

Sustainability-Report



GRUPO PIÑERO

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Letter-from-Encarna-Piñero

Dear Friends

Last year was undoubtedly one of the most exceptional we have ever experienced. The global Covid-19 pandemic had, and still has, a tremendous impact on virtually everything. In terms of the economy alone, the tourism sector recorded a drop of almost 70% in activity, contributing only 4.3% to the Spanish economy (Source: Exceltur).

But that was not enough for us to lose the enthusiasm with which we started 2020, when we embarked on a new journey full of challenges, learning and, above all, new opportunities, together with the evolution of our brand, our culture and our strategic plan. Moreover, we can say that, thanks to this hope that we never lost, we are here today sharing our report with all of you. And that is a great source of joy.

Because overcoming a crisis is as important as the way in which it is addressed. This is what really sticks in everyone's memory. What is worth remembering or not. And we wanted what would remain in the memory to be serenity, courage and solidarity, because we knew that only together we could avoid an even greater impact. It was not easy, but it was well worth it and, above all, it made us experience a total coherence with our essence and values.

This 100% family-driven essence, the collaboration of the team and our model have been cornerstones for us to assume with determination that we should continue working on a responsible management model, as we had been doing, as well as remaining committed to our purpose and values. And it is under this premise that we have worked throughout 2020, following the United Nations international frameworks as the main driver and the Sustainable Development Goals as a guide.

These difficult months, the confinement and the subsequent restrictions put us to the test and forced us to develop an Efficiency Plan that acted in two directions: preserving corporate liquidity and, at the same time, guaranteeing the safety, health and confidence of our clients, employees and all our stakeholders. Therefore, in a year in which everything



has been diluted by the events that have taken place, it is very important to highlight the efforts made as a reflection of the strength and consistency of our business model. A model that has managed to combine short-term actions to face the crisis and, at the same time, has remained faithful to its commitment to promote the 2020-2022 strategic plan based on its three strategic axes: Digitalization, Sustainability, and Innovation and Development. All this materialized in these lines of work, which today we are fortunate to be able to share with you:

- Strengthening the safety and health of people (clients and employees)

Health and well-being are more important than ever, which is why 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.

- Securing and boosting the group's economic and financial solvency

During this year, comprehensive cost control measures have been carried out while granting new lines of financing and credit facilities, as well as a permanent analysis of cash flows. Sustainable financing and socially responsible investment.

- Preserving jobs and talent within the company

We have had to take exceptional, urgent and very painful measures to adapt the workforce to the shutdown of activity by means of layoff plans aligned with the measures promoted by the different government authorities in the destinations where we operate. At the same time, we immediately established teleworking systems, on-line training, as well as our "we're still together" program.

- Establishing strategic alliances In this area, I would like to point out:

- The creation of a joint venture with Logitravel Group, through the merger of Smytravel, the online tour operator of the Spanish tourism group Logitravel Group, and Soltour, the leading independent tour operator in Spain and Portugal in the vacation segment and part of Grupo Piñero. This alliance generates important synergies: greater commercial visibility, major technological improvements, a broader product portfolio and the union of complementary teams.

- The signing of Bahia Principe Golf's partnership with the Professional Golfers Association (PGA) of America, which represents an important boost for the positioning of our golf business in the United States and the Caribbean.

- Continued Commitment to People and the Planet.

At Grupo Piñero we have remained committed to people and the planet, two basic pillars on which our work has been based over the years and on which we will continue to focus in the short, medium and long term. Highlights among our achievements in this aspect include:

- The Integral Coastal Management Plan. A project we launched in 2019 aimed at planning and sustainably managing all existing resources within our properties in order to achieve more integrated, responsible and intelligent territories, adapted to the new reality.
- The commitment to sustainable mobility through the company Turiscar and the incorporation of electric vehicles at Bahia Principe Hotels & Resorts and Bahia Principe Golf.
- Collaboration with social initiatives aligned with our values in the different countries where we operate through our support programs for families and vulnerable groups and our health and safety programs, with the donation of food, company material, free stays and health care material.
- Advancing Digitalization.

We have continued to work on important projects aimed at accelerating 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. This has been an essential instrument for optimizing our processes in a scenario marked by Covid-19.

- Improving operational management by innovating and developing new products and services.

As part of our investment plan, we have conducted several operational management improvement projects that allow us to continue to evolve our business through the implementation of pioneering and global projects that take advantage of and enhance synergies among the group's companies. Examples include the remodeling and reopening of two of our most emblematic hotels: Bahia Principe Grand Tulum (Mexico) and Bahia Principe Grand El Portillo (Dominican Republic), creating a significant number of direct and indirect jobs.

Although challenges continue during the first few months of 2021, we are confident that there will be a revival in the tourism sector in the third quarter of the year as the world recovers from Covid-19 and borders begin to open gradually. And this is when we will see

many of the measures taken, which are certainly here to stay, bringing the industry to a new scenario with a more demanding and aware client to whom we owe and will always owe ourselves.

In this time of uncertainty and volatility, we are pressing ahead with the Efficiency Plan initiated in 2020. In this context, aware of the importance of our sector in the economy and in society, we have reviewed our 2020-2022 Strategic Plan and adjusted it, redefining a new plan for 2021-2025, framed in innovation, digital transformation and sustainability, based on the lines of work initiated in 2020, in addition to strengthening our governing bodies.

I invite you to learn about all the milestones achieved in 2020. A very difficult year, which has made us bring out the best we have inside us in order to envision a better future together.

Encarna Piñero

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 Spanish 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 more than 40 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

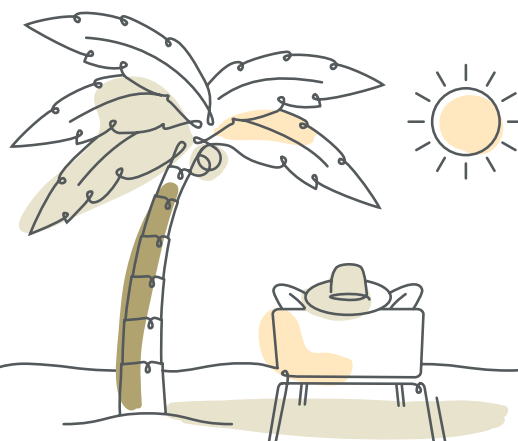
Our Brands

We have three business units: Living Resorts, which integrates our hotel, residential and golf business under the Bahia Principe brand name, featuring 27 hotels and 14,000 rooms in the Dominican Republic, Mexico, Jamaica and Spain; Travels, which includes our tour operating (Soltour) and at-destination inbound (Coming2) brands; and Services, which encompasses other value-added services (sustainable transportation at the complexes, production of videos and photo shoots, entertainment activities, etc.).

TRAVEL



LIVING RESORTS



SERVICES



2.2 Business Units

1. Travels

It is the business unit of Grupo Piñero that comprises the company's tour operating and inbound activities under the Soltour and Coming2 brands, respectively.



Soltour, one of Spain's leading tour operators, is at the root of Grupo Piñero. 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'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.

Soltour, as a tour operator, is present in the wholesale segment operating in Spain and Portugal, with an ever-growing range of destinations on offer, taking on the role of the perfect host.

In the context of the Covid-19 crisis, and with a view to establishing strategic alliances, we created a joint venture with Logitravel Group, through the merger of Smytravel, the online tour operator of the Spanish tourism group Logitravel Group, and Soltour, the leading independent tour operator in Spain and Portugal in the vacation segment and part of Grupo Piñero. This alliance generates important synergies: greater commercial visibility, major technological improvements, a broader product portfolio and the union of complementary teams.



Points of Sale
8,836



Travelers
30,533



2.2 Business Units

1. Travels



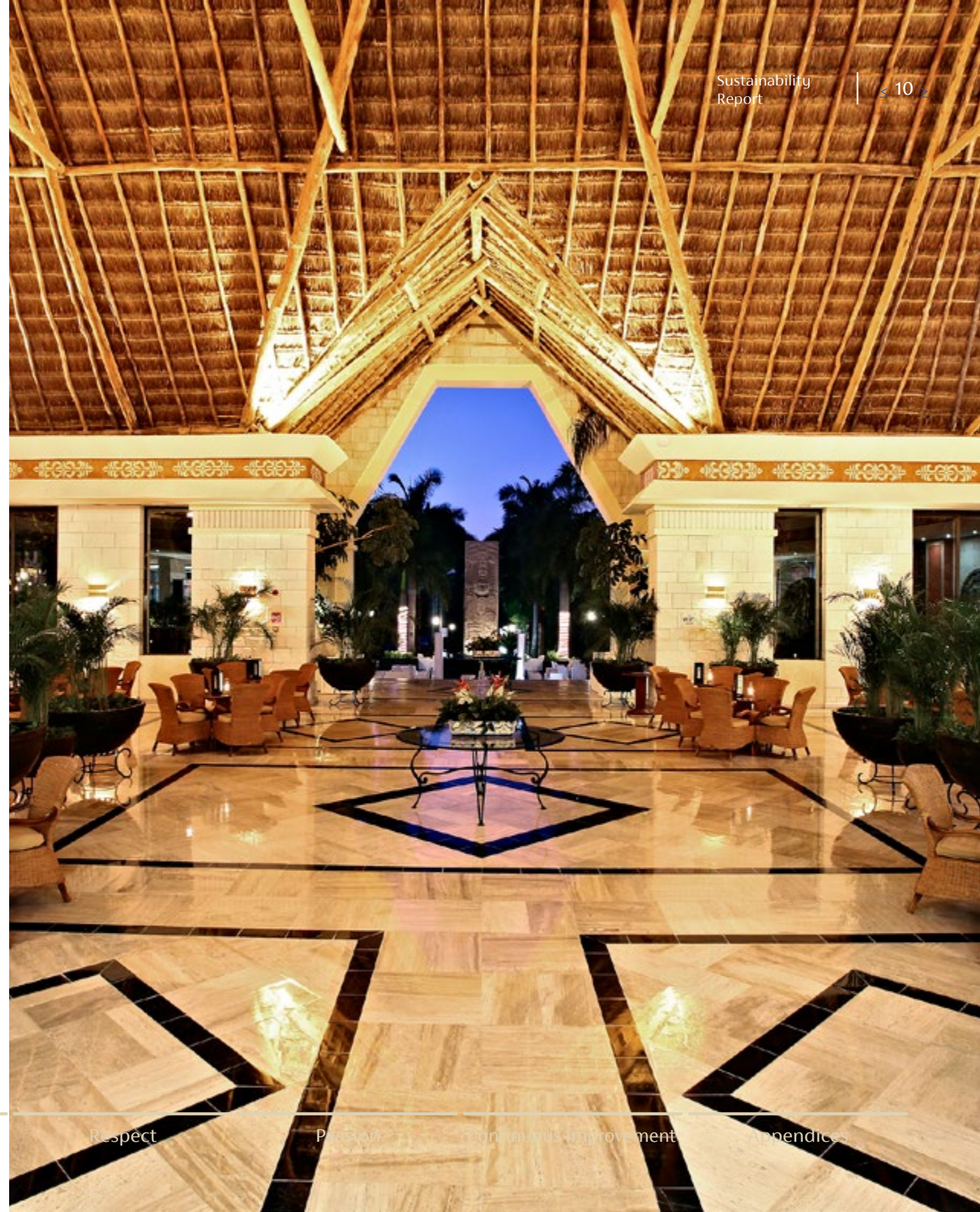
Coming2, Destination Management Company, offers inbound services to guests of Bahia Principe Hotels & Resorts and other chains and tour operators, meeting the needs of all types of groups, including the MICE segment, in relation to their accommodation, transfers, the development of leisure and sports 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 such as Soltour and Bahia Principe.



Inbound Destinations
5

Clients Assisted
115,000



2.2 Business Units

2. 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.



BAHIA PRINCIPE



BAHIA PRINCIPE
HOTELS & RESORTS



BAHIA PRINCIPE
RESIDENCES



BAHIA PRINCIPE
GOLF

2.2 Business Units



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.



2.2 Business Units



The Most Special Way to Experience Vacations

Hotels with the exclusive touch that makes vacations go a step further. Superior service, more privileges, exclusive areas... For those for whom true luxury is to disconnect, not to worry about anything, and to dedicate their time to enjoying themselves while we take care of every detail.



A Caribbean Paradise for Each and Every One of Our Clients

Our Bahia Principe Grand hotels represent our essence: everything you would expect from the Caribbean and a little more. Quality, charming people, good atmosphere, and a delightful attention to detail. We bring the essence of the Caribbean to life, making it easy for each guest to connect with their special side during their vacation.



Family Vacations Full of Magic

A new concept of themed hotels created for those families who want to live an unforgettable vacation around different stories and legends through our characters. Contributing to this ambiance are themed facilities, such as grand castles, and surprising restaurants to put the finishing touch. Ideal hotels to discover the magic of being a child again.



Our Hotels in the Sunny Country

4 star superior hotels where you can enjoy our essence in Spain, located in the wonderful islands of Tenerife and Mallorca. All are characterized by their incredible views and the influence of Spanish culture at all levels, especially in terms of service, treatment and atmosphere. A slice of paradise in Europe.



2.2 Business Units

True Happiness Is Here. You Just Have to Choose How to Experience It

Experiences: What you enjoy so immensely that it leads you inevitably to be happy.

Happiness isn't things; it's sensations, moments, experiences. The imprint left by a happy moment is what keeps that vacation there, bringing a smile to your face, even when it's over.

To make sure that the choice of hotel is the most suitable for each person, we have classified them by type of experience.

Sports, entertainment, gastronomic and wellness activities that can be enjoyed with all the senses and make your vacation a truly luxurious experience.

Because True Luxury Means Experiencing Happiness



Treasure Experience. If you're a treasure seeker, just look around you.

When you see that one of our hotels bears the "Treasure" seal, you can be sure that you can be sure that you will return a new person.



Escape Experience. Because adults also know how to have fun.

If the hotel you choose bears the "Escape" seal, be prepared to experience intensity both by day and by night.



Family and Friends Experience. The greatest joy is to share.

"Family and Friends" - the seal that says it all. And besides, it's got it all - for everyone!



2.2 Business Units

Dominican Republic

Bahia Principe Grand San Juan *****
 Bahia Principe Grand Punta Cana *****
 Bahia Principe Grand Bavaro *****
 Bahia Principe Grand Turquesa *****
 Bahia Principe Grand Aquamarine *****
 Bahia Principe Fantasia Punta Cana *****
 Bahia Principe Luxury Esmeralda *****
 Bahia Principe Luxury Ambar *****
 Bahia Principe Grand La Romana *****
 Bahia Principe Luxury Bouganville *****
 Bahia Principe Grand El Portillo *****
 Bahia Principe Grand Cayacoa *****
 Bahia Principe Luxury Samana *****
 Bahia Principe Luxury Cayo Levantado *****

Mexico

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

Jamaica

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

Spain

Bahia Principe Sunlight San Felipe ****
 Bahia Principe Sunlight Costa Adeje ****
 Bahia Principe Sunlight Tenerife ****
 Bahia Principe Fantasia Tenerife *****
 Bahia Principe Sunlight Coral Playa ****
 Hotel Piñero Bahia de Palma ***
 Hotel Piñero Tal ***



Total Hotels
27

Bahia Principe Luxury 8
 Bahia Principe Fantasia 2
 Bahia Principe Grand 11
 Bahia Principe Sunlight 4
 Piñero Hoteles 2



Total Rooms
13,843

Dominican Republic 7,000
 Mexico 3,034
 Jamaica 1,375
 Spain 2,434



The hotel offer in Spain is complemented by Piñero Hoteles..

Piñero Hoteles

Family hotels in Palma de Mallorca with an unbeatable value for money to enjoy a few days of rest on the island. Their location on one of its most famous beaches and proximity to the airport make them a great choice if traveling in a group or as a couple.



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.

Located just 15 miles from Tulum in Mexico's Bahia Principe resort, **PGA Riviera Maya** is the only golf venue in Latin America affiliated with PGA of America and, as such, will host the first PGA of America Golf Academy in Mexico, which will offer innovative practices, development programs and educational content focusing exclusively on the sport. It has 27 holes distributed in 2 courses, one of them is an 18-hole par 72 and the other one is a 9-hole par 3 course.

PGA Ocean's 4 is located in the beautiful bay of the Bahia Principe La Romana resort, equidistant from the country's capital and the tourist area of Punta Cana. It is the official home of the first PGA of America Golf Academy and has a total of 27 holes spread over two spectacular golf courses, one an 18-hole par 72 course and the other a 9-hole course.



Golf Courses
4



No. Holes
54



Designers Robert Trent Jones II
and Maverick Golf

Our Raison d'Être

Exemplarity

Collaboration

Respect

Passion

Continuous Improvement

Appendices



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. It has two residential complexes: Tulum Country Club (Mexico) and Playa Nueva Romana (Dominican Republic) owned by the Group.

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.

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.



Projected homes
13,000



Surfaces (m2)
12.029.686 m2



2.2 Business Units

3. Services

We complete our offer of services at destination under the following brands, thus enriching the travel value chain.



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

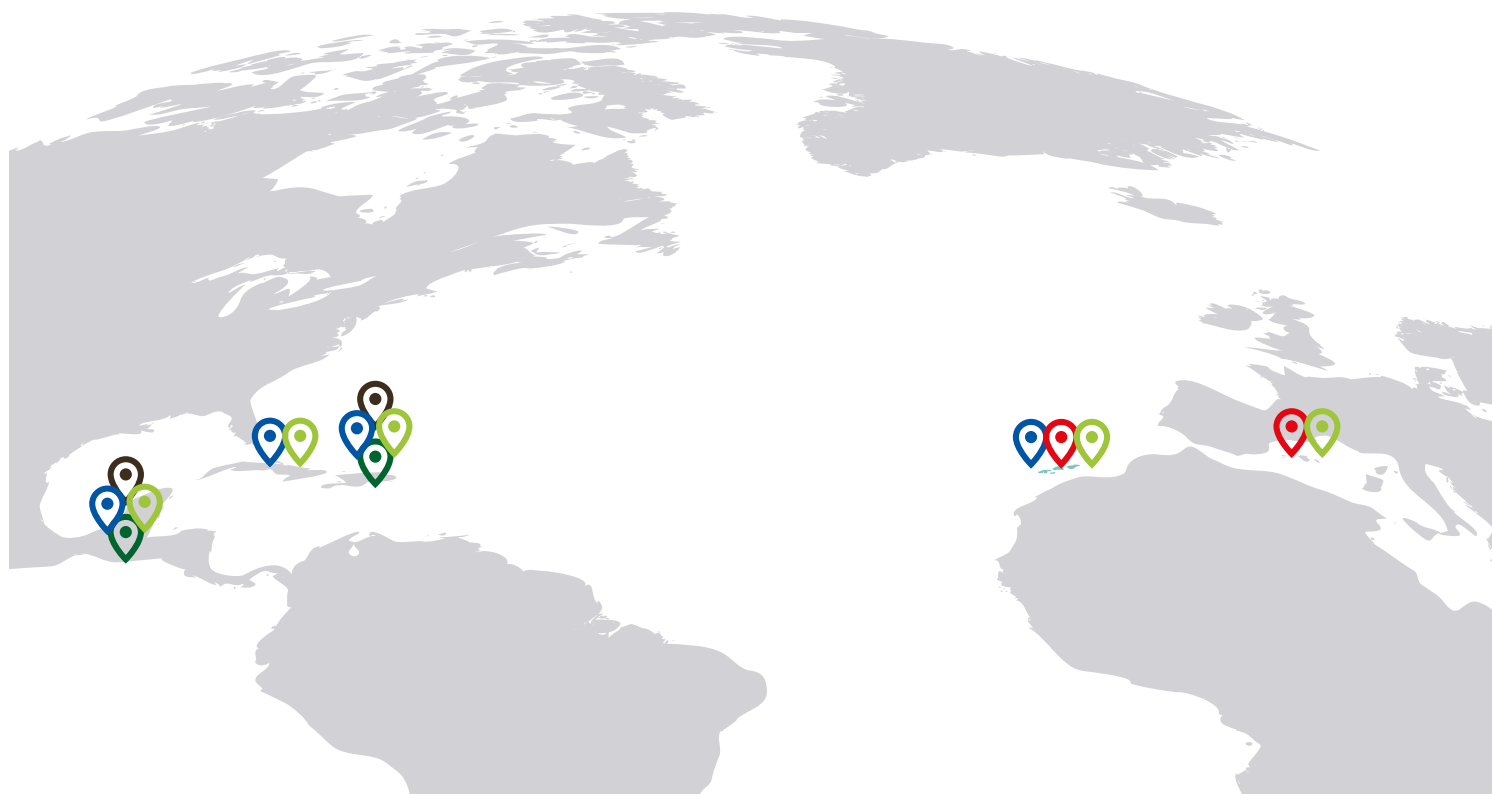


Professional photography and video service



2.3 Where We Are

Today, we occupy leading international positions and manage 9 million stays per year by clients from more than 30 countries.



2.4 Milestones Achieved in 2020

In the year 2020 we witnessed a closing of borders at the international level, countries where the mandatory confinement of all their citizens was decreed, along with the suspension of all types of events. All this left the world economy teetering on the brink of a global crisis, with the tourist trade being one of the hardest hit industries.

This has been a year of inflection for the company, which has suffered the consequences of the stoppage of tourism activity in all the destinations where we operate.

However, even though we know that 2020 was a year that was marred by all the events that took place, it is important for us to focus on all that we achieved during the year. Among all the milestones reached in 2020, two have undoubtedly had a special impact on all of us who make up the Piñero family: the shutdown of activities in all the Group's companies, which has never been seen in the more than 40 years of our existence, and the gradual reactivation of operations as of July 1.

And as we had already announced back in 2019, with our rebranding of the Group, with all the sunrises we have experienced, now it's time for a renewed Dawn, to continue creating those exciting experiences that new travelers are eager to enjoy, always creating shared value and generating a positive impact.

