Sustainability Report

2022





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Letter Encarna Piñero CEO - Chief Executive Officer

Last year was marked by a strong recovery in the sector. According to data from the UNWTO's Global Tourism Barometre, the increasing arrival of international tourists tripled by about 63% in comparison to prepandemic levels. This growth has undoubtedly been evident, and as a Group and a family we have been a part of it, taking big steps in re-openings, hotel renovations, waste management, energy efficiency, as well as the reinforcement of policies based on responsibility and sustainability, our operations' guiding force.

Our commitment to moving towards a tourism model that can face social and environmental challenges is our main engine, and we firmly believe that our contribution can lead to a fairer and more equal society.

The speed the world is moving at is no secret, challenging us constantly to change perspective, explore other territories and rethink our actions as a sector and a society. Therefore, we embrace change and stay rooted in our proposal to analyse new alternatives that help us reinforce our **2022-2025 Strategic Sustainability Plan.**

This is why, this past year, we have taken on major challenges and projects aligned with our environmental, social and good governance criteria. Our goals are ambitious, but necessary to embark on a path towards a real change in the understanding and implementation of sustainability in our sector.

We are aware that the diversification of our business units increases the scope of our responsibility, as we operate in four destinations with more than 14,000 employees. For this reason, our family and Group essence places value on our people, with a clear objective - to continue advancing along the path of positive impact on people and absolute respect for the environment. We have been working for years to integrate environmental and social criteria into the company's strategy and to this end, in 2022, the Board of Directors approved the sustainability strategy with a 2030 target, as well as our ESG commitments set out in 12 Sustainability policies.

Likewise, in order to continue moving along this path, **we** have further strengthened the Sustainability Division with the incorporation of new areas. In 2022, the Environment section, previously blended into the Corporate Responsibility area, will be reinforced as an independent area; the Corporate Responsibility area will become the ESG area; and we will incorporate the Institutional Relations area, with the aim of strengthening the company's links with our destinations.

Respect for the environment is key to a more responsible tourism practice. For this reason, as a Group we have promoted **a model that guarantees the sustainable management of resources**, looking to protect, preserve and plan 100% of the natural capital of the destinations where we operate. And of course, in order to achieve these aims, we have worked on generating a positive impact through acquired commitments, such as reducing our carbon footprint by 60% in 2030, reaching 'Neutrality 0' in 2050, as well as reducing waste by 50% in 2030 and 'Zero Landfill' in 2050, these being some of the pillars that lead us towards our strategic targets.

In order to move towards the total decarbonization of our activities by 2050, in line with the path set by the European Union for that year, we have continued to work on contracting energy with a Guarantee of Renewable Origin in all our hotels in Spain and at our headquarters in Palma de Mallorca. Although in terms of consumption we see an increase in tons of CO2, we can see the great progress we are making as our ratios per stay have decreased significantly, and this is the path we want to continue on. In 2022, our CO2 emissions to the atmosphere per stay was 7.94, compared to 12.57 in 2021, decreasing emissions per stay by 36.8%..

In terms of waste management, since 2016 we have managed to recover 21 million tons of recyclable waste, thanks to the staggered implementation of a separation model for materials' origins. Moreover, in our commitment to circularity, we have launched the Circular Economy Strategic Plan, a great alternative to make efficient use of resources; implementing pilot composting projects and infrastructures for the reuse of treated water, these being some of the pillars that lead us towards more sustainable tourism.

Our commitment to the Planet is to preserve natural re-

sources, and in this sense we have been making progress in interesting programs such as landscaping, beach conservation and biodiversity. During this past year, in particular, we have expanded native plant nurseries in the Dominican Republic through the Paisaje program, and one of the Group's major milestones with this project has been the restoration of the native landscape at Cayo Levantado Resort. We continue to add to our firm purpose of safeguarding destinations with coastal restoration plans, highlighting the coastal restoration plan for Playa Honda on the island of Cayo Levantado.

In destinations such as Samaná in the Dominican Republic, we continue to work with the Biodiversity program in the 'Samaná Biodiverso, Limpio y Sostenible Project', which aims to position the region as an ecological destination through environmental education activities, restoration and pilot waste management projects. This initiative has been made possible thanks to the support of the German Federal Ministry for Economic Cooperation and Development (BMZ) and implemented in collaboration with the German Agency for International Cooperation (GIZ). Without losing sight of the importance of continuing to educate and promote greater awareness of our commitment as a society, **we continue to lead the "We are Ecoists" movement**, through which we publicise our environmental sustainability strategy and invite our stakeholders to adopt the good practices and habits of a true 'ecoist': responsible and committed.

We believe that **sustainable mobility** is an essential part of a responsible tourism development. Our purpose is to have a travel model that is efficient and environmentally friendly, with the goal of achieving 100% sustainable transportation. The aim is to help reduce the emission of CO2 into the atmosphere, thus improving air quality and preventing noise pollution.

We believe in the transforming power of technology and, therefore, we want to take a step forward in our management model, through the implementation of innovative technology, increasing the efficiency and sustainability of all processes, with the purpose of guaranteeing a better environmental performance.

All these efforts have been recognised this year, not only by obtaining various certificates such as Earth Check, Travelife or Clean Beaches, but also by receiving **the 'Forbes-Credit Suisse Sustainability Award', for our transformation and involvement in sustainability policies.**

In addition to our commitment to the Planet, our **contribution to the social and economic development of the regions where we are present** is fundamental, generating stable and quality direct and indirect jobs, with a deep respect for each of our collaborators. This year we have recovered all jobs from 2019, as well as the volume of purchases from local suppliers. Our dedication to social welfare and people has also been recognised by receiving the **National**

Tourism Award in the Dominican Republic.

Our contribution to community development does not stop there. As a company, we are constantly looking for new ways to help others. As we have been doing for years, we have continued to collaborate with NGOs such as Sonrisa Medica, Mallorca Sense Fam, Fundación la Caixa, Fundación Exit, Mi Último Deseo in Mexico and different schools in the countries where we operate in the Caribbean, and we have also taken action by collaborating in perilous situations, such as the current war in Ukraine.

We continue to promote a sustainable organisation that allows us to achieve excellence and, above all, to leave a legacy for future generations. This is possible because of every member of this great family, whom I would like to thank for their contribution to the development of these actions and initiatives, which undoubtedly bring us closer to our goal every day.

We hope to continue advancing in the regeneration of this great sector: creating alliances, helping people and taking care of this extraordinary planet. For now, I invite you to take a look at our Sustainability Report and get to know the milestones that have marked our 2022, leading us to a better world

Much to create. Much to experience. Much to come.

GRUPO PIÑERO





2.1 About us

Our attitude, our way of understanding the business

We are a family-owned Spanish multinational company founded in 1977 by Pablo Piñero. The leadership of the Group is in the hands of Isabel García Lorca (President) and her three daughters Lydia, Isabel and Encarna Piñero (CEO and Executive Vice President since 2007).

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

With more than 40 years of history, our purpose is to create exciting experiences. To make this possible, we are committed to responsible management that allows us to offer the best experience to our customers and collaborators, and to actively contribute to society as a whole, with sustainability as the central axis and sustainable growth and innovation as the fundamental pillars of our strategy.



2.2 Business Units

Our Brands

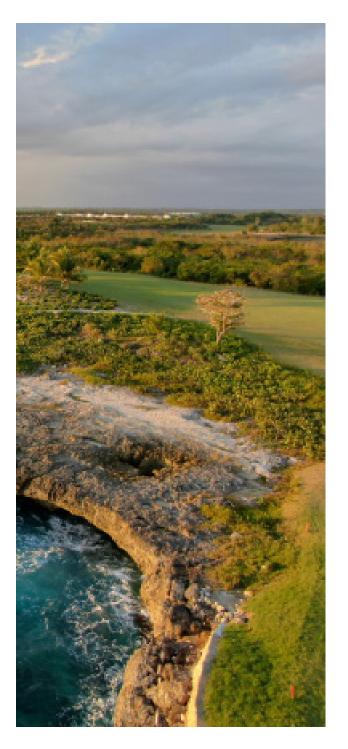
At Grupo Piñero we structure our activity in three business units in order to maximise synergies and guarantee consistency in the quality and innovation of our products and services.

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

Travel is made up of the tour operation activities managed by Soltour Travel Partners, which operates mainly under the Soltour brand, and the inbound activities under the Coming2 brand.

Services groups together other mobility services at the destination, including its commitment to the development of sustainable mobility.

LIVING RESORTS	TRAVEL	SERVICES
※ BAHIA PRINCIPE	i Coming 2 €	•rolbur
BAHIA PRINCIPE HOTELS & RESORTS EAHIA PRINCIPE GOLF	<mark>Soltour</mark> travel partners	
BAHIA PRINCIPE RESIDENCES	桬 Soltour	EMBAT
PIÑERO HOTELES		

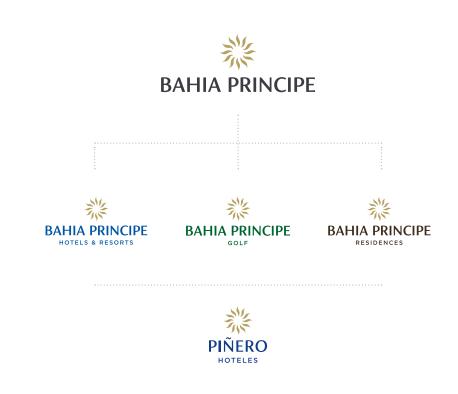


Living Resorts

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

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

In addition, we have two hotels in Palma de Mallorca in the 3-star segment, operating under the Piñero Hoteles brand, which have operated this year until October, and will leave the portfolio at the end of the year. It is worth mentioning that these hotels have been transferred to the Fergus chain.



2.2 Business Units



Bahia Principe Hotels & Resorts

Bahia Principe Hotels & Resorts, created in 1995, encompasses the hotel business. The chain currently owns 25 all-inclusive establishments and more than 14,000 rooms in beach resorts in the Dominican Republic, where it is the market leader in terms of number of tourist beds owned; Riviera Maya (Mexico); Jamaica; and Spain (Canary Islands and the Balearic Islands).

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

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

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

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

Sustainability Certifications





México







Bahia Principe Hotels & Resorts



Nº Hotels 2 · Nº Rooms 1.038

Dominican Republic and Spain

TENERIFE

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

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

Runaway Bay

JAMAICA

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

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



BAHIA PRINCIPE HOTELS & RESORTS LUXURY

Nº Hotels 8 · Nº Rooms 3.643

Locations: Dominican Republic, Mexico and Jamaica

BAHIA PRINCIPE HOTELS & RESORTS Grand

Locations:

№ Hotels 11 · **№** Rooms 7.254

Dominican Republic, Mexico and Jamaica

BAHIA PRINCIPE HOTELS & RESORTS Sunlight

Nº Hotels 4 · Nº Rooms 1.287

Locations: Spain (Mallorca and Tenerife)



Nº Hotels 2 · Nº Rooms 621

Locations: Spain (Mallorca)



Rio San Juan Bahia Principe Grand San Juan ****



Samaná

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

Punta Cana, Bávaro

Bahia Principe Grand Punta Cana **** Bahia Principe Grand Bavaro **** Bahia Principe Grand Aguamarine **** Bahia Principe Grand Turquesa **** Bahia Principe Luxurg Esmeralda **** Bahia Principe Luxurg Ambar ****

10

2.2 Business Units



Bahia Principe Golf

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

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

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

The division has established two strategic alliances with the U.S. organizations PGA of America and Troon, through which the company enhances the penetration of its exclusive offer of experiences and golf in the Caribbean (Mexico and the Dominican Republic), within the U.S. and Canadian markets. The PGA of America is one of the most important organizations in the world of golf, owning the rights to the Ryder Cup and the PGA Championship, among other major events. Troon is considered the world's largest golf industry consulting, golf club management, development and marketing company, offering its services to more than 630 golf courses in more than 585 locations, 85 of which are among the top 100 courses in the USA.

PGA. Ocean's 4 BY BAHIA PRINCIPE GOLF	PGA. Riviera Maya By Bahla Principe Golf
27	27
Holes	Holes
2	2
Golf Courses	Golf Courses
- 18-hole par 72 course - 9-hole par 3 course	- 18-hole par 72 course - 9-hole par 3 course

Maverick Golf

Designed by:

Robert Trent Jones II



Bahia Principe Residences

It is the real estate subdivision in charge of developing and managing luxury residential developments in the Caribbean, specialising in the creation, development and management of luxury residential complexes, it currently has more than 3,000 homes on more than 3,000 acres of land in Mexico (Riviera Maya) and the Dominican Republic (La Romana), where technology and security blend with the best Bahia Principe hotel experience. In addition, it has 54 million square feet for future development in these countries and Jamaica.

In addition, the proximity of Bahia Principe Hotels & Resorts establishments and the possibility of enjoying their services and infrastructure, make our residential complexes a fantastic living option. At Bahia Principe Residences, Smart Living becomes a reality, through technology that provides comprehensive physical security, efficient customer service and access to a complete range of services.

The division's goal is to become a pioneer in the creation, development and management of smart communities integrated with the ecosystem, where comfort, efficiency and security are guaranteed, so that owners and residents have an experience aligned with their interests and needs. In addition, Bahia Principe Residences aspires to be recognised as an expert in the entire business cycle, providing a secure platform for developers, building residences that integrate the latest technologies and handling owners' rents thanks to its hotel experience.

Tulum Country Club	Playa Nueva Romana
	DI DANIA PRINCIPE RESIDENCES
5.707.824	6.361.774
Surfaces (m ²)	Surfaces (m ²)
1.885	1.416
Properties	Properties
(between 300 and 40.000 m2)	(between 500 and 13.600 m2)
1.369	502
Residences built	Residences built
516	914
Residences to be built 161 projected and 355	Residences to be built 370 projected and 544
under construction	under construction
4.107	1.506
Residentes	Residentes
between 200.000\$ and 2.000.000\$	between 163.000\$ and 4.400.000\$

Properties price

Properties price

2.2 Business Units



Travel

Grupo Piñero's business focuses on the fields of tourism and incoming services.

This business unit comprises the tour operating activities

managed by Soltour Travel Partners, which operate mainly under the Soltour brand, and the inbound activities under the Coming2 brand.



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

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

Soltour travel partners

It is a tourism hub focused on independent companies in the field of tourism and distribution, whose purpose is to find synergies between them to generate products and services of greater value for travel agencies, with which to set themselves apart and boost the tourism business.

Always preserving the independence of each partner, it seeks synergies of all kinds between them (commercial, purchasing, product, technological, etc.) through strategic alliances that allow for more complete and innovative products, and services to travel agencies.



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.









2.2 Business Units

Services

It provides other value-added destination mobility services through its brands.

Land transportation in the Dominican Republic



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



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



Maritime transportation in the Dominican Republic.

EMBAT

Water activities in Bahia Principe's surroundings.



2.3 Where we are

Today, we occupy leading international positions. In 2022, we manage 7,5 million stays per year by clients from more than 30 countries.



Dominican Republic Jamaica Mexico Spain



Dominican Republic Mexico



Dominican Republic Mexico







Dominican Republic Jamaica Mexico Spain

January

- An alliance is signed with IDB Invest and Banco Popular Dominicano for the development and growth of tourism in the Dominican Republic and Jamaica.
- > Our 2022-2025 strategic plan is presented at Fitur.
- Encarna Piñero interviews Luis Abinader, president of the Dominican Republic, at the Exceltur Forum

February

- > Virtual business cards are implemented in the company
- Grupo Piñero is awarded the 'Forbes-Credit Suisse Sustainability Awards', for its transformation and involvement in sustainability policies.

March

- > International Women's Day 2022 is celebrated
- US\$1M is invested in electric vehicles at Bahia Principe Golf

April

- ▶ World Health Day is celebrated
- An agreement is made with BWD, to advance in the digitalisation of the back office.
- The "Ritmo Escondido" concept of the new sustainable innovation project, Cayo Levantado Resort, is presented.

June

- Our CEO subscribes to #CEOPORLADIVERSIDAD, a pioneering alliance in Europe, promoted by the Adecco Foundation and the CEOE Foundation, to contribute to business excellence, to the competitiveness of talent and to the reduction of inequality and exclusion in Spain.
- The first cannon is fired for AIRE by Bahia Principe Residences, a new leisure and business center in Playa Nueva Romana.
- An innovative campaign by Soltour and Bahia Principe Hotels & Resorts is launched for travel agencies.
- > World Environment Day is celebrated.

July

- Public-private partnership for waste management is made in Samaná, framed in Samaná Biodiverso Limpio y Sostenible.
- An EMOS joint venture is created to promote electric mobility.
- New shows at Bahia Principe Hotels & Resorts are created, to reinforce the entertainment offer.

August

> 17 of the company's hotels obtain Travelife certificates.

October

- Encarna Piñero, CEO, participates in the II Turespaña Convention together Reyes Maroto, Spain's Minister of Industry, Trade and Tourism, and Javier Sánchez-Prieto, Iberia's CEO.
- 1M members are reached in the Bahia Principe Hotels & Resorts loyalty program.

November

An agreement is made between Soltour Travel Partners and Guest Incoming, to promote sun and beach tourism in Spain and Portugal.

December

- > World Solidarity Day is celebrated.
- An alliance is formed between Coming2 and tour operator Air Canada Vacation.
- Encarna Piñero is made a finalist for the Top 100 Women Leaders in Spain.
- An agreement is announced between Grupo Piñero and Fergus Group, whereby the Piñero hotels in Playa de Palma will be managed by the Fergus Group subsidiary, with Grupo Piñero maintaining ownership.



2.5 Awards and Acknowledgments

2022 has been a year marked by important recognitions for Grupo Piñero.

We are sincerely grateful for all the awards received, but especially proud to continue collecting posthumous awards for our President and founder Mr. Pablo Piñero, to add to all those received in previous years, but especially to those awarded during his career as a businessman.

Thank you for continuing to recognise the work, effort and commitment, and for the affection shown towards Mr. Pablo Piñero.



Posthumous recognition to our founder Pablo Piñero, awarded by CIMET and Nexotour.



Posthumous recognition to Pablo Piñero for his exemplary career, during the Tribute to Exemplary Entrepreneurs 2022 organised by E2IN2.



Capital Radio awards Encarna Piñero the prize for Excellence in Female Leadership in the field of technology.



Encarna Piñero receives the Business Career Achievement Award at the HIP - Horeca Professional Expo event.



Encarna Piñero wins the territorial round of the 'Caixa-Bank 2022 Businesswoman Awards' for the Balearic Islands, which recognise the talent and professional excellence of female entrepreneurs in Spain.



Grupo Piñero wins the 'Forbes-Credit Suisse Sustainability Awards', for its transformation and involvement in sustainability policies.

2.5 Awards and Acknowledgments



The 'We Are Ecoists' movement is rewarded by Observatorio de la Comunicación y la Acción de la Responsabilidad Empresarial (OCARE) in the category of Best Environmental Content CSR Campaign.



Grupo Piñero receives the National Tourism Award in the Dominican Republic for its commitment to sustainability and the environment, in the category of Social Welfare.



The Sustainable Economy Award is granted by La Caja de Canarias and Caixa Bank to the "Circular Tourist Communities", initiative of which we are a part.



Bahia Principe Sunlight Costa Adeje is recognised for its exemplary collaboration in the blood donation campaign "World Donor Day".



Bahia Principe Hotels & Resorts receives the Health & Safety award from H&S Consulting for its sound practices in health and safety.



Bahia Principe Hotels & Resorts is ranked first in the Top Brands of the Travel sector, created by Alkemy-IAB.



The Riviera Maya Hotel Association and the Red Cross recognise Bahia Principe Hotels & Resorts for its support.



