Continuous-Improvement

Working Ethically, Transparency
and Good Governance

7.1 Business Model

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.

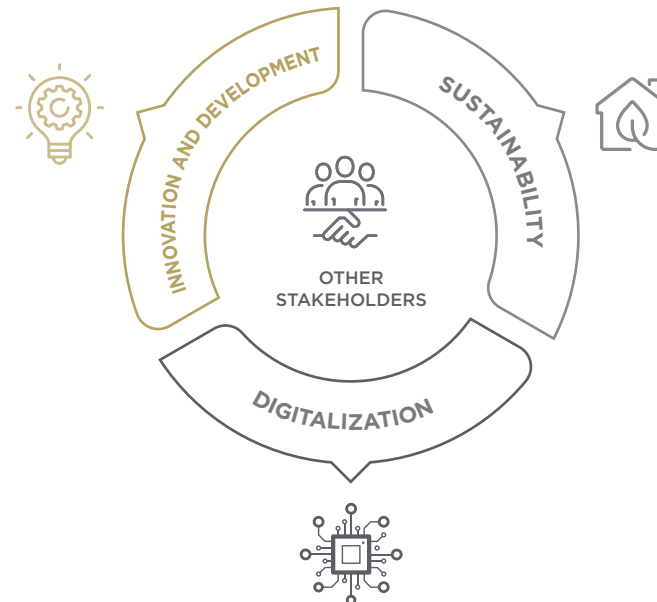
At Grupo Piñero we search, discover and get excited day by day, so in 2020 we reviewed the company's 2020-2022 Strategic Plan and defined a new Strategic Plan with a 2023 horizon, based on three strategic axes:

Innovation and Development • Digitalization • Sustainability

Our business model is focused on profitability and value creation for all our stakeholders: clients, employees, shareholders, suppliers, planet and NGOs, among others.

One of the Group's differential values is that, since its beginnings in the 1970s, it has been managed according to the profound ethical values of the ownership and management.

A business model also based on the generation of equity by applying sustainability policies with a level of indebtedness in line with the volume of investment and business. This reality is a determining factor in our ability to create value.



7.2 Governance Model

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 Mediterráneo 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.

Two bodies under the Board of Directors

► **Investment Committee.**

► **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.

And an independent body which is the **Compliance Body**.

7.2 Governance Model

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.

The Executive Committee is made up of



CEO
Chief Executive Officer
Encarna Piñero



COO
Chief Sustainability
Officer
Isabel Piñero



COO
Chief Operations Officer
Bahia Principe
Residences & Golf
Jaime Sitjar



CC & BDO
Chief Customer & Bus.
Development Officer
Julio Pérez



CFO
Chief Financial
Officer
Didier Rector



COO
Chief Operations Officer
Bahia Principe
Hotels & Resorts
Antonio Teijeiro



CIO
Chief Information
Officer
Mateo Ramón

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. In order to keep the model up-to-date, an annual supervision period has been established by the Compliance Committee.

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 Committee, which is independent and autonomous, is in charge of:

- Monitoring the operation and overseeing the prevention and detection of possible crimes within the framework of the Company's activities
- Supervising and monitoring the effectiveness of the internal controls implemented by the Group.

We appointed our Chief Compliance Officer in 2019. Among other duties, he will support the Compliance Committee in its review of Grupo Piñero's policies. In addition, the CCO will ensure the correct design and operation of the controls associated with the Compliance Model, and collaborate in the management of the main regulatory risks and in updating the Compliance Map.

Within the framework of the Compliance Model, we have the following Policies and Procedures:

- Compliance Policy
- Compliance Committee statutes
- Model Supervision Plan
- Disciplinary System
- Code of Ethics
- Whistleblowers' Channel Regulations
- Zero Rule

With the aim of further advancing our commitment to the Compliance Model, this year we have worked on the revision of the following policies, which will be approved in 2022.

- Anti-corruption Policy
- Procedure for Granting/Revocation of Powers of Attorney of the Group Companies
- Procedure for Contracts, Retainers and Agreements



No meetings of the Compliance Committee were held in 2021

7.3 Compliance Model

Code of Ethics

Ethics is a fundamental pillar in our company and must guide us on the path to becoming a responsible company that actively contributes to sustainable development. For this reason, in 2019 we approved our first Code of Ethics, which aims to establish the roadmap for all of us who are part of Grupo Piñero to act in an ethical and responsible manner. This Code applies to the personnel of all Group companies and extends to suppliers, distributors and clients. It contains all of Grupo Piñero's commitments to its Stakeholders.

