

## **CORPORATE SOCIAL RESPONSIBILITY POLICY OF PARQUES REUNIDOS SERVICIOS CENTRALES, S.A.**

### **1. BACKGROUND**

In accordance with the provisions of Article 529 ter. 1.a) of the Spanish Companies Act (*Ley de Sociedades de Capital* (the “**Companies Act**”), the Board of Directors of Parques Reunidos Servicios Centrales, S.A. (“**Parques Reunidos**” or the “**Company**”) has the power to approve the Corporate Social Responsibility Policy (“**CSR**”) of the Company and its subsidiaries (the “**Group**”).

With the aim of continuing to foster a culture of social responsibility in the Group, which contributes to the long-term sustainable creation of value, and in the performance of its duties, the Board of Directors approves this policy, pursuant to recommendations 54 and 55 of the Good Governance Code of Listed Companies, approved by the National Securities Market Commission (*Comisión Nacional del Mercado de Valores* (“**CNMV**”).

The CSR includes the corporate social responsibility strategy, as well as the commitment by the Group to the application of best practices in the countries where it operates.

### **2. PURPOSE AND SCOPE OF APPLICATION**

#### **2.1 Purpose**

This document establishes the basic guidelines and plans of action related to the Group’s corporate social responsibility, allowing the formalisation and definition of this concept, its communication to stakeholders and its gradual integration into all the Group’s operational systems and processes.

#### **2.2 Scope of application**

The CSR incorporates the minimum requirements to be complied with by all the companies of the Group and it is mandatory for all of them. The most senior executive officer of each company must ensure that internal regulations are developed and adapted in accordance with this policy and the applicable law.

The CSR covers all the activities of the organisation, in all the countries where it is present, whether directly or indirectly, and includes the whole life cycle of its activities.

### **3. OBJECTIVES AND BASIC PRINCIPLES**

#### **3.1 Objectives**

The Company and other companies in the Group engage in their business with the aim of creating sustainable value, taking into consideration the interests of their shareholders,

investors, employees, customers and in general all the groups affected by the activities of the Company or the Group (the “**Stakeholders**”). The CSRP aims for the following objectives:

- Foster the achievement of the Group’s strategic objectives, guaranteeing the delivery of good quality, safe and sustainable services.
- Promote an ethical culture and increase transparency.
- Promote the improvement of the Company’s and Group’s reputation and recognition.
- Guarantee responsible management of business opportunities and risks with the aim of maximising positive impacts and minimising the negative impacts derived from the Group’s activities.
- Promote environmental and biodiversity protection, sustainable development and sustainable use of resources, conservation of the natural heritage and the social awareness of these issues.
- Promote knowledge of the different animal species and the different ecosystems and their conservation, as well as the conservation and protection of species that are threatened or in danger of extinction, favouring the reproduction of threatened animals. To this end, the Group has adopted a didactic/educational approach with the aim of contributing to social awareness of the environment.
- Promote the protection of childhood and the defence of the democratic principles of encouraging tolerance and education in values.
- Create incentives for education in the matters specified above.

The Group has a variety of instruments in order to achieve these objectives. Among these instruments, the Company has this policy, the Policy of the System of Internal Control over Financial Reporting (ICFR), the Risk Control and Management Policy and the corporate compliance programme.

In addition, the Parques Reunidos Foundation and the Marineland Foundation (France) contribute to the promotion of environmental protection, biodiversity and sustainable development by the conservation and protection of threatened species or species in danger of extinction and the promotion of education in this field.

### **3.2 Basic principles**

In order to comply with the corporate social responsibility objectives, Parques Reunidos recognises and adopts the following basic principles, applicable across all its lines of action:

- Comply with the applicable law in the countries and territories in which it operates, voluntarily adopting as complementary any international commitments, rules and guidelines where there are no adequate or sufficient legal provisions.

- Seek to ensure the protection and respect for universally recognised fundamental Human Rights, within the scope of influence of the Group, guarantee it is not involved in their violation and, where appropriate, remedy any damage caused.
- Ensure the health and safety of the Group’s employees and customers.
- Encourage free market practices, rejecting any type of illegal or fraudulent practice, implementing effective preventive mechanisms, vigilance and sanctions against irregularities. In particular, assume the commitment to report any practice of corruption that is discovered within the Group in any of the territories where it operates. The Group has a Risk Control and Management Policy that covers all types of risks (strategic, operational, reporting and compliance, including civil and criminal), as well as a corporate compliance programme.
- Promote communication channels and dialogue and foster the Group’s relations with its shareholders, investors, employees, customers and, in general, all its stakeholders.
- Adopt advanced corporate governance practices in line with the recommendations of generally accepted good governance recommendations on international markets.