TRIPADVISOR

- 1 Travellers Choice (RD) Bahia Principe Luxury Samaná
- 2 Travellers Choice (España) Bahia Principe Sunlight Tenerife Bahia Principe Sunlight Costa Adeje

TTOO Schauinsland-Reisen

3 Top Hotel Partner Bahia Principe Grand El Portillo Bahia Principe Grand Tulum Bahia Principe Luxury Samaná

EXPEDIA

1 Top Producer Bahia Principe Grand El Portillo

TUI

1 Global Awards Quality Bahia Principe Fantasía Tenerife

BOOKING

17 Traveller Review Award

Bahia Principe Sunlight Costa Adeje Bahia Principe Sunlight Tenerife Bahia Principe Sunlight San Felipe Bahia Principe Fantasia Tenerife Bahia Principe Sunlight Coral Playa Bahia Principe Luxury Ambar Bahia Principe Grand Aquamarine Bahia Principe Fantasia Punta Cana Bahia Principe Grand El Portillo Bahia Principe Luxury Samana Bahia Principe Grand Cayacoa Bahia Principe Grand La Romana Bahia Principe Luxury Bouganville Bahia Principe Luxury Akumal Bahia Principe Grand Tulum Bahia Principe Grand Coba Bahia Principe Luxury Runaway Bay

HOLIDAYCHECK

1 Holidaycheck Special Awards Bahia Principe Luxury Samana

2.5 Awards and Acknowledgments

2.6 Key Indicators

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		2022	2021	2020	2019
*	Economic				
- (5)	Consolidated Turnover	810 M€	323 M€	222 M€	801 M€

Environmental

	Ratio of Power Consumption per Stay	30,17 kWh/est	46,38 kWh/est	54,56 kWh/est	32,61 kWh/est	
	Total Recyclable Waste Recovered	5,3 M kg	2,8 M kg	2,0 M kg	3,9 M kg	
à	Recovered Waste per Stay	0,68 kg/est	0,84 kg/est	0,93 kg/est	0,46 Kg/est	
f	Water Consumption per Stay	1,12 m3/est	1,77 m3/est	2,60 m3/est	1,05 m3/est	
V	% green energy contracted	22%	22%	22%	22%	
0,	C02 emissions to the atmosphere per Stay	7,94 kg/est	12,57 kg/est	14,44 kg/est	8,26 kg/est	
≥ ≡=	Environmental Investment	2,7 M€	0,4 M€	7,6 M€	2,4 M€	

Employees

iţi	№ Employees	14.337	8.747	8.720	14.932
	% of Female Employees	36,8%	34,4%	33,1%	35,0%
	Healthy Company Investment	0,5 M€	0,2 M€	1,0 M€	1,6 M€
	Training Hours	239.888	184.477	65.010	242.548
	% Women on the Corporate Services Unit Committee	100%	100%	_	_

	2022	2021	2020	201	
Local Comunity					
Contribution	0,2 M€ 0,1 M€		0,2 M€	0,3 M€	
Suppliers					
% Local Suppliers	90%	93%	97%	92%	
Purchasing Volume	178,2 M€	80,3 M€	66,8 M€	162,7 M€	
Clients					
Global Review Index	87,4	86,7	88,7	90,7	
Net Promoter Score Hotels	27,3	32,1	42,7	35,4	
Hotel Division Ratio of Complaints per no. Clients	0,003	0,003	0,003	0,004	
Travel Division Ratio of Complaints per no. reservations	0,270	0,038	0,067	0,023	
Audits					
Quality Audits	4.360	887	1.311	5.949	
Acknowledgements					
Travelife	17	23	23	23	
EarthCheck	4	4	4	4	
Clean Beaches	1	1	1	1	



2.7 Where we are heading

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

Our Purpose

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

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

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

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

How We Will Achieve This

It is clear to us that we are first and foremost a group of people working for people and for our Planet. It is for this reason that in 2022 our sustainability strategy defined in 2021, with a long-term vision, was approved in 2022, as well as the creation of the Grupo Piñero Sustainability Division, whose mission and strategic objectives are to promote the integration of ESG criteria at all levels of the organisation, ensuring that the action plan contributes to fulfilling the commitments undertaken and meeting the main challenges of the 2030 agenda.





Our Values as a Guiding Principle

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

Exemplarity

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

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



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.





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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.

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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.

16 PAZ, JUSTICIA	17 ALIANZAS PARA
E INSTITUCIONES	LOGRAN LOS
SOLIDAS	OBJETINOS
<u> </u>	&

GRUPO PIÑERO

$03 \mid \text{Exemplarity}$

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

Evolution from CSR to Sustainability

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

 Approval by Pablo Piñero an on 22 December of the · / / implementation of a Corporate ce Social Responsibility · L Management System · L

2014

Social and Cultural Protection, Goods and Services, Health and Safety, and Quality
Implementation of the Integral Waste
Management System in the Dominican Republic and Jamaica
Awarding of 6 Travelife Sustainability

Approval of the following Policies: Environmental,

certifications to Bahia Principe Hotels & Resorts • Launch of the Healthy Company Programme • Drafting of Grupo Piñero's first Sustainability Report

- Awarding of 23 Sustainability certifications
- Drafting of Compliance Model
- Commitment to eliminate single-use plastics

• Signing of alliances for Sustainable Development with the Santo Domingo Botanical Gardens, CEBSE, Centre for the Conservation and Eco-Development of the Bay of Samaná and its surroundings, and the Eco-Bahia Foundation • Celebration of Ecobahia Foundation's 20th anniversary

• Launching of Samaná Biodiverso in collaboration with the German Cooperation Agency GIZ

• Planting of 1,200 trees to offset the carbon footprint at Fitur under the slogan "Changing the Effect" • Sustainability is established as the company's cornerstone

- Approval of the Sustainability Strategy 2022-2030
- Sustainability Award Forbes and Credit Suisse

 Ocare award for Best Corporate Social Responsibility (CSR) Environmental Content Campaign for the 'We Are Ecoists' movement
 Commitment to plant 14,000 trees.



2015

 Approval of the RSC
 2015-2018 Corporate Social Responsibility Policy and strategic plan
 Drafting of Grupo Piñero's first CSR Report Creation of the Corporate Social Responsibility department
 International Year of Sustainable Tourism for Development. Adherence to the UN Global Compact
 We managed to recycle more than 3,000 tonnes of recyclable waste

2017

 Approval of the Code of Ethics, Human Rights Policies and Policy against labour exploitation, mistreatment and sexual abuse of children and adolescents
 Signing of the first Sustainable Financing

2019

deal with BBVA

• Launch of the 2019-2023 Integral Coastal Management Plan, for which 10 million euros will be earmarked

• Launch of the 2019-2024 Energy Efficiency Measures Plan

• Contracting 100% renewable energy in Spain

• RSC 2019-2021 strategic plan

Creation of Grupo Piñero's Sustainability Division

2021

Appointment of Isabel Piñero as Chief Sustainability
 Officer

Approval of Grupo Piñero's Sustainability Strategy

• Launch of the Somos Ecoístas (We Are Ecocentric) movement

• Alliance for Sustainable Development with BID Invest and Banco Popular, signing of the second Sustainable Financing deal

• Recognition of the Integral Coastal Management Plan: Blue Tourism Excellence Award Sustainability Award -Traveling for Happiness Awards.

Evolution from CSR to Sustainability

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

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

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

· Promote the integration of sustainability at all levels of

the organisation, identify and manage ESG risks and opportunities, assess impacts and involve all stakeholders, taking as a frame of reference the United Nations 2030 Agenda's Sustainable Development Goals (SDGs).

• Ensure that sustainability permeates all decisions, ideas and projects of the company.

In 2022, the Sustainability Division is strengthened with the incorporation of new areas. The Environment division, previously attached to the Corporate Responsibility sector and which this year is reinforced as an independent area; on the other hand, the Corporate Responsibility area is transformed into the ESG area. Another of the areas that joins the Sustainability Division is Institutional Relations. Therefore, the Sustainability Division, led by Chief Sustainability Officer Isabel Piñero, member of the Executive Committee, is made up of the areas of: Human Resources, Legal, ESG, Environment, Branding, Communication and Institutional Relations.



Sustainability Division

Sustainability Strategy 2022-2030

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

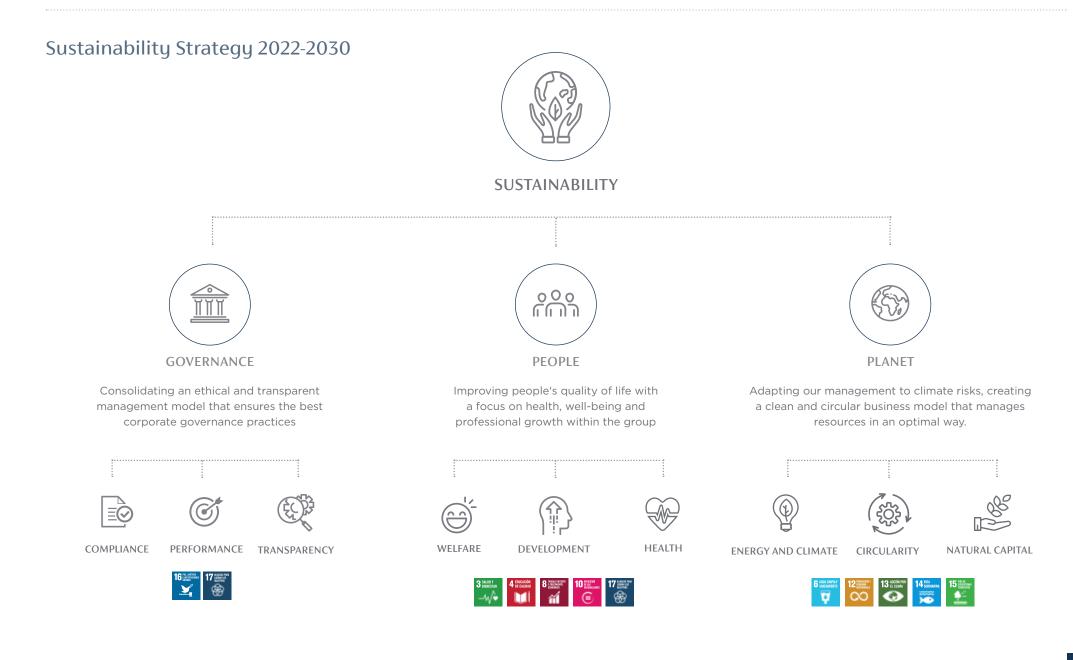
Advancing in the integration of ESG criteria is today our priority, with the aim of incorporating Good Governance actions in all company decisions, working to improve people's quality of life and implementing measures that help us to fight climate change, with the objective of effecting a paradigm shift both internally and externally. We therefore promote responsible leadership that, aligned with the United Nations 2030 Agenda and our contribution to the Sustainable Development Goals (SDGs), allows us to advance towards a model of responsible and sustainable tourism that can address the current challenges we face, and contribute to leaving a legacy for future generations.

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

The Executive Committee coordinates and promotes initiatives and commitments.

Strategic lines





Sustainability Governance

Our sustainable, global and transversal approach is implemented through an ESG management model and to this end, we have a management and monitoring model for commitments focused on transparency and continuous improvement. Board of Directors Approves and oversees the sustainability strategy, ESG policies and targets.

Sustainability	Division
----------------	----------

• Proposes the Group's strategy, policies and objectives to the CEO for review and submission to the Board of Directors for approval.

• Advises the company on ESG criteria.

• Designs and implements programmes and projects approved by the Sustainability Committee to achieve objectives.

• Ensures the allocation of ESG roles and responsibilities in the company's organisational and functional model and the organisation's sustainability knowledge.

• Periodically reviews the internal control and management systems, as well as the degree of compliance with objectives and implementation of the Group's sustainability policies.

• Annually prepares the Sustainability Report for review by the Sustainability Committee and approval by the Board of Directors.

- Performs ESG analysis and positioning.
- Conducts ESG Risk Mapping.

• Proposes business objectives to the CEO based on Grupo Piñero's strategy and ensures that objectives are met, as well as supervising the evolution of the strategy.

Sustainability Committee

- Approves programmes and/or projects for the Executive Committee.
- Advocates an economic growth model that incorporates ESG risk assessment.
- Provides visibility to clients of the company's ESG progress and performance and embeds risk assessment into the growth model.
- Gives visibility to investors, analysts or regulatory bodies of the company's ESG progress and performance.
- Assigns ESG criteria to investments.
- Drives the ESG digital transformation programme to facilitate group reporting and compliance (for regulators).
- Coordinates the analysis of risks and opportunities.

• In charge of transferring the commitments acquired to the businesses and enriching the Sustainability Committee with business experience and identifying possible difficulties in the execution of projects.

Head of Business Sustainability

• Evaluates, monitors and reviews action plans based on the business's sustainability commitments and policies.

• Submits target tracking analysis to the CEO.

• Evaluates and approves the budget for the execution and development of actions, programmes and/or projects.

• Periodically reviews the internal control and management systems, as well as the degree of compliance with objectives and implementation of the Group's sustainability policies. Business Sustainability Committee

• Proposes the objectives to the business's Head of Sustainability for approval and submission to the Sustainability Committee.

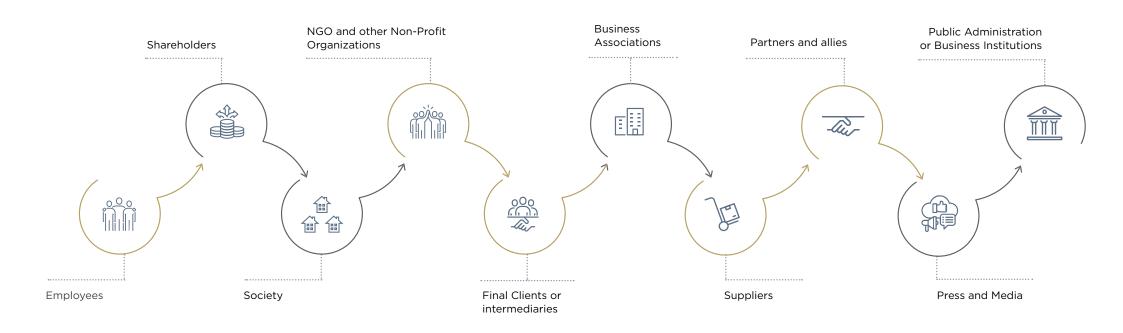
• Develops, coordinates and monitors action plans.

• Promotes, executes, coordinates, evaluates, monitors and reviews action plans based on the business's sustainability commitments and policies.

• Designs and/or proposes actions or projects, together with the Sustainability Division, to propose to the business manager, and the latter in turn to the CEO and the Sustainability Committee.

Our Stakeholders

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



Communication Channels

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

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

These channels are presented in the following table:

	Stakeholders		Communication channel			
Employees		 Intranet Employee Portal Phone Email WhatsApp Meetings/Briefings Committees, 	 Work tables, corporate communications CEO Office communications Webinars, Video calls, HR communications, 	 Surveys Screens Information panels Ethical code mailbox Complaints channel Suggestion mailboxes 		
	Shareholders	Family Council Meetings	• Meetings with Department Heads			
``` \$`\$`\$`	Society	Neighborhood Associations	• Meetings with Government Authorities	Institutional Communicatio		
	NGO and other Non-Profit Organizations	Social Activities	• Media	Social Media Communication		
	Guest Experience     Front office     Websites,     Mails and newletters     Press News		<ul> <li>Social Networks</li> <li>Blogs</li> <li>Marketing Campaigns</li> <li>Apps</li> <li>Screens and totems</li> </ul>	<ul> <li>Satisfaction Surveys,</li> <li>Costumer Service (costumer, c center),</li> <li>Owner Service Office,</li> <li>Complaint and Suggestion main boxes</li> </ul>		
Î	Intermediary Clients (Travel Agencies/Tour Operators)	<ul><li>Visits to agencies</li><li>Fairs and congresses</li><li>Professional website for agents</li></ul>	<ul><li>Loyalty program</li><li>Email communications</li></ul>	<ul><li>Periodic newsletters</li><li>Call center</li></ul>		
	Business Association	<ul><li>Forums</li><li>Conferences</li></ul>	<ul><li>Videomeetings</li><li>Reuniones periódicas</li></ul>	<ul><li>Social networks</li><li>Institutional communications</li></ul>		
<u>J</u>	Suppliers	• Phone • Visits	<ul><li>Email communications</li><li>Video calls</li></ul>	Purchasing and logistics data		
	Press and media	<ul><li>Phone</li><li>Communication mail</li><li>Corporate website</li><li>Press realeses</li></ul>	<ul> <li>Press conferences</li> <li>One-to-one meetings</li> <li>Interviews, press trips</li> <li>Social networks</li> </ul>	<ul> <li>Through the different communication</li> <li>Communication agencies with which we collaborate</li> </ul>		



## Communication with the collaborator

For Grupo Piñero, accompanying the teams and keeping them aligned with the company's strategy and progress has been one of the main objectives this year. Through timely, transparent and continuous information, tactical and strategic alignment has been ensured.

This communication has been conducted through:

• Two CEO overviews were held; one in March and the other in June. Via streaming, Encarna Piñero provided the entire company with relevant information on the following: the socio-economic context, the company's status, the evolution and prospects of the sector, the monitoring of opening plans and the evolution of the different business divisions and other developments in environmental and governance matters.

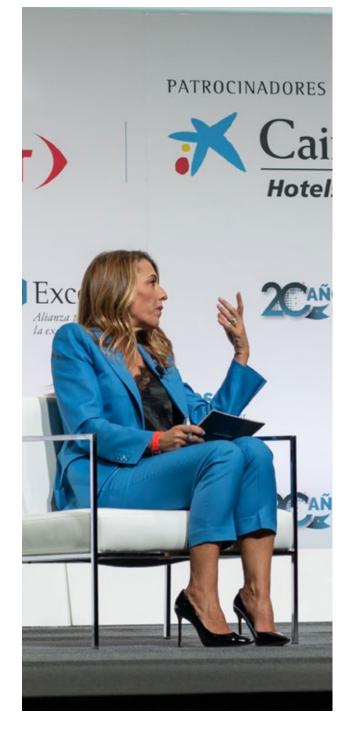
• The members of the Executive Committee have also played an important role in communicating not only to their teams, but also to the entire company. During 2022, a Management Team Tour was held in the Caribbean destinations during the month of November, from where the main endof-year messages, as well as projects and perspectives for 2023, were streamed to the entire company.

• Intranet: a total of 271 news items were published, over 30% more than last year, with those related to our Passion Value (events, conferences and congresses, fairs and Christmas information) being the most published with a total of 69 news items.

In addition, during this year, an internal communication campaign was created, under the slogan: "Recognise each other", with the aim of reigniting the excitement of having a shared culture, which all employees can recognise and feel as their own, through its values. Its aim was to Recognise our colleagues and their good performance in their fields.

To close, we created the Christmas Talent Show: a collaborative initiative that, with the objective of teaming up all destinations, divisions and departments, promoting passion, originality and ingenuity and streamed across several countries, managed to connect all collaborators through a talent contest conducted from Spain.

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



## Our participation in forums and round tables

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

#### Encarna Piñero, CEO of Grupo Piñero

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

- 10th Exceltur Tourism Leadership Forum, "Rethinking tourism post-Covid: new challenges, new perspectives". Talk with Luis Abinader, President of the Dominican Republic: A benchmark country for Spain's internationalisation of tourism (January 2022).
- HIP, organised by Deloite: "The tourism sector and its contribution to the 2030 agenda and the EU's sustainability goals". (March 2022)
- IX Benidorm Tourism Conference, organised by AVE, the Valencian Businessperson Association (June 2022).
- Annual conference on risk management in the tourism sector, organised by the consulting firm WTW under the title "New times, new challenges: The keys to transformation". (September 2022)
- INTERNATIONAL FRENCH TRAVEL MARKET-TOP RESA 2022. (September 2022) III Turespaña Convention held in Barcelona, together with Reyes Maroto, Spain's Minister of Industry, Trade and Tourism, and Javier Sanchez-Prieto, CEO of Iberia, panel on Governance in tourism. (October 2022)

- "Samaná Cluster" under the theme "Samaná, a destination of experiences - Cayo Levantado", in the Dominican Republic (November 2022).
- Asonahores Tourism Investment Forum 2022 in the Dominican Republic. Participation in "Financing of multilateral organisations in tourism assets". (November 2022)

#### Other participations

#### Mateo Ramón, CIO Piñero Group.

Participation in the round table "Computerworld & IDG".

#### Antonia del Toro, Global director ESG

Participation in the "Summit Change the World", organised by Mercado magazine, and in the forum "Transforming Tourism - Destinations for the Future" in the Dominican Republic.

#### Victoria Capella, Global director of Human Resources

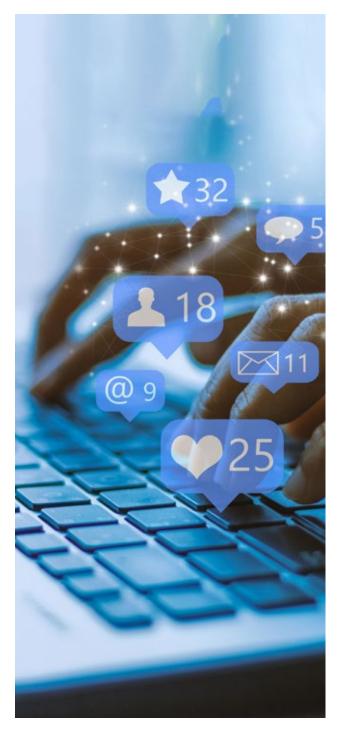
Participation in the debate "The keys to building a more inclusive and diverse hotel industry", organised by Tecno-Hotel.

#### Lydia Piñero, president of the Investment Commission.

Participation in Hosteltur TV's program "Generational transition".

#### Isabel Piñero, CSO Grupo Piñero

Participation in the "Annual Meeting for Tourism Development in Samaná: Samaná, a destination of experiences", within the framework of the Samaná Cluster meeting.



## Communication with the customer

#### The impact to our Stakeholders in Social Networks

Social networks are the main two-way communication channel not only with customers, but also with other stakeholders. For yet another year, followers continue to turn to the Group's brands' social networks in search of instant, personalised and close attention at the different stages of their customer journey. The upward trend continues in terms of the volume of messages received: during 2022 there were 21% more messages and comments on social networks, compared to 2021.

Bahia Principe Hotels & Resorts was the company with the highest volume of messages received. Mainly, customers have contacted us to: request quotes and all kinds of information about services and products, make pre-arrival requests, or to share their exciting experiences from the destinations.

The fastest growing social network in terms of followers is Tik Tok, followed by Youtube, Instagram and LinkedIn. For all brands, the reach of Facebook is stagnant.

#### Social Media Strategy Milestones 2022

During 2022, we have focused on the contribution of corporate and institutional content in the social networks of our CEO, Encarna Piñero, with the clear aim of placing her as one of the most influential representatives on social networks in the tourism sector. We have opened a new communication channel for her figure on the social network Instagram, which allows us to reach all our stakeholders with the content generated by the property. Another project that we have started is the strategy for Cayo Levantado Resort, a hotel that has had its own presence on social networks since this communication began as a project in January 2022, and whose content strategy has been evolving throughout the year, as the product has been defined. Cayo Levantado Resort closes 2022 with a presence on Instagram, Facebook and LinkedIn, with a total community volume of more than 18,000 followers.

At the end of 2022, our communities have more than 1,200,000 followers in total, an increase of 14% over 2021.

Our content on social networks has obtained more than 23 million views, with Bahia Principe Hotels & Resorts being the brand with the greatest reach for its content. Reach increased by 11% compared to 2021.



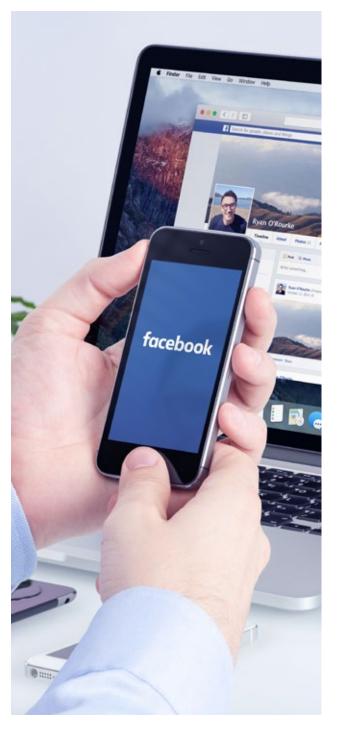
The content generated more than 473,000 reactions. This represents a 17% increase compared to 2021 and Bahia Principe Hotels & Resorts is, once again, the brand with the highest volume of interactions.

We have received more than 77,000 messages/ queries on social networks. This represents an increase of 25% over 2021. The number of messages received is the KPI with the highest growth compared to the previous year.

## Social Media Followers at 31/12/2022

	Facebook			Instagram			Youtube			LinkedIn			Tik tok			
BRAND	2021	2022	Dif 21vs22	2021	2022	Dif 21vs22	2021	2022	Dif 21vs22	2021	2022	Dif 21vs22	2021	2022	Dif 21vs22	Total a 31,12,2022
Grupo Piñero	1.578	1.900	20,41				456	681	49,34	27.028	33.000	22,10				35.581
We are Ecoists	125	332	165,60	240	907	277,92										1.239
Encarna Piñero CEO					320					3.198	5.883	83,96				6.203
Bahia Principe Hotels y Resorts	626.794	644.365	2,80	225.430	281.393	24,83	12.300	16.724	35,97	51.867	66.193	27,62	618	5172	736,89	1.013.847
Cayo Levantado Resort		15.178			1.797			217			1.170					18.362
Soltour Travel	18.665	21.909	17,38		24.231		264	373	41,29							46.513
Soltour Travel Partners							81	90	11,11	525	7.094	1000,00				7.184
Coming2	1.426	1.841	29,10				9	18	100,00	1.446	1.648	13,97				3.507
Emos Caribbean		19									153					172
Tulum Country Club	1.3027	16.171	24,13	5.425	6.738	24,20	366	457	24,86	8.041	9.731	21,02				33.097
PGA Riviera Maya	3217	3.896	21,11	1.922	2.690	39,96	36	81	125,00	230	509	121,30				7.176
Kay Beach Club	1.130	2.082	84,25	1.133	2.263	99,74										4.345
Jool Boloon		26			107											133
Nueva Romana Beach	9.802	11.063	12,86	15.653	20.058	28,14	557	682	22,44		26					31.829
PGA Oceans 4	851	1.013	19,04	2.432	2755	13,28	80	289	261,25		4					4.061
SAI Properties	19	55		108	169	56,48					•••••					224
Eco-Bahia Foundation	1.843	2.208	19,80								•••••••••••••••••••••••••••••••••••••••					2.208
													Tota	l followers a	all profiles	1.215.681

Growth by social network	678.477	722.058	6,42	252.343	343.428	36,09	14.149	19.612	38,61	92.335	125.411	35,82



## Social Media Some of our 2022 publications

## Facebook



PGA Ocean's 4 Oct 24, 11:24

Ven con tu disfraz favorito, diviértete y disfruta nuestra promoción especial de #Hallowen, jugando este 31 de octubre una ronda super especial con un 50% off en Green Fee. ¡Para más información contáctanos al 829 423-24461. #PGAOceans4 #BahiaPrincipeGolf #Golf

406.917 alcance 0,47 % porcentaje de interacción



Tec 17, 20:05

Perfecciona tu swing en nuestra Academia de Golf. En el campo de golf PGA Riviera Maya de Tulum Country Club, tienes todas las oportunidades que quieras. . Master your swing at our Golf Academy. At the Tulum Country Club PGA Riviera Maya golf course, you have all the

150.324 alcance 5,16 % porcentaje de interacción





Riviera Maya está situada a lo largo del Mar Caribe, en el estado de Quintana Roo, México. Es cuna de civilizaciones y dueña de un paisaje natural extraordinario. Un destino fascinante donde poder explorar las huellas de lo que fue una de las culturas más antiguas. Caminar por

156.478 alcance 7,01 % porcentaje de interacción



Bahia Principe Hotels & Resorts O Oct 16, 13:31

There are now one million My Bahia Principe members and we want to celebrate with you! We're giving away 7 all-inclusive 5-night stays for 2 people and you'll be entered automatically, just for being a member. https://www.bahia-principe. com/MyBahiaPrincipe (Ya somos IMillón de

2.080.559 alcance

0,22 % porcentaje de interacción



Cayo Levantado Resort

At Cayo Levantado Resort, all will work in concert in a mysterious, unspoken and hidden way that elevates each to create a cadence unique to this island, the luxurious resort, and each guest's experience. In Samana, Dominican Republic, on June 2023. Discover more: https://www.bahia-pri

556.459 alcance 1,67 % porcentaje de interacción



## Social Media Some of our 2022 publications

## Instagram





Hotels in the Riviera Maya are surrounded by beaches and ancestral culture. Take advantage of the Happiness Sale and explore our hotels in Samaná, a cradle of civilizations and home to an extraordinary natural landscape. I Link in bio... Hoteles en Riviera Maya rodeados de playa y

#### 118.345 alcance

3,45 % porcentaje de interacción



Bo bahiaprincipehotels

20.772 alcance

3,37 % porcentaje de interacción



Soltouroficial May 27, 12:26

Desconectar, reencontrarte, respirar, todo ello puedes sentirlo con nuestro spot completo "La mejor versión del Caribe, la mejor versión de ti", y vuelve a ser tú. Créditos: 
Daniel Sánchez Arévalo, Realizador.
Ángel Torres, Director Creativo Ejecutivo de El Ruso de Rocky.

20.697 alcance 2,54 % parcentaje de interacción

#### 3.2 Relationship with Stakeholders

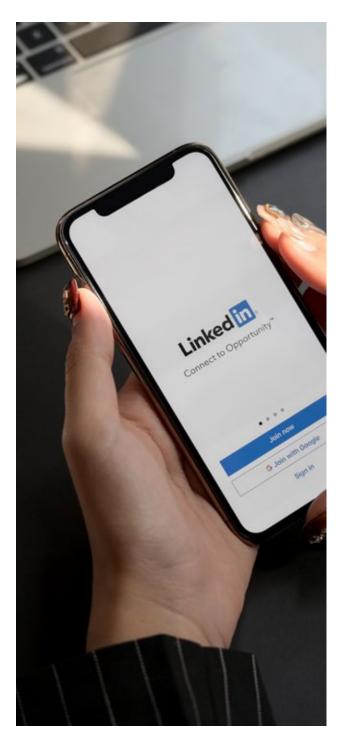


## Social Media Some of our 2022 publications

## Tik Tok



#### 3.2 Relationship with Stakeholders



## Social Media Some of our 2022 publications

### LinkedIn

Bahla Principe Hotels & Resorts **** 64.835 separates Creates • **O** First meeting in FITUR with Forbes Travel Guide. We are going to announce great revis Sate Uncel

Primera reunión en Fitur con Forbes Travel Guide. Vamos a anunciar grandes noticias (53tad atentos)

#BahiaPrincipeHotels #Ritmoalfuturo #Fitur2022

Ver traducción



Resciones

#### Grupo Piñero 15.726 reguldoren 8 menes - O

Nos compliace anuncia el nombramiento de Ricardo Moreno, nuelo Chiel Operating Officer Mosilhy, incoming & Lesure de Grupo Piñero, que agrupa la gostión de receptos Coming? Destinación Management y toosia las emperais due conforman la división Services de la compañía: totous Prego, fimate Turisce, finos y Subasoutic. Ricardo, entró a formar parte de Grupo Piñero en 2018 como director general de Coming J, en 2023, asumó también la dirección general de Turiscer, marca decisada a desamolar soluciones integraises para el transporte eléctrico en destino, de la cua surge, junto com la compañía sues Intele AS (public), la joint venture **Emos Caribberan**, marca de reciente creación y que centra su actividad en la comercialización de soluciones de movilidad 100% eléctricas en el sector hoteleto y turístico.

#GrupoPiñero #Muchoporvenir #Somuchtocome #Management #Gestión



Reconoce a Ricardo Moreno next prupo pinero con - 1 min de lectura CER Repuel Moreno Negrillo y 163 personas más

 Resociones

 Image: I

#### Soltour Travel Partne 2331 sepurate America S

Sotour Travel Partners, inicia una nueva etapa por y para las agencias practas a la alianza con Guest Incoming DMC mediante la cual desarrollaris su nuevo línea de negocio de costas, especializado en turismo de sol y playa en las costas españosas y oprisuperas.

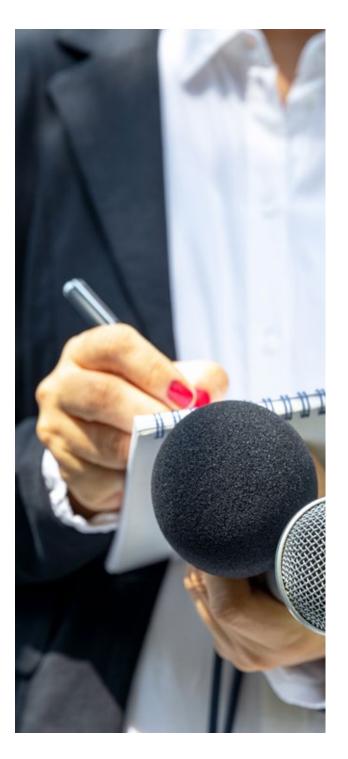
Esta allanza es una demostración más del compromiso de la compañía con las agencias, con el que pretenden líderar el segmento de sol y playa desde la Costa Brava al Alganie.

#SoltouTravelPertners #Soltour #SomosPertners #playa #plasyaespañolas #cont #costaespañola #viajaralacosta





#### 3.2 Relationship with Stakeholders



## Communication with press and media

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

The media communications strategy in Spain during 2022 focused on consolidating Grupo Piñero's positioning, while work began on positioning the tour operator division, following the creation of Soltour Travel Partners, through its Soltour brand, and the hotel division, through Bahia Principe Hotels & Resorts. On the other hand, our CEO, Encarna Piñero, occupies a prominent position in terms of acting as a spokesperson and ensuring dissemination, and her positioning and track record are fundamental for the company.

This year, we have managed to reach a large number of people through press releases in all the markets in which we operate

COUNTRY	PRESS RELEASES	IMPACT	HEARING
Spain	38	1.489	134.148.006
Mexico	106	1.121	166.818.770
Dominican Republic (jun-dec)	16	515	47.300.000

## Some outstanding publications

#### arecoa.com





Fiesta Dominicana, una experiencia que resaltó la cultura





C INTREVIETA Encarna Piñero: "Invertiremos 200 millones de dólares en los próximos años"

a

Empresas Transporte Banca Energia Tecnológicas Construcción y servicios Distri



'Queremos poner en valor nuestra marca e ir a un modelo de gestión de hoteles menos patrimonialista", advierte la CEO de Grupe Pillers.



Celebran VIII Encuentro Anual para el Desarrollo Turístico de Samaná

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#### sobre la

1 Culture fee > Inside inc.

ahia Principe Hotels & Resorts premia y conoce a los touroperadores mexicanos or la gran labor de promoción en 2021

in the next to mail mail the



ABC

#### «Es momento de repensar el turismo para incluir criterios ambientales»

La CEO del Grupo Piñero analiza el momento de cambio hacia la stenibilidad que pide el sector



Includes Infelio

Ξ



## 3.3 Materiality

## **Materiality Analysis**

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

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

In 2022, for the fouth consecutive year, we conducted this analysis with representatives of different stakeholders, both internal and external. It is important to point out that this analysis exercise was conducted in the months of October and December 2021 to ensure that it continues to respond to the main material issues of concern to our stakeholders that impact our activity after Covid-19

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.

In 2023, we plan to update our materiality and we will do so following the recommendations of the new Corporate Sustainability Reporting Directive (CSRD), which incorporates the dual materiality perspective, as well as the materiality assessment guidelines established by the European Financial Reporting Advisory Group (EFRAG) in the European Sustainability Reporting Standards (ESRS). 1 Identification

Analysis of megatrends and identification of relevant issues in the value chain.

2 Prioritization

Presentation of material issues to Grupo Piñero's CR Committee in order to validate the most important ones.

**3** Validation

lø

Validation of the results of the materiality matrix internally at the CR Committee, the Corporate Services Committee and the Management Committee levels.

**4** Review



In 2021, the materiality matrix was reviewed and it was verified that it applies the internal and external findings of the review

## **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

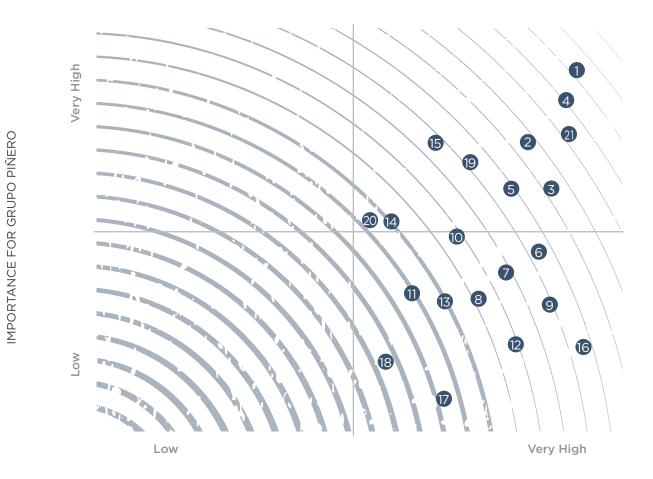
- 11 | Energy and Climate Change
- 12 | Water Management
- 10 | Circular Economy (Waste Management)
- 18 | Conservation of Biodiversity

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 STAKEHOLDERS



## 3.4 Contribution to Sustainable Development

## Our Commitment to Sustainable Development

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

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

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

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

#### **Direct Contribution**



#### Indirect Contribution



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





WHISTLEBLOWING HUMAN RIGHTS VIOLATIONS