Compliance Policy

The principles that guide us in our regulatory compliance activities are as follows:

- To act at all times in accordance with applicable legislation and the commitments undertaken, within the framework established by the Code of Ethics and Conduct and the corporate values of Grupo Piñero.
- To promote a preventive culture in terms of regulatory compliance, based on the principle of zero tolerance towards the commission of unlawful acts, in accordance with the corporate values set forth in the Group's Code of Ethics and Conduct.
- To promote self-control processes in the actions and decision-making of the members of the Group, so that any action taken by a Grupo Piñero professional is based on the concurrence of four basic premises:
 - (i) That the action is in accordance with the Code of Ethics and Conduct.
 - (ii) That it is legally valid.
 - (iii) That it is in line with the Group's strategic goals.
 - (iv) That it is within the scope of his or her competencies and that he or she must therefore assume responsibility for it.
- To ensure knowledge and adequate management of the key risk areas within the framework of the Regulatory Compliance Map.
- To ensure that the Group's relations with its stakeholders are governed by the principles of integrity, responsibility and transparency, and to provide the necessary cooperation that may be required by judicial or governmental bodies or any national or international supervisory body to audit or verify compliance with Grupo Piñero's legal obligations.
- To promote the implementation, application and supervision of the control mechanisms defined in the Regulatory Compliance Model.
- To ensure the periodic review and evaluation of the Group's regulatory compliance system.



7.3 Compliance Model

Ethics Channel

As provided for in the Group's Code of Ethics, we have a confidential and secure Ethics Channel that we make available to our employees and suppliers so that they can report, process and resolve queries, complaints or grievances.

This is pursuant to Directive (EU) 2019/1937 of the European Parliament and of the Council of 23 October 2019 on the protection of whistleblowers, on the protection of persons who report breaches of Union law.

No complaints and/or allegations were received in 2021.

1

Receipt of reports, complaints or allegations by ordinary mail or e-mail.

**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



7.3 Compliance Model

Law on Data Protection

From the point of view of personal data protection and privacy, we are also focused on our clients, suppliers and employees, and we continue to work to promote transparency and information on the use of personal data, aligning our policies and procedures on privacy and data protection with the requirements and rights contemplated in the different jurisdictions in which the Group operates, with special emphasis on the European Union's General Data Protection Regulation (GDPR).
































































We continuously improve our privacy management model, for example, by conducting periodic audits with the involvement of the Group's different divisions and departments, and with the assistance of Grupo Piñero's Legal Department and our Data Protection Officer (DPO). The purpose of this audit is to detect critical points and to take corrective or preventive measures for the successful implementation of this model.

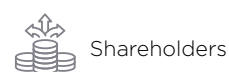
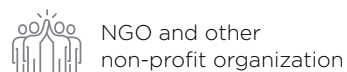
The audit process is as follows:



7.4 Sustainability Policies

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								
Health and Safety 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								
Code of Ethics	Framework of principles, values and standards to guide the conduct of all Group employees								



7.4 Sustainability Policies

Policies communicated to all Group members

Policy	Description	Stakeholders						
Emergency Policy	<p>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:</p> <ul style="list-style-type: none"> • People • Facilities • The environment • 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.							



NGO and other
non-profit organization



Employees and
Their Families



Clients



Shareholders



Business
Association



Environment



Suppliers

7.5 Risks

Risk Map

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.

In this regard, the Management Board of Levantur, S.A. is responsible for approving the Group's Risk Management Policy, which establishes the basic principles for risk management, the general framework for action and the criteria to be followed in its management.

Furthermore, at Grupo Piñero, we reinforce a permanent risk management culture in all areas of the Group, regardless of the environment in which we operate.

In this way, management works together with local management in each country to identify the main risks that may affect the Group. These have been classified in six groups or areas:

OVERALL	BUSINESS	OPERATIONAL	COMPLIANCE	TECHNOLOGICAL	FINANCIAL
<p>Associated with the main environmental and political trends that are taking place. Also linked are those associated with relations with the local community.</p> <ul style="list-style-type: none"> ► POLITICAL ► DISASTERS ► COMMUNICATION WITH THE LOCAL COMMUNITY 	<p>Linked, among others, to market and competition risks.</p> <ul style="list-style-type: none"> ► COMPETITION ► MARKET ► LOCATION OF THE ACTIVITY 	<p>Related to the development of the activity and the products and services offered.</p> <ul style="list-style-type: none"> ► PERSONAL ► GROWTH ► SUPPLY CHAIN ► ENERGY EFFICIENCY ► WATER CONSUMPTION ► WASTEWATER TREATMENT ► WASTE MANAGEMENT ► BIODIVERSITY 	<p>Linked to compliance with applicable laws and regulations and to any changes that may occur in such laws and regulations.</p> <ul style="list-style-type: none"> ► LEGAL AND TAX RISKS 	<p>Linked to the daily use of computer systems and technological tools.</p> <ul style="list-style-type: none"> ► INFORMATION SYSTEMS AND CYBERATTACKS 	<p>Associated with major changes in financial aggregates that may affect the Group's financial position.</p> <ul style="list-style-type: none"> ► EXCHANGE RATE ► INTEREST RATE