2.4 Milestones Achieved in 2020

January

- Participation in the International Tourism Fair in Madrid, FITUR, where we recorded the carbon footprint generated by the people who visited us
- Encarna Piñero participates in the 10th Exceltur Forum "Boosting the Image and Regional Competitiveness of Tourism in Spain"
- Bahia Principe Golf signs a collaboration agreement with the Professional Golfers' Association, PGA of America



February

- Bahia Principe Fantasia Tenerife launches two new shows: "Baby Ladon" and "Papimber and the Garden of the Hesperides"
- 1st Bahia Principe Hotels & Resorts Conference on Hotel Development and Innovation
- Attendance at ISE 2020 in Amsterdam



March

- Soltour attends a convention to promote the tourist areas of Andalusia
- We join International Women's Day For a world in which all people have the same opportunities for professional growth and development.
- With nearly half of the world's population confined due to the spread of COVID-19, we shut down company-wide activity at all destinations and corporate offices



2.4 Milestones Achieved in 2020

April

- We join World Health Day, expressing our gratitude to all healthcare personnel.
- In Jamaica, we make 250 rooms available to the government for quarantined persons.
- We begin collaborating with the local communities in which we operate to improve people's well-being through our programs: support for families and vulnerable groups and health and safety, donating food and medical supplies



May

- Acknowledgment of US and Canadian travel agents: "WE WILL PARTY TOGETHER"
- We join International Recycling Day
- Start of the #BahiaPrincipeTogether video program through Bahia Principe Hotels & Resorts' official social media channels to share sports and entertainment activities



June

- Evolution of the Bahia Principe Residences visual identity
- We adapt and reinforce health and safety measures to the regulations of each of the countries in which we operate, based on the health and well-being of people.



2.4 Milestones Achieved in 2020

July

- Starting afresh. We start to reopen Bahia Principe Hotels & Resorts establishments in all destinations where we are present
- Fantasia Mood! An initiative to make our employees feel like real clients
- We welcome the first Canada Vacation clients in Mexico, Dominican Republic and Jamaica



August

- We inaugurate a new floor at the Corporate Offices
- The Minister of Tourism of the Dominican Republic visits our Corporate Headquarters
- We reopen the Bahia Principe Fantasia in Tenerife to our clients



September

- We sign and renew new sustainable financing for this node with the bank BBVA, becoming the first company to sign ICO-backed sustainable bilateral financing.
- The Mayor of Calviá visits Bahia Principe Sunlight Coral Playa and praises the great work of its professionals
- We join in the celebration of World Tourism Day. Encarna Piñero called on us to remain brave and responsible



2.4 Milestones Achieved in 2020

October

- Bahia Principe Sunlight Coral Playa and Bahia de Palma participate one more year in Operation Kilo
- We join the celebration of the International Day against Climate Change by planting more than 3,000 trees
- Volunteers from the José Luis Montesinos Foundation enjoy charity stays at the Bahia Principe Fantasia Tenerife.



November

- We reopen Bahia Principe Grand Tulum, after a complete refurbishment under the 'Origin' concept
- Encarna Piñero participates in the round table organized by Exceltur, on the "social contribution of the tourism sector to the challenges of the pandemic"
- PGA Riviera Maya presents the fifth edition of one of the most eagerly awaited tournaments in the world



December

- Ocean's 4 celebrates its first "TP3 Challenge" tournament
- The Eco-Bahia Foundation releases more than 180,000 sea turtle hatchlings in 2020
- We open the doors of the Bahia Principe Grand Portillo after its renovation under the concept "Mirror of the Sea"



2.5 Awards and Acknowledgments

At Grupo Piñero we work every day to consolidate our position as a leader in the international tourism market in innovation and development, digitalization and sustainability.

The year 2020 was a complicated year for all of us who are part of the Piñero family, but the team has continued to work guided by our culture and values: collaboration, respect, continuous improvement, exemplarity, but, above all, by passion, which has kept us alive throughout this process, and will continue to guide us in the future evolution of the company.

As a result of this work, we are pleased to have received awards at Bahia Principe Hotels & Resorts from several tour operators.

Thank you for your trust and appreciation



2.5 Awards and Acknowledgments

HOTELS.COM

11 Loved By Guests Award 2021

Bahia Principe Luxury Esmeralda
Bahia Principe Grand Aquamarine
Bahia Principe Luxury Bouganville
Bahia Principe Grand La Romana
Bahia Principe Grand Cayacoa
Bahia Principe Luxury Samaná
Bahia Principe Grand El Portillo
Bahia Principe Luxury Akumal
Bahia Principe Luxury Sian Ka'an
Bahia Principe Fantasia Tenerife
Bahia Principe Sunlight Costa Adeje

2 Loved By Guests Luxury 2021

Bahia Principe Luxury Ambar
Bahia Principe Luxury Runaway Bay

1 Loved By Guests Family 2021

Bahia Principe Fantasia Punta Cana

1 Loved By Guests Most Wanted 2021

Bahia Principe Luxury Cayo Levantado

BOOKING

22 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 Luxury Cayo Levantado
Bahia Principe Sunlight Coral Playa
Bahia Principe Sunlight Costa Adeje
Bahia Principe Luxury Esmeralda
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 Turquesa
Piñero Bahia de Palma



2.5 Awards and Acknowledgments

TRIPADVISOR

2 Travellers' Choice Best of the Best

Bahia Principe Fantasia Punta Cana
Bahia Principe Luxury Cayo Levantado

6 Travellers Choice (D.R.)

Bahia Principe Grand Aquamarine
Bahia Principe Luxury Ambar
Bahia Principe Grand Cayacoa
Bahia Principe Grand El Portillo
Bahia Principe Luxury Samana
Bahia Principe Luxury Bouganville

3 Travellers Choice (Spain)

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

3 Travellers Choice (Mexico)

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

RCI

15 RCI Gold Crown

Bahia Principe Grand Cayacoa
Bahia Principe Grand El Portillo
Bahia Principe Luxury Cayo Levantado
Bahia Principe Grand la Romana
Bahia Principe Luxury Bouganville
Bahia Principe Grand Punta Cana
Bahia Principe Grand Turquesa
Bahia Principe Fantasia Punta Cana
Bahia Principe Luxury Ambar
Bahia Principe Luxury Esmeralda
Bahia Principe Grand Jamaica
Bahia Principe Luxury Runaway Bay
Bahia Principe Grand Tulum
Bahia Principe Grand Coba
Bahia Principe Luxury Sian Ka'an

9 RCI Premier All-Inclusive Award

Bahia Principe Grand Cayacoa
Bahia Principe Grand el Portillo
Bahia Principe Grand La Romana
Bahia Principe Grand Turquesa
Bahia Principe Grand Punta Cana
Bahia Principe Grand Tulum
Bahia Principe Grand Coba
Bahia Principe Luxury Sian Ka'an
Bahia Principe Grand Jamaica



















HOLIDAYCHECK





















3 Holidaycheck Special Awards

Bahia Principe Luxury Samana
Bahia Principe Costa Adeje
Bahia Principe Sunlight San Felipe



2.6 Key Indicators

	2020	2019	2018
 Economic			
 Consolidated EBITDA	-55 M€	119 M€	168 M€
 Consolidated Turnover	222 M€	801 M€	819 M€
 Environmental			
 Ratio of Power Consumption per Stay	54,57 kWh/est	32,61 kWh/est	30,06 kWh/est
 Total Recyclable Waste Recovered	1.267.777 Kg	3.902.611 kg	3.616.413 kg
 Recovered Waste	0,58 kg/est	0,46 Kg/est	0,42 Kg/est
 Water Consumption	2,60 m3/est	1,05 m3/est	1,06 m3/est
 Sustainable Mobility	562 electric vehicles	561 electric vehicles	461 electric vehicles
 % green energy contracted	22%	22%	-
 CO2 emissions to the atmosphere	16,05 Kg/est	8,26 Kg/est	8,68 Kg/est
 Environmental Investment	7.569.135€	2.420.438€	7.054.720€
 Employees			
 No. Employees	8.720	14.932	15.054
 N° of Female Employees	2.884	5.231	5.082
 Healthy Company Investment	971.990€	1.640.380€	1.334.000€
 Training Hours	65.010	242.548	144.111
 Women on the Corporate Services Unit Committee	54%	54%	54%

	2020	2019	2018
 Local Community			
 Contribution	184.000 €	305.000 €	248.000 €
 Suppliers			
 % Local Suppliers	97%	92%	95%
 Purchasing Volume	71.877.136\$	174.791.531\$	181.977.000\$
 Cientes			
 Global Review Index	88,7	90,7	90,6
 Net Promoter Score Hotels	42,7	35,4	28,3
 Bahia Principe Hotels & Resorts Ratio of Complaints per no. Clients	0,003	0,004	0,003
 Soltour/Coming2 Satisfaction Level	N/A	75,75	76,3
 Soltour/Coming2 Ratio of Complaints per no. reservations	0,07	0,023	0,036
 Audits			
 Quality Control (Covid-19)	298		
 HS Consulting (Covid-19)	13		
 Analysis of Hazards and Critical Points	2.200	-	2.276
 Quality Audits	1.311	5.949	5.141
 Acknowledgments			
 Travelife	23	23	23
 EarthCheck	4	4	4
 Acknowledgments Beaches	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.

What Defines Us

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 Purpose

Our internal culture continues to evolve toward a space of greater complicity and efficiency. Throughout 2020, we have made it a priority to review our *raison d'être*, in order to renew and update it at a time of deep crisis, but today more than ever 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. For this reason, we have established a series of internal commitments that are aligned with the corporate values that govern our way of doing things. Thus, we will lead our own evolution process, preparing ourselves for new challenges, always relying on innovation and development, digitalization and sustainability, but above all, championing values that show us the way and define our personality.



2.7 Where We Are Heading

Our Values as a Guiding Principle

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 cross-cutting 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 Corporate Responsibility

We Go One Step Further

Sustainability is our business model

We are passionate about what we do, we are motivated by creating exciting experiences for our clients and we strive to ensure that the effects we generate in all areas of operation are positive for all our stakeholders.

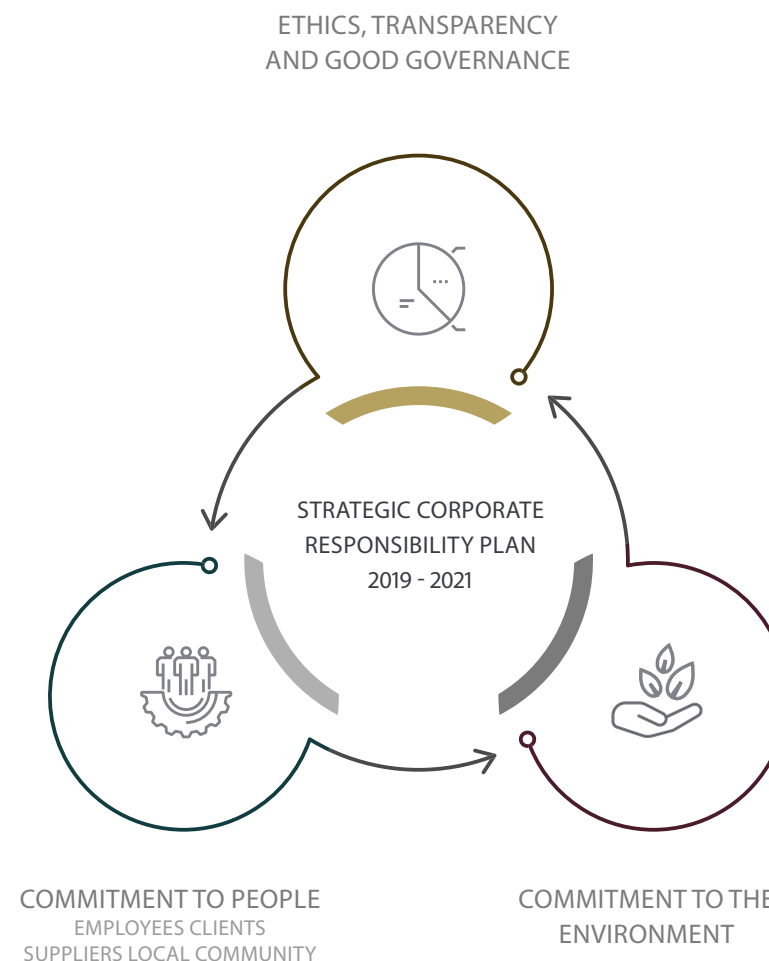
We think and act responsibly and sustainably.

We design attractive, ethical and high-quality products and services that are fair to our clients, to our employees, to our suppliers, to the communities in which we operate and to the environment.

For all these reasons, we promote human leadership that, aligned with the United Nations 2030 Agenda, allows us to advance in a responsible and sustainable management model that can meet current challenges and generate shared value for all stakeholders.

Our Strategic Corporate Responsibility Lines for 2019-2021

- Ethics, Transparency and Good Governance
- Commitment to People
- Commitment to the Environment



3.2 Corporate Responsibility Structure

Corporate Responsibility Structure

Our sustainable, global and transversal approach is implemented through a Corporate Responsibility management model

We have a solid CR structure that is organized as follows:

CR COMMITTEE

- Identify and guide the Group's corporate responsibility policies, objectives, best practices and programs and/or projects.
- Evaluate, monitor and review action plans based on sustainability commitments and policies developed by Group executives.
- Periodically review internal control and management systems. As well as the degree of compliance with objectives and implementation of sustainability policies.
- Approve the Sustainability Report prepared in the CR domain.
- Raise to the Group's Corporate Services Unit (CSU) the Sustainability and Corporate Responsibility commitments, policies, objectives, and projects.
- Evaluate and approve the budget for the execution and development of actions, programs and/or projects.

CORPORATE CR DIRECTOR

- Propose CR policies, procedures and projects to the CR Committee.
- Coordinate the analysis of risks and opportunities.
- Establish the roadmap and propose to the Committee the actions to be taken.
- Coordinate CR master plans and evaluate the execution of programs and actions.
- Advise the company in matters related to this domain.
- Design and carry out the programs and actions approved by the CR Committee in all divisions of the company.

BUSINESS UNIT CR DIRECTOR

- Coordinate and implement the programs approved by the CR Committee.
- Monitor and control the action plans.
- Coordinate with the Corporate CR Director.

SUSTAINABILITY COMMITTEES

- Execute the action plans designed by the CR department.
- Design and/or propose actions or projects to Grupo Piñero's Corporate Responsibility Committee.

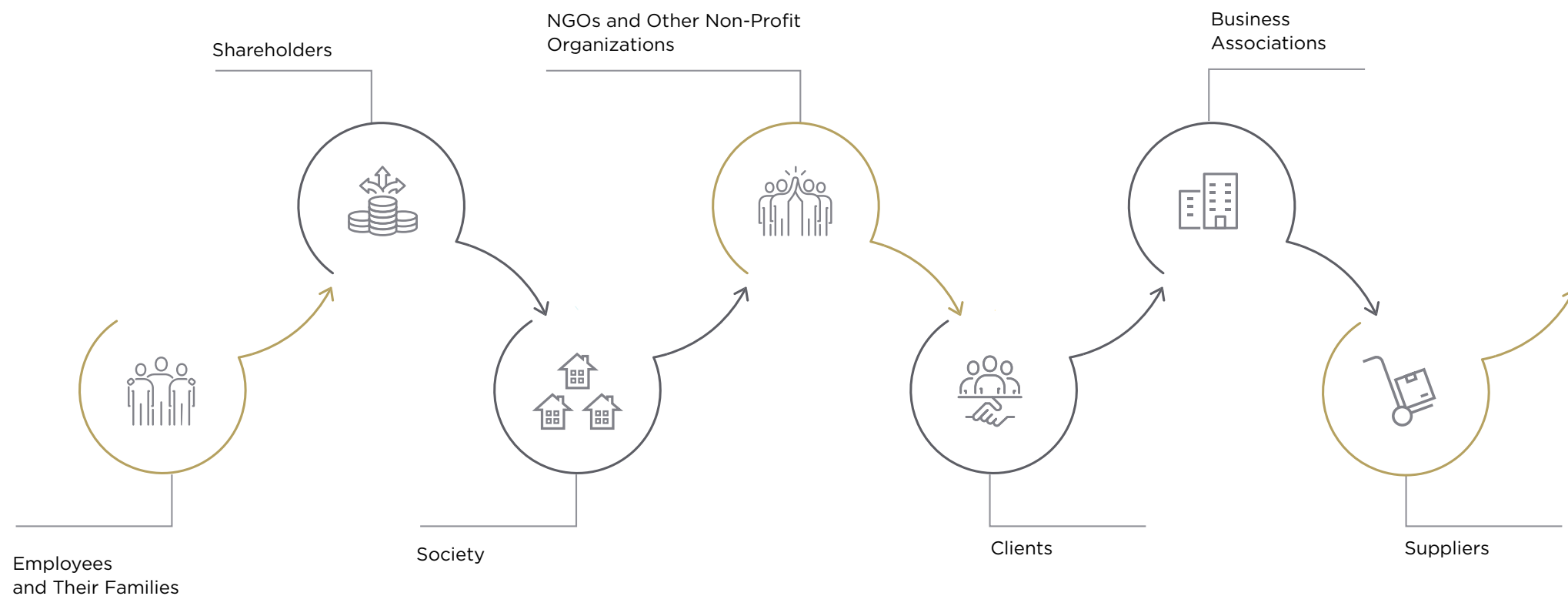
FREQUENCY OF MEETINGS

This year, the established periodic meetings have not been held due to the halt in tourism activity. Sustainability issues have been addressed in the general and specific meetings held.

3.3 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

Dialog with Stakeholders

The shutdown of the company's activity, the uncertainty about the evolution of the pandemic and the economic impact of our results have required an even closer and more human exchange with all our stakeholders, especially with our employees and customers, in order to keep alive Grupo Piñero's commitment to all of them. This situation has required us to make an extra effort to understand the needs of each one of them and to reinforce their **trust**, always **close** to them and prioritizing safety, health and wellbeing, a basic pillar on which we have been working, but which this year has become more important than ever.

That is why we designed an internal and external **Communication Plan** with the aim of maintaining a fluid, permanent and transparent communication throughout the year, informing them promptly of the evolution of the health crisis and of the business, of the work plan that we have been carrying out in the company and periodic information on alternatives that we were developing for our clients and on the labor situation of the staff after the loss of activity.

The close and permanent interaction throughout these months of pandemic has helped us to **manage the crisis in better conditions**, taking into account the reality of each of our priority stakeholders.

The current context has placed the spotlight on the capacity and need for the entire industry to work together, to share knowledge and experiences to ensure the safety and health of our clients, employees and suppliers, mainly.

Moreover, Encarna Piñero, CEO of Grupo Piñero, has maintained much closer communication with business associations and government authorities in all the countries where we are present, with the aim of being an active part of the solution to the crisis in the tourism sector and being much closer to all our stakeholders.









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 and Their Families	<ul style="list-style-type: none"> Intranet News Employee Portal Team Meetings 	<ul style="list-style-type: none"> Information Webinar Online Training Webinar HR Communications
 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 Meetings with Government Authorities 	<ul style="list-style-type: none"> Institutional Communication
 NGOs and Other Non-Profit Organizations	<ul style="list-style-type: none"> Social Activities Media 	<ul style="list-style-type: none"> Social Media Communication
 Clients (End)	<ul style="list-style-type: none"> Press News Social Media News 	<ul style="list-style-type: none"> Websites
 Clients (Travel Agencies/ Tour Operators)	<ul style="list-style-type: none"> Specialized Websites for Travel Agencies Call Center for Travel Agencies 	<ul style="list-style-type: none"> Online Meetings with Travel Agencies and Tour Operators Publications and Communications
 Business Associations	<ul style="list-style-type: none"> Participation in Forums and Meetings Press Releases 	<ul style="list-style-type: none"> Social Media Institutional Communications
 Suppliers	<ul style="list-style-type: none"> Communication 	<ul style="list-style-type: none"> Team Meetings

3.4 Materiality

Materiality Analysis

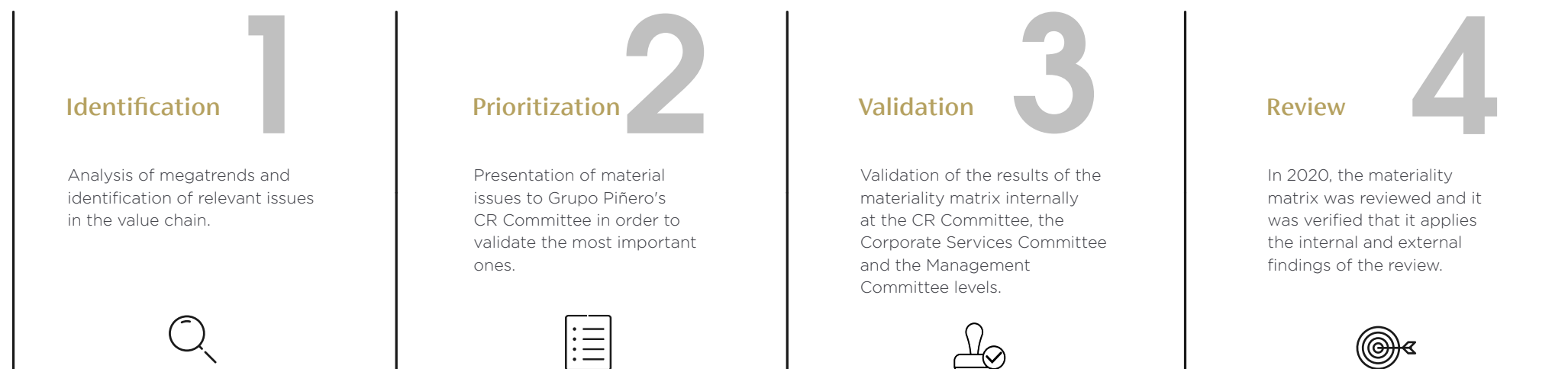
Identifying the interests and expectations of our stakeholders is fundamental to implementing our Corporate Responsibility strategy and making progress in the creation of economic, social and environmental value.

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 2020, for the third 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 2020 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 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.