## 3.5 Human Rights

#### Protection of Human Rights

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

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

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

The company has revalidated this commitment, updating its Human Rights Policy in 2022 (approved by the Board of Directors, December 2022) with the aim of bringing it even more in line with the United Nations Guiding Principles on Business and Human Rights.

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

#### Human Rights and Infancy

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

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

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

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

#### Local communities and the supply chain

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

In relation to the violation of the supply chain, we plan to establish different mechanisms to help prevent human rights violations, such as the following Ethical Principles for suppliers, contractors and collaborators.

In 2022 through the procurement system no suppliers or contractors have been identified that are violating or endangering the fulfillment of human rights.



## 3.6 Non-Financial Resource Management

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

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

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

In 2022 the Bahia Principe Grand Tulum hotel's beach obtained, for the fourteenth consecutive year, the Certified Beach accreditation granted by the Mexican Institute of Standardization and Certification.

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



#### Certifications



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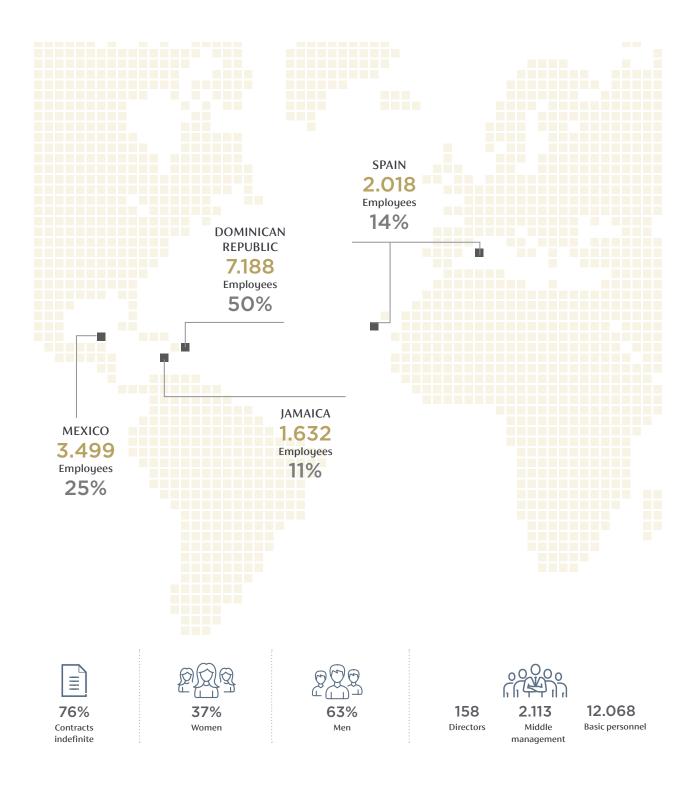
# GRUPO PIÑERO

## O4 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



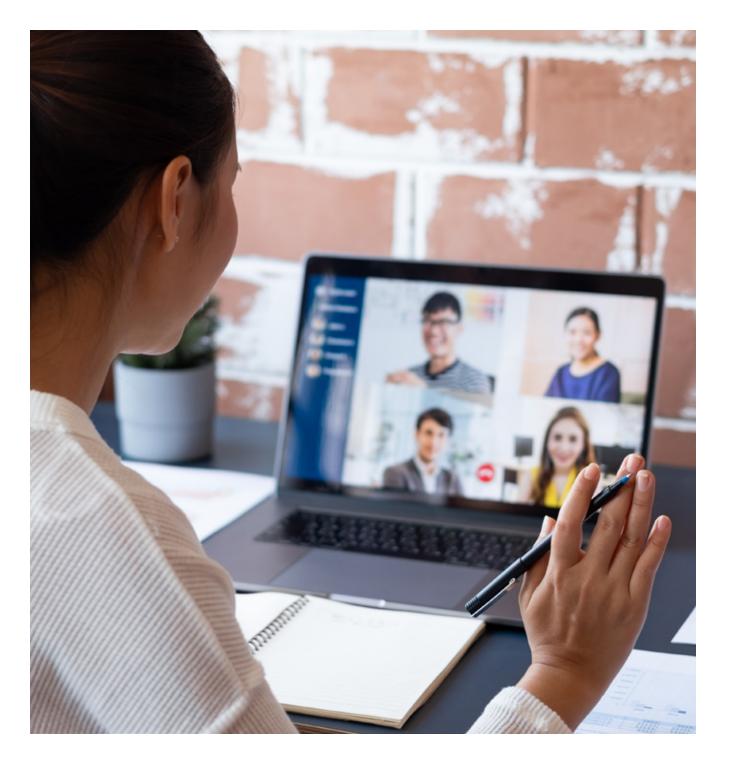


#### A single team

The economic and health context during the last few years had a very significant impact on operations and our collaborators, so 2022 has been characterised by a return to recovering activity and being able to return to the path of normality and achieve numbers in the human team very similar to 2019.

We renew our commitment to socially responsible management of all our collaborators, continuously working on policies that allow our employees to develop both personally and professionally. We also ensure a diverse, safe and healthy work environment, in which there is equal and fair treatment for all. During 2022, our workforce consisted of a total of 14,337 employees between Mexico, the Dominican Republic, Jamaica and Spain, 37% of whom are women.

Due to the reality of the sector, the composition of the team that forms part of Grupo Piñero is characterised by a high degree of seasonality, which means that the total number of people working in our establishments varies substantially throughout the year. For this reason, the company encourages permanent hiring and we can say that, in 2022, 76% of our staff has a permanent contract.



#### New Ways of Working

During 2022, we can say that the hybrid work system is a reality in corporate offices, already reinforced in 2021, which favors collaboration and company culture.

#### Presence control and digital disconnetion

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

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



#### 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 2022. 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	521
Accidents with leave	176

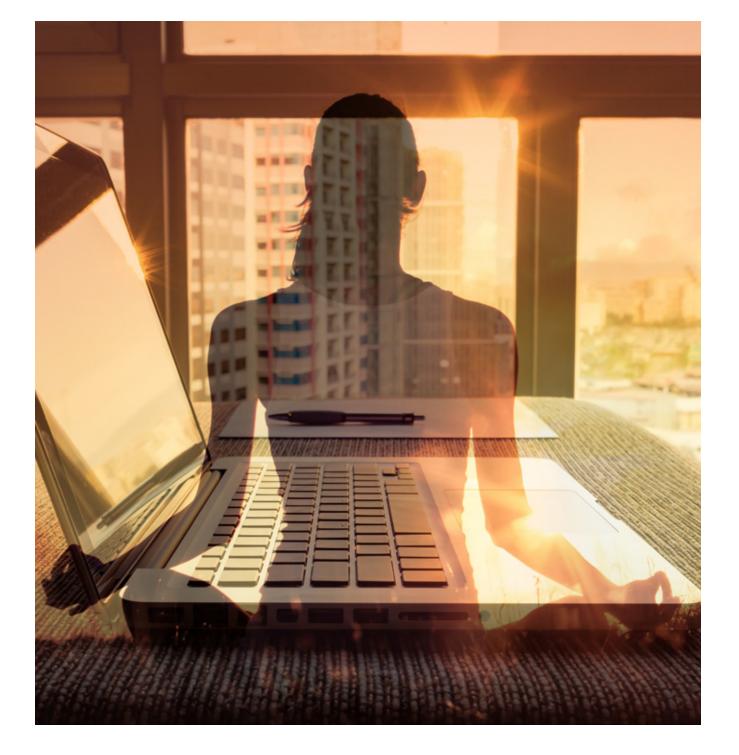


Total accidents	499
Accidents with leave	149

During the 2022 period, health protocols were revised and updated. The reopenings of the properties were carried out with the utmost safety considerations, taking care of people's well-being without neglecting Grupo Piñero's commitment to sustainability.

#### Health and Safety Committees

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



#### "Healthy Company" Program

As part of our commitment to move forward with our employees in health and safety matters, during 2022 we have continued to promote the "Healthy Company" program initiated in 2016.

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

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



**13.230** HOURS IN ACTIVITIES

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**4.918** PARTICIPANTS



INVESTMENT 527.349€

The investment made in this program in 2022 amounted to €527.349, dedicating more than 13,000 hours to actions and activities with the participation of more than 4,900 employees.









#### Objectives and actions of the Healthy Company program



Conduct

campaigns

health

Areas of action: Improving infrastructure and equipping facilities Investment in 2022 amounted to €464,674, with the main renovations being improvements in offices in Jamaica, Riviera Maya and Romana (DR), as well as the refurbishment of some classrooms for training; and employee dining rooms both in the Riviera Maya Complex and the main palapa in the Bávaro Complex.

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

Promoting the practice of healthy habits

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

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



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

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

#### 4.1 Our Employees



#### Social Relations

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

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

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

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

#### Professionals affected by collective agreements

	Average Population	% employees affected by country
Dominican Republic	7.188	91,56 %
Mexico	3.499	76,13 %
Jamaica	1.632	54,96 %
Spain	2.018	100 %





AVERAGE NUMBER OF WOMEN IN THE WORKFORCE



WOMEN ON THE EXECUTIVE COMMITTEE OF THE PIÑERO GROUP



WOMEN ON THE BOARD OF DIRECTORS

#### We Foster an Inclusive and Diverse Environment

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

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

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

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

#### **Equality Committees**

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

#### A Harassment-Free Work Environment

In view of ensuring the safety of all our employees in si-

tuations 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 21 people with a disability of more than 33% on the tea

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.

In2022,4familieshavecontinuedtoparticipateintheprogram. 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.



#### Improve the employee experience

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

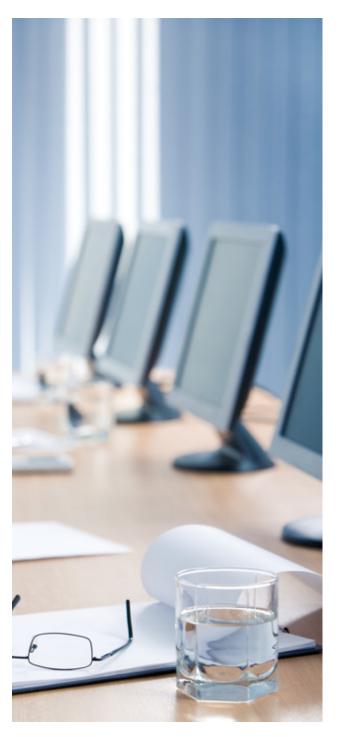
We consider human capital to be our main asset, and we understand that, in order to build a corporate culture of leadership, it is essential to manage the attraction and development of talent, as well as to sustain their motivation and pride in belonging.

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

The Leader Coach is the evolution of the leadership style aligned with Grupo Piñero's values and which reinforces

that each professional has a material and proactive role in their professional growth and development, in which the company and their direct supervisor accompany them on a journey of self-discovery, improving their knowledge, skills and performance with a pragmatic approach in their job, with a working environment in which the achievement of organisational objectives is facilitated.

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



#### Training

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

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

In order to adapt training to the specific needs of each job position, we have a "Job Profile" description that establishes the competencies required for each position. In this way, we can meet the needs of our employees through tailored training programs and internal mobility plans to match the characteristics of each employee to his or her job.

The 2022 Training Plan included various types of training activities. Among them we can highlight the work done in:

 Awareness-raising on sustainability issues through the delivery of various training courses.

- > Environmental awareness-raising activities.
- Promotion of healthy habits and improvement of we-II-being.
- Promotion of healthy habits and improvement of well-being.
- > Continuous training in occupational risk prevention.
- Development of skills for resource management and leadership.



PARTICIPANTS





#### 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 2022, there were 1084 internal promotions, which means that 7.56% of our employees have grown professionally within the company. In this case, women accounted for 31% of the promotions.

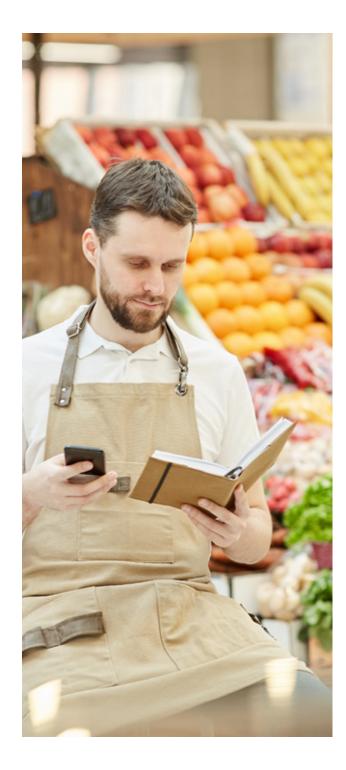
It is worth mentioning the continuation of the initiative of training and development of leadership style towards a coach leader, through which several leadership training programs have been carried out at various organisational levels and in different destinations. This complements the initiative launched during the 2021 talent management program, with the objective of putting the employee at the center, and giving him a greater role in his professional development. Interviews are established between the employee and their direct supervisor, in which their expectations, needs and challenges in terms of development are discussed, and development targets are set in order to carry them out with an action plan that includes a multidisciplinary approach (on-the-job training, guided development with training and self-exploration).

In addition, the employee experience survey initiative, with the identification of the moments of truth and main expectations with a specific questionnaire for each destination, has provided more information on the needs and challenges of our employees, as well as their interests and priorities.

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.





## 4.2 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.

This has been a year of recovery and, therefore, of achieving the aims defined at the beginning of the year.

We have managed to exceed the purchase volume for 2019 and maintain the relationships of trust and ties with our suppliers, especially those based in the countries where we operate.

#### Responsible Procurement Criteria

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

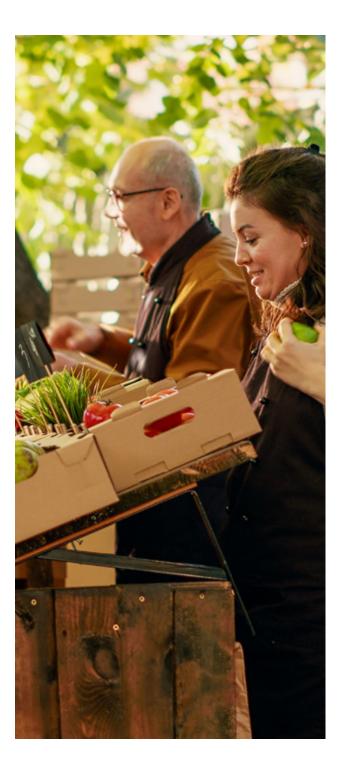
#### Approval and Selection of Suppliers

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

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

## CRITERIA TO BE TAKEN INTO ACCOUNT WHEN SELECTING SUPPLIERS

- 1. Admission Form
- 2. Supplier Data (Company)
- 3. Economic-Financial Data
- 4. Labor Data
- 5. Technical Data
- 6. Legal Requirements
- 7. Labor Requirements
- 8. Technical Requirements
- 9. Management Requirements
- 10. CSR Requirements
- 11. Performance Evaluation
- 12. Carbon Footprint (available from 202



## 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.

4.2 Our Suppliers

178.215.667 € PURCHASE VOLUME

90% SUPPLIERS BASED LOCALLY

#### IN 2022 WE HAVE CONTINUED WITH:

> The purchase of energy-efficient equipment, televisions, minibars, air conditioners and lighting fixtures, among others.

- > Our commitment to bulk products.
- > The purchase of fair trade products.
- The ban on the purchase of species during the off season.
- > The purchase of biodegradable products.
- > The progressive replacement of LED light fixtures.
- > Elimination of single-use products.
- Elimination of printed paper thanks to the Supply Chain platform.





COMMUNICATED SUSTAINABILITY POLICIES

**95%** to 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 conducted awareness training on sustainability and prepared educational sessions carried out by our ESG department, where we convened the 20 suppliers with the highest turnover in the food and beverage groups, to explain the aims set by Grupo Piñero in terms of sustainability, environment and awareness, to be carried out by suppliers, reinforcing the link between both companies (Bahia Principe - supplier) and deepening the importance of making good use of the planet's natural resources.

#### Supply Chain Tool

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

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

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

#### Supplier Safety and Health

In 2022 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.

#### Alliances with suppliers

By 2023, we plan to initiate a Partnership Plan with suppliers, with the aim of carrying out joint actions for Sustainable Development. The dialogue with suppliers was initiated in the awareness-raising sessions we held.



## 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 €190,593 to these programs this year.

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

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

#### **Our Programs**

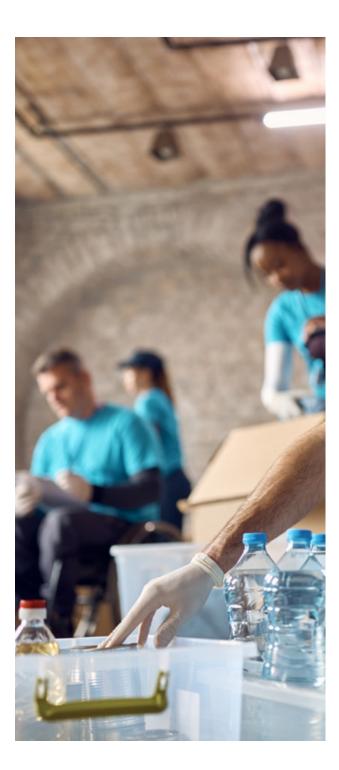
- > Support to families and vulnerable groups through:
- Donation of money, food, furniture and company equipment
- Campaign for the collection of resources to help underprivileged groups
- Collaborations with various NGOs and foundations to alleviate precarious situations affecting vulnerable groups

#### Health and safety

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

#### > Education and collaboration with schools

- Cultural promotion
- Promotion of sports
- Corporate volunteering



## 4.3 Our Community

## 2022 Alliances for Sustainable Development

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



#### Spain

#### Support to Families and Vulnerable Groups

► At Bahia Principe Sunlight San Felipe we joined the charity day for the victims of the volcanic eruption in La Palma. In addition, we supported "Sonrisas por la Palma" with free stays.

> At Bahia Principe Sunlight Costa Adeje we once again hosted the annual charity event organised by Fast (Foro de amigos del sur de Tenerife), to raise funds for the Spanish Association for the fight against cancer.

> We collaborated once more with Mallorca Sense Fam, an association that serves families in need through Operation Kilo, with the delivery of food from Bahia Principe Sunlight Coral, as well as the annual economic collaboration.

> In Grupo Piñero, we collaborate with the war in Ukraine, with economic aid to Acnur and Fundación CaixaBank for the purchase of an ambulance.

#### **Health and Safety**

► At Bahia Principe Fantasia Tenerife we participated in the #EfectoDonación campaign, where many collaborators joined in donating blood, a magnificent action of altruism and solidarity.

▶ We collaborated once again with Sonrisa Médica from our headquarters, an organisation that aims to transform the healthcare environment through comedy.

#### Corporate volunteering

- ▶ We joined the CaixaBank Foundation volunteer program, and this year joined "The Tree of Dreams" initiative for the second time, helping to fulfill the dreams of children in vulnerable situations, helping them receive a gift for Christmas.
- ➤ Collaborators from the central offices participated in Aspace Summer Fest, supporting the logistics of the event and accompanying children and young people with cerebral palsy, so that they could enjoy a great day out.
- > Collaborators from Palma de Mallorca joined forces with the CaixaBank volunteer program to prepare a menu for the Zaqueo soup kitchen.
- ► One again, we collaborated with the Exit Foundation's Coach project, with the aim of motivating young people at risk of exclusion to continue their training by teaching them about the world of business from the inside.
- ➤ Collaborators participated in different food, clothes, toys and hygiene collections for different associations, such as Mallorca Sense Fam, the Ukrainian Association of Mallorca, or Caritas, among others.



#### 4.3 Our Community

#### **Dominican Republic**

#### Support to Families and Vulnerable Groups

- ▶ We gave support and financial aid to over 300 of our employees' families affected by hurricane Fiona.
- ▶ We collected food for those affected in the local community in Asonahores, collaborating with the Ministry of Labor and the Ministry of Tourism.

Help was given to El Cortecito school to improve all facilities, as well as the opening of two classrooms and an adapted computer for a visually-impaired child. All Grupo Piñero businesses were a part of this, as well as several other providers that wished to participate.

#### Education and collaboration with schools

- ➤ With the Rayo de Sol school and the skate park in the marginalised neighbourhood of San Luis in Complejo Bahia Principe Bávaro, we helped to finance the expansion construction in the educational centre.
- ▶ With the purpose of the 2nd Bahia Principe Open Tournament 2022, a donation of school materials was made to the Niños de Cristo orphanage, Playa Nueva Romana and PGA Ocean's 4.
- ➤ Framed in World Solidarity Day, with several schools and educational centres such as El Soco school (Romana), Maria Álvarez-La Barbacoa school (Portillo) and the Antonio Rodriguez Trinidad Educational Centre (Samaná), as well as organisations such as the Pasos de Inclusión foundation or the Asoleste association, we celebrated several Christmas get-togethers and local festivities with the aim of helping the most vulnerable to enjoy these special times of the year.



#### Mexico

#### Support to Families and Vulnerable Groups

- ▶ Bahia Principe Rivera Maya Resort helped to restore the Chemuyil bridge, to support urban art with topics that highlight the importance of the environment, culture and life of the cenotes.
- ➤ The EcoBahia foundation, Bahia Principe Riviera Maya Resort and Tulum Country Club managed to gather food for the mayan community of San Pedro Coba.
- ➤ Once again, we collaborated with the "Mi Último Deseo" foundation, to help make many children with delicate illnesses' dreams come true, allowing them to spend time in a wonderful seaside place, the first time for many of the children.
- > We collaborated with the Teletón Mexico foundation by helping to raise money and put on a surprise-filled enter-tainment show for the families.

#### Education and collaboration with schools

► Because of International Human Solidarity Day, Tulum Country Club and Bahia Principe Riviera Maya Resort collaborated with Matilde Montoya de Chemuyil primary school by carrying out paint jobs, collecting waste, doing gardening and exterminations, as well as designing a mural on the main wall, inspired by childhood as a stage of life. We also installed three AC splits for their classrooms, and we must mention the steady help of several providers that helped in this project. > We carried out an eco-walk with "Eleuterio Llanes Pasos" Tele-secondary school in the Bahia Principe Riviera Maya Resort Complex to celebrate World Tree Day.

#### Health and Safety

- ▶ From Bahia Principe Riviera Maya Resort, a sizeable donation was made to the charity mobile medical unit, in order to open an odontology unit and repair the drinking-water system, so as to offer access to these services to local citizens in need.
- ▶ Together with the Hotels of Riviera Maya Association (AHRM), help was given towards the purchase of a fully-equipped ambulance for the Mexican Red Cross in Playa del Carmen.

#### 4.3 Our Community



#### Jamaica

#### Support to Families and Vulnerable Groups

• Our jamaican colleagues took part in a 5K run, the benefits of which were donated to a charity against cancer.

#### Education and collaboration with schools

In Bahia Principe Jamaica Resort help was given in the following ways:

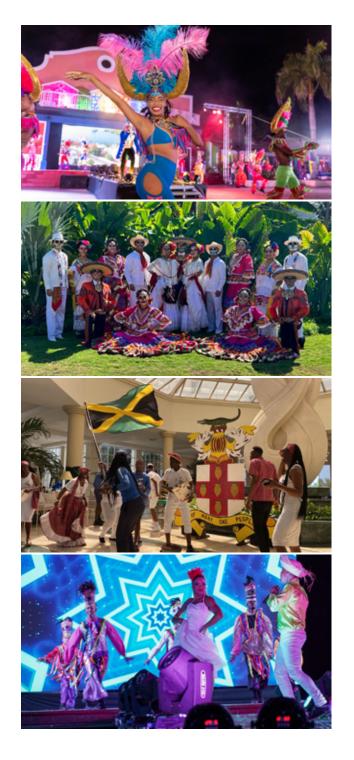