08 Appendices

Appendices

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

Appendix I-Tax Information

Summary By Country	
Country	Taxes Paid
Argentina	0,00 €
Spain	-229.089,06 €
Portugal	704,67 €
Switzerland	8.938.814,58 €
Luxembourg	41.730,00 €
Ireland	0,00 €
Jamaica	0,00 €
Mexico	2.292.712,98 €
Dominican Republic	607.114,03 €
USA	26.680,78 €
	11.678.667,99 €

Appendix II-Sustainability Certifications

Hotel	Country	Travelife Gold	Earth Check	S Sea	Clean Beaches
Bahia Principe Luxury Cayo Levantado	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 San Juan	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	✓			

Appendix III-HR Tables

1 - Workforce

Grupo Piñero's total average headcount for fiscal 2021 was as follows:

	Number of Employees	Percentage
Men	5.742	65,65%%
Women	3.005	34,35%
Total	8.747	100,00%

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

	Men	Women	Total
Senior Management	128	45	173
Middle Managers	1.130	464	1.594
Core Staff	4.484	2.496	6.980
Total	5.742	3.005	8.747

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

	Men	Women	Total
Senior Management	1,47%	0,51%	1,98%
Middle Managers	12,92%	5,30%	18,22%
Core Staff	51,26%	28,54%	79,80%
Total	65,65%	34,35%	100,00%

This second year of the pandemic there have been programs to support the preservation of employment, for example in the case of Spain there have been the ERTe temporary furloughs (March-December period) with the average workforce of Grupo Piñero for the year 2021 being as follows:

	Number of Employees	Percentage
Men	182	45,27%
Women	220	54,73%
Total	402	100,00%

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

	Men	Women	Total
Senior Management	2	2	4
Middle Managers	14	16	30
Core Staff	166	202	368
Total	182	220	402

The composition of the average workforce in FY 2021 by gender and age is as follows:

	2021 - Workforce			2021 - Workforce		
	Men	Women	Total	Men	Women	Total
18-25 years old	848	337	1.185	9,69%	3,85%	13,55%
26-35 years old	2.222	1.140	3.362	25,40%	13,03%	38,44%
36-45 years old	1.490	830	2.320	17,03%	9,49%	26,52%
46-55 years old	896	552	1.448	10,24%	6,31%	16,55%
>55 years old	286	146	432	3,27%	1,67%	4,94%
Total Workforce	5.742	3.005	8.747	65,65%	34,35%	100,00%

The average workforce by gender, age and professional classification in FY 2021 was as follows:

	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	0	18	49	45	16	128	0	11	20	9	6	45
Middle Managers	33	345	370	297	85	1.130	11	166	157	102	28	464
Core Staff	815	1.859	1.071	554	185	4.484	326	963	653	441	112	2.496
Total Average Workforce	848	2.222	1.490	896	286	5.742	337	1.140	830	552	146	3.005

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

2021 - Average Workforce			
	Men	Women	Total
Senior Management	46	16	62
Middle Managers	153	102	255
Core Staff	525	656	1.181
Total Spain	724	774	1.498
Senior Management	50	18	68
Middle Managers	608	182	790
Core Staff	2.273	857	3.130
Total Dominican Republic	2.931	1.057	3.988
Senior Management	20	9	29
Middle Managers	272	114	386
Core Staff	1.268	680	1.948
Total Mexico	1.560	803	2.363
Senior Management	12	2	14
Middle Managers	97	66	163
Core Staff	418	303	721
Total Jamaica	527	371	898
Senior Management	128	45	173
Middle Managers	1.130	464	1.594
Core Staff	4.484	2.496	6.980
Total	5.742	3.005	8.747

The composition of the Group's average workforce by geographical area in which it operates in 2021 was as follows:

Geographic Area	Number of Employees		
	Men	Women	Total
Spain	724	774	1.498
Dominican Republic	2.931	1.057	3.988
Mexico	1.560	803	2.363
Jamaica	527	371	898
Total	5.742	3.005	8.747

The percentage composition of the workforce for FY 2021 by geographic area was as follows:

Geographic Area	Percentage of Total		
	Men	Women	Total
Spain	8,28%	8,85%	17,13%
Dominican Republic	33,51%	12,08%	45,59%
Mexico	17,83%	9,18%	27,01%
Jamaica	6,02%	4,24%	10,27%
Total	65,65%	34,35%	100,00%

Employment Contracts and Dismissals

Average workforce for FY 2021 by gender and employment contract type
2021

Contract type	Gender	Average workforce	Percentage
Indefinite	Man	4.392	50,21%
	Woman	2.129	24,34%
	Total	6.521	74,55%
Temporary	Man	1.350	15,44%
	Woman	876	10,01%
	Total	2.226	25,45%
Total		8.747	100,00%

In 2021, the average number of permanent employees in Grupo Piñero is 74.55%.