3.4 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

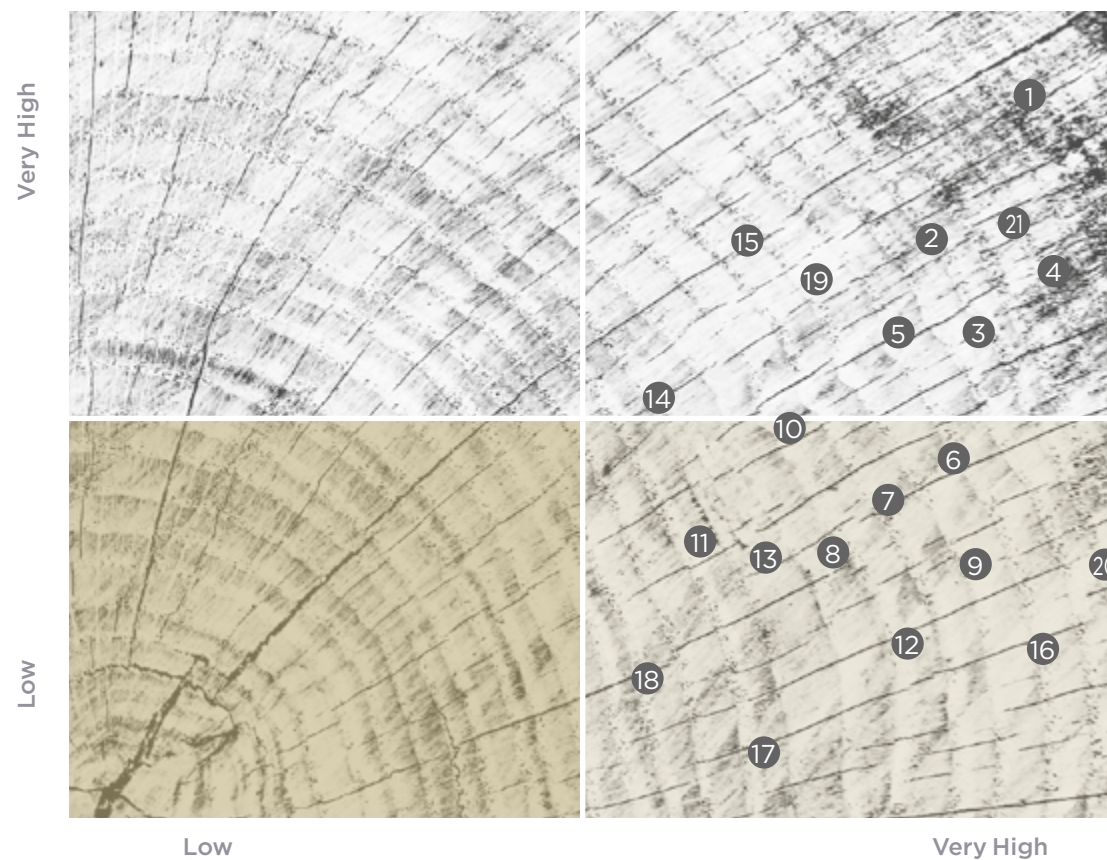
Customer Experience: Commitment to People

- 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

IMPORTANCE FOR GRUPO PIÑERO



IMPORTANCE FOR STAKEHOLDERS

3.5 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, we have been signatories of the United Nations Global Compact since 2017. This helps us to align our 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 12 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

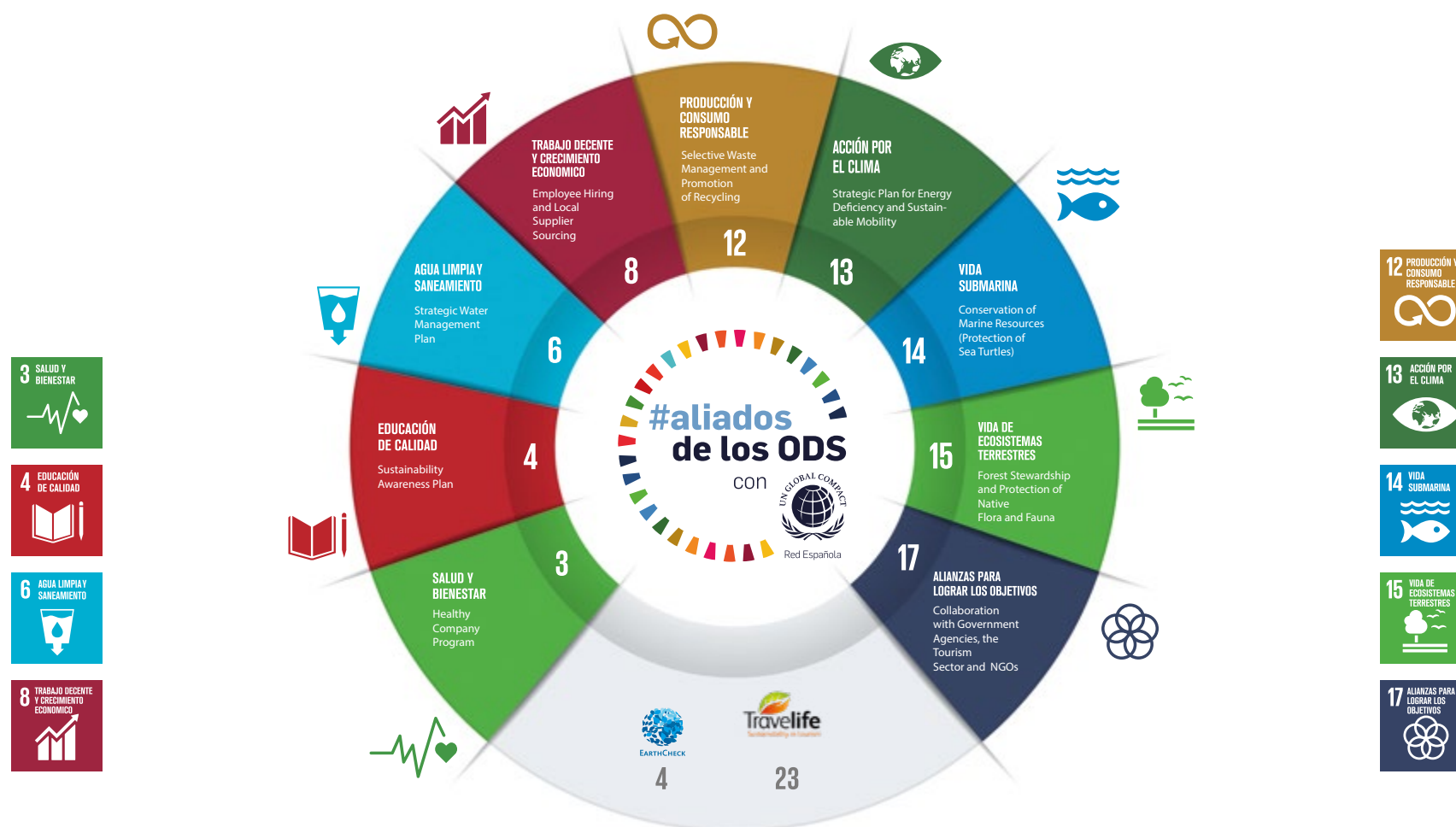


Indirect Contribution



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.

3.5 Contribution to Sustainable Development



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



Pacto Mundial
Red Española



3.6 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.

3.6 Human Rights

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 or work 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.

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.



WHISTLEBLOWING
HUMAN RIGHTS
VIOLATIONS

3.7 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.

In a year in which we have shut down our operations and reopened only moderately, our certifying companies have maintained our sustainability certifications. Bahia Principe Hotels & Resorts currently has 27 sustainability certifications.

In 2020 the Bahia Principe Grand Tulum hotel's beach obtained, for the twelfth consecutive year, the Certified Beach accreditation granted by the Mexican Institute of Standardization and Certification.

We continue to pursue the implementation of the sustainability criteria that apply to GEO certification at the Riviera Maya and La Romana golf courses in order to improve the nature within the courses, optimize resources and improve the interrelationship with the community.

In addition, this year we signed our second sustainable financing with BBVA and for the second year we were audited by external analysts against business conduct criteria, like



Certifications



23



4



4



1

Our Raison d'Être

Exemplarity

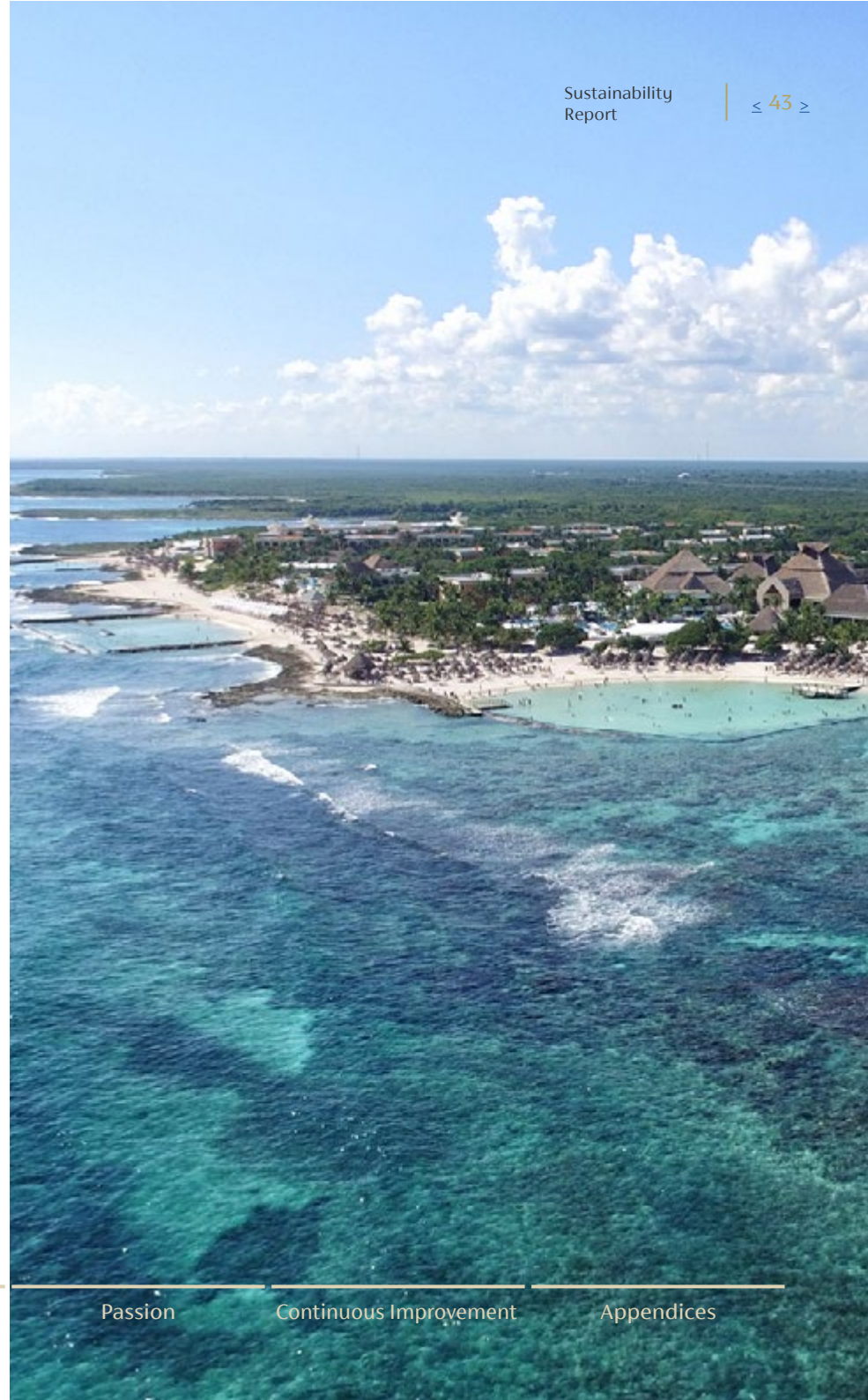
Collaboration

Respect

Passion

Continuous Improvement

Appendices



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



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



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



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



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



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

4.1 Our Employees

Covid Context

The collapse of activity raises the number of tourism jobs affected to 728 thousand at the end of 2020, with 435 thousand in temporary furlough status and 293 thousand having lost their jobs in Spain. The employment situation of tourism workers has come to a standstill, and at the same time there has been ongoing uncertainty due to the lack of activity, which has led a significant number of companies to resort to the protection of the temporary furloughs and to neither hire nor lay off workers in relation to the situation in 2019. In total at the end of December, according to Social Security data, in Spain there are 728 thousand members of the tourism branches affected by the absence of activity, with 435 thousand still holding their jobs and 293 thousand who have been dismissed or have not been hired in relation to December 2019.

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 2020 in all the countries where we operate.

The exceptional situation generated by the COVID-19 pandemic led to the closure of a large part of our hotel portfolio. 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.



4.1 Our Employees

Employment Protection Measures

We are aware that becoming a leading vacation group and gaining recognition among our clients has been possible thanks to the experience of our team and their involvement in the day-to-day running of the company. 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.

The corporate culture is key to Grupo Piñero's business strategy. 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.

Throughout 2020, we have had to act to mitigate the severe consequences of COVID-19 on our business and results. With this objective and in order to protect employment in the long term as much as possible, a contingency plan was implemented to temporarily reduce our workforce and, consequently, adjust personnel costs to the reality of the business, through contract suspensions, reductions in working hours, application for special subsidies available in some countries, cancellations of vacancies and/or other measures taken in accordance with the labor legislation of each of the countries where we are present.

Practically the entire workforce, in all professional categories, has been affected by some of these measures, affecting men and women equally.

In general terms, we have focused on maintaining employment in all countries, to the extent that operations have allowed, with special attention to critical groups and personnel in development. In each country, we have followed the specific labor regulations that have been developed in response to the pandemic.

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

4.1 Our Employees

► Spain: Temporary Furloughs

In order to preserve employment and avoid collective layoffs, the company has opted to apply temporary furloughs (ERTEs according to the Spanish acronym) in all Group companies, thus guaranteeing job protection and social security contributions for its employees

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

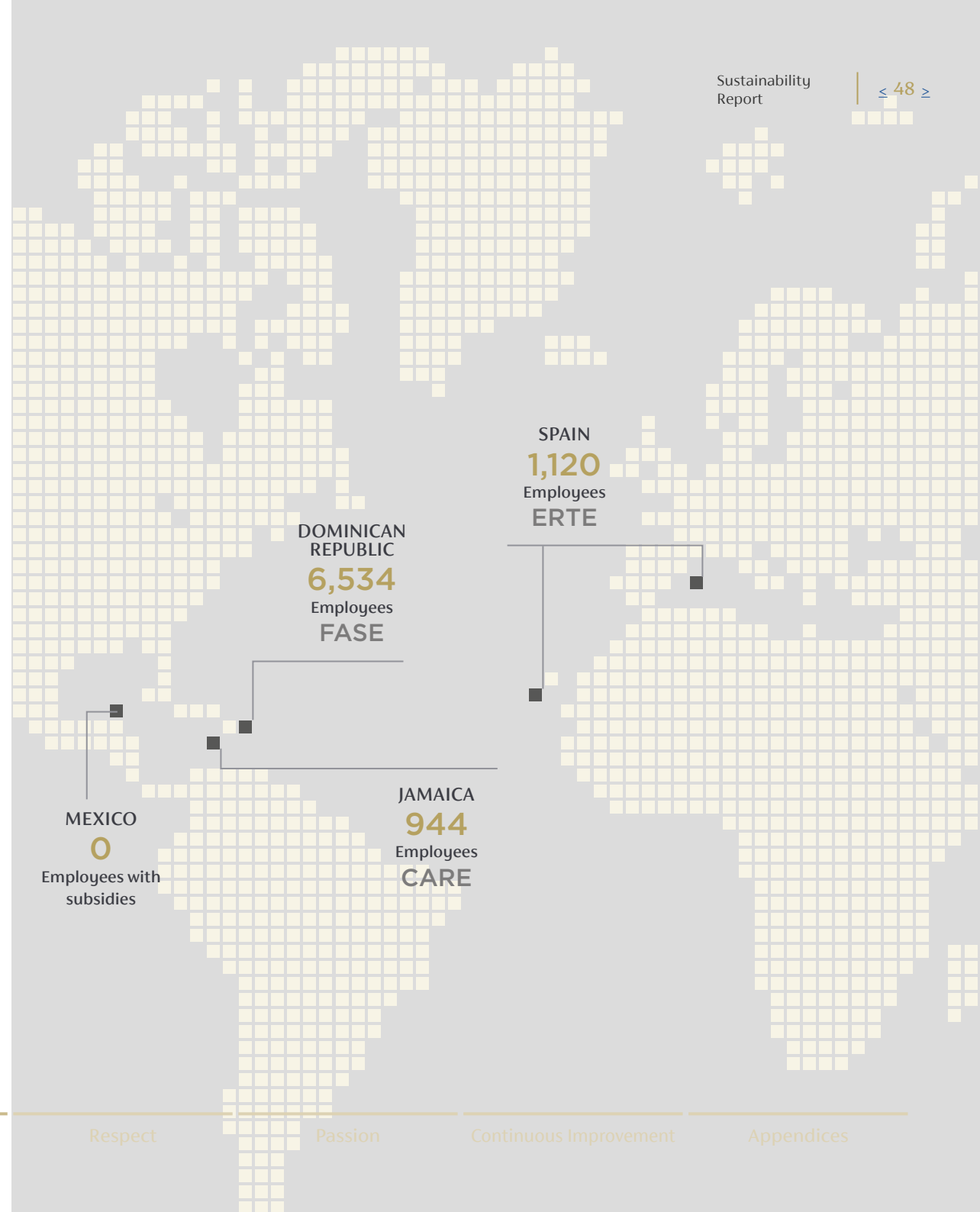
The FASE program has enabled many of our employees to keep their jobs by guaranteeing the suspension of their contracts as well as a salary and social security coverage. Unfortunately, the program was not enough to keep the jobs of all our employees.

► 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

► Jamaica: Care Program

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



4.1 Our Employees

Accompaniment During the Confinement

For several months this year, sanitary measures forced confinement and restricted mobility. In order to accompany our employees during this adaptation process, both for those who were active and those who were on 100% suspension, we established periodic communications focused on improving their physical and mental well-being, as well as providing them with the necessary tools to acquire the new habits that online work implies, through weekly recommendations of training and audiovisual resources.

Eight one-hour Webinars were held, each with a variety of content ranging from cybersecurity, use of social media, remote work, wellness and health, and privacy, which were well received with 300 registrants and ratings of over 4.5 on a scale of 1 to 5.

#Seguimos juntos (#Still together)

The Company also prepared a Back-to-Office Plan for all employees to return partially and voluntarily, so that once the confinements were lifted, they would have all the information related to the Health and Safety protocols they had to comply with.



4.1 Our Employees

New Ways of Working

During 2020, new ways of working have been established throughout the company, mainly in the corporate offices.

Organization of Work Time

In 2019, work-life balance measures were established, offering the possibility of opting for reduced working hours (less time allocated to lunch) and flexible working hours (start and end times adaptable to employees' needs). In 2020, we made sure that these measures were adapted to the new virtual work environment.

Telecommuting and Digitalization of Job Descriptions

From day one, telecommuting was implemented with all the technical support and other facilities such as the collection of office supplies. Thus, we were able to focus on reinforcing a series of measures and procedures aimed at facilitating the adjustment to telecommuting, the development of digital competencies and the reconciliation between work and personal life.

During the period of confinement, guidelines for remote work were launched in different countries to facilitate the transition to virtual work and remote team management. For this reason, we promoted the implementation and proper use of tools that facilitate the new work dynamics, 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

Digital Disconnect

Organization of work time and measures to guarantee work/digital disconnection

We believe that a good organization of working time, the reconciliation of work and professional life, as well as measures to ensure that our employees are able to disconnect from work, are essential to ensure their well-being.

Accordingly, the Group's management established schedules and shifts according to the workloads in the different lines of activity, always in compliance with the applicable collective bargaining agreements. For the implementation of these schedules, we have Job Description Cards for the various job descriptions, which clearly establish the responsibilities of each one, as well as the necessary training to fill the position.

We are also committed to respecting the rest time of our employees, as well as the corresponding time off between working days.

Moreover, being aware of the importance for our employees to maintain a balance between their personal and professional lives, we try to facilitate work-life balance as much as possible.

For this reason, we have facilitated flexible working hours for our employees at our headquarters and we try to maximize the work-life balance of our employees in hospitality services with measures such as continuous shifts.

We are currently developing a Digital Disconnection Policy, which is a measure to ensure disconnection in a new work environment



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 2020. 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	97	 Men	Total accidents	161
	Accidents with leave	23		Accidents with leave	38
	Total days lost	16,782		Total days lost	12,017
	Rate of frequency	10.81		Rate of frequency	17.63
	Rate of severity	4.156		Rate of severity	3.854

“Healthy Company” Program

As part of our commitment to move forward with our employees in health and safety matters, during 2020 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:

4.1 Our Employees



4,206
HOURS IN
ACTIVITIES



1,515
PARTICIPANTS

€971,990

The investment made in this program in 2020 amounted to €971,990, dedicating more than 4,000 hours to actions and activities with the participation of more than 1,500 employees.



Ensuring
healthy
workplace
environments

Areas of action: Improving infrastructure and equipping facilities

The investment in 2020 amounted to €955,430, the main actions of which included villas for employees in Bavaro and a canteen for employees in Mexico.



Developing
health
campaigns

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, 109 actions have been carried out, involving 565 groups with 7,618 participants, for a total of 10,162 hours of training.



Promoting
healthy
habits

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, 21 actions have been carried out, involving 128 groups with 1,354 participants, for a total of 4,028 hours of training.



Implemen-
ting safety
plans

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, 236 actions have been carried out, involving 664 groups with 11,833 participants, for a total of 20,968 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.

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.

Health and Safety 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.

Professionals affected by collective agreements

	Average Population	%
Dominican Republic	5,248	95%
Mexico	2,121	52%
Jamaica	622	39%
Spain	1,762	5%



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 2020 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 with a total of 200 hours.
- Environmental awareness-raising activities.
- Celebration of global environmental and social days through internal and external communications.



65,010
TRAINING
HOURS



47,407
PARTICIPANTS



€363,519
INVESTMENT

Talent Management

We believe that the growth of our professionals within the company is very important, which is why we are currently working on improving internal career plans for our employees. It is worth noting that, in 2020, there were 1,166 internal promotions, which means that 12.08% of our employees have grown professionally within the company. In this case, women accounted for 28% of the promotions.



1,166
INTERNAL
PROMOTIONS



4.1 Our Employees

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.



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.

We are an organization that works continuously to ensure equal opportunities for women and men in the company, with women making up 35% of our workforce. It is worth noting the presence of women in the company's senior management, representing 50% of the Corporate Services Management Committee (USC).

In order to guarantee this equal treatment, we have an **Equality Plan** in place, as well as rules for the use of non-sexist language, which guarantees the neutrality of all company communications.

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.

**54%**

WOMEN IN THE
CORPORATE SERVICES
MANAGEMENT COMMITTEE
(USC)

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 2020, 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

Internal Communication

At Grupo Piñero we have been aware that we had to be closer than ever to our employees. Therefore, we have made an additional effort in **direct communication with our teams** to accompany them both in the ERTE situation and in telecommuting, ensuring tactical and strategic alignment, and offering motivation and constant support in an exceptional situation. This communication has been supported through internal campaigns, videos, posters, infographics, and other media to be as close as possible. A total of 215 news items have been sent through the Intranet. It is worth noting that of all the articles published, the news most followed by our team have been those referring to the innovation and development of our products and services. This demonstrates the Group's commitment to one of our strategic axes in 2020, despite the difficult times we have experienced, and the response of the entire team showing their commitment.