▶ With "Hoolebury Primary and Infant School" several social actions were carried out, such as the provision of school material for the start of the academic year, and the improvement of classrooms, carried out by hotel staff. Help was also given in the form of hearing and speech tests, as well as the donation of tech material.

> With Discovery Bay High school, we helped coordinate the donation of sports items, carried out by UK-based SeakAid, organising a party for the reception of the donation

#### Health and Safety

➤ We helped St Ann's Bay hospital by improving facilities, renovating and remodelling several parts of the building, framed within International Human Solidarity Day.

#### 4.3 Our Community



#### **Cultural Promotion**

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

This year, we have resumed with more strength the cultural promotion since it has been a year of recovery of the activity, through the following actions:

Local markets, festivals representing the culture of the destinations, gastronomic corners, Fiesta de Muertos in the hotels of Mexico and excursions that promote the natural and cultural heritage of the destinations.. In our conceptualisation project in Cayo Levantado Resort, the local culture has been a fundamental pillar, together with environment and wellness.

We have also started new cultural shows to strengthen our entertainment options in Bahia Principe Hotels & Resorts. .

#### Business Associations with which We Collaborate

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

## GRUPO PIÑERO

05 Respect

We care for and preserve the environment



## Committed to the Fight Against Climate Change

At Grupo Piñero we are aware of the problem that climate change represents today and the impact that Greenhouse Gas (GHG) emissions have on it.

Since 2016, we have a strong commitment to the efficient management of the resources of the environment where we are located, because we are aware of the effects that our activity has on the environment. We are therefore working to adapt our management to climate risks, creating a clean and circular business model that optimally manages resources.

At Grupo Piñero we promote an environmentally friendly management model that guarantees the sustainable management of resources, conserves their wealth and has a positive influence on the climate. To achieve these objectives we work on generating a positive impact through commitments made, such as reducing our carbon footprint by 60% by 2030, reaching 'Zero Neutrality' by 2050, a 50% reduction in waste by 2030 and 'Zero Landfill' by 2050, as well as protecting, conserving and planning 100% of the natural capital.

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

#### Our Lines of Work



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



CIRCULARITY

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



#### NATURAL CAPITAL

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

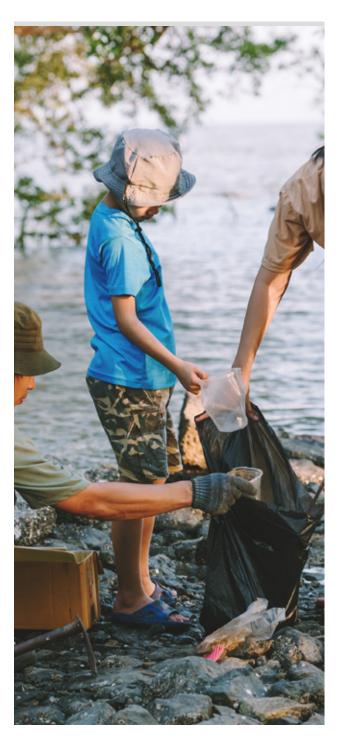
#### Our Environmental Responsibility

We continued with our commitment to the planet with an investment of  $\pounds$ 2,736,024..

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 2022 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.



#### **Beyond Our Impact**

#### **Raising Awareness**

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

This way, dedicated to the environment, our Global ESG Director took part in a Visión Talk under the slogan "Sustainability is Good", organised by Mercado magazine, named "Impulsing the Conservation and Sustainability of our Surroundings", in the Dominican Republic.

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

#### For Employees and Clients

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

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

#### For Our Employees

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

#### For Our Clients

Through the "We Are Ecocentric" movement, environmental awareness has been raised in 2022. These awareness-raising actions are carried out through websites, social media, media releases, as well as in all hotels, residential facilities and golf cours

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

## Collaboration with Local Organizations for Sustainable Tourism

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

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

Moreover, in 2022 we took part in the "Transforming Tourism: Future Destinations" international conference in the Dominican Republic, organised by the UN Programme for the Environment, in which national and international tourism experts and leaders in the private and public sectors that are dedicated to promoting sustainable tourism globally and, especially, to accelerating the change towards circular and low-emission tourism models in both the north and south hemisphere.



#### World Environment Day

We celebrated World Environment Day in all destinations and all business outlets. In our corporate offices in Palma, José Luis Gallego (renowned nature expert and environmental journalist) was with us for a day, when he shared his knowledge and vision with regards to the worldwide environmental problem we will face in coming years, as well as the risk it poses for businesses. To round off the day, and as a kickstart to the campaign, our president did the honours by planting the first tree.

Because of World Environment Day, the "One Person, One Tree" campaign was activated, where we promoted joint action with a positive and real impact for the whole of society, committing to planting a tree for every person who is part of this big family, trying to reach the target of planting 14,000 trees throughout this year, until the next anniversary of this worldwide celebration. With this, we aim to raise awareness of the importance of working together for the planet, as well as placing value on the important environmental benefits that are obtained if every citizen commits to planting a tree.

All of our destinations have risen to the challenge and have carried out different activities, both with customers, little ones, or with stakeholders. Different activities were carried out in relation to the caretaking of our earth, such as:

- Our colleagues in Playa Nueva Romana celebrated the campaign by planting trees in our PGA Ocean's 4 golf course

- In Bahia Principe Fantasia Tenerife, we welcomed Echeyde school's oldest class, who also took part because... young people are ecoists, too! - A large group of 100 volunteers (stakeholders, environmental staff and a San Rafael Boca de Yuma community) planted around 400 trees in an activity carried out with the Ministry of Environment in the Dominican Republic.

- Colleagues from Bávaro, La Romana and Playa Nueva Romana complexes planted 140 trees in collaboration with La Altagracia's local Environment and Natural Resources board.

- Colleagues from Palma's Soltour Travel Partner central offices planted over 30 trees in the Tramuntana mountain range's forest. The aim was to reforest areas in need with native trees.

As well as many more that keep our contribution growing.



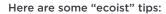
Una persona. Un árbol

# Thinking of you is the only way.



secois

eecoc



waste management in the region.

with - you have to work at it.

- We propose several pieces of advice for an "ecoist" and responsible Christmas: recycled materials for wrapping presents, reuse of materials for decoration, LED bulbs to reduce light pollution or encourage responsible consumerism by fostering the acquisition of local products

Thanks to this public-private alliance, in which several

companies have taken part, such as Viva Wyndham, CEB-

SE, and the GIZ projects "Circular Caribbean" and "Private

Business Action for Biodiversity", we aim to provoke thou-

ghts among stakeholders with regards to the benefits of

In the next phases of the projects, measures will be taken

to encourage environmental education in several schools

of the area, the conservation and recovery of natural re-

sources in the Samaná province, and answers will be given regarding one of the main environmental requirements:

Being a good ecocentric is not something you're born

biodiversity and, thus, encourage its preservation.

- We propose the "ecoist suitcase" for holidays: taking biodegradable, sea-friendly sunscreen, using your own water bottle or using non-plastic hygiene products are just a few ideas.



#### ......

#### We Are Ecoists Movement

We keep propelling our commitment to the environment and the battle against climate change with our "We Are Ecoists" movement, through which we spread our environmental sustainability strategy and invite our stakeholders to take part and bring out the "ecoist" we all have inside ourselves.

The movement arose with the aim of raising awareness in society and inviting people to take small individual actions to make a big impact. A movement aimed at everyone who feels that this planet is THEIRS.

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

We support a virtual visitor card system which strengthens our commitment to sustainability, environment and digitalisation.

Moreover, we are firmly evolving in our digitalisation process, signing a deal with BWD that provides a new process which allows for automatic integration of bills' data, thus eliminating the need to print them out.

Framed in our movement and within the Biodiversity program, we are working on the "Proyecto Samaná Biodiverso, Limpio y Sostenible" program, whose aim is to place the Dominican Republic as an ecological destination, through environmental education activities, restoration, and waste management pilot projects. It is an initiative supported by the German Federal Ministry for Economic Cooperation and Development (BMZ) and the German Agency for International Cooperation (GIZ).

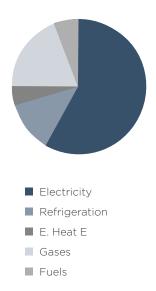




# Energy management

Within the framework of our 2021-2030 Strategic Sustainability Plan, at Grupo Piñero we are working on Energy and Climate, articulating prjects aimed at the installation of photovoltaic energy, the contracting of energy with Guarantee of Origin, the promotion of sustainable mobility, the modernisation of energy equipment, the monitoring of consumption points and the automation of processes and facilities with energy consumption. It is also moving towards the decarbonisation of its activity with the aim of reducing greenhouse gas emissions by 60% by 2030. To this end, Grupo Piñero is committed to shifting the energy mix toward 100% renewable energy supply. Similarly, the company will implement technology to achieve greater energy efficiency in its infrastructures to reduce energy consumption by 40%.

	2021	2022	% Variation
Electricity	94.116.910	145.273.193	47,7%
Heat Energy	9.982.002	9.351.666	-6,3%
Refrigeration Energy	20.524.628	32.221.613	57,0%
Liquefied Gas	12.285.288	22.148.506	80,3%
Natural Gas	-	177.500	
Propane	11.801.564	17.704.943	50,0%
Diesel	4.730.823	4.617.525	-2,4%
Gasoline	3.083.771	2.830.466	-8,2%
TOTAL KWH	156.524.986	234.325.413	49,7%
Consumption/stay	46,38	30,17	-35,0%



* All data are expressed in Kwh-equivalents.



#### Co2 Carbon Footprint

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

Our strategic goal is to achieve total decarbonization of our activities by 2050, in line with the roadmap set by the European Union for that year. For the next few years, we aim to reduce our carbon emissions by 60%, in line with our commitment to the 2030 Agenda. Over 2021, we have continued to contract energy with Guaranteed Renewable Origin in all our hotels in Spain and at our headquarters in Palma de Mallorca.Although referring to consumption we see an increase in tons of CO2, we can see the great progress we are making as our ratios per stay have decreased significantly, and this is the path we want to follow.

	2021	2022	% Variation
Scope 1*	40.452	59.832	47,9%
Scope 2*	1.954	1.864	-4,6%
Total emissions*	42.407	61.697	45,5%
Emissions/stay**	12,57	7,94	-36,8%

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





# 🔏 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.

Our purpose is to have a mobility model that is efficient and environmentally friendly, with the aim of achieving 100% sustainable transportation.

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 and Emos

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

In 2022, we will incorporate 170 state-of-the-art electric buggies in our golf courses in the Dominican Republic and Mexico, as part of our commitment to innovation and progress towards energy efficiency and decarbonization, thus contributing to the fight against climate change.







90%

ELECTRIC VEHICLES TO CARRY GUESTS AT OUR HOTELS







### Waste management

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

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

	2021	2022
Recyclables	1.664.135	4.135.011
Metals	84.821	239.859
Paper	467.771	945.161
Plastics	158.196	528.914
Glass	953.348	2.421.077
Hazardous	77.804	83.971
Organics	836.098	585.419
Recoverable	244.564	468.990
Oil	109.334	199.116
Wood	56.450	-
Textiles	78.780	269.874
Total	2.822.601	5.273.391
Waste/stay	0,84	0,68

Alongside this, and in order to achieve the objectives defined for 2030 and 2050, Grupo Piñero has begun to work on the development of its Circular Economy Strategic Plan. Precisely in this area, the Hotel Bahia Principe Costa Adeje has recently joined a circular economy pilot project promoted by the employers' association ASHOTEL, the Cabildo de Tenerife, the farmers' cooperative ASAJA and several Canary Island municipalities, such as those of the towns of Adeje and Puerto de la Cruz.

In addition, we initiated two pilot composting projects in the Dominican Republic, specifically at the Bahia Principe Grand El Portillo hotel and the Bahia Principe Bávaro complex.

#### Our circularity roadmap is as follows:

- Creation of the circular economy department (2023/24).
- Composting plants in all our hotels/resorts (2023/25).
- Elimination of single-use plastics (2025).
- Organic waste biodigestion plant in Cayo Levantado (2023).
- Recyclable waste sorting plant in Cayo Levantado (2023/24).
- Support for farmers in sustainable crop management (collaboration with the GIZ) (2023/24).
- Creation of plant waste composting areas in all hotels/complexes (2023/24).

#### 5.1 The Environment



# Water management

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

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

In particular, an energy saving measure (ESM) was implemented to reduce the consumption of domestic hot water (DHW) and chilled water, improving the distribution of one of the centers in the Dominican Republic, with the consequent reduction of CO2 emissions.

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 para-

meters established by law for its discharge to the subsoil.

4. Promoting its reuse in secondary uses in the surroundings of our hotels and residential areas, through tertiary treatments that guarantee the safety and health of our customers.

	2021	2022	% Variation
Total consumption			
in cubic meters	5.982.645	8.680.814	45,1%
Consumption/stay	1,77	1,12	-37,0%







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

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

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

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

WATER - BEACHES - LANDSCAPE - BIODIVERSITY

Alliances











#### Programs



"Water" Program

#### Main aim

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



#### Work lines:

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

#### Milestones

- > Portillo Treatment Plant Upgrade
- > Playa Nueva Romana Treatment Plant Expansion
- > Study of climate change risks in Playa Nueva Romana
- ▶ Cayo Levantado Treatment Plant Upg



"Beaches" Program

#### Main aim

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



#### Work lines:

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

#### Milestones

- > Management and regeneration of the beach in Playa Nueva Romana.
- Restoration of Honda beach, creation of an artificial reef and restoration of seagrass in Cayo Levantado.
- > Restoration of vegetation and management at Portillo
- > Vegetation restoration and beach function improvement in Bávaro
- > Sand reclamation on Bávaro and Riviera Maya beaches.
- > Environmental performance study at Jamaica Beach

#### Programs



"Landscape" Program

#### Main aim

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



#### Work lines:

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

#### Milestones

- > Expansion of the native plant nursery in Playa Nueva Romana
- > Rescue of flora and creation of a new botanical route in Playa Nueva Romana.
- > Restoration of the native landscape in Cayo Levantado.
- > Expansion of the native plant nursery in Portillo
- > Creation of a composting area in Portillo.
- > Expansion and improvement of the Bávaro nursery.
- > Creation of a composting area in Bávar



"Biodiversity" Program

#### Main aim

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

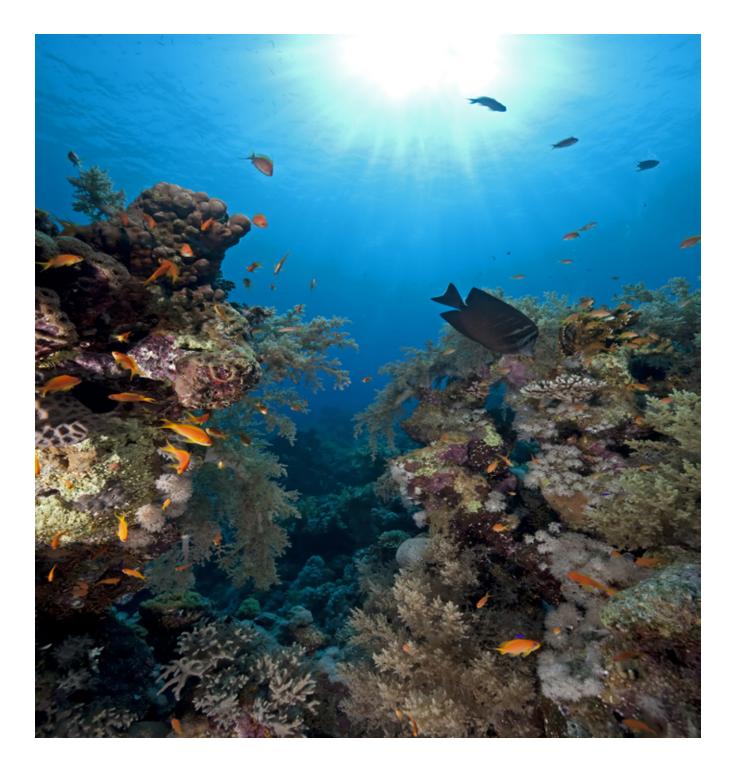


#### Work lines:

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

#### Milestones

- Samaná Biodiverso Project (collaboration with the German Agency for International Cooperation GIZ)
- > Fundación Ecológica Eco-Bahia in the Dominican Republic
- Landscape and Whales Project in Samaná (binoculars for tourists, signage) in Playa Nueva Romana
- > Native Ecosystem Restoration Project
- > Improvement of the ecological status of wetlands.
- > Reintroduction of iguanas
- > Promotion of pollinators and insectivores.



# 5.2 Eco-Bahia Foundation

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 more than 20 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

#### Purposes of the Foundation

• To be a benchmark for the conservation of natural resources in the destinations where Bahia Principe Hotels & Resorts operates and achieve the best integration of tourism development with the environment.

• Plan and develop environmental projects that promote the implementation of actions for the conservation, maintenance and improvement of natural resources.

• Encourage environmental awareness through the promotion, implementation and dissemination of actions to protect and conserve the environment and its biodiversity.

"We can only love what we know, we can only preserve what we love"

**Tobías Lasser** 



#### **Programs and Actions**



Conservation of coastal-marine ecosystems



#### Conservation of marine-coastal ecosystems.

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.

This year we made first approaches with OCEANUS, A.C. to develop a coral reef restoration program, which will be implemented in 2023.



Conservation of natural areas



#### Conservation of natural areas.

In the biodiversity surrounding the complex, Eco-Bahía strives for the conservation of native species of protected flora, enhancing the health of existing natural areas through the control of invasive species, the restoration of spaces and the cleaning of waste.



Monitoring and protection of wildlife



#### Wildlife monitoring and protection

The property's location in the middle of the jungle allows for close contact between tourism and wildlife. The foundation promotes actions to protect the integrity of the fauna that moves freely within the complex and to care for their habitats. It focuses on care, monitoring, and awareness campaigns.



Environmental education and outreach



#### Environmental education and outreach.

The foundation has an interpretation area for visitors, which is composed of different elements that function as tools to sensitise and acquire knowledge and raise awareness about the importance of caring for nature. We work with different sectors: national and foreign visitors, students from different educational levels and collaborators.