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

Gender	Men						Women					
	18-25 years old	26-35 years old	36-45 years old	46-55 years old	>55 years old	Total	18-25 years old	26-35 years old	36-45 years old	46-55 years old	>55 years old	Total
Indefinite	648	1.700	1.139	686	219	4.392	238	807	588	392	104	2.129
Temporary	200	522	351	210	67	1.350	99	333	242	160	42	876
Total Average Workforce	848	2.222	1.490	896	286	5.742	337	1.140	830	552	146	3.005

	Men						Women					
	18-25 years old	26-35 years old	36-45 years old	46-55 years old	>55 years old	Total	18-25 years old	26-35 years old	36-45 years old	46-55 years old	>55 years old	Total
Indefinite	7,41%	19,44%	13,02%	7,84%	2,50%	50,21%	2,72%	9,23%	6,72%	4,48%	1,19%	24,34%
Temporary	2,28%	5,97%	4,00%	2,40%	0,77%	15,44%	1,12%	3,81%	2,77%	1,84%	0,48%	10,01%
Total Average Workforce	9,69%	25,41%	17,02%	10,24%	3,27%	65,65%	3,84%	13,04%	9,49%	6,32%	1,67%	34,35%

- Average annual number of permanent contracts, temporary contracts and part-time contracts by gender and occupational classification in FY 2021:

Gender	Occupational Category	2021 Workforce			2021 Percentage		
		Temporary	Indefinite	Total	Temporary	Indefinite	Total
Men	Senior Management	30	98	128	0,34%	1,12%	1,46%
	Middle Managers	266	864	1.130	3,04%	9,88%	12,92%
	Core Staff	1.054	3.430	4.484	12,05%	39,21%	51,26%
Total Men		1.350	4.392	5.742	15,43%	50,21%	65,65%
Women	Senior Management	13	33	46	0,15%	0,38%	0,53%
	Middle Managers	135	329	464	1,54%	3,76%	5,30%
	Core Staff	728	1.767	2.495	8,32%	20,20%	28,52%
Total Women		876	2.129	3.005	10,01%	24,34%	34,35%
Total		2.226	6.521	8.747	25,45%	74,55%	100,00%

The composition of the number of dismissals in FY 2021 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	1	1	0	0	0	2
	Woman	0	1	0	0	0	1
Middle Managers	Man	3	6	4	2	1	16
	Woman	1	2	2	1	0	6
Core Staff	Man	12	22	14	7	2	57
	Woman	6	12	8	4	1	31
Total		23	44	28	14	4	113

Remuneration

Average remuneration by gender and occupational classification in FY 2021

1. Overall Average

	Euros/Year (Gross)		
	Men	Women	Total
Senior Management	69.894	49.857	65.166
Middle Managers	12.179	13.580	12.575
Core Staff	5.456	8.079	6.391

2. Spain

	Euros/Year (Gross)		
	Men	Women	Total
Senior Management	89.632	70.496	84.338
Middle Managers	34.018	30.651	32.672
Core Staff	20.489	20.937	20.737

3. Caribbean Area

	Euros/Year (Gross)		
	Men	Women	Total
Dominican Republic			
Senior Management	57.289	39.611	53.714
Middle Managers	7.081	7.469	7.145
Core Staff	2.735	2.754	2.737
Mexico			
Senior Management	58.821	36.868	52.198
Middle Managers	11.558	11.184	11.447
Core Staff	4.255	3.989	4.162
Jamaica			
Senior Management	66.254	30.222	61.567
Middle Managers	10.839	8.121	9.737
Core Staff	4.656	3.835	4.313
Average Caribbean Area Countries			
Senior Management	58.935	38.190	54.255
Middle Managers	8.701	8.759	8.701
Core Staff	3.424	3.389	3.411