It is also worth mentioning the communication made by Encarna Piñero, CEO of Grupo Piñero, to the employees, one of the groups most affected by the crisis since the beginning of the pandemic, to explain first-hand the company's situation in the face of the crisis, the measures adopted in the contingency plan, the management of people, preparations for reactivating the business, as well as the projects that were being carried out in spite of the crisis and the contingency plan.



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

In 2019, 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, giving priority to suppliers who meet these criteria.

In addition, this year, we have begun to study the implementation of a supplier approval process with the collaboration of the company Cponet and its internal project GBN, to incorporate into our procurement management platform a supplier approval initiation phase for each of the Group's suppliers prior to the procurement of goods and

services.

Our objective is to achieve the established goals in terms of labor, environmental, financial, legal and tax criteria (among others) and to add the contribution of documentation in terms of certifications, permits and legal documentation of each supplier that will be included in our Supplier portfolio.

All suppliers will be evaluated thanks to this approval process, which will also generate relationships of trust between Buyers and Suppliers, making accessible at any time the necessary information and documentation of each one of them and having a ranking of suppliers according to their compliance, which will help Grupo Piñero to make decisions regarding the choice of suppliers for their inclusion in the supply chain.

CRITERIA TO BE TAKEN INTO ACCOUNT WHEN SELECTING SUPPLIERS

0. Admission Form
1. Supplier Data (Company)
2. Economic-Financial Data
3. Labor Data
4. Technical Data
5. Legal Requirements
6. Labor Requirements
7. Technical Requirements
8. Management Requirements
9. CSR Requirements
10. Performance Evaluation
11. Carbon Footprint
12. Cybersecurity
13. R+D+I Potential



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.



\$71,877,136

PURCHASE
VOLUME



97%

SUPPLIERS
BASED LOCALLY

In 2020 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 in hotels and offices.



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.

Supply Chain Tool

The Supply Chain project was further developed in 2020 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.

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. The implementation of this tool is being carried out according to a set schedule and progressively in the destinations where it operates.

This year it has been fully implemented in the Tenerife and Bavaro destinations, and in 2021 it will continue with the other destinations until it reaches all of our hotel establishments in the Dominican Republic, Mexico, Jamaica and Mallorca, and once developed, it will be implemented in the Group's other businesses.



SUSTAINABILITY POLICIES
COMMUNICATED

95%

by Our Suppliers



4.2 Our Suppliers

Supplier Safety and Health

In 2020 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 €183,780 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

2020 Alliances

Organization	Project or Programs
Sonrisa Medica	Support for 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	Education
· Spain-Jamaica Foundation	Education, cultural promotion
Eco-Bahia Foundation	Environmental education aimed at communities
Chapingo University	Education and collaboration with schools
Balearic Golf Federation	Promotion of sports
German cooperation agency - GIZ	Samaná, Biodiverse

4.3 Our Community

2020 Context

During this year, values such as collaboration and solidarity have been more present than ever as a way of contributing to minimize the impacts and effects of Covid-19 on society through solidarity actions for the most vulnerable groups. For this reason, in each of our destinations we have conducted actions to improve the well-being of people and nearby communities, focusing mainly on our programs of: support for **families and vulnerable groups, health and safety**, donating food and sanitary materials, as well as other programs within the framework of our contribution to the local community.

Here are a few of the actions carried out under the most important programs in all the destinations where we operate:



4.3 Our Community

Spain

Support to Families and Vulnerable Groups

► **Donation of money, food, furniture and company equipment.**

Tenerife

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.

Mallorca

The hotels of Palma participated once again, as they have been doing since 2016, in the Kilo operation for Mallorca Sense Fam, with the closure of the season and use of the products in store.

► **Donation of informative material to the Patronat Obrer Foundation through the ReUtilizame project.**

We participated in the "Reutilízame" ("Reuse Me") program run by Caixabank, whose mission is to put social entities that help people at risk of social exclusion in contact with companies, with the aim of giving a second life to computer equipment that is no longer in use for various reasons and donating them to these entities so that they can refurbish them and give them to families without resources so that, for example, children can follow online classes.

For this initiative, our IT colleagues did the work of collecting, screening and preparing equipment to contribute to this great cause and the result was spectacular: almost 50 computers, including both laptops and desktops.

The recipients of our aid are families who are users of the Patronat Obrer Foundation, one of the oldest in Mallorca. The computers were delivered on December 18.

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

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

**MALLORCA
SENSE FAM**



4.3 Our Community

Support to Families and Vulnerable Groups

Mallorca and Tenerife

► Donation of free stays at Bahia Principe Hotels & Resorts

During the summer and fall months, we launched a free stay initiative as a way of recognizing essential groups. Our Bahia Principe Coral Playa and Bahia Fantasia Tenerife hotels collaborated with Caritas, Mallorca Sense Fam and the José Luis Montesinos Foundation so that people who endured hardships and those who were helping during the health crisis could have the chance to disconnect and enjoy a few days of vacation.

Health and Safety

Murcia Region

► Projects for people with disabilities.

During the first months of the year we continued our collaboration with the association Intedis and the Town Council of Mula (Murcia), initiated in November 2019, for the creation of organic gardens in the center for children with disabilities. The objective was to receive students from different primary and secondary schools in Mula, where they would be given an environmental class and a tour of the gardens, all carried out by the center's children, where in addition to the visit they would be offered a healthy breakfast.

This collaboration was halted in March 2020 due to the health crisis.

► Health projects

For the ninth 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.



4.3 Our Community

Corporate Volunteering

Mallorca and Tenerife

► Collaboration with the Exit Foundation and Go Consulting

At the beginning of the year, we started a collaboration with the Exit Foundation and Go Consulting for a training project accompanied by two volunteers from our corporate offices. The mission of this project is to reduce the school dropout rate of socially vulnerable young people through training projects that form an itinerary and provide added value to companies, promoting labor market insertion. This collaboration began in person but later had to be conducted online due to the health crisis.



4.3 Our Community

Dominican Republic

Support to Families and Vulnerable Groups

► Food donation

Bavaro Complex

At the Bahia Principe Bavaro resort, we collaborated with weekly food donations through the Specialized Tourism Security Corps (CESTUR), which have been distributed in the communities near the resort.

La Romana

This year we have increased our collaboration with Batey El Soco, a township close to our La Romana Complex, with the delivery of food.

Samaná

In the north, the greatest needs have been related to hygienic and sanitary material, and therefore we have supported the delivery of gloves, masks, etc. to the Public Health Service of Samaná, in addition to providing food donations to the soup kitchens of San Juan, El Limón and Las Terrenas.



Education and Collaboration with Schools

Collaboration with a Samaná vocational school

The HR department of the Northern Zone of the Dominican Republic has supported the Vocational School of the Armed Forces and the National Police in Arroyo Barril in order to make it possible for 19 of their students from the first Hotel and Tourism group to successfully complete their studies.



4.3 Our Community

Mexico

Support to Families and Vulnerable Groups

Riviera Maya

► Donation of money, food, furniture and company equipment

The Bahia Principe Resort in Riviera Maya, Mexico, performed the following actions:

Delivery of hygienic sanitary material and food to the community of Chemuyil.

Deliveries of food pantries for workers in the sector with the greatest needs through the CROC, workers' unions.

We provided Internet access in the Xel Ha park for the children of the village of Chemuyil so that they could continue with their classes online. Bahia Principe gave over part of its bandwidth for the project. A wireless connection was established from the Lol Beh support village to the Xel Ha park.



4.3 Our Community

Jamaica

Support to Families and Vulnerable Groups

Runaway Bay

► Donation of money, food, furniture and company equipment

During the health crisis, food donations have been made to various organizations and institutions such as the Priory Infirmary and St. Ann's Hospital.

Moreover, an important effort was made to deliver food and medical supplies to our employees where the pandemic has hit the hardest.

Health and Safety

At the Bahia Principe Jamaica Resort, we made 250 rooms at our Bahia Principe Luxury Runaway Bay hotel in St. Ann available to the Government for quarantine purposes as part of the effort to curb the spread of the new coronavirus disease (COVID-19).



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 and the shutdown of the sector, we have continued to collaborate in cultural promotion, to the extent that the pandemic has allowed us, through the following actions:

Organization	Promotion Action
"Our Father Jesus" Brotherhood	"Our Father Jesus" procession on Holy Thursday in Mula (Murcia) (Procession canceled due to the health crisis)
Palma 365	Promotion of Palma de Mallorca
At our Hotels & Resorts	Representation of cultural traditions such as the "Festival of the Dead" at the Bahia Principe Riviera Maya resort
CEBSE, Center for the Conservation and Ecodevelopment of Samaná Bay and Its Environment	Participation in the Coconut and Fish Festivals Whale and Turtle Festival on the Samaná Peninsula
Coming2	Excursions to promote the cultural heritage of the destinations

4.3 Our Community

2020 Strategic Alliances

Organization	Project or Programs
Sonrisa Medica	Health projects
Mallorca Sense Fam	Support to families and vulnerable groups
Intedis and Mula Town Council	Healthcare program Attention to people with disabilities
Santo Domingo Botanical Gardens	Biodiversity - Environment
CEBSE, Center for the Conservation and Ecodevelopment of Samaná Bay and Its Environment	Biodiversity - Environment
Ministry of the Environment, Dominican Republic	Education, transforming the value chain
Spain-Jamaica Foundation	Education, cultural promotion
Eco-Bahia Foundation	Environmental education aimed at communities
Chapingo University	Education and collaboration with schools
Balearic Golf Federation	Promotion of sports
Professional Golfers' Association	Promotion of golf
Sunytravel - Logitravel	Joint venture
German cooperation agency - GIZ	Biodiversity - Environment
UN Global Compact	Sustainable Development, SDGs

4.3 Our Community

Business Associations with which We Collaborate

Country and Organization
Spain
Asociación Balear de la Empresa Familiar, ABEF
Asociación para el Desarrollo
Exceltur
Turistec
Conestur
Asociación Hotelera Playa de Palma
Federación Empresarial Hotelera- FEM
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
Dominican Republic
Asonahores
Asociación y Empresas Turísticas de Samaná, Athesa
Asociación de Hoteles y Proyectos Turísticos de la Zona Este
IAGTO
Cluster de Samaná
Punta Cana Promise
ADETi

Country and Organization
Jamaica
Jamaica Hotel & Tourist Association JHTA

Country and Organization
Mexico
Coparmex
Asociación de Hoteles Riviera Maya
Asociación Hoteles de Tulum
Asociación Campos de Golf Riviera Maya
Comité Cuenca Tulum

Country and Organization
International
Association of Hotel Investors, Inverotel

05 Respect

We Care for and Preserve
the Environment

Respect and Associated SDGs



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



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



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



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



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

5.1 The Environment

Committed to the Fight Against Climate Change

During this year, we have become more aware of realities such as the increase in the average temperature of the earth, the rise in sea levels, pollution or the appearance of diseases and extraordinary atmospheric phenomena, which make us more aware of the importance of promoting the protection of the environment and how this will help us to be more resilient in the face of climate change.

For this reason, we are committed to a business management model that, thanks to innovative technology, is moving toward a cyclical dynamic of processes that allows us to be more efficient and sustainable, achieving better environmental performance, focusing mainly on decarbonization, energy efficiency, optimal resource management and the promotion of biodiversity.



MODERNIZATION

of facilities and equipment to make processes more efficient and reduce our carbon footprint



CONSERVATION OF BIODIVERSITY

in the places where we operate to achieve a symbiosis between nature and tourism



CIRCULAR MANAGEMENT

of resources to achieve maximum efficiency, encouraging the reuse and recycling of waste



RAISING AWARENESS

of our clients, employees and stakeholders on the main environmental issues, making them partners in our progress



5.1 The Environment

Our Environmental Responsibility

Despite being a very challenging year, in 2020 we continued with our commitment to the planet and carried out various environmental projects with an investment of €7,569,135.

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 2020 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.



€7,569,135

ENVIRONMENTAL
INVESTMENT

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, promoted by different Group actors, we seek to make a difference in the individual impacts of each individual, encouraging good practices and thus favoring 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 among our stakeholders of the environmental practices that have been incorporated into the Group's management. Due to the stoppage of activity, it has not been possible to carry out actions aimed at responsible practices among our clients in 2020.

For Our Employees

In our Training Plan for Bahia Principe Hotels & Resorts employees, in previous years we have included specific training on sustainable practices, and we have also organized the celebration of World Environmental Days. This year, due to the special characteristics that we have experienced, we have joined in the celebration of the following days through communications on the Intranet:

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

For Our Clients

We promote environmentally responsible activities and actions to our clients.

Among them, at our hotel receptions we inform our guests about cultural activities and activities in natural environments that take place in the local community. In addition, we broadcast awareness-raising videos on good environmental practices in the rooms of our hotel establishments.

This year, through social media and websites, we have raised awareness among our clients about the celebration of World Environmental Days.

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 put on hold in 2020 due to the shut-down 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



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.

	2019	2020
Total consumption in cubic meters	9,022,832	5,672,547
Consumption/stay	1.05	2.60

Note: The increase in water consumption per stay has been driven by the decrease in occupancy during 2020.

- Monitoring of SCW and SHW consumption in resorts in the Dominican Republic, Mexico and Jamaica
- Leak detection and repair at resorts in the Dominican Republic, Jamaica and Mexico
- Improvements in maintenance and operation of all the company's swimming pools
- Installation of water-saving systems at consumption points in all our hotels
- Optimization of tertiary treatment systems for the reuse of treated water



5.1 The Environment



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 10,000 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.

	2019	2020	Difference
Oils	221,607	69,686	-68.6%
Metals	155,429	93,458	-39.9%
Paper	676,432	321,211	-65.8%
Plastics	586,513	103,167	-82.4%
Hazardous waste	57,112	31,467	-44.9%
Glass	2,205,518	738,788	-66.5%
TOTAL	3,902,611	1,267,777	-67.5%
Waste/stay	0.46	0.58	27.7%

*Data provided in kilograms

Note: The drop in recyclable waste is due to the closure of hotels this year, which has led to a significant decrease in recyclable waste and an increase in plastics due to the Covid-19 pandemic.

For the next few years we will be working on the following projects:

- Generation of biogas from organic waste in Tenerife
- Use of plant waste for in-house composting in the Dominican Republic, Mexico and Jamaica
- Treatment and recovery of construction waste in the Dominican Republic and Mexico
- Use of marine algae for the production of biofertilizers



5.1 The Environment



Energy

The efficient use of energy, the supply of clean energy and independence from fossil fuels are our main lines of work in this regard, so we have developed a Plan with projects aimed at the installation of photovoltaic energy, the contracting of energy with Guaranteed Origin, the promotion of sustainable mobility, the modernization of energy equipment, the monitoring of consumption points and the automation of processes and facilities involving energy and power consumption.

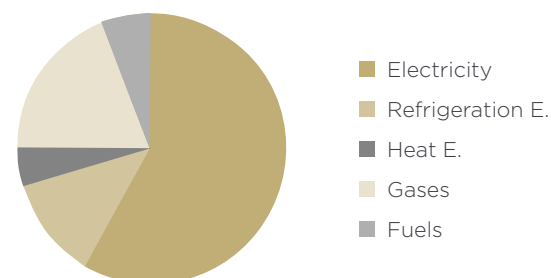
This has been a very complex year due to the closure of the activity in all hotels and the progressive opening with a lower than normal occupancy rate in the hotels that are open. On another tack, we have made an important effort to refurbish the Bahia Principe Grand Tulum hotel in order to have more efficient and responsible facilities.

The modernization of infrastructure has been one of the main issues addressed during the renovation. After 20 years of use, it was necessary to implement a series of improvements in both air conditioning and hot water, to optimize energy and water consumption and thus reduce our carbon footprint. In this case, the use of state-of-the-art equipment and technology facilitates the way to achieve installations that are updated to the reality of the 21st century and more respectful of the environment. Among them we can highlight the projects undertaken at the Bahia Principe Grand Tulum hotel:

- Centralization of HVAC and SHW generation services
- Installation of presence detectors in the rooms that optimize energy use when the guest is not in the room

	2019	2020	Gap
Electricity	162,867,022	72,767,900	-55.3%
Heat Energy	12,822,862	6,305,866	-50.8%
Refrigeration Energy	34,906,892	13,732,856	-60.7%
Liquefied Gas	33,023,866	10,893,153	-67.0%
Natural Gas	265,770	16,957	-93.6%
Propane	18,917,575	7,209,305	-61.9%
Diesel	10,053,602	5,275,687	-47.5%
Gasoline	6,550,936	2,733,898	-58.3%
TOTAL KWH	279,408,525	118,935,623	-57.4%
Consumption/stay	32.61	54.57	67.4%

* All data are expressed in Kwh-equivalents.



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 2020 we have maintained our fleet of electric vehicles, due to the Contingency Plan. The stoppage of activity has not generated the need to renew the fleet, although 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

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.

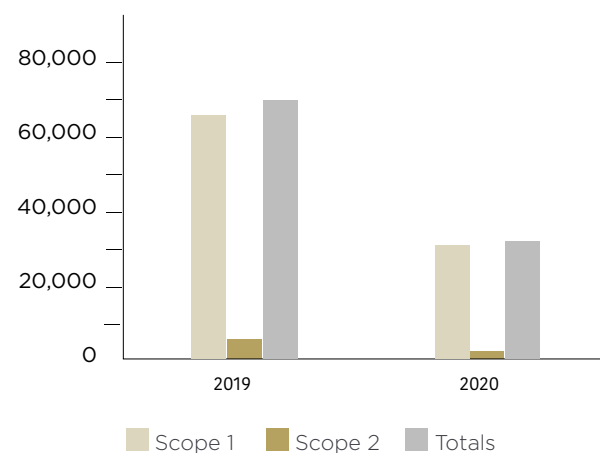
2019-2024 Energy Efficiency Measures Plan

Over 2020, we have continued to contract **energy with Guaranteed Renewable Origin** in all our hotels in Spain and at our headquarters in Palma de Mallorca.

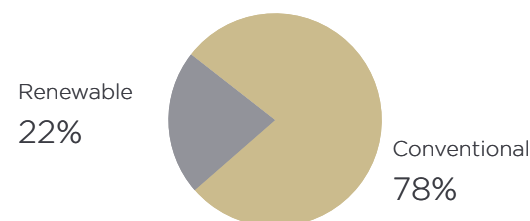
	2019	2020	% variation
Scope 1*	66,659	32,978	-50.5
Scope 2*	4,153	2,010	-51.6
Total emissions*	70,811	34,988	-50.6
Emissions/stay**	8,26	16.05	94.3

*Data expressed in tons of CO₂.

** Data expressed in kg CO₂/stay



Origin of electric power



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 2020 include:

- ▶ Production of more than 15,000 individuals, 90% of which are protected species in the Residencial Playa Nueva Romana Nursery
- ▶ Landscaping work at Bahia Principe Grand Portillo hotel, using some native species such as yellow lily, beach morning glory, beach lily and beach grape
- ▶ Landscaping with native flora at the Playa Nueva Romana residential complex
- ▶ Landscaping project design comprising a set of reference villas, where more than 20,000 native and 5,000 protected plants have been used
- ▶ Projects developed by the Ecobahia Foundation



5.1 The Environment

Integral Coastal Management Plan

In 2020, we continued the Integrated Coastal Management Plan launched in 2019, in the three Caribbean countries where we are present through our Bahia Principe Hotels & Resorts brand: Mexico, Dominican Republic and Jamaica.

Its main goal is to plan and manage the territories in a sustainable manner, managing their natural resources and preserving their values.

The project is developed in three main areas of action: the socio-economic setting, the beach-dune system and the aquatic environment. All actions have been grouped into 5 programs, corresponding to each of the topics covered.

- ▶ Water
- ▶ Biodiversity
- ▶ Coral
- ▶ Landscape
- ▶ Beaches

The actions have been designed to improve our direct contribution to the Sustainable Development Goals for the 2030 horizon, promoted by the United Nations.



5.1 The Environment

“Water” Program

Aims:

To improve water management on properties and support communities in achieving sustainable use of this important resource.

**Actions:**

- Modernization of wastewater treatment plants
- Consumption reduction plan
- Improvement of monitoring systems

“Biodiversity” Program

Aims:

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

**Actions:**

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

“Coral” Program

Aims:

To improve coral populations in the environments near our properties as a way to strengthen adaptation to climate change and increase the protection of our infrastructures.

**Actions:**

- Creation of coral nurseries
- Coral reef restoration
- Promotion of sustainable fishing
- Training and awareness raising

“Landscape” Program

Aims:

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.

**Actions:**

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

“Beaches” Program

Aims:

To optimize beach management, promoting mechanisms to slow erosion and ensure beach stability.

**Actions:**

- Restoration studies and projects
- Execution of beach restoration plans
- Managing sargassum

5.1 The Environment

2020 Dominican Republic Projects

Beaches Program



Diagnosis of Cayo Levantado beaches

Since 2005, the area known as "Playa Honda", in the eastern part of the island of Cayo Levantado, has suffered an intense erosive process on the coastline, which has receded more than 35 meters compared to the situation in 2002. We commissioned a comprehensive study of all the beaches to determine the origin and seek possible solutions to this problem.

Construction phase I coastal protection in Cayo Levantado

As an emergency action, seeking the integrity of the infrastructure and the stability of the beaches as a whole, we decided to build a breakwater to help stabilize the erosive process that is taking place.

- More than 1,000 one-cubic-meter buckets
- Length: 70 m
- Height: 10 m
- Investment: €880 K



Landscape Program



Native plant nursery in Playa Nueva Romana

- 3,000 sq m of surface
- More than 15,000 individuals produced
- 90% are protected species
- Collaboration with the Santo Domingo Botanical Garden



Sustainable management at the Ocean's 4 golf course

- Applied to the 18-hole golf course and executive golf course
- We use species present in the Dominican forest
- We have reduced the application of chemical treatments by more than 90%, both in fertilizers and in the treatment of pests and diseases



Landscaping with native flora in the Playa Nueva Romana residential complex

- 12,000 sq m affected
- Native species in the compositions
- Clustered arrangement of plants
- Lower maintenance
- Reduction of chemical treatments
- Absence of irrigation

Landscaping work at Bahia Principe Grand Portillo hotel

- 600 sq m affected
- Native species in the compositions
- Alternate arrangement of plants
- Lower maintenance
- Reduction of chemical treatments



5.1 The Environment

2020 Dominican Republic Projects

Coral Program



Maintenance of the coral nursery in Cayo Farola (Samaná, DR)

- Monthly maintenance of structures
- Quarterly tracking of stock development
- 300 sq m of nursery expanded during 2020



2020 Mexico Projects

Landscape Program



Landscaping project design for the Bahia

Principe Grand Tulum hotel

With the ORIGIN concept as a reference, we have worked on a design that manages to integrate the hotel garden with the surrounding environment, using native species as the basis for the compositions.