#### 5.2 Eco-Bahia Foundation

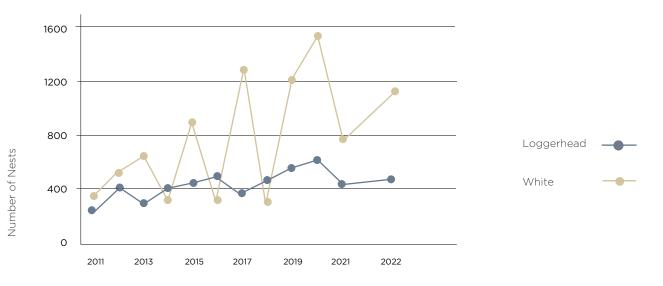


#### Inspired by turtles

The beach where the Rivera Maya hotels are located is nationally known as a major nesting site for Loggerhead Sea Turtles (Caretta), 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 DIF, the name of the beach where Bahia Principe Hotels & Resorts are located. Since data have been recorded, the Foundation have managed to release more than 1 million turtle hatchlings into the Caribbean Sea, with a very positive impact on turtle populations along the Mexican coast.

In 2022, 1,621 loggerhead and green turtle (locally known as white turtle) nests were secured on the beach.

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



#### Results 2022



Conservation of marine-coastal ecosystems

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

146.969 PROTECTION OF SEA TURTLES

1.621 NESTS MANAGED



SIGHTING OF FEMALES

FEMALES

MARKED



Conservation 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

10.337 NATIVE PLANTS IN THE UMA



5

CLEANING

CLEANING OF BEACHES OF CAVES



**KILOS OF SOLID** WASTE COLLECTED



Monitoring and protection of wildlife

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

1.207 ATTENTION TO WILD ANIMALS AND DOMESTIC

ATTENTION TO HONEYCOMBS



Environmental education and education and outreach

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

2.102 PARTICIPANTS IN ECOLOGICAL TOURS

1.213

CUSTOMER JOURNEY ECO-BAHIA

889

WALK KIDS CLUB



SCHOLARS

# GRUPO PIÑERO

# 06 Passion

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





## 6.1 Our Clients

#### **Passion for Our Clients**

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

The year 2022 has meant the global recovery of Covid-19, as a company we have continued work on the following lines of action:

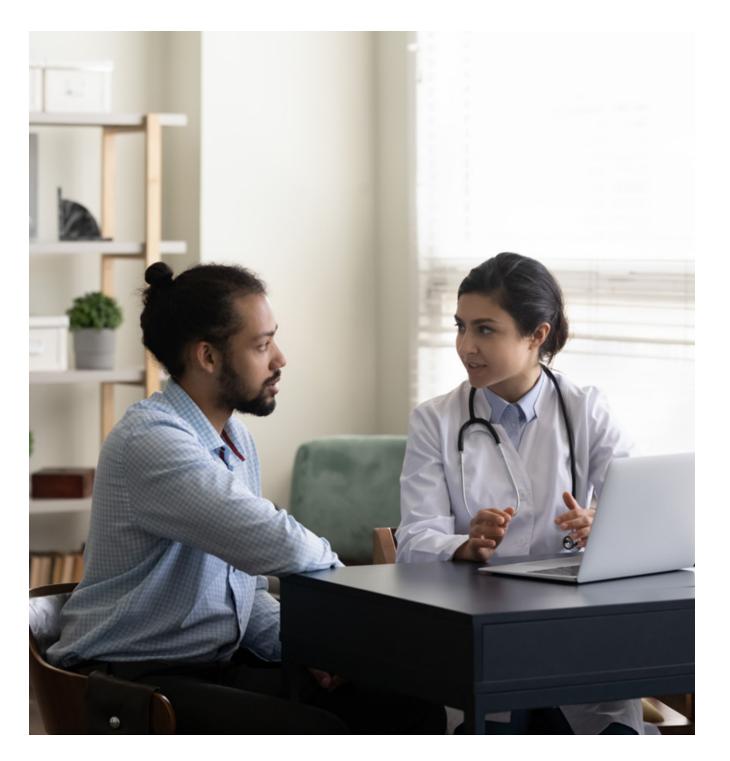
- ▶ Health and Safety
- ▶ Costumer Service
- > Direct Sales Channels at Bahia Principe Hotels & Resorts
- > Costumer Loyalty Programme, My Bahia Principe

#### Health and Safety

Ensuring the health and safety of our clients has always been a key aspect to achieve their satisfaction, which is why, in addition to reinforcing the health and safety protocols in all our business units in the face of Covid-19, we have continued to work, as in previous years, on the ongoing review and updating of the Group's Self-Protection Plan, as activity has been gradually resumed: drills have been carried out, as well as periodic inspections, and the corresponding certifications and emergency plans, health and hygiene audits, and microbiological analyses related to the products and services we offer. In order to follow up on the implementation and analysis of audit results, the Corporate Health and Safety Committee was created in 2020. Its aims include: Ensuring maximum safety throughout the client's entire travel cycle, adapted in 2022 as Covid 19 has not been a priority.

#### **Functions**:

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



#### 6.1 Our Clients

# Principles of Action of the Health and Safety Protocols

As in previous years, 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 that we we initiated at the time of Covid-19.

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



#### Health and Safety

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

#### Health & Safety Audits -HS-

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

With this tool we analyse the compliance of production processes.

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

These hygienic-sanitary audits oversee and evaluate the degree of implementation of the Hazard Analysis and Critical Control Point system. In 2022, the following were conducted[.]

Health and hygiene audits	2021	2022	
Food safety	182	246	
Swimming pools	13	16	
Mains water and legionella	13	16	

#### Microbiological analysis

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

	2021	2022
Food	630	1.515
Surfaces	229	134
Drinking water	1.559	737
Hands	212	134
Swimming pools		1.498
Legionella		319
TOTAL	2.630	4.337

In 2022 we have considerably increased the number of audits with respect to 2021. It has been a year of activity for all the hotels of the chain. In these audits we have given priority to food and swimming pools, leaving other items, such as surfaces or water, slightly reduced, although maintaining the legal minimums. On the other hand, we have included the analysis of swimming pools and legionella.

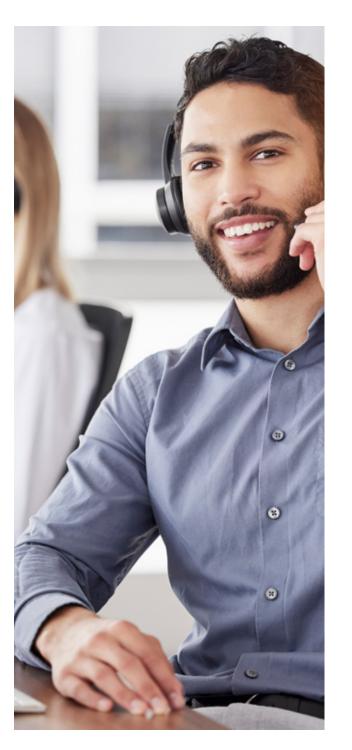
#### Procedure for managing potential risks

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





#### **Customer Service**

# Customer Service through Various Service Measurement Tools

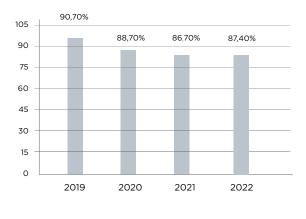
For our company, customer service is as important as the quality of the products and services we offer. That is why we have different tools to measure the quality of the service we offer such as: complaints and claims management, the satisfaction survey, as well as the constant monitoring of what people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

#### **Online Reputation**

Aware of the impact that our digital footprint can have on our reputation, we track our online positioning as well. It is for this reason that we constantly monitor that our Global Review Index -GRI- is maintained in an outstanding position over the competition. According to the information collected during 2022, the GRI was 87.40% and we achieved a Net Promoter Score of 27.31, which indicates the ratio of clients who would repeat business with us and recommend us to their friends and family.

#### **Internal Management Instruments**

We have established a system for planning and carrying out quality audits in order to detect critical aspects and design action plans that allow us to guarantee the quality offered to our clients in executing and advancing in the provision of our services. We conducted regular internal audits to verify the correct functioning of our processes. Its implementation involves the application of a series of procedures that help to establish quality as a regular method of working within the organisation.





87,40% AVERAGE INDEX

#### Audits performed

	2021	2022
Caribbean	716	3.849
Spain	171	511
	887	4.360

6.1 Our Clients

# customer rodu mmer OMO

#### Direct Sales Channels Bahia Principe Hotels & Resorts

Selling hotel rooms directly has been a challenge over the years. As a result, the direct channel has adapted and developed new strategies to attract guests in an increasingly competitive market. Direct Selling has kept growing in 2022 as it has in previous years, both through the web and Call Center.

#### We can highlight:

- Definition of a common language for customer journey teams and departments, which has allowed us to understand the customer globally and unequivocally, as well as to better track what is happening and why.
- The "Ring-Ring" project, which consists of a reconceptualization of the "back end" of direct sales, in which the number of errors and waiting times are reduced, facilitating booking for the end customer.
- The launching of Cayo Levantado Resort WEB sales, with a "look and feel".

In 2022 we have achieved the following milestones: :

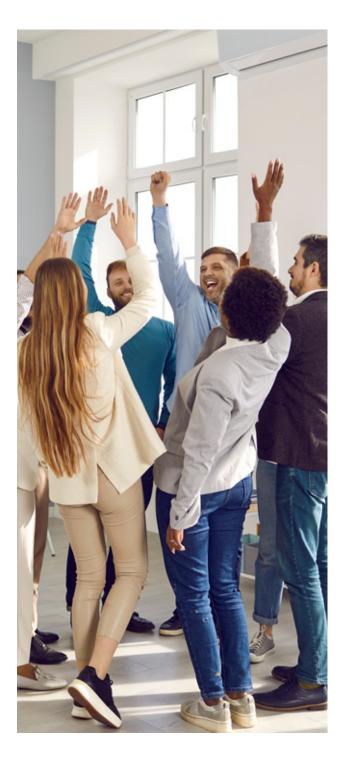
- > 90% increase in production vs. 2021.
- ▶ Second sales channel for Bahia Principe Hotels & Resorts.

Regarding our Digital Marketing strategy:

▶ The great challenge this year has been to pursue a full funnel strategy while maintaining a profitability of more than 16 USD ROAS. To meet this challenge we have opened new campaigns such as Performance Max, that allows automated management of digital channels through AI, reaching a common goal of profitability for which audiences, content and distribution strategies are automatically built, but we have also opened new channels such as the Affiliate program, giving the opportunity to our industry partners to create a collaborative environment under a success-based contracting model.

- ▶ We are in a time of change in the digital ecosystem due to regulatory and technological changes that affect the collection and processing of user data. Therefore, this year we have prioritised projects related to User data infrastructure and solutions.
- > We have worked with our strategic partners on projects that use Artificial Intelligence to predict each customer's likelihood of cancelling, in order to align the objectives of our marketing tools with the final business targets.

#### 6.1 Our Clients

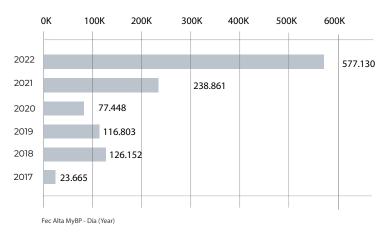


#### Costumer Loyalty Programme – My Bahia Principe

My Bahia Principe, the loyalty programme of Bahia Principe Hotels & Resorts, has added 577,000 members, representing a YoY historic growth of more than +240%.

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

2022 has been a record year for end customer loyalty, both in terms of volume and percentage, representing 60% of our total annual client loyalty ratio. Milestones include reaching one million loyalty members, the evolution of the online check-in process to make it possible to check in per room, the creation of a functionality that allows customers to add their past and future reservations to their loyalty account, access to book shows prior to one's stay through one's personal account, and the possibility of registering for the program in the Wi-Fi access process at Bahia Principe hotels.



#### Annual Registrations MYBP



1.162.148

TOTAL GROWTH OF LOYALTY DATABASE + 99%





#### Innovation

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.o.

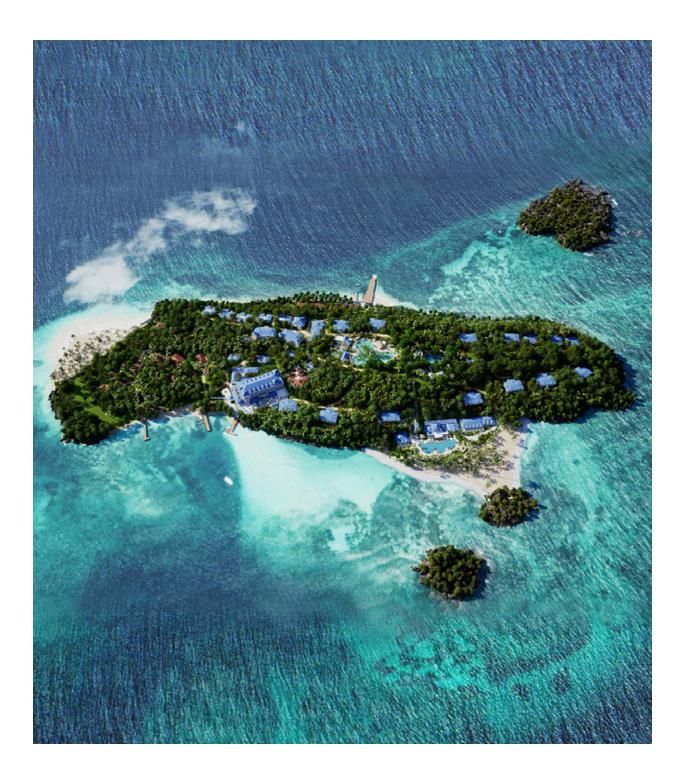
Our focus is on improving products and services to strengthen the final customer experience, as well as offering and improving the employee experience.

In the context of product and service improvement, in 2022 we have implemented important projects, such as:

#### Bahia Principe Hotels & Resorts

#### Renewal of the show offering in several of our complexes.

This year we have launched new performances to strengthen the entertainment package of Bahia Principe Hotels & Resorts. All the teams, made up of more than 120 members of staff, have been involved in the development of the creative concept, design, production and staging. Specifically, the hotels offering the new shows are Bahia Principe Fantasia Tenerife, Bahia Principe Grand Tulum and Bahia Principe Bavaro Resort, which have already been enjoyed by more than 10,500 spectators since their premiere this season, The Drago at Bahia Principe Fantasia and Black Bird at Bahia Principe Grand Tulum.



#### Innovation

#### Cayo Levantado Resort

In 2022, the major sustainable innovation project of **Cayo Levantado Resort**, located in the bay of Samaná in the Dominican Republic, was conceptualised and approved, which after a comprehensive refurbishment will be launched in June 2023, and will invite you to discover the other rhythm of the Dominican Republic, the "**Ritmo Escondido**".

A concept, "Hidden Rhythm", that becomes real through experience and has inspired the renovation of the resort, which will be based on three pillars of sustainability: Environment, being a benchmark as a self-sufficient resort, focusing on renewable energy and a waste management strategy, in addition to supporting gardening and indigenous landscaping; Local Culture: one of the great strengths of the project is the incorporation of talent from the Dominican Republic as designers, interior designers and architects, thus contributing to the economic development of the area and, above all, integrating culture in all areas, including cuisine and mixology; and Wellness, relaunching this concept from the point of view of the economic development of the area, offering a 360 degree vision in the customer experience that encompasses all areas of the resort such as health, food, calm, sports, relaxation, retreats, spa, etc.

In this sense, beyond the comprehensive refurbishment of the establishment, the project will give the future resort an exclusive and differential positioning, giving rise to a new concept with lots of character. To this end, in the development of the project, Grupo Piñero has established an alliance with Forbes, with whom it will work on the creation of standards and staff training, which guarantees that the establishment will meet the highest standards of quality, luxury and hospitality.





#### Cayo Levantado Resort, Sustainability pillar - Environment

Staying at Cayo Levantado Resort is to merge with nature. The Bay of Samaná and the island of Cayo Levantado itself are our greatest resource and our greatest responsibility. Respect and commitment to the environment is reflected in every area, minimising the ecological impact on the environment, protecting its delicate ecosystem and preserving its spectacular fauna and flora. All in order to promote the enjoyment of this paradise, which honors the natural rhythm that we worship and enjoy so much.

#### We will make it happen through:

- Renewable Energy, aimed at reducing greenhouse gas emissions derived from the hotel's operation. For this purpose, photovoltaic panels and chilled water generation and distribution will be implemented.

- Responsible waste management. Actions will be carried out both to optimise recycling on the island, and to generate energy from the recovery of gas produced, for which we will have a biodigester for organic waste, and waste separation will be carried out in each work area, as well as in customer areas.

- Responsible water management, to be able to use water for internal consumption and the elimination of single-use plastics. This will be carried out through a condensation water production plant and bottling plant.

- Landscaping. This will be a complex project based on the great floral richness of the Samaná peninsula and the entire Dominican Republic, which aims to position the island as an example in terms of biodiversity conservation, where native vegetation and endangered species will be introduced, eliminating all invasive species.



#### Cayo Levantado Resort, Sustainability pillar - Local culture

We incorporated the vision of local talent in the renovation, operation and maintenance, to contribute to the development and employment generation in the area pre and post opening, showcasing the essence of Samaná to international tourists.

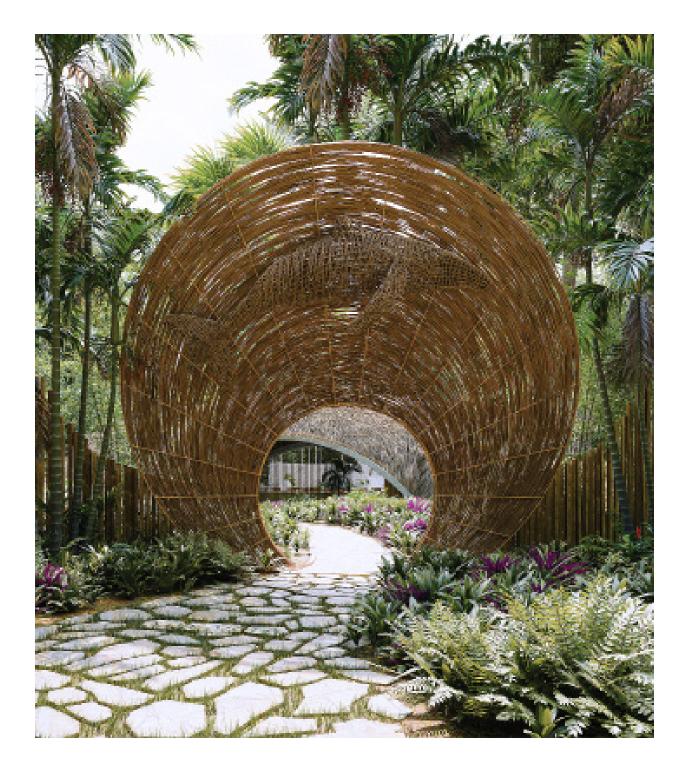
#### We will make this a reality through:

- Local designers, interior designers and architects who will conceptualise all the facilities, providing a touch of personality, culture and Dominican tradition.

- Integration of furniture, decorative elements and special pieces that will be made of 100% local raw material, as well as its traditional handmade manufacturing process, maintaining and adding value to the Dominican culture.

- Local artists who will provide their artistic flair, showing the characteristic passion in paintings and exclusive pieces where they will capture the essence of the country.

- Cuisine, incorporating local products grown in their own garden, and part of the culinary offer based on the most typical dishes of the country.



#### Cayo Levantado Resort, Sustainability pillar - Wellness

Wellness at Cayo Levantado Resort is a holistic integration of physical, mental and spiritual wellness that seeks to ignite the body, quiet the mind and nourish the soul.

Four wellness pathways are planned that combine activities with nutrition, and can be alternated to create a unique and profound experience of exploration and transformation.

**REFRESH** leads one to energise and stimulate the body through high impact exercises.

**RESTORE** invites you to replenish vitality through a rehydration and restoration program.

**RELAX** promotes relief from the stress and strain of everyday life.

**RENEW** offers the opportunity to cleanse the body through activities that promote detoxification and renewal.

A unique immersion in an area that will include: a Central pool, a Slow Food Restaurant, a Personal Training Studio, an Outdoor CrossFit box, a Spa and our Yubarta Sanctuary, a gateway to consciousness.

An expertly trained and certified team that combines exercise, meditation, activities and nutrition.





#### Innovation

#### Bahia Principe Residences

Regarding Bahia Principe Residences, we have invested in improving the facilities and services of the developments, in order to offer the best experience to our guests. In Playa Nueva Romana, the first brick of the leisure and business club was laid and the coastal recovery plan was presented within the framework of the Group's Integral Coastal Management Plan

#### Tulum Country Club aims to provide an innovative mobility service for residents and owners.

Through the new "Bolt Now" program, promoted by Olympic athlete Usain Bolt, there will be a total of 61 electric scooters and 17 pick-up points around the facilities.

This is yet another initiative that reinforces our commitment to sustainability, by helping us to reduce pollution, mitigating congestion, shortening commutes and offering users the possibility of reducing their transportation times.

#### Bahia Principe Golf

#### Bahia Principe Golf renews its fleet of electric vehicles.

We continue to focus on innovation in all our services. Along these lines, Bahia Principe Golf is allocating one million dollars for the acquisition of a new fleet of golf carts equipped with the latest technology, incorporating 170 new, state-ofthe-art electric buggies at its two PGA of America-accredited golf courses in the Dominican Republic and Mexico.



#### Digitalization

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

#### Bahia Principe Hotels & Resorts

The most outstanding projects in Bahia Principe are the following:

- ➤ Area reservations for shows. Segmentation by zones, maximizing the amount of reservations.
- Variable definition of show reservations according to stays.
- Installation and setup of wellness and spa platform at corporate level.
- Dominican Blue Pinpad for store, allowing connection with the card machine directly from the program.
- > Pilot creation of digital channels with Salesforce.
- > Chat, Whatsapp y Facebook Messenger
- On the other hand, important improvements have been made this year to optimise the booking process, such as:
- > Development of a new contract application.
- > Dynamic contract management.
- ▶ New contract screen.
- > Dynamic rates
- Multi-rate management and multi-rate pricing application.

- > Management of non-refundable rates
- Integration of VidSigner contract dispatching
- > New contract printing via Jasper Reports
- > New price calculation based on dynamic rates.
- > New price control screen (simulation)

The Bserve project involves the real-time digitalisation of back office operations. With this project, we unify back office processes in a single platform and digitalise actions such as maintenance notices, housekeeping, reception or health and hygiene record keeping, allowing us to optimise operations, standards and quality of services, and reduce costs and paper consumption.

#### Bahia Principe Residences & Bahia Principe Golf

In the Residential&Golf division, important improvements have been made to operational processes such as:

- > Extension of the golf booking engine and tokens added.
- Multiple booking process in the hotel reservations process.
- ▶ Biometric access, reMEX and LRM processing
- > Synchronisation of Product Master and Salesforce.
- > Collection management process.





#### Digitalization

In addition to implementing digitalisation projects aimed at customer satisfaction and achieving closer interaction with our customers and other stakeholders, we promote the use of technology to foster growth through tools that enable us to achieve operational excellence.

#### Grupo Piñero

For this reason, in 2022, we have continued to work on the optimization of processes and methodologies in:

#### **BacK Office**

We continue to carry out projects to promote efficiency and ensure operational excellence, such as:

- The Ring Ring Project, which consists of the digitalisation of contact center processes; the entire web back office has been rebuilt, creating new booking flows and automating tasks.
- Migration of the entire core infrastructure of the company to Azure Cloud.
- ➤ Implementation of the Kyriba platform, which allows us to receive all statements worldwide daily, view bank movements in a unified way, launch payments and confirm them directly, greater security in sending payment files via sFTP, signing of transfers by mobile with double authentication. Bank accounts have been decreased from 350 to 250.
- An agreement has been signed with BWD to digitalise our backoffice.

#### **BigData & Analitycs**

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

- Analytical upselling in Bahia Principe Hotels & Resorts, to know the performance of the business of extra income in hotels.
- Hotel demand forecasting with machine Learning BP Hotels, which allows, through AI techniques and based on previously-prepared historical data, to predict, on a daily basis, the occupancy of all hotels up to 90 days in the future.
- Analytical Staffing and Salaries Corporate that allows to know the staffing situation (in terms of salaries and headcount) by different demographic prisms.
- Corporate Staffing Analytics HR provides a global view of staffing (headcount, FTE, absenteeism, turnover and salary cost) to countries/companies with SAP HR solution.
- JIRA IT Analytics IT enables monitoring of IT department dedication; workload received and attended.
- CMI BP Residential provides a 360-degree view of the residential business through KPIs and their measurement with regards to the target set.

# GRUPO PIÑERO

# 07 | Continuous Improvement

Working Ethically, Transparency and Good Governance



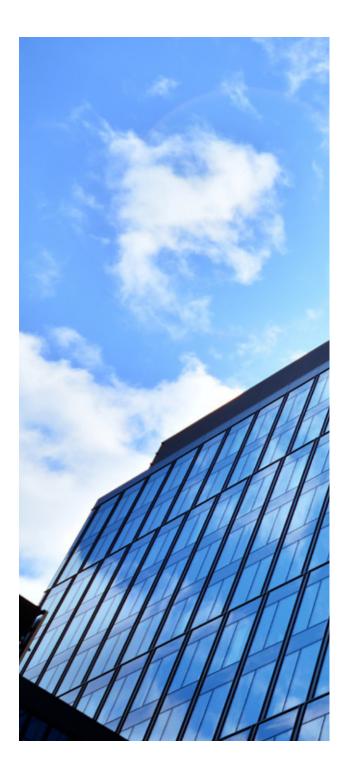
## 7.1 Business Model

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, eployees and partners, and actively contributing to sustainable development, with a strong commitment to the United Nations Sustainable Development Goals contained in its 2030 Agenda, as a way to create shared value for all stakeholders.

At Grupo Piñero we search, discover and get excited day by day, so in 2022 we reviewed and updated the 2022-2025 strategic plan, which, in keeping with our aim of continuing to create exciting experiences, established sustainability as the central axis, along with Sustainable Growth and Innovation as the pillars of its strategy. Our Sustainability Strategy is the central axis of the company, where we incorporate environmental, social and good governance - ESG - criteria in all decisions and projects, with the aim of becoming a benchmark for Sustainable Development.

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





# 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 Mallorc

The parent company has majority shareholdings in several companies and, precisely for this reason, in accordance with current legislation, we prepare consolidated financial statements in order to show the net worth and financial position of the Group. For this reason, and in order to achieve an efficient management of the Group, we have developed a corporate governance model that takes into consideration the objectives of our shareholders, as well as those of all our stakeholders

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

#### **Governance Model Structure**

Our governance model is comprised of the following:

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

It depends on the Board of Directors:

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

#### **Executive Committee**

In 2022, there were changes in the make-up of the Executive Committee.

Antonio Teijeiro ended his time at Grupo Piñero as Chief Operations Officer Bahia Principe Hotels & Resorts in June 2022. Julio Pérez, until then Chief Customer & Business Development Officer, will temporarily assume the coordination and will provide support to the hotel division in operations and commercial matters.

Also in June 2022, Ricardo Moreno joined Grupo Piñero as Chief Operations Officer for Mobility, Incoming & Leisure.

The Executive Committee held a total of 15 meetings during 2022.



CEO Chief Executive Officer Encarna Piñero CSO Chief Sustainability Officer Isabel Piñero CC & BDO Chief Customer & Business Development Officer Julio Pérez COO Chief Operations Officer Bahia Principe Residences & Golf Jaime Sitjar CFO Chief Financial Officer Didier Recton CIO Chief Information Officer Mateo Ramón

COO Chief Operations Officer Mobility, Incoming & Leisure 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-todate, 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

The Compliance Body held 5 meetings in 2022, in which topics of evolution and strengthening of the Model were discussed.

In the last quarter of 2022, we began the project to review and update our Criminal Compliance Model. In this period, the 1st phase was carried out: advice on the internal work of reassessment of criminal risks (making an estimation of the activities potentially affected by said risk, where the criminal risks for which the legal person may have criminal liability in Spain may become visible).

In order to continue advancing in our commitment to the Compliance Model, in 2022, 8 of our policies have been updated and 4 new policies have been drafted. All were approved by the Board of Directors on December 14, 2022. The new policies approved are as follows:

- ▶ Anti-corruption Policy
- > Stakeholder Relations Policy.
- ▶ Human Resources Policy
- > Occupational Health and Safety Policy.

#### **Code of Ethics**

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

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

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



#### **Ethics Channel**

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

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

No complaints and/or allegations were received in 2022.

The ethical channel process is as follows:

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

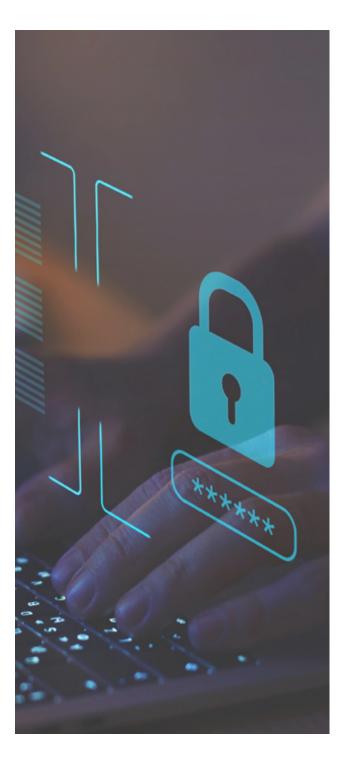
Analysis of the report or complaint received in order to assess its impact and scope

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

4

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

### 7.3 Compliance Model



# Data Protection and Privacy and Privacy

In the current digital framework, personal data is an element whose use is indispensable. Grupo Piñero attaches the utmost importance to the protection of its customers and employees' personal data, including privacy right from the design and by default in its processes, providing a central role in the protection of their rights. To meet this target, Grupo Piñero has implemented a data protection and privacy compliance model, managed by the Data Protection Delegate (dpd.privacy@grupo-pinero.com), with the support of the Legal Department.

This entire model is under constant review and is aligned with respect for human rights. In 2022, for example, the procedures regarding the use of photographs of customers at check-in have been updated and a Privacy Manager has been introduced, which will enable us to better and more effectively manage the growing number of requests from customers and data subjects to exercise their rights.

The audit process is as follows:

Planning of the audit in the corporate offices and in the different business areas.

# 2

Verification of compliance with data protection processes, procedures and policies within the Group.

# 5

Preparation of reports on points for improvement.

4

Implementation of corrective and preventive measures.

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.			<u>~~~</u>			P	
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.						P	
Social and Cultural Protection Policy	Determines the basic principles to ensure respect for workers, the environment and the local community.			<u>, , , , , , , , , , , , , , , , , , , </u>			P	
Goods and Services Policy	Establishes the commitments for the approval of suppliers and sustainable procurement.						P	
Safety, Health and Welfare Policy	Includes the Group's objectives and commitments in the area of occupational risk prevention.			000 (())) (()))			P	
Quality Policy	Sets the standards to be followed by all Group employees to ensure excellence in all services.			000 ((, (, ), ) -(ii)-			Q	
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.						Q	JEI
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.			000 <u>,,,,,,</u> -44			Q	JEI



NGO and other non-profit organization







Business Association



Policy	Description	Stakeholders						
Code of Ethics	Framework of principles, values and standards to guide the conduct of all Group employees.			000 (())) -447-			P	
Emergency Policy	Establishes the procedures to be followed in the event of any incident that may affect the hotels, so that it has a minimal or null incidence on people, facilities, the environment or the continuity of the business.						Q	
Customer Satisfaction Evaluation Policies	Establishes the procedure for the collection, analysis and handling of complaints, suggestions, claims and compliments.						Q	
Compliance Policy	Compliance Model. Develops the principles and general guidelines for compliance.						P	
Stakeholder Relationship Policy	Compliance Model. Develops the principles and general guidelines for compliance.			000 ((, )) -44-			(P)	
Data Protection Policy	These policies explain how the organisation treats the personal data of the various data subjects.						P	
Human Resources Policy	Recognises the protection of human rights recognised in the Universal Declaration of Human Rights, as well as in the main ILO conventions. principales convenios de la OIT.			Contraction of the second seco			P	
Occupational Health and Safety Policy	Defines commitments for the prevention of occupational accidents and diseases, health and safety in the workplace, and for suppliers.						P	
Anti-Corruption Policy	Establishes guidelines to combat any practice contrary to the law, the Code of Ethics, or any of its internal rules.						P	JEI



NGO and other





Shareholders

Business Association

Environment



### Overall

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

▶ Political

- Disasters
- > Communication with the local community

### Compliance

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

▶ Legal and tax risks

### 7.5 Risk Management

We are aware of the main challenges facing the industry and are constantly working to identifyand 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 operatere.

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:

#### **Business**

Linked, among others, to market and competition risks

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

### Operational

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

- Personal
- ▶ Growth
- Supply chain
- Energy efficiency
- ▶ Water consumption
- Wastewater Reatment

- ▶ Waste management
- Biodiversit

### **Technological**

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

Nformation Systems and Cyberattacks

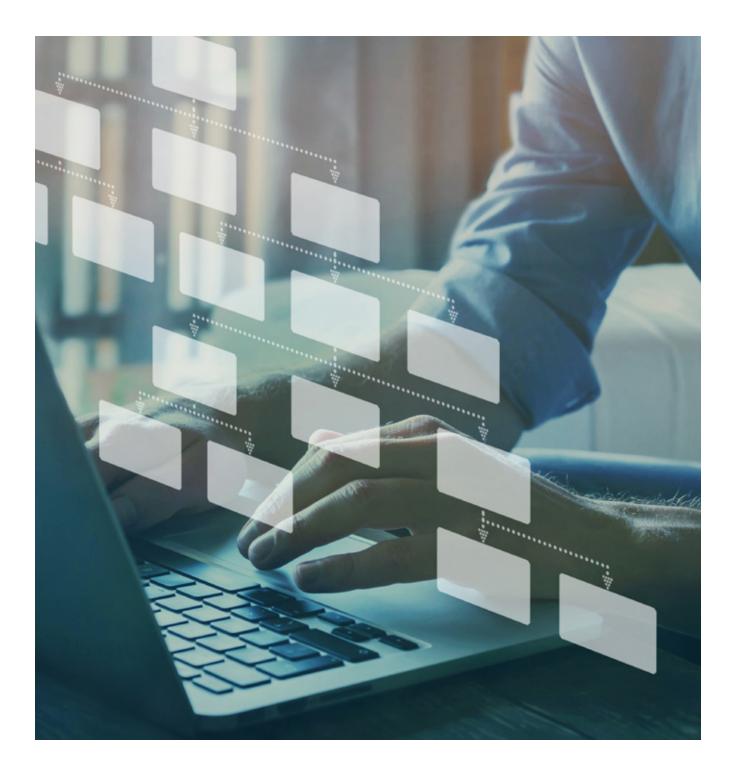
#### **Financial**

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

- ▶ Exchange rate
- Nterest rates

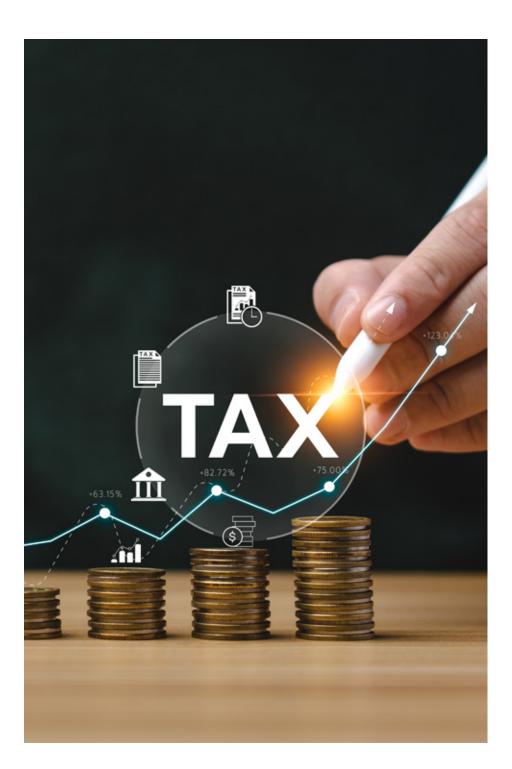






## Appendices

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	329,00 €						
Spain	3.343.179,88 €						
Portugal	-1.893,64 €						
Switzerland	0,00 €						
Ireland	0,00 €						
Jamaica	40.518,51 €						
México	3.049.534,74 €						
Dominican Republic	1.674.027,98 €						
Luxemburgo	41.730,00 €						
EEUU	20.960,21€						
	8.168.386,69 €						

# Appendix II - Sustainability Certifications

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

#### Workforce

Grupo Piñero's total average headcount for fiscal 2022 was as follows:

	Number of Employees	Percentage
Men	9.062	63,21%
Women	5.275	36,79%
Total	14.337	100,00%

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

	Men	Women	Total
Senior Management	170	71	241
Middle Managers	1.505	634	2.140
Core Staff	7.387	4.570	11.957
Total	9.062	5.275	14.337

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

	Men	Women	Total
Senior Management	70,69%	29,31%	100,00%
Middle Managers	70,36%	29,64%	100,00%
Core Staff	61,78%	38,22%	100,00%
Total	63,21%	36,79%	100,00%

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

#### The composition of the average workforce in FY 2022 by gender and age is as follows:

	2	2022 - Workforce			2022 - Workforce			
	Men	Women	Total	Men	Women	Total		
<25 years old	1.971	960	2.931	67,24%	32,76%	100,00%		
25-35 years old	3.470	2.030	5.500	63,09%	36,91%	100,00%		
35-45 years old	2.061	1.317	3.378	61,00%	39,00%	100,00%		
45-55 years old	1.154	752	1.906	60,56%	39,44%	100,00%		
55-65 years old	337	192	529	63,64%	36,36%	100,00%		
>65 years old	70	24	93	74,84%	25,16%	100,00%		
Total Workforce	9.062	5.275	14.337	63,21%	36,79%	100,00%		

The average workforce by gender, age and professional classification in FY 2022 was as follows:

				Men							Women			
	18 a 25	26 a 35	36 a 45	46 a 55	56 a 66	> 65	Total	18 a 25	26 a 35	36 a 45	46 a 55	56 a 66	>65	Total
Senior Management	1	18	62	67	21	2	171	0	15	29	22	5	0	71
Middle	61	481	496	346	110	12	1.505	10	233	225	127	38	2	634
Core Staff	1.910	2.971	1.503	741	206	56	7.387	950	1.782	1.064	603	150	22	4.570
Total Average Workforce	1.971	3.470	2.061	1.154	337	70	9.063	960	2.030	1.317	752	192	24	5.275

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

	2022 - Average Workforce					
	Men	Women	Total			
Senior Management	62	31	93			
Middle Managers	181	124	305			
Core Staff	717	903	1.620			
Total Spain	960	1.058	2.018			
Senior Management	60	25	85			
Middle Managers	807	252	1.060			
Core Staff	4.051	1.993	6.044			
Total Dominican Republic	4.919	2.270	7.188			
Senior Management	28	11	39			
Middle Managers	362	146	509			
Core Staff	1.922	1.031	2.952			
Total Mexico	2.312	1.187	3.499			
Senior Management	21	4	25			
Middle Managers	154	112	266			
Core Staff	697	644	1.341			
Total Jamaica	872	760	1.632			
Senior Management	170	71	241			
Middle Managers	1.505	634	2.140			
Core Staff	7.387	4.570	11.957			
Total	9.062	5.275	14.337			

The composition of the Group's average workforce by geographical area in which it operates in 2022 was as follows:

	Number of Employees						
Geographic Area	Men	Women	Total				
Spain	6,70%	7,38%	14,07%				
Dominican Republic	34,31%	15,83%	50,14%				
Mexico	16,12%	8,28%	24,41%				
Jamaica	6,08%	5,30%	11,38%				
Total	63,21%	36,79%	100,00%				

#### **Employment Contracts and Dismissals**

Average workforce for FY 2022 by gender and employment contract type:

		22	
Contract type	Gender	Average workforce	Percentage
Indefinite	Man	7.088	49,44%
	Woman	3.866	26,96%
	Total	10.954	76,40%
Temporary	Man	1.974	13,77%
	Woman	1.409	9,83%
	Total	3.383	23,60%
Total		14.337	100,00%

In 2022, the average number of permanent employees in Grupo Piñero is 76.40%.

Gender			M	en					Women			
Level	18 a 25	26 a 35	36 a 45	46 a 55	> 55	Total	18 a 25	26 a 35	36 a 45	46 a 55	> 55	Total
Senior Management	1	18	62	67	23	171		15	29	22	5	71
Middle Managers	61	481	496	346	122	1.505	10	233	225	127	40	634
Core Staff	1.910	2.971	1.503	741	262	7.386	950	1.782	1.064	603	172	4570
Total Average Workforce	1.971	1.157	2.061	1.154	407	9.062	960	2.030	1.317	752	216	5.275

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

- Average annual number of permanent contracts, temporary contracts and part-time contracts by gender and occupational classification in FY 2022

			2022 Workforce			2022 Percentage	
Gender	Occupational Category	Temporary	Indefinite	Total	Temporary	Indefinite	Total
Men	Senior Management	16	155	171	O,11%	1,08%	1,19%
	Middle Managers	181	1.324	1.505	1,26%	9,23%	10,50%
	Core Staff	1.777	5.609	7.386	12,39%	39,12%	51,52%
Total Men		1.974	7.088	9.062	13,76%	49,43%	63,21%
Women	Senior Management	2	68	71	0,01%	0,47%	0,49%
	Middle Managers	83	551	634	0,58%	3,84%	4,42%
	Core Staff	1.323	3.246	4.570	9,23%	22,64%	31,88%
Total Women		1.409	3.866	5.275	9,82%	26,95%	36,79%
Total		3.383	10.954	14.337	23,60%	76,40%	100,00%

		18-25 years old	26-35 years old	36-45 years old	46-55 years old	>55 years old	Total
Senior Management	Man	1	10	32	44	15	102
	Woman	0	7	15	18	5	45
Middle Managers	Man	23	193	236	190	71	713
	Woman	1	77	114	79	25	296
Core Staff	Man	806	1.222	724	412	155	3.319
	Woman	386	763	536	383	129	2.197
Total		1.217	2.272	1.657	1.126	400	6.672

The composition of the number of dismissals in FY 2022 by gender, age group and occupational classification was as follows:

#### Remuneration

Average remuneration by gender and occupational classification in FY 2022

1. Overall Average	Euros/Year (Gross)				
	Men	Women	Total		
Senior Management	46.496	53.754	50.125		
Middle Managers	10.975	12.993	11.948		
Core Staff	5.120	6.777	5.948		

2. Spain	Euros/Year (Gross)				
	Men	Women	Total		
Senior Management	74.733	92.391	167.164		
Middle Managers	33.641	32.952	66.593		
Core Staff	21.130	21.129	42.259		

#### 3. Caribbean Area

		Euros/Year (Gross)	
	Men	Women	Total
Dominican Republic			
Senior Management	20.445	18.059	38.504
Middle Managers	6.021	6.819	12.840
Core Staff	3.121	3.002	6.123
Mexico			
Senior Management	53.464	32.920	86.384
Middle Managers	11.094	10.520	21.614
Core Staff	3.914	3.733	7.647
Jamaica			
Senior Management	28.898	27.779	56.677
Middle Managers	9.960	8.062	18.021
Core Staff	3.593	3.216	6.808
Average Caribbean Area Cou	Intries		
Senior Management	30.495	22.975	53.470
Middle Managers	7.869	8.151	16.020
Core Staff	3.398	3.245	6.644

- Average remuneration by age and occupational classification

#### 1. Overall

5 35 - 45 5 40.810 11.592	45 - 55 62.720	55 - 65 57.967	Más de 65
	62.720	57.967	14 700
11 5 9 2			14.392
11.592	14.574	19.004	9.262
6.831	10.017	12.023	5.140
35 - 45	45 - 55	55 - 65	Más de 65
83.324	85.502	81.844	
33.586	34.397	35.288	29.543
21.076	21.800	22.368	23.403
	35 - 45 83.324	35 - 4545 - 5583.32485.50233.58634.397	35 - 4545 - 5555 - 6583.32485.50281.84433.58634.39735.288

3. Caribbean Area		Eu	ros/Year (Gro	oss) - Age Gr	oup	
Dominican Republic	Menos de 25	25 - 35	35 - 45	45 - 55	55 - 65	Más de 65
Senior Management	-	16.977	19.980	17.778	28.911	901
Middle Managers	4.140	5.731	6.371	6.846	7.076	4.178
Core Staff	2.832	3.070	3.305	3.336	3.551	2.871
Mexico	Menos de 25	25 - 35	35 - 45	45 - 55	55 - 65	Más de 65
Senior Management	-	30.727	40.277	69.647	73.085	-
Middle Managers	6.922	9.768	12.552	11.551	13.202	58.587
Core Staff	3.334	3.989	4.093	4.097	4.181	3.629
Jamaica	Menos de 25	25 - 35	35 - 45	45 - 55	55 - 65	Más de 65
Senior Management	-	29.327	26.887	31.340	31.493	22.261
Middle Managers	5.096	8.842	9.349	10.377	8.849	8.938
Core Staff	3.144	3.477	3.506	3.459	3.873	3.461

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

Geographic Area	Euros	Percentage
Spain	67.608	50,13%
Dominican Republic	49.618	50%
Mexico	37.340	37%
Jamaica	12.736	13%
Total	99.694	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.

	2022			2021		
	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	-	-	-
Middle Managers	2	1	3	2	1	3
Rest of Staff	11	6	17	2	1	3
Total	13	7	20	4	2	6

#### Organization of Work Number of Hours of Absenteeism

Absenteeism for FY 2022 in the Spanish companies amounted to 1,159 working days, equivalent to 321,557 hours.

Globally, considering both Spain and the Caribbean, absenteeism for FY 2022 amounted to 36,620 working days, equivalent to 1,400,613 hours.

#### Workplace Health and Safety "Healthy Company" Program

Healthy company initiatives, for which more than €62,675 have been invested.

• In FY 2022, several "healthy company" activities and training courses have been carried out, with the number of attendees and the cost incurred being as follows:

	Euros	Participants	Training Hours
Professional Effectiveness	7.722	709	1.164
Healthy Habits	13.619	1.261	3.304