- Average remuneration by age and occupational classification

1. Overall	Euros/Year (Gross) - Age Group					Average
	16-25	26 - 35	36 - 45	46 - 55	> 55	
Senior Management	-	34.575	53.566	79.824	105.093	65.166
Middle Managers	5.545	9.461	12.292	17.037	22.554	12.575
Core Staff	3.407	5.162	7.461	10.521	12.031	6.391
Total Average Compensation	3.382	5.766	9.068	15.057	15.057	8.084
2. Spain	16-25	26 - 35	36 - 45	46 - 55	> 55	Media
	16-25	26 - 35	36 - 45	46 - 55	> 55	
Senior Management	-	28.525	63.616	87.412	134.693	84.338
Middle Managers	-	24.181	29.359	35.586	37.482	22.672
Core Staff	17.795	18.681	21.149	21.744	21.989	20.737
Total Average Compensation	17.795	19.402	24.392	28.333	32.731	25.412
3. Caribbean Area	Euros/Year (Gross) - Age Group					Average
	16-25	26 - 35	36 - 45	46 - 55	> 55	
Dominican Republic	-	33.571	48.765	70.951	77.776	53.714
Middle Managers	3.552	5.416	7.699	8.116	11.470	7.145
Core Staff	2.359	2.717	3.057	2.721	2.822	2.737
Total Average Compensation	2.397	3.466	5.565	6.408	11.034	5.889
Mexico	-	38.641	45.055	73.645	-	52.198
Middle Managers	6.888	12.747	15.329	17.322	16.341	11.447
Core Staff	3.876	4.795	5.199	4.968	5.670	4.162
Total Average Compensation	3.687	5.431	7.163	8.364	7.778	8.333
Jamaica	-	34.497	60.477	70.402	72.139	61.567
Middle Managers	7.056	9.036	9.726	11.850	9.746	9.737
Core Staff	3.243	4.100	4.952	4.814	4.871	4.313
Total Average Compensation	3.436	5.118	7.431	8.941	8.141	6.706

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

Geographic Area	Euros	Percentage
Spain	36.322	50,13%
Dominican Republic	16.202	22,36%
Mexico	13.916	19,21%
Jamaica	6.012	8,30%
Total	72.452	100,00%

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. I.

	2021			2020		
	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	-	-	-
Middle Managers	2	1	3	1	1	2
Rest of Staff	2	1	3	3	4	7
Total	4	2	6	4	5	9

Organization of Work Number of Hours of Absenteeism

Absenteeism for FY 2021 in the Spanish companies amounted to 1,898 working days, equivalent to 45,550 hours, and the absenteeism rate for FY 2021 was 1.58%.

Globally, considering both Spain and the Caribbean, absenteeism for FY 2021 amounted to 27,617 working days, equivalent to 662,816 hours, and the absenteeism rate for FY 2021 was 2.65%.

Workplace Health and Safety

“Healthy Company” Program

- Healthy company initiatives, for which more than €16,560 have been invested, with the following breakdown:

	Euros
Caribbean Area	96.192
Central Offices Palma de Mallorca	1.350
Total	97.542

- In FY 2021, 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
Encouraging Healthy Habits	47.619	2.367	14.264
Conocimientos	49.923	889	6.993
Total	97.542	3.256	21.257

The distribution by countries in which the Group operates was as

	Euros	Participants	Hours
Spain	1.350	4	6
Dominican Republic	-	-	-
Mexico	1.305	769	769
Jamaica	94.887	2.483	20.482
Total	97.542	3.256	21.257

Covid Prevention and Awareness Program and adaptation of procedures

- Initiatives relating to Covid prevention, for which more than €478.822 have been invested, with the following breakdown:

	Euros
Área Caribe	408.172
Oficinas centrales Palma de Mallorca	70.650
Total	478.822

- In FY 2021, several activities and training courses related to Covid have been carried out, with the number of attendees and the cost incurred being as follows:

	Euros	Participants	Training Hours
Procedures and Protocols	96.736	1.373	12.139
Encouraging Healthy Habits	382.086	22.163	58.541
Total	478.822	23.536	70.680

The distribution by countries in which the Group operates was as

	Euros	Participants	Hours
Spain	70.650	1.697	3.591
Dominican Republic	102.019	10.979	20.472
Mexico	217.953	8.325	25.430
Jamaica	88.218	2.535	21.188
Total	478.822	23.536	70.680

Accident rate

In 2021, a total of 548 accidents were recorded, of which 415 were minor, 122 serious and 11 very serious, but none were fatal. This represents a monthly average of 45.7.