The organic forms, the alternating arrangement and the strata design of the plants stand out in the project, respecting as much as possible the species that already exist in the hotel's environs.

An ecological path runs through the entire facility and allows the user to interact directly with the environment. By taking a tour of the site, clients can learn about cultural aspects of interest related to the Mayan culture.

- Selection of more than 120 species
- More than 80% are native species
- Many are protected species
- High cultural content in many of them
- More than 90,000 sq m affected
- 60,000 sq m of turf with low water requirement
- 10,000 sq m of ground cover plants
- 20,000 native and 5,000 protected plants
- Irrigation system automation
- Lower maintenance
- Lower water requirement



5.1 The Environment

2020 Mexico Projects

Beaches Program



Analysis of the dynamics of complex beaches in Mexico

We have analyzed the coastal dynamics of the area of action, with a view to having updated information from professional sources in order to adequately plan the actions.

The result of the study has been a complete technical document with the necessary information for decision making on the management of the bay, in order to stop the situation of structural and sedimentary imbalance that has been prevailing for several years.

The document consists of the following sections:

1. Study of wave propagation
2. Diagnosis of circulatory systems
3. Sediment balance
4. Bathymetry
5. Historical analysis
6. Final conclusions
7. Proposed actions



Geo-environmental diagnosis of complex beaches in Mexico

In March, as a complement to the study, a geo-environmental diagnosis of the hotel complex's beaches was commissioned. This work was conducted under the direction of Dr. Xisco Xavier Roig i Munar, an international expert in sustainable beach management, who has worked in Cuba, Chile, the Dominican Republic, Spain and Mexico.

The document details the effects that inadequate management is having on the stability of the beaches and lists a series of management proposals to reverse the current situation, including restoring the dynamics of the beach-dune system by eliminating the masonry that limits the mobility of the dunes.



5.1 The Environment

2020 Mexico Projects

Beaches Program



Mexico 2020 Coastal Restoration Plan, results of work on the beach-dune system

To date (December 2020), the results have been highly satisfactory, recovering up to 5 meters of beach width in some stretches. In addition to the work mentioned above in the dune system, geotube removal work was carried out, allowing a large part of the sediment stored beyond the geotube lines to enter the beach.

To monitor the evolution of the beach, aerial photos are taken monthly with a drone, and are subjected to an exhaustive analysis by experts from the companies Aquática and Quatre.

- 2,400 sq m of dunes recovered
- 600 sq m of dunes demarcated
- 5 accesses built
- 900 sq m of sediment recovered
- 1,5 m of beach width recovered (average)



Biodiversity Program



Various projects carried out by the staff of the Ecobahia Foundation

- 1,600 sq m of replanted dunes
- 2 coral reefs relocated (450 sq m)
- 5,200 protected plants sown
- 15 days of continuous surveillance



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.

► **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

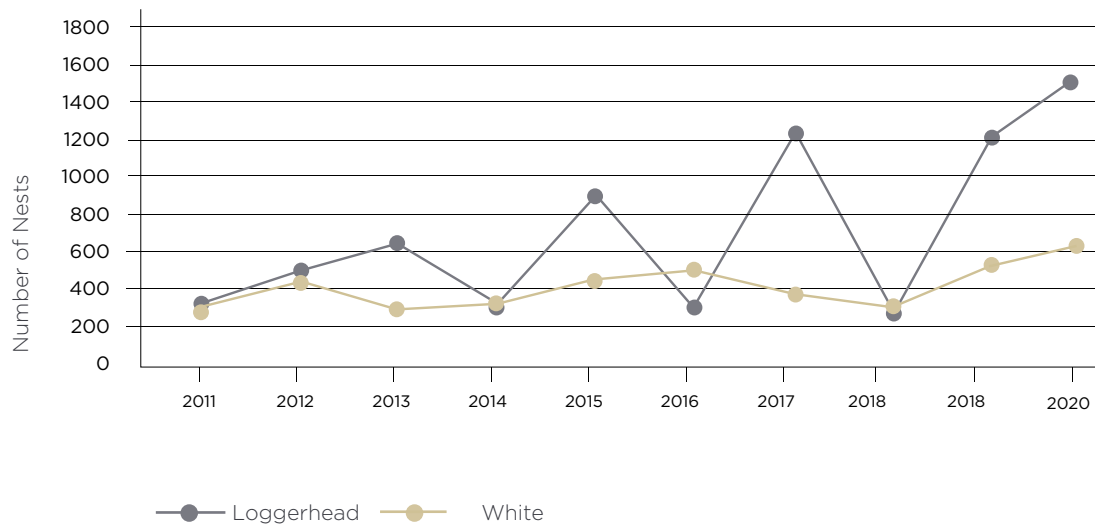


Our Inspiration... Turtles

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. Specifically, we can assure that nesting on the beach has increased by almost 200% in the case of loggerhead turtles and 100% in the case of white turtles, making 2,142 nests viable by 2020, which means more than 186,000 new baby turtles.

**Nesting history Playa Aventuras
2011-2020 (not counting zones 11 and 12)**



5.2 Ecobahia Foundation



2020 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.

710

CASES HANDLED

119

BEES AND WASPS

161

MAMMALS

312

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.

12,679

PROTECTED PLANTS
PRODUCED

4,580

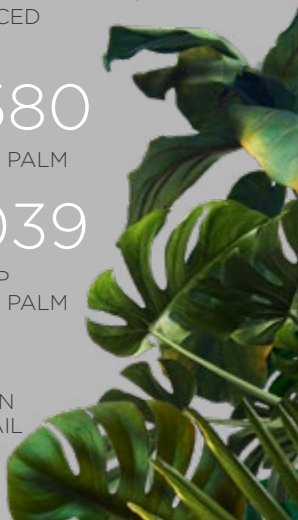
THATCH PALM

8,039

SILK-TOP
THATCH PALM

60

MEXICAN
PONYTAIL



Conservation of Marine Resources

We collaborate with the Yucatan Scientific Research Center (CICY) in several projects on coral reef conservation, including the monitoring of lionfish.

186,016

TURTLE HATCHLINGS
RELEASED

2,142

NESTS HANDLED

221

MARKED
FEMALES

90%

REDUCTION
SWIMMING AREA



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.

60

HECTARES
CONSERVED

4

CENOTES
MANAGED

1,040

KG OF
WASTE
REMOVED

136

INVASIVE
SPECIES
ELIMINATED



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.

2,353

PEOPLE
INVOLVED

1,347

CLIENTS

664

EMPLOYEES

342

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 encourage our clients to consume resources responsibly.



We innovate with sustainable criteria in products and services.

6.1 Our Clients

Passion for Our Clients

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

The year 2020 was marked by the Covid-19 pandemic, with very severe travel restrictions. At the company we have worked on the following lines of action:

- Implementing Covid-19 measures
- Improving communication with the client
- Consolidating customer service, measuring satisfaction through various tools
- Stimulating demand through internal channels
- Continuing to provide quality services
- Evolving customer loyalty programs

Law on Data Protection

In connection with the processing of personal data, it is our commitment to comply with the highest legal standards. Along these lines, measures have been adopted that comply with the requirements of **Regulation (EU) 2016/679** of the European Parliament and of the Council of April 27, 2016 (GDPR), as well as with the requirements of **Law 3/2018**, December 5, on the Protection of Personal Data and Digital Rights Guarantees.

Implementing Covid19 Measures

Health and Well-being

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 2020, we rolled out 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.



6.1 Our Clients

Implementing Covid19 Measures

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

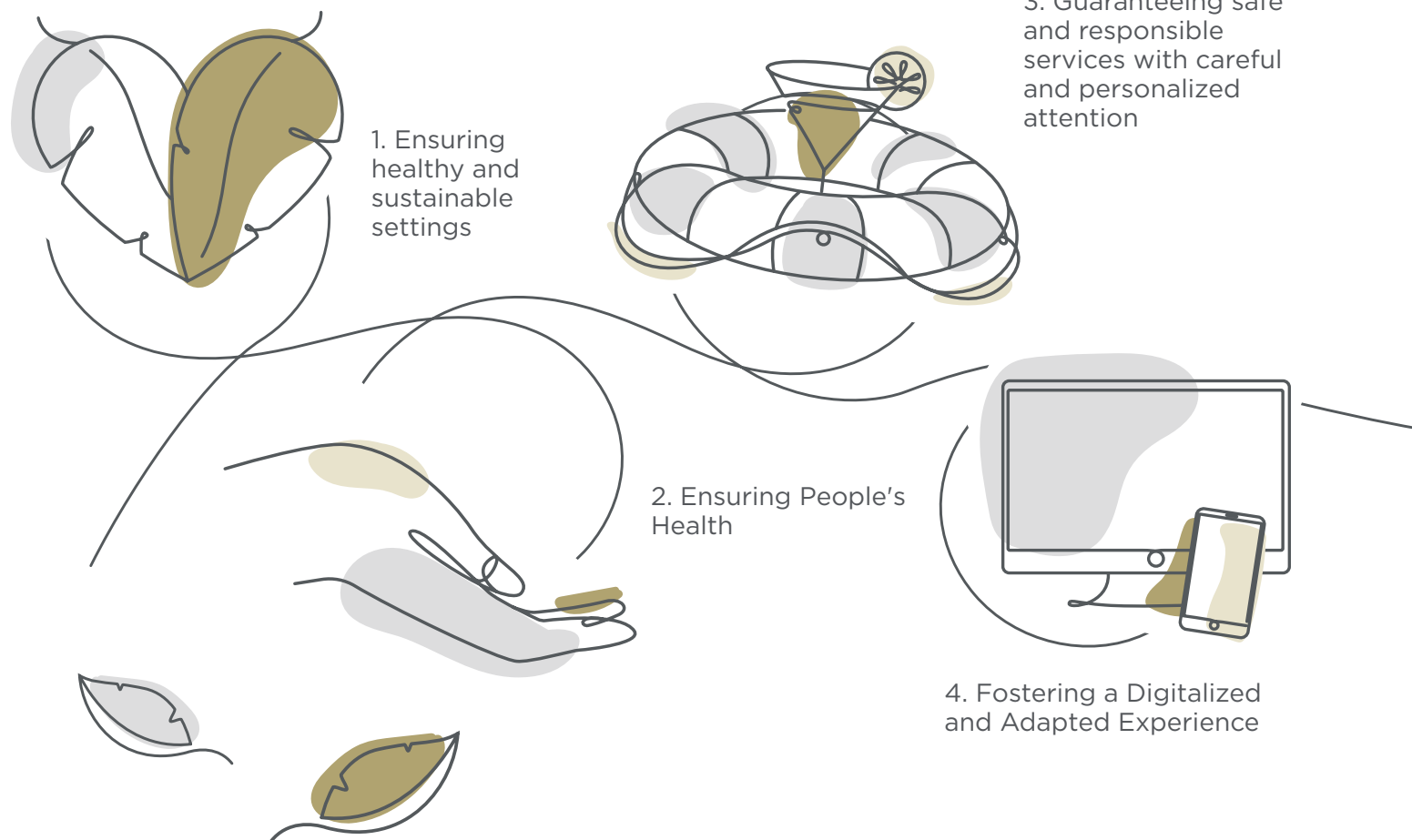
We are working to improve the physical, mental and social well-being of all our stakeholders.

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

We work to offer the best digital experience to the customer and employee as a way to ensure the highest security through digital media in the different business units.

Information

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

2020 Milestones

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.

360° Digital Customer

We interact with our customers, throughout the entire cycle of the trip, through their devices. At Bahia Principe Hotels & Resorts we have digitalized the following services:

- ▶ Digital Pre-Check-In
- ▶ Digital Registration
- ▶ Smart Bracelets
- ▶ E-Concierge
- ▶ 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.



6.1 Our Clients

Health and Safety Compliance Assurance

Ensuring the health and safety of our clients has always been a key aspect to achieve their satisfaction, which is why this year 2020, 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

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



This year, specific audits have been 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.

Quality Control Audits		External Audits	
Spain	37	Spain	5
Dominican Republic	126	DR	4
Mexico	65	Mexico	2
Jamaica	70	Jamaica	2

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 2020, the following were conducted:

Health and hygiene audits

Food safety	125
Swimming pools	7
Mains water and legionella	7
Completely safe	Not performed

food, surfaces, drinking water and hands.

2020

Food	467
Surfaces	171
Drinking water	1095
Hands	136
	1869

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

Direct Sales Channels

The tourism sector has been dealt a severe blow as a result of the COVID-19 pandemic. Travel agencies and tour operators are key players for us, but this year they have been hit hard by the pandemic. Although the outlook remains uncertain, we are confident that factors such as the PCR requirement in certain destinations, the vaccine and the weather will safely reactivate travel and drive the reopening of operations.

Websites

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. It should be noted that in some months of 2020 they have become the company's main sales channel, for example reaching 26% of the share in December. The cumulative share in 2020 was 11% compared to 7.6% in 2019.

We have worked throughout the year to adapt to the new pandemic reality.

- Permanent section with information on Covid19 and hygiene measures
- Medical assistance coverage at the destination for all clients who booked through bahia-principe.com and are members of the mybahia Principe program.
- Bonus campaign
- Credit Resorts campaign
- #bahia Principe together
- Blackfriday. This year it has performed well above expectations, more than 50% compared to the 2019 campaign.

It is also worth mentioning the adaptation of the websites to the Data Protection Law, with the acceptance of cookies according to the user's needs/decisions.

On the bahia-principe.com website, we have implemented a chatbot that allows users to receive answers to their questions and make reservations on their own.

2020 Milestones

- More than 220,000 interactions/conversations held
- More than 1,300 transactions
- 79% satisfaction rate



6.1 Our Clients

Covid19 Measures

Contact Center

Its contribution has been key during this year, as it has been immersed in a major evolution, adapting and expanding its services, since clients have demanded a lot of information, producing a large workload at the back office level due to modification issues and reservation cancellations, motivated by the pandemic.

Highlights include:

- Implementation of Salesforce: it has facilitated customer service tracking, both in terms of calls and emails
- Launch of the single desktop - Donatello: a tool that improves the management of reservations for bahia-principe.com, making the work of reservation agents and the backoffice team more efficient, since the majority of the contact center team's functionalities can be carried out on a single platform
- Automatic call forwarding from hotels to the corporate contact center, for those clients who call the hotel and want to make a reservation but the hotel is closed
- Enabling the virtual assistant in Spanish to improve efficiency

Cancellation Policy

As a result of the uncertainty raised in the travel world by the current health crisis, we also changed our cancellation policies, adapting to the new scenarios. In this way, we offer a super flexible rate to our clients, in order to allow the greatest flexibility for cancellations and/or modifications free of charge up to the day of arrival.



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. This year, due to the pandemic, maintaining a closer, more human and transparent communication with the client has been a strategic objective, both with our direct client, as well as with travel agencies, tour operators, etc. through the different external communication channels. However, given the special circumstances of this year, social networks have undoubtedly become an essential tool.

Social Media

Social networks were born to connect people and have become a fundamental communication channel in 2020, allowing us to open a direct window to our clients in this difficult year.

Thanks to initiatives like #BahiaPrincipeTogether, we have brought to the homes of our followers content as varied as yoga sessions, cooking classes or activities aimed at the youngest members of the household. Through this initiative, we have been able to accompany and entertain our followers during the period of confinement, transmitting live experience capsules with activities to do from home.

But we not only use social networks to communicate in a bidirectional way with our clients, but also with our partners, with our employees.

The last part of the year also saw two important milestones: the arrival of Bahia Principe Golf on LinkedIn and, of course, the beginning of Bahia Principe Hotels & Resorts' journey on TikTok, the new trending social network.

2020 Milestones



920k

Over 920k followers, a 20% increase over 2019.



4M

More than 8 million reactions (comments, likes, shares...)



4M



25k

More than 25 million views, with Bahia Principe Hotels & Resorts being the brand with the greatest reach.



25k

We have managed more than 25k messages on social networks.



Our Raison d'Être

Exemplarity

Collaboration

Respect

Passion

Continuous Improvement

Appendices

6.1 Our Clients

Social Media



	2019	2020	Diff 19vs20	2019	2020	Diff 19vs20	2019	2020	Diff 19vs20	2019	2020	Diff 19vs20	2019	2020	Diff 19vs20	2019	2020	Diff 19vs20
Grupo Piñero	454	1,426	214%				16,012	23,170	45%	159	283	78%						
Bahia Principe Hotels & Resorts	525,059	599,744	14%	128,000	165,601	29%	29,830	42,583	43%	8,980	10,923	22%		289		14,000	14,000	
Bahia Principe Residences	20,883	21,657	4%	13,078	16,321	25%	2,054	5,839	184%	574	678	18%						
Bahia Principe Golf	3,417	3,702	8%	2,359	3,307	40%		7		22	27	23%						
Soltour	17,140	18,141	6%				909	3,234	256%	175	189	8%						
Coming2		639					807	1,332	65%	4	9	125%						
Ecobahia Foundation	1,419	1,608	13%															

6.1 Our Clients

Social Media

Best Publications

Bahia Principe Hotels & Resorts 31 de marzo de 2020

Nuestros hoteles están temporalmente cerrados porque es momento de quedarse en casa y cuidarse. ¡Muchas gracias a todos los equipos por su implicación y gracias a los seguidores por los mensajes de apoyo!

Our hotels are temporarily closed because it's time to stay at home and take care of yourself. Thank you very much to all the teams for their commitment and thanks to all our fans for the messages supporting us!

#quédateencasa #yomequedoencasa #togetherathome #HealthForAll #CoronavirusLockdown #StayAtHomeSaveLives #BahiaPrincipeTogether #BahiaPrincipeHotels



See you soon - #BahiaPrincipeTogether

Consigue más Me gusta, comentarios y contenido compartido
Si promocionas esta publicación, se mostrará a más personas.

270 300 Personas alcanzadas 24 092 Interacciones Promocionar publicación

Bahia Principe Grand Tulum 15 de noviembre de 2020

Today is a great day! After months of hard work and team effort, #BahiaPrincipeGrandTulum opens its doors with love and enthusiasm to all our guests.

Come and discover #Original

¡El gran día llegó! Después de meses de arduo trabajo y esfuerzo en equipo, #BahiaPrincipeGrandTulum abre sus puertas con cariño y entusiasmo a todos nuestros huéspedes. ... Ver más




Consigue más Me gusta, comentarios y contenido compartido
Si promocionas esta publicación, se mostrará a más personas.

279 979 Personas alcanzadas 30 318 Interacciones Promocionar publicación

1671 253 comentarios 596 veces compartido

Bahia Principe Sunlight Costa Adeje Publicado por Maria Garcia Garcia · 1 de julio de 2020

Welcome back beloved friends!
¡Bienvenidos queridos amigos!

#AmanecemosRenovados #StartAfresh
#BahiaPrincipeSunlightCostaAdeje #Tenerife #Spain
#BahiaPrincipeNews #BahiaPrincipeHotels #BahiaPrincipe



257 005 Personas alcanzadas 65 821 Interacciones Promocionar publicación

1429 710 comentarios 1834 veces compartida

6.1 Our Clients

Social Media

Best Publications

Viajes Soltour
4 de septiembre de 2020 · 🌐

Reserve as suas próximas férias com o novo voo direto para Punta Cana desde Lisboa que preparamos em exclusivo para si. Punta Cana, o lugar ideal para descansar e relaxar à beira-mar. Mais info em <https://www.soltour.pt/ofertas-punta-cana-inverno>

#Soltour #ViajamosContigo #PuntaCana #Inverno #Lisboa #Ferias
Ver traducción



Inverno em Punta Cana



✓ Consigue más Me gusta, comentarios y contenido compartido
Si promocionas esta publicación, se mostrará a más personas.

29 754 Personas alcanzadas 2660 Interacciones [Promocionar publicación](#)

👍👎🗨️ 26 3 comentarios 28 veces compartido

Grupo Piñero
21 de abril de 2020 · 🌐

¡Valores como la #colaboración y la #solidaridad están más presentes que nunca! Estamos llevando a cabo el #ProyectoDeDonaciones en México, República Dominicana, Jamaica y España, con el fin de mejorar el bienestar de las personas y las comunidades a través de nuestros programas de apoyo a familias y colectivos vulnerables y de salud y seguridad, donando alimentos y material sanitario.

Human values such as #cooperation and #solidarity are more apparent than ever! We have I... Ver más




✓ Consigue más Me gusta, comentarios y contenido compartido
Si promocionas esta publicación, se mostrará a más personas.

68 329 Personas alcanzadas 14 491 Interacciones [Promocionar publicación](#)

👍👎🗨️ 302 53 comentarios 151 veces compartido

bahia principe hotels

1977 152 86

341 Visitas al perfil 50.144 Alcance

Interacciones 370

Acciones realizadas desde esta publicación

Visitas al perfil 341
Clics en el sitio web 28
Llamadas 1


Ver estadísticas Promocionar

20.856 reproducciones · Le gusta a ladykiking
bahia principe hotels Welcome back to Bahia Principe Fantasia Punta Cana - We are happy to welcome back our beloved guests at Bahia Principe Fantasia Punta Cana. We start afresh! Estamos muy felices de dar de nuevo la bienvenida a los huéspedes de Bahia Principe Fantasia Punta Cana ¡Amanecemos renovados!

Tulum Country Club
13 de abril de 2020 · 🌐

Stay home for the important things in life. At Bahia Principe Residences Riviera Maya the first thing is to take care of what is most valuable. We will get ahead together, but for now stay home, stay safe.

Quédate en casa, por las cosas importantes en la vida. En Bahia Principe Residences lo primero es cuidar lo más valioso. Saldremos adelante juntos, pero por ahora quédate en casa, quédate seguro.
#StayAtHome #StayAtBahiaPrincipeResidences #RivieraMaya #quedateencasa #CoronavirusLockdown #Yomequedoencasa #togetherathome #BahiaPrincipeResidences #Home #RealEstate



00:53

487 724 Personas alcanzadas 15 912 Interacciones [Promocionar publicación](#)

6.1 Our Clients

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 2020, the average satisfaction rate of the Global Review Index was 88.70% and we achieved a Net Promoter Score of 42.71.

GLOBAL REVIEW INDEX



88.7%
average index

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).