Occupational Health and Safety	41.334	2.948	8.761
Total	62.675	4.918	13.230

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

	Euros	Participants	Hours
Spain	15.091	362	2.708
Dominican Republic	-	49	392
Mexico	1.755	1.333	1.779
Jamaica	45.829	3.174	8.351
Total	62.675	4.918	13.230

#### Accident rate

In 2022, a total of 582 accidents were recorded, of which 582 were minor, 250 serious and 193 very serious, but none were fatal. This represents a monthly average of 85.4

- ▹ Women account for 51% of these accidents, reaching 521 accidents, averaging 43.4 accidents per month
  - The distribution by severity is 205 minor, 70 serious and 106 very serious
- ▶ Men account for 49% of these accidents, reaching 499 accidents, averaging 41.5 accidents per month (women and men together average 45 accidents per month)
  - The distribution by severity is 196 minor, 67 serious and 82 very serious
- > There were a total of 325 accidents with leave (137 serious and 188 very serious)
  - For the women's group they were 176 (70 serious and 10 very serious)
  - For the men's group they were 149 (67 serious and 82 very serious)

	Incidents	Minor	Serious	Very Serious
Spain	46	46	-	-
Dominican Republic	468	114	227	127
Mexico	284	284	-	-
Jamaica	227	138	23	66
Total	1025	582	250	193

In FY 2022, there have been no occupational accidents resulting in employee fatalities.

#### Training

In FY 2022, the occupational risk prevention courses given and the number of people who attended were as follows:

	<b>Risk Prevention</b>	Total 2022
№. Courses	625	2.898
№. Training Hours	30.110	239.888
№. Participants	18.660	179.132

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

		Número Participants			
	NºTraining Actions	Men	Women	Total	
Spain	335	1.464	1.735	3.199	
Dominican Republic	1.249	18.757	13.696	32.453	
Mexico	795	82.317	46.210	128.527	
Jamaica	519	6.073	8.880	14.953	
Total	2.898	108.610	70.521	179.132	

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

	№. Participants					
	№. Training actions	Senior Management	Middle Managers	Core Staff	Total	
Spain	335	191	530	2.478	3.199	
Dominican Republic	1.249	1.611	3.828	27.014	32.453	
Mexico	795	149	4.647	123.731	128.527	
Jamaica	519	36	300	14.617	14.953	
Total	2.898	1.987	9.305	167.839	179.132	

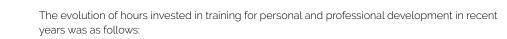
Number of training hours given by destination and number of participants by gender

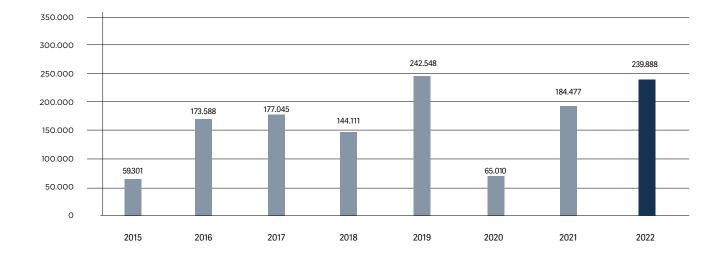
		No. Training Hours		
	№ Training actions	Men	Women	Total
Spain	335	11.630	14.087	25.717
Dominican Republic	1.249	43.055	29.645	72.701
Mexico	795	59.653	33.957	93.610
Jamaica	519	22.067	25.794	47.861
Total	2.898	136.405	103.483	239.888

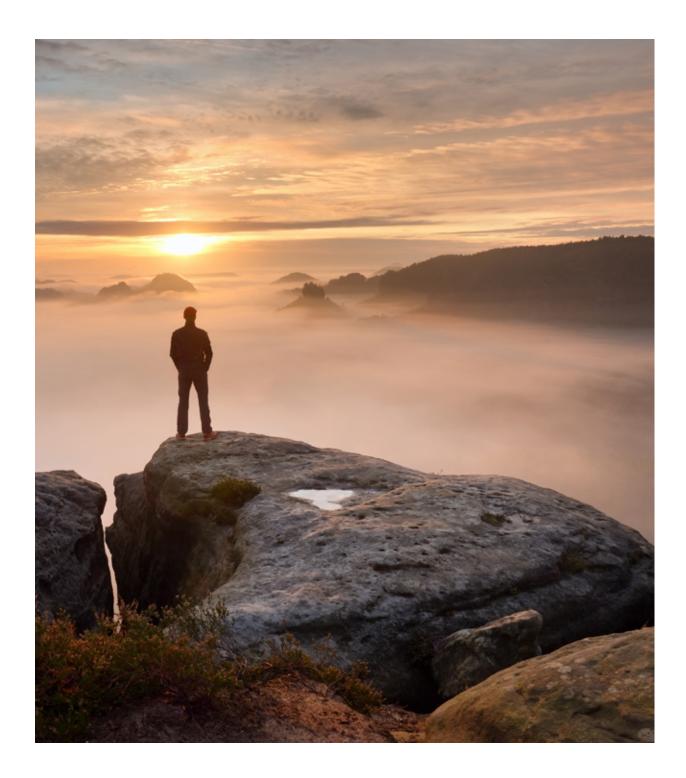
Number of training hours given by destination and occupational category

		No. Training Hours		
	Senior Managers	Middle Managers	Core Staff	Total
Spain	3.169	7.026	15.523	25.717
Dominican Republic	5.184	10.556	56.961	72.701
Mexico	558	4.700	88.352	93.610
Jamaica	84	1.503	46.274	47.861
Total	8.995	23.784	207.109	239.888

### Appendix III-HR Tables







### 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). T

he report is annual, corresponding to the period from January 1 to December 31, 2022.

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

Email: adeltoro@grupo-pinero.com



MOORE IBERGRUP AUDITORES C/ Monsenyor Palmer, 2, 4 L

07014 Palma de Mallorca (España)

T + 34 97 176 38 44 F + 34 97 176 06 26

www.moore.es

#### INFORME DE VERIFICACIÓN INDEPENDIENTE DEL ESTADO DE INFORMACION NO FINANCIERA CONSOLIDADO DE LEVANTUR, S.A. Y SOCIEDADES DEPENDIENTES DEL EJERCICIO 2022

#### 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 2022 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 2022 en función del análisis de materialidad realizado por el Grupo y descrito en el apartado 3.3. "Análisis de materialidad" del citado EINF, considerando contenidos requeridos en la normativa mercantil en vigor.
- Análisis de los procesos para recopilar y validar los datos presentados en el EINF del ejercicio 2022.
- 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 2022.
- Comprobación, mediante pruebas, en base a la selección de una muestra, de la información relativa a los contenidos incluidos en el EINF del ejercicio 2022 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 2022 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 Socib

Palma de Mallorca, 8 de agosto de 2023

INSTITUTO DE CENSORES JURADOS DE CUENTAS DE ESPAÑA

> MOORE IBERGRUP AUDITORES, S.A.P.

2023 Núm. 13/23/00953 SELLO CORPORATIVO: ^{30,00} EUR Sello distintivo de otras actuaciones

# Appendix V - GRI Content Index

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405-1 Diversity of governance bodies and employees	Appendix III	117-124	
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406-1 Incidents of discrimination and corrective actions taken	7.3	108	
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# Appendix VI - SNFI Contents

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	Brief description of the group's business model,	GRI 102-4 Location of operations	2.3	15
Description of the Group's Business		GRI 102-6 Markets served		
Model		GRI 102-7 Scale of the organization (partial)	2.6	20
	GRI 102-15 Key impacts, risks and opportunities	7.5	112	
Information on envir	ronmental topics			
Policies	Policies applied by the group, including due diligence procedures applied for identification, evaluation, preven- tion and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2 The management approach and its components	3.1, 7.2 7.3,	28, 105-106, 109
Main Risks Main Risks	GRI 102-15 Key impacts, risks and opportunities	7.5	112	
have been detected, providing a breakdown of these impacts, in particular on the main risks in the short, medium and long term.		GRI 201-2 Financial implications and other risks and opportunities due to climate change	5.1	71-82
	Current and foreseeable effects of the company's	GRI 102-15 Key impacts, risks and opportunities	7.5	112
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Pollution	Measures to prevent, reduce or remediate carbon emissions that seriously affect the environment, taking into account any form of activity-specific air pollution,	GRI 302-5 Reductions in energy requirements of products and services	2.6, 5.1	20, 75
including noise and light pollution.	GRI 305-5 Reduction of GHG emissions			
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		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
		GRI 302-1 Energy consumption within the organization (energy from renewable and non-renewable sources)	2.6, 5.1	20, 75
	Energy: Consumption, direct and indirect; Measures taken to improve energy efficiency, Use of renewable energies.	GRI 302-2 Energy consumption outside of the organization		
		GRI 302-3 Energy intensity	2.6, 5.1	20, 75
		GRI 302-4 Reduction of energy consumption	2.6, 5.1	20, 75

No	Contents of Law 11/2018 on n-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
	Greenhouse Gas Emissions	GRI 305-1 Direct (Scope 1) GHG emissions	2.6, 5.1	20, 75
		GRI 305-2 Direct (Scope 2) GHG emissions	2.6, 5.1	20, 75
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Climate Change		GRI 102-15 Key impacts, risks and opportunities	7.5	112
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
	The measures adopted to adapt to the consequences of climate change.	GRI 201-2 Financial implications and other risks and opportunities due to climate change	5.1	71-82
		GRI 305-5 Reduction of GHG emissions	2.6, 5.1	20, 75
Protection of Biodiversity	Measures taken to preserve or restore biodiversity.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
		GRI 304-3 Habitats protected or restored	5.1, 5.2	71-86
	Impacts caused by activities or operations in protected areas.	GRI 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	5.1, 5.2	71-86
		GRI 304-2 Significant impacts of activities, products, and services on biodiversity	5.1, 5.2	71-86
		GRI 304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations		
Información sobre c	uestiones sociales y relativas al personal			
Policies	Policies applied by the Group, including the due diligence procedures applied to identify, assess, pre- vent and mitigate significant risks and impacts, and for verification and control, as well as the measures that have been adopted.	GRI 103-2 The management approach and its components	3.2, 6.1, 7.2	28, 89-94, 105-106
		GRI 102-35 Remuneration policies	Appendix III	117-124

	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 im- pacts 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	112
	Total number and distribution of employees by gender, age, country and occupational classification	GRI 102-7 Scale of the organization (partial)	4.1	48-57
		GRI 102-8 Information on employees and other workers	4.1	48-57
		GRI 405-1 Diversity of governance bodies and employees (partial)	4.1	48-57
	Total number and distribution of types of employment contracts	GRI 102-8 Information on employees and other workers	4.1	48-57
	Average annual number of permanent contracts, temporary con- tracts and part-time contracts by gender, age and occupational classification.	GRI 102-8 Information on employees and other workers (restatement)	4.1	48-57
	Number of dismissals by gender, age and occupational classification	GRI 401-1 New employee hires and employee turnover (partial)	Appendix III	117-124
Employment	Average remunerations and their evolution broken down by gender, age and occupational classification or equal value.	GRI 405-2 Ratio of basic salary and remuneration of women to men (adjusted)	Appendix III	117-124
	Wage Gap	GRI 405-2 Ratio of basic salary and remuneration of women to men (adjusted)	Appendix III	117-124
	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	117-124
	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	117-124

_ Nc	Contents of Law 11/2018 on on-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information on socia	al and personnel topics			
	Organization of work time	GRI 102-8 Information on employees and other workers	4.1	48-57
		Not included in GRI the type of breaks and rest breaks in the working day, to be added, where material		Not reported
Organization of work	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	117-124
	Measures aimed at facilitating the enjoyment of work-life balance and encouraging the co-responsible exercise of these rights by both parents	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
	Health and safety conditions in the workplace	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
Health and Safety	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
	Organization of social dialogue, including procedures for informing, consulting and negotiating with the staff	GRI 102-43 Approach to stakeholder engagement	3.2, 3.3	29-42
		GRI 402-1 Minimum notice periods regarding operational changes		Not reported
Social Relations		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		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
	Policies implemented in the field of training	GRI 404-2 Programs for upgrading employee skills and transition assistance programs	4.1	48-57
	Total number of training hours by occupational category	GRI 404-1 Average hours of training per year per employee (partial)	2.6, 4.1	20, 48-57
Accessibility	Universal accessibility for people with disabilities	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106

	Contents of Law 11/2018 on Non-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information on so	cial and personnel topics			
	Measures taken to promote equal treatment and opportunities for men and women	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
	Equality Plans	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
Equality	Measures taken to promote employment	GRI 404-2 Programs for upgrading employee skills and transition assis- tance programs	4.1	56-57
	Protocols against sexual and gender-based harassment	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
	Integration and universal accessibility for people with disabilities	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
	Policy against all types of discrimination and, where applicable, diversity management policy	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
		GRI 406-1 Incidents of discrimination and corrective actions taken		
Information on s	social and personnel topics			
Policies	Policies applied by the group, including due diligence procedures applied for identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
		GRI 412-2 Employee training on human rights policies or procedures	7.3	107-109
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	112
Human Rights	Application of human rights due diligence procedures	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106

N	Contents of Law 11/2018 on Ion-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information on res	pect for human rights			
	Prevention of risks of human rights abuses and, where appropriate, measures to mitigate, manage and redress possible abuses committed	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
		GRI 412-1 Operations that have been subject to human rights reviews or impact assessments		The Piñero Group does not have
		GRI 102-17 Mechanisms for advice and concerns about ethics	7.3	107-109
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
Human Rights	complaints regarding human rights violations	GRI 419-1 Non-compliance with laws and regulations in the social and economic area		In the financial year 2022 there has been no non-compliance with laws and regulations in the social and economic fields.
	Promotion of and compliance with the provisions of the ILO's fundamental conventions related to respect for freedom of association and the right to collective bargaining, the elimination of discrimination in employment and occupation, the elimination of forced or compulsory labor, and the effective abolition of child labor.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
Information on the	fight against corruption and graft			
	Policies applied by the group, including due diligence procedures applied for identification, evaluation,	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
Policies	prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 205-2 Communication and training about anti-corruption policies and procedures		
	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	112
Main Risks		GRI 205-1 Operations assessed for risks related to corruption	7.3	107-109

	Contents of Law 11/2018 on Non-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information on the	e fight against corruption and graft			
	Measures taken to prevent corruption and graft	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
Corruption and Graft	Measures taken to fight against money laundering	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
	Contributions to foundations and non-profit	GRI 201-1 Direct economic value generated and distributed (Investment in the Community)	2.6	20
	entities	GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-57, 71-82, 89-94
		GRI 415-1 Political contributions		
Information about	: Society			
Policies	Policies applied by the group, including due diligence procedures applied for identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
Main Risks	Principal risks related to issues linked to the Group's activities, including, where relevant and proportionate, its business relationships, products or services that may have an adverse impact on these areas, and how the Group manages these risks, explaining the procedures used to identify and assess them in accordance with national, European or international reference frameworks for each area.	GRI 102-15 Key impacts, risks and opportunities	7.5	112
		GRI 203-1 Infrastructure investments and services supported		Not reported
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-57, 71-82, 89-94
Company commitments to sustainable development	Impact of the company's activity on employment	GRI 204-1 Proportion of spending on local suppliers	4.2	58-60
	and local development	GRI 413-1 Operations with local community engagement, impact assessments, and development programs (partial)	4.3	61-68
		GRI 413-2 Operations with significant actual and potential neg- ative impacts on local communities		

N	Contents of Law 11/2018 on on-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information about So	ciety			
		GRI 203-1 Infrastructure investments and services supported		Not reported
		GRI 203-1 Infrastructure investments and services supported		Not reported
	Impact of the company's activity on local communities and the territory	GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-57, 71-82, 89-94
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-57, 71-82, 89-94
Company		GRI 413-2 Operations with significant actual and potential nega- tive impacts on local communities		
commitments to sustainable development	Relationships maintained with local community stakeholders and the forms of dialog with them	GRI 102-43 Approach to stakeholder engagement (relative to community)	4.3	61-68
development		GRI 102-43 Approach to stakeholder engagement (relative to community)	4.3	61-68
	Association or sponsorship actions	GRI 102-13 Membership of associations	4.3	61-68
		GRI 203-1 Infrastructure investments and services supported		Not reported
		GRI 201-1 Direct economic value generated and distributed (Investment in the Community)	2.6	20
	Inclusion of social, gender equality and environmental issues in the procurement policy	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
	Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	GRI 102-9 Supply chain	4.2	58-60
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
Subcontracting and suppliers		GRI 308-1 New suppliers that were screened using environmental criteria	4.2	58-60
		GRI 308-2 Negative environmental impacts in the supply chain and actions taken	4.2	58-60
		GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	4.2	58-60
		GRI 409-1 Operations and suppliers at significant risk for inci- dents of forced or compulsory labor	4.2	58-60

N	Contents of Law 11/2018 on on-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information about \$	Society			
	Consideration in relations with suppliers and subcontrac- tors of their social and environmental responsibility	GRI 414-1 New suppliers that were screened using social criteria	4.2	58-60
		GRI 414-2 Negative social impacts in the supply chain and actions taken	4.2	58-60
Subcontracting and suppliers	Monitoring and audit systems and their results	GRI 308-1 New suppliers that were screened using environmental criteria	4.2	58-60
		GRI 308-2 Negative environmental impacts in the supply chain and actions taken	4.2	58-60
		GRI 414-2 Negative social impacts in the supply chain and actions taken	4.2	58-60
Consumers	Measures for consumer health and safety	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
		GRI 416-1 Assessment of the health and safety impacts of product and service categories	6.1	89-91
		GRI 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	6.1	89-91
		GRI 417-1 Requirements for product and service information and labeling (partial)		No aplica
	Claims systems, complaints received and their resolution	GRI 102-17 Mechanisms for advice and concerns about ethics (reports received and resolution)	7.3	107-109
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	28, 89-94, 105-106
		GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		In fiscal year 2022, there have been no complaints related to.
Tax Information	Profits obtained by country	GRI 201-1 Direct economic value generated and distributed	Appendix I	115
	Taxes on profits paid	GRI 201-1 Direct economic value generated and distributed	Appendix I	115
	Public subsidies received	GRI 201-4 Financial assistance received from government		Not reported

### Corporate information and contacts Corporate headquarters: Plaza Mediterráneo 5 07014 Palma de Mallorca T: (34) 971 78 70 00

ESG adeltoro@grupo-pinero.com