- Women account for 43% of these accidents, reaching 234 accidents, averaging 19 accidents per month
 - The distribution by severity is 192 minor, 41 serious and 4 very serious
- Men account for 57% of these accidents, reaching 314 accidents, averaging 26 accidents per month (women and men together average 45 accidents per month)
 - The distribution by severity is 223 minor, 81 serious and 7 very serious
- There were a total of 133 accidents with leave (122 serious and 11 very serious)
 - For the women's group they were 45 (41 serious and 4 very serious)
 - For the men's group they were 88 (81 serious and 7 very serious)

	Incidents	Minor	Serious	Very Serious
Spain	49	49	-	-
Dominican Republic	245	133	102	10
Mexico	173	166	7	-
Jamaica	81	67	13	1
Total	548	415	122	11

- Absences due to sickness account for 454,624 hours- 18,943 days of sick leave
 - Women account for 53% of these sick leave hours, reaching 214,521 hours- 8,938 days of sick leave
 - Men account for 47% of these sick leave hours, reaching 240,103 hours- 10,004 days of sick leave
- The frequency rate is 7.02 lost-time accidents per 1,000,000 hours worked for 2021 and for the average workforce By gender, the proportion would be:
 - For women, 7.08
 - For men, 6.99
- The severity rate is 4.56 sick days per 1,000 days worked for 2021 and for the average workforce By gender, the proportion would be:
 - For women, 7.293
 - For men, 2.864

In FY 2021, there have been no occupational accidents resulting in employee fatalities.

Training

In FY 2020, the occupational risk prevention courses given and the number of people who attended were as follows:

	Risk Prevention	Total 2021
No. Courses	372	1.174
No. Training Hours	27.039	184.477
No. Participants	14.789	102.420

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

	No. Training Actions	No. Participants		
		Men	Women	Total
Spain	68	1.304	1.285	2.589
Dominican Republic	444	11.599	4.834	16.433
Mexico	482	48.537	27.127	75.664
Jamaica	180	3.656	4.078	7.734
Total	1.174	65.096	37.324	102.420

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

	No. Training Actions	No. Participants			
		Senior Managers	Middle Managers	Core Staff	Total
Spain	68	120	349	2.120	2.589
Dominican Republic	444	550	999	14.884	16.433
Mexico	482	56	2.861	72.747	75.664
Jamaica	180	32	455	7.247	7.734
Total	1.174	758	4.664	96.998	102.420

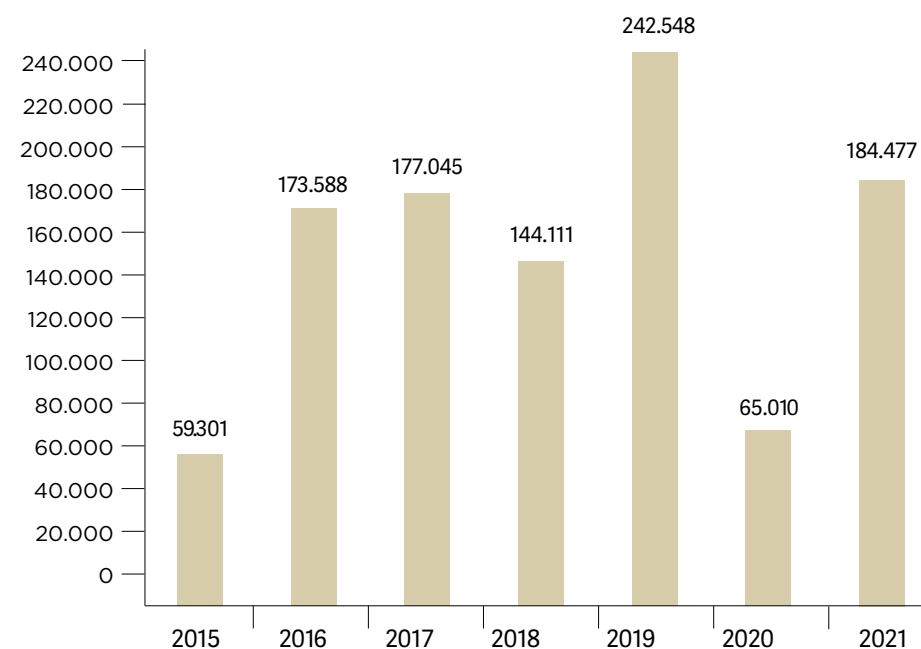
Number of training hours given by destination and number of participants by gender

	No. Training Actions	No. Training Hours		
		Men	Women	Total
Spain	68	3.709	4.226	7.934
Dominican Republic	444	20.820	9.149	29.968
Mexico	482	52.866	28.475	81.341
Jamaica	180	31.009	34.225	65.234
Total	1.174	108.404	76.075	184.477

Number of training hours given by destination and occupational category

	Senior Managers	Middle Managers	No. Training Hours	
			Core Staff	Total
Spain	463	1.165	6.307	7.934
Dominican Republic	1.022	1.806	27.140	29.968
Mexico	234	2.020	79.087	81.341
Jamaica	216	2.909	62.108	65.234
Total	1.935	7.900	174.642	184.477

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



Appendix IV-About This Report

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.