In 2020 we observed that our GRI was 88.7%,

which has remained stable compared to that observed in 2019, when we came in with a rate of 90.7%.

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.

These audits are carried out by our Quality Department.

Average overall score	2019	2020
	86.25	84.68
Audits performed:	2019	2020
Caribbean	5,539	1,216
Spain	410	95
	5,949	1,311



6.1 Our Clients

My Bahia Principe Loyalty Program

My Bahia Principe is Bahia Principe's loyalty program.

Its aim is to reward the loyalty of our clients, helping them to make the most of their vacations by offering additional benefits and discounts that grow as new stays occur.

My Bahia Principe works on a tier system ranging from the most basic, Blue, which is obtained automatically, to Black, with the maximum benefits that can be obtained.

Since December 2020, points are awarded per night instead of for the full stay, allowing for greater equanimity between short and long stays.

Also, from that date onwards, the program recognizes all bookings with points (until then only direct channel customers could benefit from these points).

My BAHIA PRINCIPE Loyalty program

Benefits for hotel bookings	Blue	Silver	Gold	Black
Points night	0-1,999 pts	2,000-5,999 pts	6,000-9,999 pts	+10,000 pts
Bahia Principe Sunlight	100	110	120	130
Bahia Principe Grand	110	120	130	140
Bahia Principe Luxury	120	130	140	150
Bahia Principe Fantasia	120	130	140	150

2020 Milestones

- ▶ Launch of points program (previously the number of stays was counted)
- ▶ Start of the program: Customer loyalty regardless of where the reservation was made (web, travel agencies, tour operators, OTAs, etc.).
- ▶ Extension of scope
 - Inclusion of Residential Owners in the Black level
 - Inclusion of VIP repeaters in hotels with the equivalent level
 - Inclusion of Golf members
- ▶ Launch of Loyalty at Destination: now the client can register at the hotel and receive immediate benefits
- ▶ Business Intelligence: Dashboards with valuable information about Bahia Principe's customer profile
 - BI Client
 - BI Loyalty
 - Loyalty and Online Reputation dashboards

Loyalty Figures 2020

MyBP Loyalty Level	Number of Clients	Percentage of Total
Blue	332,636	96.41%
Silver	10,677	3.09%
Gold	1,198	0.35%
Black	525	0.15%



77,824 (-34% YoY) NEW MEMBERS

TOTAL MEMBERS
AT YEAR-END 2020
345,051

TOTAL GROWTH
OF LOYALTY
DATABASE
+ 29%

6.2 Our Products and Services

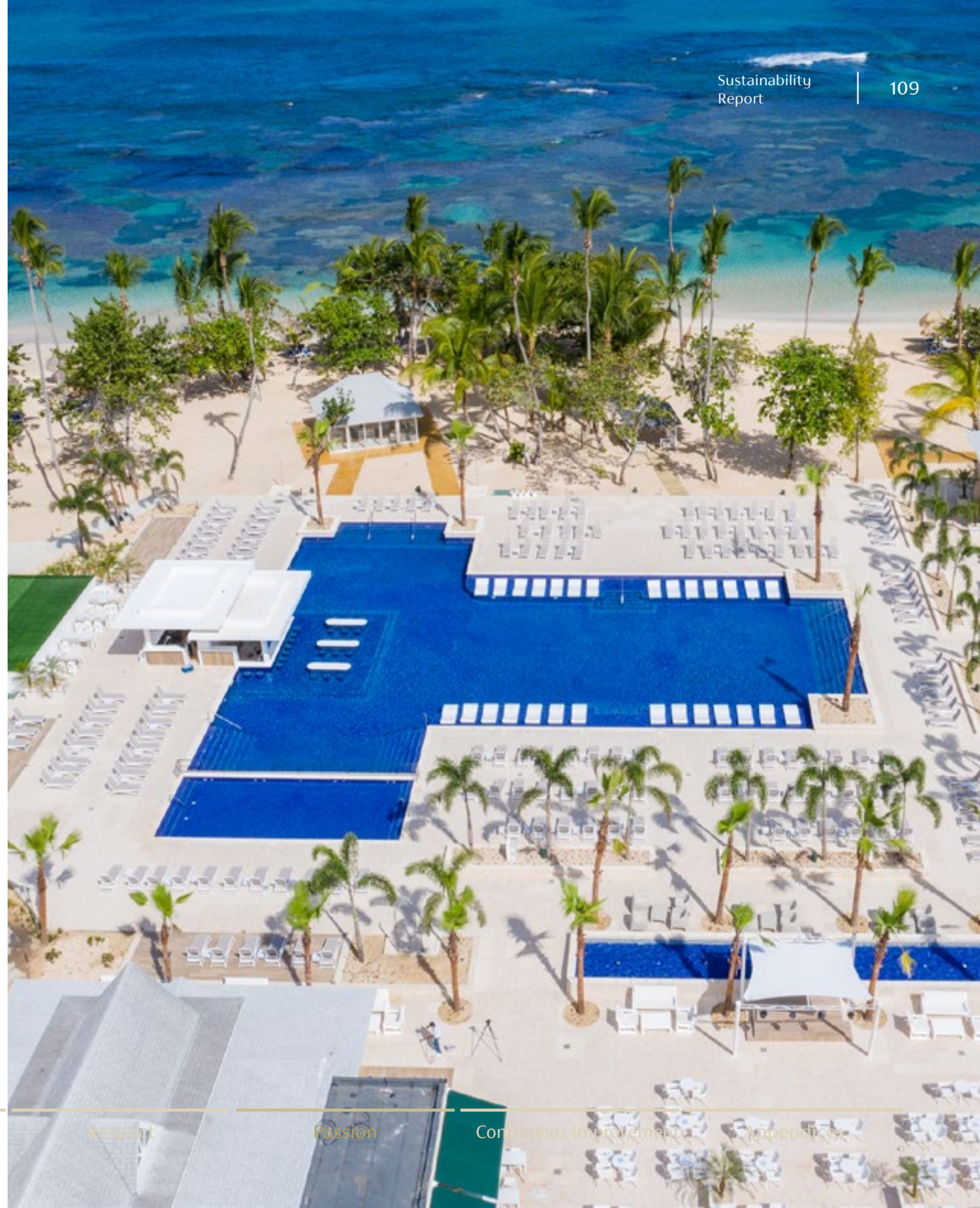
Innovation and Development

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 2020 we have implemented important projects under new concepts, such as:

- The refurbishment and **reconceptualization of Bahia Principe Grand El Portillo**, which takes the sea as a common thread, an element that has inspired a new design of the establishment to turn it into its reflection under the concept **"Mirror of the Sea"**.
- The **The complete remodeling of Bahia Principe Grand Tulum**, developed under the **ORIGIN** concept, which takes its inspiration from nature and the roots of the Mayan culture.



6.2 Our Products and Services

Innovation and Development

Bahia Principe Hotels & Resorts

True to our commitment to continue renovating our facilities and improving the quality of our services, during this year we have carried out different projects involving renovations, reconceptualization and new services.

Dominican Republic

At Bahia Principe Grand El Portillo, the refurbishment and reconceptualization was carried out taking the sea as a common thread, an element that has inspired a new design of the establishment to turn it into its reflection under the concept "Mirror of the Sea".

The new reform is inspired by its colors, its light, and the life sparkling around it. Bahia Principe Grand El Portillo not only looks at the sea, but aspires to become a reflection of it.

THE SEA is TRANSFORMATION

THE SEA is ABUNDANCE

THE SEA is BEAUTY

THE SEA is LIFE

BAHIA PRINCIPE GRAND ★★★★★

El Portillo

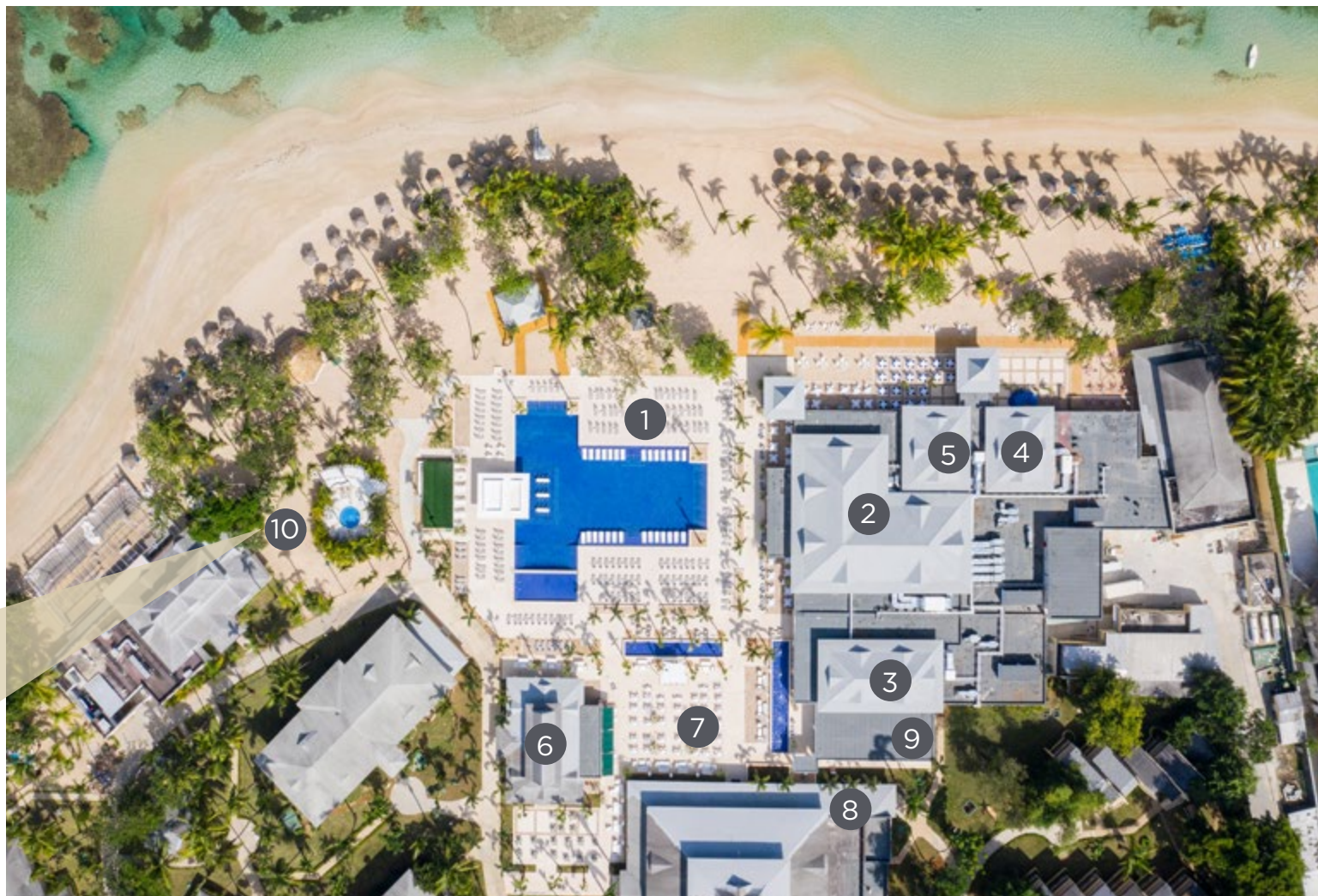


Innovative, technological and sustainable - that is the new Bahia Principe Grand El Portillo.

1. CENTRAL SWIMMING POOL AREA
2. MAIN BUFFET
3. GOURMET REST.
4. FISH MARKET REST.
5. GREEK MEDITERRANEAN REST.
6. SPORTS BAR
7. LOBBY BAR AND TERRACE
8. CRYSTAL HALL
9. WB&E HALL
10. OUTDOOR AREAS

LANDSCAPING WORK

- 600 sq m affected
- Native species in the compositions
- Alternate arrangement of plants
- Lower maintenance
- Reduction of chemical treatments
- Lower irrigation demand



6.2 Our Products and Services

Innovation and Development

Bahia Principe Grand El Portillo Hotel

The new reform is inspired by its colors, its light, and the life sparkling around it.

The Lobby is the welcoming area and therefore the first window to the sea of the many that we will find. A fresh space, with a colonial and stately touch.

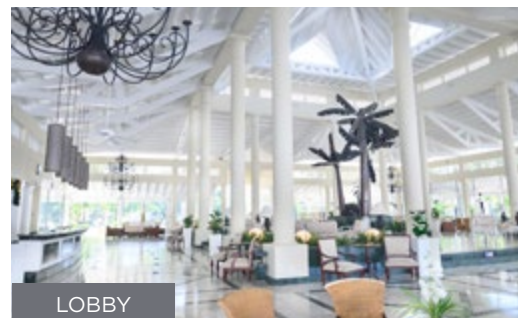
The bronze plantain palms, which seem to sway with the breeze that slips through the lattices, remind us that we are in the middle of the tropics, and in one of the most beautiful enclaves of the Samaná peninsula.

In the world, as in our hotel, everything revolves around water: life, fun, disconnection... that is why in the center of the hotel we have a large mirror of water: 828 sq m of swimming pool with a marine tone, crystalline and warm like the ocean that surrounds it.

Our “El Limón” buffet takes its name from one of the most visited and spectacular natural sites in the area, a waterfall that never stops gushing. Just like our buffet: boundless, fresh and free. However, our gastronomic offer does not end here; we have a Gourmet Restaurant, a Fish Market and a corner of the Peloponnese where time has stopped long enough to enjoy Greek food.

The Sports Bar, a bar with a distinctive air, brimming with activity. Or our Crystal Club, a private and cozy place.

And since only unique things can be celebrated in a unique place, in our WB&E Showroom for events our clients will be able to look, touch, mix, discover, experience and imagine.



LOBBY



CENTRAL SWIMMING POOL



EL LIMON REST.



FISHMARKET REST.



SPORTS BAR



"THE GREEK" REST.

6.2 Our Products and Services

Innovation and Development

Mexico

Bahia Principe Grand Tulum has undergone an integral remodeling, developed under the ORIGIN concept, which takes its inspiration from nature and the roots of the Mayan culture.

ORIGIN as BEGINNING

The MAYAS, the first civilization that lived in these places. The beginning of everything - the dawn, the land, the roots and the tradition.

ORIGIN as ESSENCE

The essence of life and customs. Nature makes each space a unique place; it is part of the cultural identity of a territory.

ORIGIN as CAUSE

Cosmology was very important in the Mayan culture. Tulum was based on the concept of the "four corners", planning the city as a square made for gods and men alike.

ORIGIN as START

As our start: this is where Bahia Principe began its journey as an international hotel chain, with Tulum being its first hotel on the Riviera Maya.

BAHIA PRINCIPE GRAND ★★★★★

Tulum





LANDSCAPING

- MORE THAN 90,000 SQ M AFFECTED
- 60,000 SQ M OF TURF WITH LOW WATER REQUIREMENT
- 10,000 SQ M OF GROUND COVER PLANTS
- 20,000 NATIVE AND 5,000 PROTECTED PLANTS (MORE THAN 120 SPECIES)
- IRRIGATION SYSTEM AUTOMATION
- LOWER MAINTENANCE

BEACHES

- 2,400 SQ M OF DUNES RECOVERED
- 600 SQ M OF DUNES DEMARCATED
- 5 ACCESSES BUILT
- 900 SQ M OF SEDIMENT RECOVERED
- 1.5 M OF BEACH WIDTH RECOVERED (AVERAGE)

ENERGY

- CENTRALIZATION OF HVAC AND SHW GENERATION SERVICES
- INSTALLATION OF PRESENCE DETECTORS IN THE ROOMS THAT OPTIMIZE ENERGY USE

6.2 Our Products and Services

Innovation and Development

Bahia Principe Grand Tulum Hotel

Lobby A welcoming space representing the culture, architecture, nobility and the Mayan world.

The lobby is the central axis of the Hotel. It is full of symbols, but the most spectacular of all is the majestic column that dominates everything around it and is a symbol of welcome to all our visitors. The Lobby Bar represents a service space that serves as an introduction to this wonderful world through traditional ceramic and basketry handicraft elements.

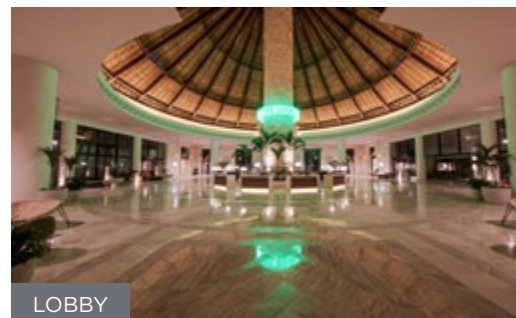
The new image of the villas is a reinterpretation of Mayan architecture.

The design of the new rooms conveys a fresh air. The perfect blend of both the origins and the future.

Our Theater, inspired by the garments and pigments used by the Mayan warriors, the ambiance creates great expectations around what is about to transpire on the stage.

We embrace gastronomy as a great wellspring inspired by the intersection of water and land.

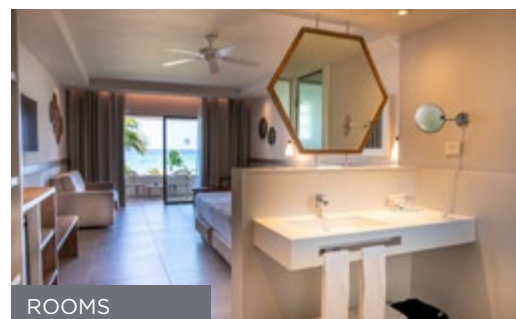
A wonderful place that transports you to the Far East. The fusion of cultures, the passion for the senses and the best Indian cuisine.



LOBBY



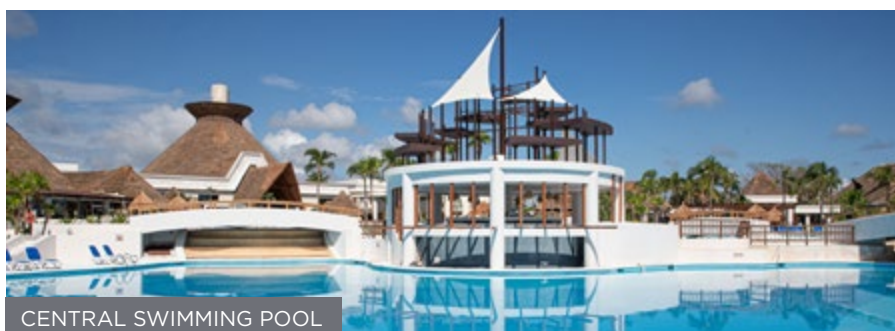
VILLAS



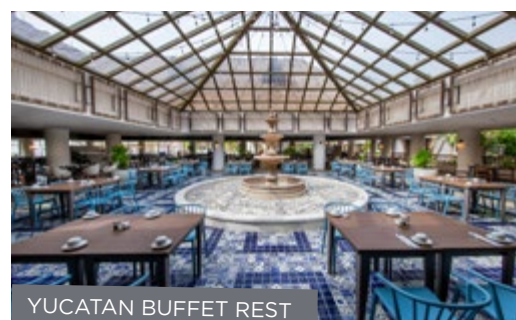
ROOMS



THEATER



CENTRAL SWIMMING POOL



YUCATAN BUFFET REST

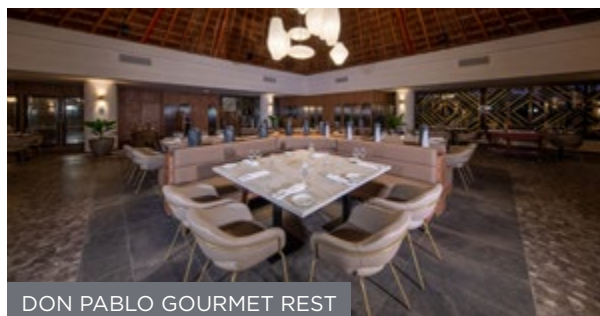


THALI HINDU REST

6.2 Our Products and Services

Innovation and Development

The soul of a true gourmet restaurant in an elegant, sober atmosphere.



DON PABLO GOURMET REST

Tradition, culture and time come together in a unique space framed by the purest gastronomy. Inspired by the tradition of Mexican markets, with their great culinary culture, colors, aromas and flavors.



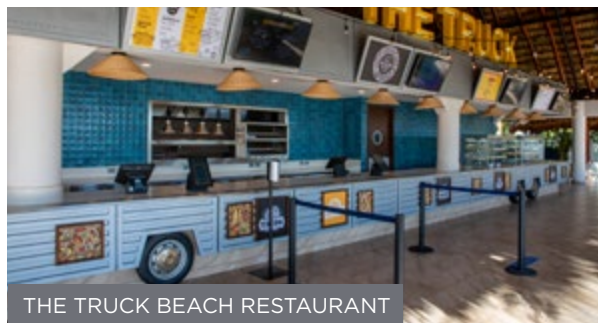
TEQUILA MEXICAN REST

A space for enjoyment. Based on characteristic gastronomy and service, mainly from Brazil and Portugal.



LA GRAN TORTUGA RODIZIO REST

Mexican fast food based on haute cuisine, traditional and regional, right by the sea. All served in a market setting.



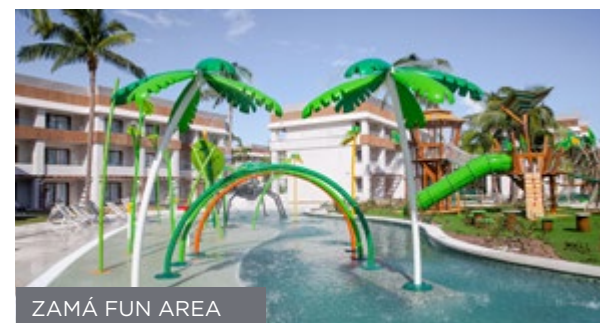
THE TRUCK BEACH RESTAURANT

Fun, enjoyment, convenience. Inspired by the idea of a picnic day, this new service point is integrated into the area dedicated to maximum enjoyment.



ÁNDALE BURGER

A space where families and children can get to know the Origin of the Mayan civilization. Children will discover the Mayan civilization that surrounds them through archaeology, exploration, courage, curiosity and appreciation of the culture.



ZAMÁ FUN AREA

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.

In 2020, the pandemic has triggered a technological revolution in the work and personal spheres, and digitalization has become one of our strategic axes.