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, 2021.

If you have any questions, suggestions or complaints, please contact us at the following email address:

Corporate Social Responsibility Area

Email: adeltoro@grupo-pinero.com



**INFORME DE VERIFICACIÓN INDEPENDIENTE DEL ESTADO DE INFORMACION NO FINANCIERA CONSOLIDADO DE
LEVANTUR, S.A. Y SOCIEDADES DEPENDIENTES DEL EJERCICIO 2021****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 2021 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 2021 en función del análisis de materialidad realizado por el Grupo y descrito en el apartado 3.4. "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 2021.
- 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 2021.
- Comprobación, mediante pruebas, en base a la selección de una muestra, de la información relativa a los contenidos incluidos en el EINF del ejercicio 2021 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 2021 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, 28 de julio de 2022

INSTITUTO DE CENSORES
JURADOS DE CUENTAS
DE ESPAÑA

MOORE IBERGRUP
AUDITORES, S.A.P.

2022 Núm. 13/22/00944

30,00 EUR

SELLO CORPORATIVO:

Sello distintivo de otras actuaciones

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305-5 Reduction of GHG emissions	2.6, 5.1	23, 75	

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GRI 308: Supplier Environmental Assessment			
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GRI 405: Diversity and Equal Opportunity			
405-1 Diversity of governance bodies and employees	Appendix III	118-125	
405-2 Ratio of basic salary and remuneration of women to men	Appendix III	118-125	
GRI 406: Non-discrimination			
406-1 Incidents of discrimination and corrective actions taken	7.3	109	
GRI 413: Local Communities			
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GRI 414: Supplier Social Assessment			
414-1 New suppliers that were screened using social criteria	4.2	53	
414-2 Negative social impacts in the supply chain and actions taken	4.2	53	
GRI 416: Customer Health and Safety			
416-1 Assessment of the health and safety impacts of product and service categories	6.1	87-89	
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	6.1	87-89	
GRI 418: Customer Privacy			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	7.3	110	

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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	7-14
		GRI 102-4 Location of operations	2.3	15
		GRI 102-6 Markets served		
		GRI 102-7 Scale of the organization (partial)	2.6	23
		GRI 102-15 Key impacts, risks and opportunities	7.5	113
Information on environmental 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	3.1,7.27.3,	31, 105-106, 110
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	113
		GRI 201-2 Financial implications and other risks and opportunities due to climate change	5.1	68-80
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	113
		102-29 Identifying and managing economic, environmental, and social impacts	3.3	34-35
	Environmental assessment or certification procedures.	GRI 102-11 Precautionary principle or approach	3.1, 4.1,	27-31, 42-52
		GRI 102-29 Identifying and managing economic, environmental, and social impacts	3.3	34-35

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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	27-31, 42-52
	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	31, 86-98, 105-106
		GRI 302-4 Reduction of energy consumption	2.6, 5.1	23, 73
		GRI 302-5 Reductions in energy requirements of products and services	2.6, 5.1	23, 73
		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	31, 86-98, 105-106
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	23, 73
		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	31, 86-98, 105-106
		GRI 301-1 Materials used by weight and volume	5.1	72
		GRI 301-2 Recycled input materials used	5.1	72
		GRI 301-3 Reclaimed products and their packaging materials	5.1	72
	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	31, 86-98, 105-106
		GRI 302-1 Energy consumption within the organization (energy from renewable and non-renewable sources)	2.6, 5.1	23, 73
		GRI 302-2 Energy consumption outside of the organization		
		GRI 302-3 Energy intensity	2.6, 5.1	23, 73
		GRI 302-4 Reduction of energy consumption	2.6, 5.1	23, 73

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	23, 73
		GRI 305-2 Direct (Scope 2) GHG emissions	2.6, 5.1	23, 73
		GRI 305-3 Direct (Scope 3) GHG emissions	2.6, 5.1	23, 73
		GRI 305-4 GHG emissions intensity	2.6, 5.1	23, 73
	The measures adopted to adapt to the consequences of climate change.	GRI 102-15 Key impacts, risks and opportunities	7.5	113
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
		GRI 201-2 Financial implications and other risks and opportunities due to climate change	5.1	68-80
		GRI 305-5 Reduction of GHG emissions	2.6, 5.1	23, 73
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	31, 86-98, 105-106
		GRI 304-3 Habitats protected or restored	5.1, 5.2	68-83
	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	68-83
		GRI 304-2 Significant impacts of activities, products, and services on biodiversity	5.1, 5.2	68-83
		GRI 304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations		
		Information on social and personnel topics		
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	31, 86-98, 105-106
		GRI 102-35 Remuneration policies	Appendix III	118-125

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	113
Employment	Total number and distribution of employees by gender, age, country and occupational classification	GRI 102-7 Scale of the organization (partial)	4.1	42-52
		GRI 102-8 Information on employees and other workers	4.1	42-52
		GRI 405-1 Diversity of governance bodies and employees (partial)	4.1	42-52
	Total number and distribution of types of employment contracts	GRI 102-8 Information on employees and other workers	4.1	42-52
	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	42-52
	Number of dismissals by gender, age and occupational classification	GRI 401-1 New employee hires and employee turnover (partial)	Appendix III	118-125
	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	118-125
	Wage Gap	GRI 405-2 Ratio of basic salary and remuneration of women to men (adjusted)	Appendix III	118-125
	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	118-125
	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	118-125

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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	42-52
		Not included in GRI the type of breaks and rest breaks in the working day, to be added, where material		No reportado
	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	Appendix III	118-125
	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	31, 86-98, 105-106
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	31, 86-98, 105-106
	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	32-35
		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	31, 86-98, 105-106
		GRI 404-2 Programs for upgrading employee skills and transition assistance programs	4.1	42-52
	Total number of training hours by occupational category	GRI 404-1 Average hours of training per year per employee (partial)	2.6, 4.1	23, 50-51
Accessibility	Universal accessibility for people with disabilities	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106

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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	31, 86-98, 105-106
	Equality Plans	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
	Measures taken to promote employment	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
		GRI 404-2 Programs for upgrading employee skills and transition assistance programs	4.1	50-51
	Protocols against sexual and gender-based harassment	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
	Integration and universal accessibility for people with disabilities	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
	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	31, 86-98, 105-106
		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	31, 86-98, 105-106
		GRI 412-2 Employee training on human rights policies or procedures	7.3	107-110
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	113
Human Rights	Application of human rights due diligence procedures	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106

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	31, 86-98, 105-106
		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	107-110
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
		GRI 419-1 Non-compliance with laws and regulations in the social and economic area		In the financial year 2021 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	31, 86-98, 105-106
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	31, 86-98, 105-106
		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	113
		GRI 205-1 Operations assessed for risks related to corruption	7.3	107-110

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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	31, 86-98, 105-106
	Measures taken to fight against money laundering	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
	Contributions to foundations and non-profit entities	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
		GRI 201-1 Direct economic value generated and distributed (Investment in the Community)	2.6	23
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	42-52, 68-80, 86-98
		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	31, 86-98, 105-106
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	113
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	42-52, 68-80, 86-98
		GRI 204-1 Proportion of spending on local suppliers	4.2	54
		GRI 413-1 Operations with local community engagement, im- pact assessments, and development programs (partial)	4.3	57-65
		GRI 413-2 Operations with significant actual and potential neg- ative 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	42-52, 68-80, 86-98
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	42-52, 68-80, 86-98
		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	57-65
		GRI 102-43 Approach to stakeholder engagement (relative to community)	4.3	57-65
	Association or sponsorship actions	GRI 102-13 Membership of associations	4.3	57-65
		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	23
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	31, 86-98, 105-106
	Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	GRI 102-9 Supply chain	4.2	53-56
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
		GRI 308-1 New suppliers that were screened using environmental criteria	4.2	53
		GRI 308-2 Negative environmental impacts in the supply chain and actions taken	4.2	53
		GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	4.2	53
		GRI 409-1 Operations and suppliers at significant risk for inci- dents of forced or compulsory labor	4.2	53

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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	53
		GRI 414-2 Negative social impacts in the supply chain and actions taken	4.2	53
	Monitoring and audit systems and their results	GRI 308-1 New suppliers that were screened using environmental criteria	4.2	53
		GRI 308-2 Negative environmental impacts in the supply chain and actions taken	4.2	53
		GRI 414-2 Negative social impacts in the supply chain and actions taken	4.2	53
Consumers	Measures for consumer health and safety	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
		GRI 416-1 Assessment of the health and safety impacts of product and service categories	6.1	86-89
		GRI 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	6.1	86-89
		GRI 417-1 Requirements for product and service information and labeling (partial)		Not applicable
	Claims systems, complaints received and their resolution	GRI 102-17 Mechanisms for advice and concerns about ethics (reports received and resolution)	7.3	107-110
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	31, 86-98, 105-106
		GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		No relevant complaints were lodged in FY 2021
Tax Information	Profits obtained by country	GRI 201-1 Direct economic value generated and distributed	Appendix I	116
	Taxes on profits paid	GRI 201-1 Direct economic value generated and distributed	Appendix I	116
	Public subsidies received	GRI 201-4 Financial assistance received from government		Not reported

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