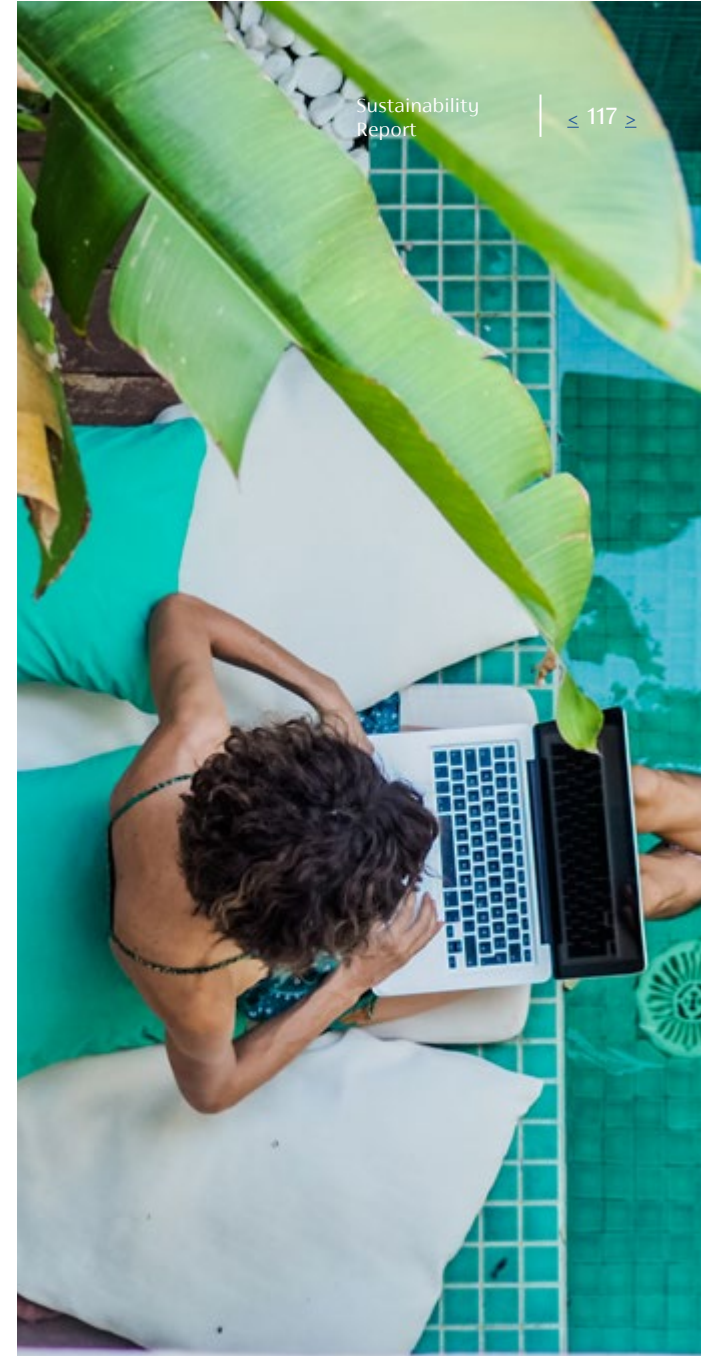
Milestones Achieved in 2020

Grupo Piñero

In 2020 we continued to work on projects focused on improving efficiency by optimizing processes and methodologies, such as:

Back Office

- A new **HCM platform**, based on SAP, that enables payroll, e-learning and performance management.
- Implementation of a platform to **manage new construction and renovation projects** in the hotels, which allows us to highlight our economic resources dedicated to product growth and improvement.
- **BigData & Analytics** – Deployment of the main KPI dashboards necessary for the company's governance through corporate and specific indicators.
- **Budgeting and control platform** for aligning the Group's costs with the targets set by the company's management.
- **SCM (Supply Chain Management) Platform**, whose main goal is the digitization of purchasing management, through which we achieve: unification of items, standardization of processes, automation of requests, etc., all of this with a view to eliminating non-operational processes.



6.2 Our Products and Services

Digitalization

Bahia Principe Hotels & Resorts

At Bahia Principe Hotels & Resorts, we work to offer our clients technological solutions that streamline and facilitate all stages of their trip.

Some of these processes have applied innovative proposals within the COVID-19 context in 2020, mainly in the Bahia Principe Grand Tulum and Bahia Principe Grand Portillo hotels, such as:

Back Office

- **Digitized access control in the Kids Club** Guests will be able to leave their children in the Kids Club area without having to fill out any paperwork. At the entrance they can register their children with the bracelet and have control over access through our digitized system.
- **Digital ordering at Beach & Pool Restaurants** Clients will be able to place their orders through interactive screens, without the need to interact with any employee.
- **Digitized Customer Loyalty Program** Clients will be able to learn about the loyalty program through totems and web apps set up for this purpose.
- **Digitized Towel Service** Clients will be able to dispose of their towels without the need to use physical cards that they must hand in and keep for their control. Now with the bracelet guests will be able to identify themselves without any problem and obtain and return the towels at any of the designated points.
- **Cross-Selling** Extension of services offered to clients on digital self-service devices deployed in hotels, including excursions, show bookings and other types of facilities.

Front Office

- **New background music system** The new background music system incorporates ambient music differentiated by zones and time of day. It can be controlled remotely, which makes it easier to manage.

➤ **Digitization of Records** Includes administrative procedures like: Upgrade, early departure, late check-out or loss of bracelet, will be validated with the client's digital signature. Digital signature in records.

➤ **Interactive Totems** Their purpose is to provide the guest with information about the hotel and to contract some services, such as:

- Reservations in specialty restaurants
- Concierge Service
- Hotel information
- Consultation of activities
- Weather forecast
- Hiring of excursions

We have given continuity in 2020 to the projects initiated in 2019 in the pilot phase and implemented them in the newly reopened **Bahia Principe Grand Tulum and Bahia Principe Grand Portillo** hotels.

Front Office

- Digitized Pre-Stay
- NFC bracelet system
- Digital reservation of shows in theaters, directed activities and gyms, and digitized buffet shifts and check-in
- Digital Point-of-Consumption signage

Back Office

- Digitized restaurant ordering

6.2 Our Products and Services

Digitalization

Bahia Principe Residences

Front Office

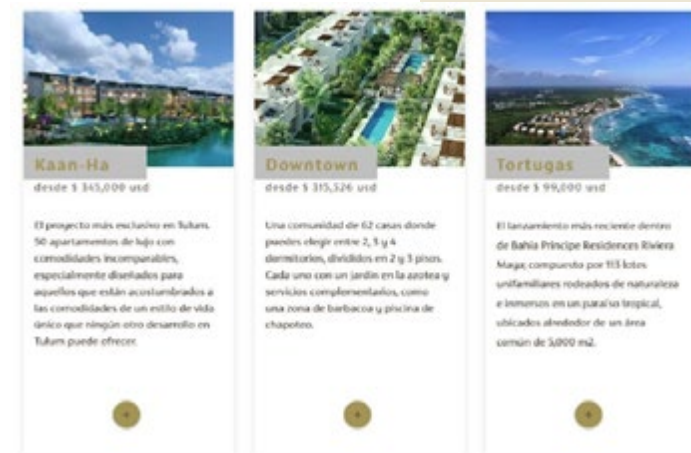
► **Live Room Platform.** Faced with the post-pandemic need to respect social distancing, digitalization has emerged as a solution for the transformation of the real estate market. For this reason, Bahia Principe Residences has adapted to an increasingly connected world and has launched the Live Room digital platform. This innovative tool makes it possible to remotely manage the purchase/sale of real estate, from a virtual visit with a sales representative to the reservation and signing of the sale contract.

► **24/7 surveillance and security system.** In our residential complexes we are implementing an innovative 24/7 surveillance and security system in all areas of the complex, as well as digitized control of access to the residential complexes.

Back Office

► **Implementation of a CRM platform, Salesforce Sales,** in order to provide a tool to track all sales opportunities for sales reps.

► **Implementation of an email marketing platform** whose purpose is to automate all marketing actions used in the lead generation process.



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.

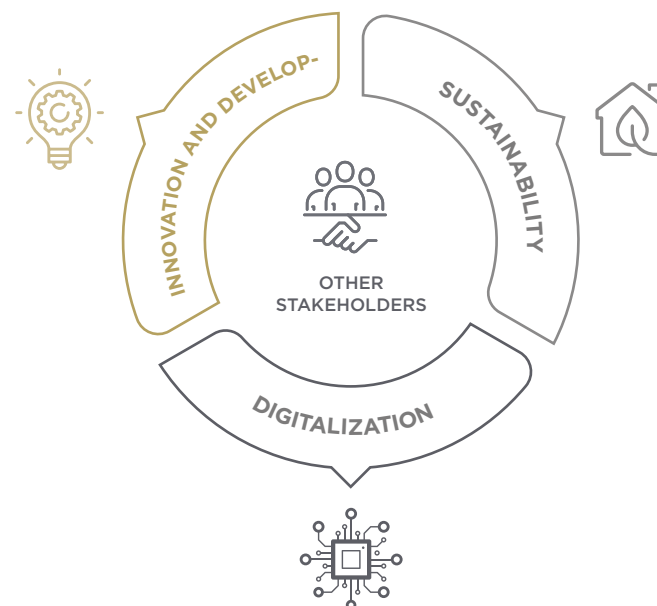
At Grupo Piñero we search, discover and get excited day by day. In this light, we have reviewed the company's 2020-2022 Strategic Plan and have defined a new 2021-2023 Strategic Plan, based on three strategic axes:

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 bodies:

- **Management Board**, responsible for the company's management
- **Business Unit General Managers Committee**. They are responsible for the management of the business units together with the Management Board.

The Management Board of Levantur, S.A. is formed by two Joint Directors who represent the interests of all the shareholders. Thus, they are responsible for controlling the Group's activities.

Given the Piñero Group's family origins, the Management Board is responsible for transmitting the family's vision and values to all its stakeholders.

In addition, there are two bodies that are independent of the governance model:

- **Compliance Committee**
- **CSR Committee**



7.2 Governance Model

► COVID-19 Crisis Management Committee

The activation of this committee, although not a newly created figure, has been an essential mechanism in ensuring a space for reflection, debate and coordination at the highest level.

Led since its creation by our CEO, Encarna Piñero, it has established the appropriate guidelines to manage the crisis based on coordinated work and agile and effective decision making, always with the safety and health of employees and customers as a maxim.

The decisions taken in this committee have combined the necessary reflections in relation to the impact of the crisis on the business and operations, as well as the health, safety and sanitary measures that the Company had to undertake.

► Opportunity Committee

As of June 1, due to the resumption of the activity, the Covid-19 Crisis Management Committee became the Opportunity Committee.

7.2 Governance Model

Professionalism at the Service of Excellence

Our company was founded by Pablo Piñero, and since 2017 it has been led by his wife, Isabel García (President) who, together with their daughters Encarna (CEO), Isabel (Vice-President of Marketing and Communication) and Lydia (Vice-President of Quality and Innovation), keep the legacy of its founder alive.

The generational change and the direct involvement of the Piñero family in our strategy contribute to strengthening the company's commitment and emotional bond with its professionals.

The members of Grupo Piñero's senior management are as follows:



President
Isabel García



Executive Vice-President and CEO
Encarna Piñero



Vice-President of Marketing and Communication
Isabel Piñero



Vice-President of Quality and Innovation
Lydia Piñero



Chief Financial Officer (CFO)
Didier Rector



Corporate Business Development and Customer Affairs Director
Julio Pérez



Chief Information Officer (CIO)
Mateo Ramón



General Manager Bahia Principe Hotels & Resorts
Antonio Teijeiro



General Manager Bahia Principe Residences & Golf
Jaime Sitjar



Coming2 General Manager
Ricardo Moreno

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.

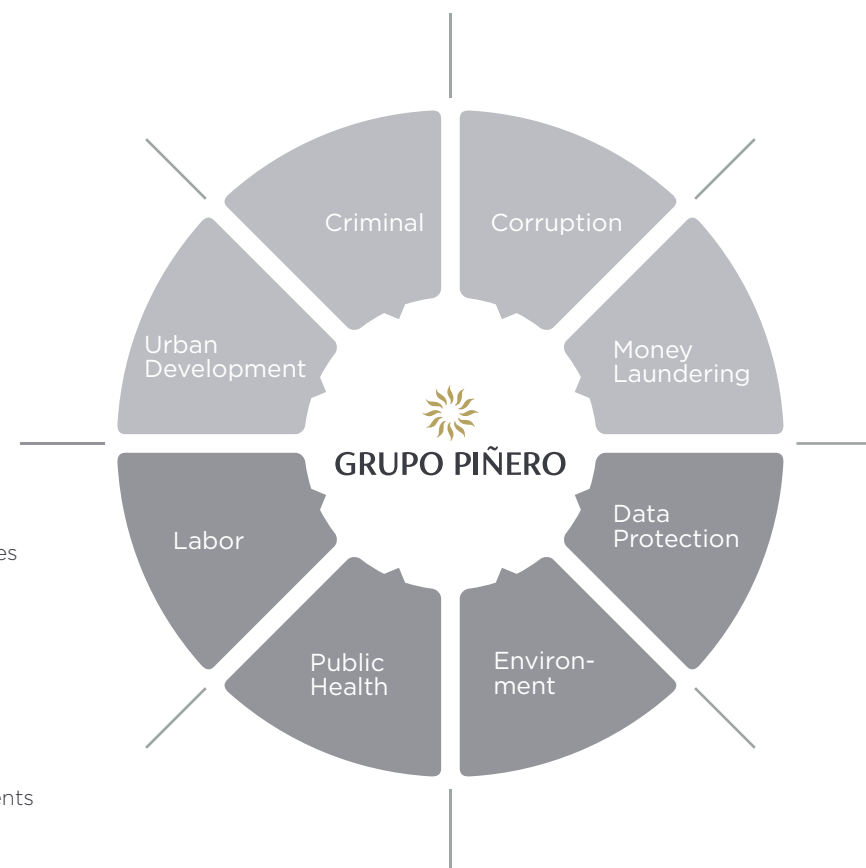
We appointed our Chief Compliance Officer in 2019. Among other duties, he will support the Compliance Committee in its review of Grupo Piñero's policies. In addition, the CCO will ensure the correct design and operation of the controls associated with the Compliance Model, and collaborate in the management 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, in 2019 we worked on the development of the following Policies and Procedures to be approved throughout 2020.

- 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 2020.

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.

No complaints and/or allegations were received in 2020.



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


































































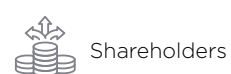
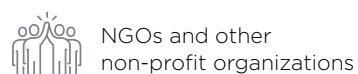
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Escalation of the report to the Compliance and Management Body if necessary.

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	Determines the basic principles to ensure respect for workers, the environment and the local community.							
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	Establishes stakeholder disclosure procedures.							



NGOs and other
non-profit organizations



Employees and
Their Families



Clients



Shareholders



Business
Associations



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:



ANEXOS

08 Appendices

BGMRU

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	€3,642.56
Spain	-€107,981.04
Portugal	€9,945.00
Switzerland	€0.00
Luxembourg	€2,905.50
Ireland	€0.00
Jamaica	€61,261.07
Mexico	€964,079.45
Dominican Republic	€381,885.60
USA	€25,323.68
	€1,341,061.82

Appendix II-Sustainability Certifications

Hotel	Country	Travelife Gold	Earth Check	S Seal	Clean Beaches
Bahia Principe Luxury Cayo Levantado	Dominican Republic	✓			
Bahia Principe Luxury Samaná	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 2020 was as follows:

	Number of Employees	Percentage
Men	5.836	66,93%
Women	2.884	33,07%
Total:	8.720	100,00%

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

	Men	Women	Total
Senior Management	127	46	173
Middle Managers	1.302	501	1.802
Core Staff	4.407	2.337	6.744
Total	5.836	2.884	8.720

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

	Men	Women	Total
Senior Management	73,40%	26,60%	100,00%
Middle Managers	72,22%	27,78%	100,00%
Core Staff	65,35%	34,65%	100,00%
Total	66,93%	33,07%	100,00%

In this pandemic year, 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 2020 being as follows:

	Number of Employees	Percentage
Men	544	48,53%
Women	576	51,47%
Total	1.120	100,00%

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

	Men	Women	Total
Senior Management	26	12	38
Middle Managers	117	71	188
Core Staff	401	493	894
Total	544	576	1.120

The composition of the average workforce in FY 2020 by gender and age is as follows:

	2020 - Workforce			2020 - Percentage		
	Men	Women	Total	Men	Women	Total
18-25 years old	818	336	1.154	70,90%	29,10%	100,00%
26-35 years old	2.216	1.086	3.302	67,11%	32,89%	100,00%
36-45 years old	1.599	812	2.410	66,32%	33,68%	100,00%
46-55 years old	907	519	1.426	63,61%	36,39%	100,00%
>55 years old	297	131	427	69,39%	30,61%	100,00%
Total Workforce	5.836	2.884	8.720	66,93%	33,07%	100,00%

The average workforce by gender, age and professional classification in FY 2020 was as follows:

	Men						Women					
	18-25	26-35	36-45	46-55	>55	Total	18-25	26-35	36-45	46-55	>55	Total
Senior Management	0	26	50	45	12	133	0	13	12	16	5	46
Middle Managers	53	404	449	296	91	1.293	16	177	152	99	22	466
Core Staff	770	1.786	1.098	562	194	4.410	322	897	642	405	105	2.372
Total Average Workforce	823	2.216	1.597	903	298	5.836	338	1.088	806	520	132	2.884

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

2020 - Average Workforce			
	Men	Women	Total
Senior Management	28	14	42
Middle Managers	91	55	146
Core Staff	263	277	540
Total Spain	382	346	728
Senior Management	66	21	87
Middle Managers	865	287	1,151
Core Staff	2,726	1,284	4,010
Total Dominican Republic	3,657	1,591	5,248
Senior Management	23	12	34
Middle Managers	269	108	377
Core Staff	1,137	573	1,710
Total Mexico	1,429	693	2,121
Senior Management	13	3	16
Middle Managers	84	58	141
Core Staff	271	194	465
Total Jamaica	368	254	622
Senior Management	129	49	178
Middle Managers	1,309	507	1,816
Core Staff	4,398	2,328	6,726
Total	5,836	2,884	8,720

The composition of the Group's average workforce by geographical area in which it operates in 2020 was as follows:

Geographic Area	Number of Employees		
	Men	Women	Total
Spain	382	346	728
Dominican Republic	3,657	1,591	5,248
Mexico	1,429	693	2,121
Jamaica	368	254	622
Total	5,836	2,884	8,720

The percentage composition of the workforce for FY 2020 by geographic area was as follows:

Geographic Area	Percentage of Total		
	Men	Women	Total
Spain	4,38%	3,97%	8,35%
Dominican Republic	41,94%	18,25%	60,18%
Mexico	16,39%	7,95%	24,34%
Jamaica	4,22%	2,91%	7,13%
Total	66,93%	33,07%	100,00%

Employment Contracts and Dismissals

Average workforce for FY 2020 by gender and employment contract type:

Contract type	Gender	2020	
		Average workforce	Percentage
Indefinite	Man	4.968	56,97%
	Woman	2.307	26,46%
	Total	7.275	83,43%
Temporary	Man	868	9,96%
	Woman	576	6,61%
	Total	1.445	16,57%
Total		8.720	100,00%

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

Gender	Man						Woman					
	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	635	1.832	1.371	775	246	4.859	260	899	691	446	110	2.407
Temporary	187	384	227	128	52	977	77	188	115	74	23	477
Total Average Workforce	823	2.216	1.597	903	298	5.836	338	1.088	806	520	132	2.884

	Man						Woman					
	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	7,29%	21,01%	15,72%	8,88%	2,82%	55,72%	2,99%	10,31%	7,93%	5,12%	1,26%	27,60%
Temporary	2,15%	4,40%	2,60%	1,47%	0,59%	11,21%	0,89%	2,16%	1,32%	0,84%	0,26%	5,47%
Total Average Workforce	9,43%	25,42%	18,32%	10,35%	3,41%	66,93%	3,87%	12,47%	9,24%	5,96%	1,52%	33,07%

- Average annual number of permanent contracts, temporary contracts and part-time contracts by gender and occupational classification in FY 2020:

Gender	Occupational Category	2020 Workforce			2020 Percentage		
		Temporary	Indefinite	Total	Temporary	Indefinite	Total
Men	Senior Management	20	113	134	0,23%	1,30%	1,53%
	Middle Managers	192	1100	1292	2,21%	12,61%	14,82%
	Core Staff	657	3754	4410	7,53%	43,05%	50,58%
Total Men		869	4967	5836	9,97%	56,96%	66,93%
Women	Senior Management	9	37	46	0,11%	0,43%	0,53%
	Middle Managers	95	378	473	1,08%	4,34%	5,42%
	Core Staff	473	1892	2365	5,42%	21,70%	27,12%
Total Women		576	2307	2884	6,61%	26,46%	33,07%
Total		1446	7274	8720	16,58%	83,42%	100,00%

The composition of the number of dismissals in FY 2020 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	0	1	0	0	0	1
	Woman	0	0	0	0	0	0
Middle Managers	Man	2	4	2	1	0	9
	Woman	1	1	1	1	0	4
Core Staff	Man	6	11	8	4	1	30
	Woman	3	7	5	2	1	18
Total		12	24	16	8	2	61

Remuneration

Average remuneration by gender and occupational classification in FY 2020

1. Overall Average

	Euros/Year (Gross)		
	Men	Women	Total
Senior Management	63,064	65,980	63,124
Middle Managers	12,071	13,013	12,365
Core Staff	5,884	8,223	6,753

2. Spain

	Euros/Year (Gross)		
	Men	Women	Total
Senior Management	79,815	115,934	88,724
Middle Managers	34,481	31,429	33,513
Core Staff	19,636	20,040	24,327

3. Caribbean Area

	Euros/Year (Gross)		
	Men	Women	Total
Dominican Republic			
Senior Management	56,565	39,768	52,551
Middle Managers	7,328	7,383	7,342
Core Staff	3,018	2,961	2,998
Mexico			
Senior Management	58,158	35,852	50,569
Middle Managers	11,559	11,296	11,478
Core Staff	4,082	3,994	4,052
Jamaica			
Senior Management	48,508	33,890	45,757
Middle Managers	10,673	8,735	9,901
Core Staff	5,404	4,936	5,172
Average Caribbean Area Countries			
Senior Management	55,719	37,732	50,945
Middle Managers	8,532	8,576	8,544
Core Staff	3,478	3,438	3,462

- Average remuneration by age and occupational classification

1. Overall	Euros/Year (Gross) - Age Group					
	16-25	26-35	36-45	46-55	>55 years	Average
Senior Management	-	35,864	61,190	76,917	85,460	42,239
Middle Managers	5,697	9,046	11,926	16,446	21,015	11,076
Core Staff	3,614	5,615	7,458	10,026	11,366	6,755
Total Average Compen-	3,738	6,441	9,236	11,935	13,694	8,084

2. Spain	Euros/Year (Gross) - Age Group					
	16-25	26-35	36-45	46-55	>55 years	Average
Senior Management	-	47,780	124,606	111,157	136,451	120,546
Middle Managers	33,710	37,750	43,114	44,314	44,411	42,845
Core Staff	21,244	23,355	24,666	25,972	27,100	24,327
Total Average Compen-	21,767	25,130	29,805	33,022	39,892	29,687

3. Caribbean Area	Euros/Year (Gross) - Age Group					
	16-25	26-35	36-45	46-55	>55	Average
Dominican Republic	-	35,991	58,337	55,543	71,568	36,906
Middle Managers	4,324	6,027	7,514	9,154	10,685	6,961
Core Staff	2,622	3,043	3,257	2,843	3,096	3,060
Total Average Compen-	2,724	4,044	5,922	6,839	8,773	5,333
Mexico	-	34,091	55,429	65,154	39,021	32,283
Middle Managers	7,498	10,171	13,125	12,382	17,581	10,126
Core Staff	3,328	4,262	4,042	4,357	3,617	4,497
Total Average Compen-	3,703	5,741	7,176	8,469	6,740	8,333
Jamaica	-	45,531	51,465	38,578	25,327	26,817
Middle Managers	5,325	9,367	11,070	9,802	7,756	8,664
Core Staff	3,670	4,946	5,909	5,607	4,787	4,573
Total Average Compen-	3,725	6,715	9,577	8,753	6,283	6,303

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

Geographic Area	Euros	Percentage
Spain	46,124	41.87%
Dominican Republic	35,867	32.56%
Mexico	20,979	19.52%
Jamaica	7,184	6.52%
Total	110,155	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.

	2020			2019		
	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	-	-	-
Middle Managers	1	1	2	1	2	3
Rest of Staff	3	4	7	5	5	10
Total	4	5	9	6	7	13

Organization of Work Number of Hours of Absenteeism

Absenteeism for FY 2020 in the Spanish companies amounted to 13,398 working days, equivalent to 321,557 hours, and the absenteeism rate for FY 2020 was 8.82%.

Globally, considering both Spain and the Caribbean, absenteeism for FY 2020 amounted to 95,292 working days, equivalent to 2,287,003 hours, and the absenteeism rate for FY 2020 was 10.80%.

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	16,560
Central Offices Palma de Mallorca	-
Total	16,560

- In FY 2020, several “healthy company” activities and training courses have been carried out, with the number of attendees and the cost incurred being as follows:

	Euros	No. Participants	Training Hours
Encouraging Healthy Habits	16,560	1,515	4,206
Total	16,560	1,515	4,206

The distribution by countries in which the Group operates was as

	Euros	Participants	Hours
Spain	-	-	-
Dominican Republic	990	174	191
Mexico	-	-	-
Jamaica	15,660	1,341	4,015
Total	16,560	1,515	4,206

Covid Prevention and Awareness Program and adaptation of procedures

- Initiatives relating to Covid prevention, for which more than €49,329 have been invested, with the following breakdown:

	Euros
Caribbean Area	49,329
Central Offices Palma de Mallorca	-
Total	49,329

- In FY 2020, 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	No. Participants	Training Hours
Procedures and Protocols	10,569	2,954	2,479
Encouraging Healthy Habits	38,760	4,664	7,783
Total	49,329	7,618	10,262

The distribution by countries in which the Group operates was as

	Euros	Participants	Hours
Spain	-	-	-
Dominican Republic	30,688	3,438	5,865
Mexico	14,452	3,643	3,322
Jamaica	4,189	537	1,075
Total	49,329	7,618	10,262

Accident Rate

In 2020, a total of 258 accidents were recorded, of which 195 were minor, 57 serious and 6 very serious, but none were fatal. This represents a monthly average of 21.

- Women account for 38% of these accidents, reaching 97 accidents, averaging 8 accidents per month
 - The distribution by severity is 82 minor, 15 serious and 0 very serious
- Men account for 52% of these accidents, reaching 161 accidents, averaging 13 accidents per month (women and men together average 21 accidents per month)
 - The distribution by severity is 113 minor, 42 serious and 6 very serious
- There were a total of 63 accidents with leave (57 serious and 6 very serious)
 - For the women's group they were 15 (15 serious and 0 very serious)
 - For the men's group they were 48 (42 serious and 6 very serious)

	Incidents	Minor	Serious	Very Serious
Spain	46	46	0	0
Dominican Republic	95	51	38	6
Mexico	85	78	7	0
Jamaica	32	20	12	0
Total	258	195	57	6

- Absences due to sickness account for 691,192 hours (86,399 days) of sick leave
 - Women account for 58% of these sick leave hours, reaching 402,774 hours (50,347 days) of sick leave
 - Men account for 42% of these sick leave hours, reaching 288,418 hours (36,052 days) of sick leave
- The frequency rate is 27.80 lost-time accidents per 1,000,000 hours worked for 2020 and for the average workforce By gender, the proportion would be:
 - For women, 19.27
 - For men, 32.25
- The severity rate is 4.08 sick days per 1,000 days worked for 2020 and for the average workforce By gender, the proportion would be:
 - For women, 4.516
 - For men, 3.854

In FY 2020, 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 2020
No. Courses	236	782
No. Training Hours	20,969	65,010
No. Participants	11,833	47,407

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

	No. Training Actions	No. Participants		
		Men	Women	Total
Spain	22	856	719	1,575
Dominican Republic	155	9,045	4,966	14,012
Mexico	59	20,224	9,318	29,542
Jamaica	40	1,050	1,239	2,289
Total	276	31,175	16,242	47,407

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	73	50	261	1,264	1,575
Dominican Republic	416	1,060	1,771	11,181	14,012
Mexico	212	79	4,467	24,996	29,542
Jamaica	81	76	494	1,719	2,289
Total	782	1,265	6,993	39,160	47,407

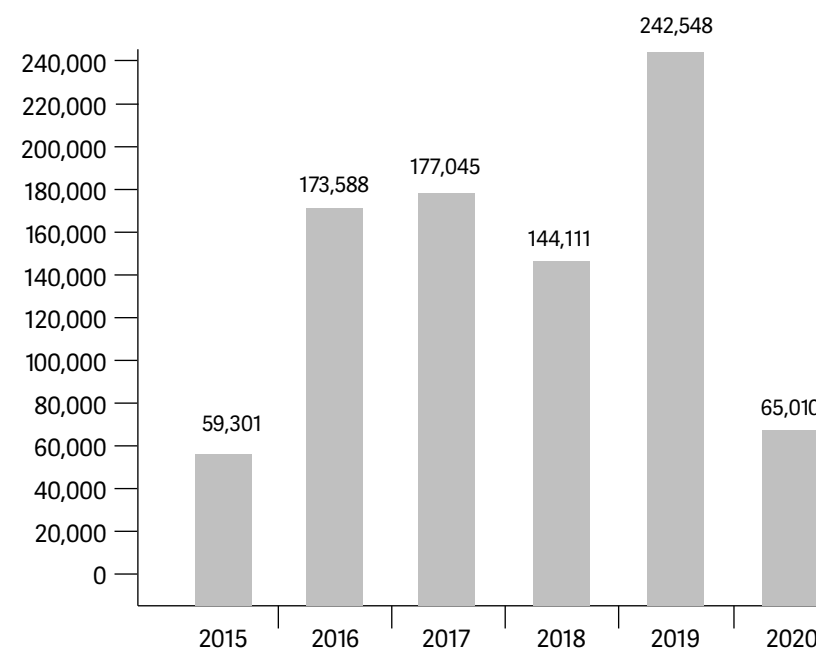
Number of training hours given by destination and number of participants by gender

	No. Training Actions	No. Training Hours		
		Men	Women	Total
Spain	73	5,662	4,756	10,418
Dominican Republic	416	15,736	8,640	24,376
Mexico	212	13,513	6,226	19,738
Jamaica	81	4,806	5,671	10,477
Total	782	39,717	25,293	65,010

Number of training hours given by destination and occupational category

	Senior Managers	Middle Managers	No. Training Hours	
			Core Staff	Total
Spain	331	1,726	8,361	10,418
Dominican Republic	1,844	3,081	19,451	24,376
Mexico	53	2,984	16,701	19,738
Jamaica	348	2,261	7,868	10,477
Total	2,576	10,053	52,381	65,010

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, 2020.

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 2020****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 2020 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 2020 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 2020.
- 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 2020.
- Comprobación, mediante pruebas, en base a la selección de una muestra, de la información relativa a los contenidos incluidos en el EINF del ejercicio 2020 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 2020 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, 29 de octubre de 2021

INSTITUTO DE CENSORES
JURADOS DE CUENTAS
DE ESPAÑA

MOORE IBERGRUP
AUDITORES, S.A.P.

2021 Núm. 13/21/00861

SELLO CORPORATIVO: 30,00 EUR

Informe sobre trabajos distintos
a la auditoría de cuentas

Appendix V-GRI Content Index

Indicators	Section of the Report	Page	Observations
GRI 102: General Contents			
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102-1 Name of the organization	Cover, 7.2		
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102-3 Location of headquarters	7.2	157	
102-4 Location of operations	2.3	19	
102-5 Ownership and legal form	7.2	122	
102-6 Markets served			
102-7 Scale of the organization	2.6	28	
102-8 Information on employees and other workers	4.1	46-58	
102-9 Supply chain	4.2	59, 62	
102-10 Significant changes to the organization and its supply chain			
102-11 Precautionary principle or approach	3.1, 4.1	32-33, 47-52	
102-12 External initiatives	3.5, 3.6, 3.7	39-43	
102-13 Membership of associations	4.3	72-73	
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102-14 Statement from senior decision-makers	7.2	122-124	
102-15 Key impacts, risks and opportunities	7.5	130	
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102-16 Values, principles, standards and norms of behavior	2.7, 3.1, 3.2, 7.3	30, 32-36, 125-127	
102-17 Mechanisms for advice and concerns about ethics	7.3	125-127	
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102-18 Governance structure	7.1, 7.2	121-124	
102-19 Delegating authority	7.2	124	
102-20 Executive-level responsibility for economic, environmental, and social topics	3.2, 7.2	33, 124	
102-21 Consulting stakeholders on economic, environmental, and social topics	3.3, 3.4	34-38	
102-22 Composition of the highest governance body and its committees	7.2	122-124	
102-23 Chair of the highest governance body	7.2	122-124	
102-24 Nomination and selection processes for the highest governance body	7.2	122-124	
102-25 Conflicts of interest	7.3	125-127	
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Appendix V-GRI Content Index

Indicators	Section of the Report	Page	Observations
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102-27 Collective knowledge of the highest governance body	7.2	122-124	
102-28 Evaluating the highest governance body's performance	7.2	122-124	
102-29 Identifying and managing economic, environmental, and social impacts	3.4	37-38	
102-30 Effectiveness of risk management processes	7.5	130	
102-31 Review of economic, environmental, and social topics	3.7	43	
102-32 Highest governance body's role in sustainability reporting	3.2	33	
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102-40 List of stakeholder groups	3.3, 4.3	36, 76	
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102-42 Identifying and selecting stakeholders	3.3, 3.4	34-38	
102-43 Approach to stakeholder engagement	3.3, 3.4	34-38	
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Reporting Practices			
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102-47 List of material topics	3.4	37-38	
102-48 Restatements of information	Appendix IV	142	
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102-50 Reporting period	Appendix IV	142	
102-51 Date of most recent report	Appendix IV	142	
102-52 Reporting cycle	Appendix IV	142	
102-53 Contact point for questions regarding the report	Appendix IV	142	
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102-55 GRI content index	Appendix V	143-146	
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103-1 Explanation of the material topic and its boundary	3.4	37-38	
103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124	
103-3 Evaluation of the management approach	2.6, 3.7	28, 43	

Appendix V-GRI Content Index

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202-2 Proportion of senior management hired from the local community	Appendix III	135-142	
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205-1 Operations assessed for risks related to corruption	7.3	125-127	
205-2 Communication and training about anti-corruption policies and procedures	4.1	55	
GRI 301: Materials			
301-1 Materials used by weight or volume	5.1	80	
301-2 Recycled input materials used	5.1	80	
301-3 Reclaimed products and their packaging materials	5.1	80	
GRI 302: Energy			
302-1 Energy consumption within the organization	2.6, 5.1	28, 81	
302-3 Energy intensity	2.6, 5.1	28, 81	
302-5 Reductions in energy requirements of products and services	2.6, 5.1	28, 81	
GRI 303: Water			
Water withdrawal by source	2.6, 5.1	28, 79	
GRI 304: Biodiversity			
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	5.1, 5.2	84-93	
304-2 Significant impacts of activities, products, and services	5.1, 5.2	84-93	
304-3 Habitats protected or restored	5.1, 5.2	84-93	
GRI 305: Emissions			
305-1 Direct (Scope 1) GHG emissions	2.6, 5.1	28, 83	
305-4 GHG emissions intensity	2.6, 5.1	28, 83	
305-5 Reduction of GHG emissions	2.6, 5.1	28, 83	

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Indicators	Section of the Report	Page	Observations
GRI 306: Effluents and Waste			
306-2 Waste by type and disposal method	2.6, 5.1	28, 80	
GRI 308: Supplier Environmental Assessment			
308-1 New suppliers that were screened using environmental criteria	4.2	59	
308-2 Negative environmental impacts in the supply chain and actions taken	4.2	59	
GRI 401: Employment			
401-1 New employee hires and employee turnover	Appendix III	135-142	
GRI 404: Training and Education			
404-1 Average hours of training per year per employee	2.6, 4.1	28, 55-56	
404-2 Programs for upgrading employee skills and transition assistance programs	4.1	55-56	
404-3 Percentage of employees receiving regular performance and career development reviews	4.1	55-56	
GRI 405: Diversity and Equal Opportunity			
405-1 Diversity of governance bodies and employees	Appendix III	135-142	
405-2 Ratio of basic salary and remuneration of women to men	Appendix III	135-142	
GRI 406: Non-discrimination			
406-1 Incidents of discrimination and corrective actions taken	7.3	127	
GRI 413: Local Communities			
413-1 Operations with local community engagement, impact assessments, and development programs	4.3	63-73	
GRI 414: Supplier Social Assessment			
414-1 New suppliers that were screened using social criteria	4.2	59	
414-2 Negative social impacts in the supply chain and actions taken	4.2	59	
GRI 416: Customer Health and Safety			
416-1 Assessment of the health and safety impacts of product and service categories	6.1	96-97, 99-100	
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	6.1	96-97, 99-100	
GRI 418: Customer Privacy			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	6.1	96	

Appendix VI-SNFI Contents

Contents of Law 11/2018 on Non-Financial Information and Diversity		Associated GRI Standard	Section of the Report	Observations
Business Model				
Description of the Group's Business Model	Brief description of the group's business model, including its business environment, organization and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends that may affect its future development.	GRI 102-2 Activities, brands, products and services	2.2	8-18
		GRI 102-4 Location of operations	2.3	19
		GRI 102-6 Markets served		
		GRI 102-7 Scale of the organization (partial)	2.6	28
		GRI 102-15 Key impacts, risks and opportunities	7.5	130
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	3.2,6.1,7.2	33, 96-108, 122-124
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	130
		GRI 201-2 Financial implications and other risks and opportunities due to climate change	5.1	76-90
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	130
		102-29 Identifying and managing economic, environmental, and social impacts	3.4	37-38
	Environmental assessment or certification procedures.	GRI 102-11 Precautionary principle or approach	3.1, 4.1	32-33, 47-52
		GRI 102-29 Identifying and managing economic, environmental, and social impacts	3.4	37-38

Appendix VI-SNFI Contents

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	32-33, 47-52
	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	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 302-4 Reduction of energy consumption	2.6, 5.1	28, 81
		GRI 302-5 Reductions in energy requirements of products and services	2.6, 5.1	28, 81
		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	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	3.2, 6.1, 7.2	33, 96-108, 122-124
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	28, 79
		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	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 301-1 Materials used by weight and volume	5.1	80
		GRI 301-2 Recycled input materials used	5.1	80
		GRI 301-3 Reclaimed products and their packaging materials	5.1	80
	Energy: Consumption, direct and indirect; Measures taken to improve energy efficiency, Use of renewable energies.	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 302-1 Energy consumption within the organization (energy from renewable and non-renewable sources)	2.6, 5.1	28.81
		GRI 302-2 Energy consumption outside of the organization		
		GRI 302-3 Energy intensity	2.6, 5.1	28, 81
		GRI 302-4 Reduction of energy consumption	2.6, 5.1	28, 81

Appendix VI-SNFI Contents

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	28, 83
		GRI 305-2 Direct (Scope 2) GHG emissions	2.6, 5.1	28, 83
		GRI 305-3 Direct (Scope 3) GHG emissions	2.6, 5.1	28, 83
		GRI 305-4 GHG emissions intensity	2.6, 5.1	28, 83
	The measures adopted to adapt to the consequences of climate change.	GRI 102-15 Key impacts, risks and opportunities	7.5	130
		GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 201-2 Financial implications and other risks and opportunities due to climate change	5.1	76-90
		GRI 305-5 Reduction of GHG emissions	2.6, 5.1	28, 83
Protection of Biodiversity	Measures taken to preserve or restore biodiversity.	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 304-3 Habitats protected or restored	5.1, 5.2	84-93
	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	84-93
		GRI 304-2 Significant impacts of activities, products, and services on biodiversity	5.1, 5.2	84-93
		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	33, 96-108, 122-124
		GRI 102-35 Remuneration policies	Appendix III	135-142

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	130
Employment	Total number and distribution of employees by gender, age, country and occupational classification	GRI 102-7 Scale of the organization (partial)	4.1	28
		GRI 102-8 Information on employees and other workers	4.1	46-58
		GRI 405-1 Diversity of governance bodies and employees (partial)	4.1	46-58
	Total number and distribution of types of employment contracts	GRI 102-8 Information on employees and other workers	4.1	46-58
	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	46-58
	Number of dismissals by gender, age and occupational classification	GRI 401-1 New employee hires and employee turnover (partial)	Appendix III	135-142
	Average remunerations and their evolution broken down by gender, age and occupational classification or equal	GRI 405-2 Ratio of basic salary and remuneration of women to men (adjusted)	Appendix III	135-142
	Wage Gap	GRI 405-2 Ratio of basic salary and remuneration of women to men (adjusted)	Appendix III	135-142
	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	135-142
	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	135-142

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	46-58
		Not included in GRI the type of breaks and rest breaks in the working day, to be added, where material		Not reported
	Number of hours of absenteeism	GRI 403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Appendix III	139-141
	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	3.2, 6.1, 7.2	33, 96-108, 122-124
Health and Safety	Health and safety conditions in the workplace	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
	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	3.3, 3.4	34-38
		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	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 404-2 Programs for upgrading employee skills and transition assistance programs	4.1	55-56
	Total number of training hours by occupational category	GRI 404-1 Average hours of training per year per employee (partial)	2.6, 4.1	28, 55-56
Accessibility	Universal accessibility for people with disabilities	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124

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	3.2, 6.1, 7.2	33, 96-108, 122-124
	Equality Plans	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
	Measures taken to promote employment	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 404-2 Programs for upgrading employee skills and transition assistance programs	4.1	55-56
	Protocols against sexual and gender-based harassment	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
	Integration and universal accessibility for people with disabilities	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
	Policy against all types of discrimination and, where applicable, diversity management policy	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
		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	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 412-2 Employee training on human rights policies or procedures	7.3	126-127
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	130
Human Rights	Application of human rights due diligence procedures	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124

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	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 412-1 Operations that have been subject to human rights reviews or impact assessments		Grupo Piñero has no
	complaints regarding human rights violations	GRI 102-17 Mechanisms for advice and concerns about ethics	7.3	125-127
		GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 419-1 Non-compliance with laws and regulations in the social and economic area		In FY 2020 there has been no instance of non-compliance with laws and regulations in the social and economic area
	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	3.2, 6.1, 7.2	33, 96-108, 122-124
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	3.2, 6.1, 7.2	33, 96-108, 122-124
		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	130
		GRI 205-1 Operations assessed for risks related to corruption	7.3	125-127

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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	3.2, 6.1, 7.2	33, 96-108, 122-124
	Measures taken to fight against money laundering	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
	Contributions to foundations and non-profit entities	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 201-1 Direct economic value generated and distributed (Investment in the Community)	2.6	28
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	44-59, 76-90, 96-108
		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	3.2, 6.1, 7.2	33, 96-108, 122-124
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	130
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	44-59, 76-90, 96-108
		GRI 204-1 Proportion of spending on local suppliers	4.2	60
		GRI 413-1 Operations with local community engagement, im- pact assessments, and development programs (partial)	4.3	63-73
		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	44-59, 76-90, 96-108
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	44-59, 76-90, 96-108
		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	63-73
		GRI 102-43 Approach to stakeholder engagement (relative to community)	4.3	63-73
	Association or sponsorship actions	GRI 102-13 Membership of associations	4.3	71-73
		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	28
Subcontracting and suppliers	Inclusion of social, gender equality and environmental issues in the procurement policy	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
	Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	GRI 102-9 Supply chain	4.2	59-62
		GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 308-1 New suppliers that were screened using environmental criteria	4.2	59
		GRI 308-2 Negative environmental impacts in the supply chain and actions taken	4.2	59
		GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	4.2	59
		GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	4.2	59

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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	59
		GRI 414-2 Negative social impacts in the supply chain and actions taken	4.2	59
	Monitoring and audit systems and their results	GRI 308-1 New suppliers that were screened using environmental criteria	4.2	59
		GRI 308-2 Negative environmental impacts in the supply chain and actions taken	4.2	59
		GRI 414-2 Negative social impacts in the supply chain and actions taken	4.2	59
Consumers	Measures for consumer health and safety	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 416-1 Assessment of the health and safety impacts of product and service categories	6.1	96-97, 99-100
		GRI 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	6.1	96-97, 99-100
		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	125-127
		GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	33, 96-108, 122-124
		GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		No relevant complaints were lodged in FY 2020
Tax Information	Profits obtained by country	GRI 201-1 Direct economic value generated and distributed	Appendix I	133
	Taxes on profits paid	GRI 201-1 Direct economic value generated and distributed	Appendix I	133
	Public subsidies received	GRI 201-4 Financial assistance received from government		Not reported

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Corporate Social Responsibility

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GRUPO PIÑERO