It is worth noting that the Group has an Ethical Code of Conduct, approved on 31 March 2009, in virtue of which the Group’s companies undertake actions that include sustainable development of the business model, responsible activity with respect to stakeholders, compliance with current law and protection of the environment.

## **4. SPECIFIC PRACTICES AND PRINCIPLES**

### **4.1 Transparency and Risk Management**

The Group has undertaken to comply with the legally required reporting obligations in each of the areas where it operates, in order to guarantee transparency and increase the confidence of and the credibility with investors, employees and other respective stakeholders, at all times protecting integrity and good standing.

It is worth noting that the Company has approved a Policy of the System of Internal Control over Financial Reporting (ICFR) for the whole Group, in order to guarantee the reliability and integrity of the published financial information.

In addition, the Company has approved a Risk Control and Management Policy that covers all types of risks (strategic, operational, reporting and compliance, including civil and criminal), as well as a corporate compliance programme.

### **4.2 The environment, sustainability and social issues**

The Group considers that the respect for the environment is an extremely important element within its business model. For this reason, the Parques Reunidos Foundation was set up with the objective of promoting the defence of the environment and biodiversity and promoting

awareness of the conservation and protection of species in danger of extinction, as well as other social projects with hospitals and other non-profit institutions.

In addition, the companies of the Group undertake a firm commitment to contribute to sustainability from an environmental perspective, this commitment is materialised through the integration of the environment in the different areas of the business, preservation of biodiversity, prevention of pollution, efficient management of resources and the adaptation to and mitigation of climate change. In particular, the Group undertakes the following plans of action regarding environmental matters:

- a) Ensure there is adequate care for the animals in the Group's parks, guaranteeing that the personnel responsible for their care has the necessary training and resources to achieve this objective.
- b) Comply with Spanish and international law governing the care and conservation of wildlife.
- c) Promote educational activities within the scope of the Group's business in order to contribute to the social awareness of the environment.
- d) Cooperate with other institutions that promote the same values, connecting visitors, and employees with environmental protection.

#### **4.3 Responsible taxation and prevention of illegal conduct**

The taxes paid by the Group in the countries and territories where it operates constitute one of the Group's main contributions to society and to the sustainability of public services in these regions. The Group undertakes the following commitments in this respect:

- a) Strict compliance with the Group's tax obligations. These obligations include the following:
  - The filing and payment of own taxes and those collected from third parties (e.g. indirect taxes payable or withholding on income for third parties).
  - The supply of tax information of the companies in the Group.
  - The supply of tax information to third parties, whether by periodic obligations or as a result of reporting requirements made by tax authorities.
- b) Decision-making based on business criteria, taking into account the tax aspects associated with them.
- c) Use of non-opaque structures, which correspond to the Company's economic reality.
- d) Collaboration with prestigious external advisers, providing support to the staff of Parques Reunidos on tax matters through regular contact, giving support to the professionals in the Group.

- e) Collaboration with the tax authorities in resolving all the questions that may arise as a result of compliance with own or third-party tax obligations.
- f) Management of tax risks, establishing the appropriate mechanisms to cover, prevent, reduce and monitor such risks, considering not only their economic impact but also associated reputational factors.
- g) Application of tax regulations in accordance with the criteria of the competent tax authorities, with the backing of consultations, resolutions and judgments by administrative or jurisdictional bodies with respect to the specific cases.
- h) Proper coordination of actions with tax implications on different entities of the Group.
- i) Policy of transfer prices for all its operations between related parties and entities in accordance with arm's length principles, open invitations to tender, and creation of value through the assignment of functions, assets, risks and benefits.
- j) Ensure compliance with the Group's criminal risk prevention programme, in particular through the identification of controls and those responsible for carrying them out, which help mitigate the risk of non-compliance with the different types of tax to which its activity is subject.
- k) The designation and implementation, in all the countries in which the Group operates, of a Model of Tax Risk Control and Management in which the risks associated with the tax compliance process have been identified and the control mechanisms and organisational model of support that prevent its occurrence have been developed.

#### **4.4 Action in relation to the main stakeholders**

The Group undertakes the commitment to promote channels of communication and dialogue and favour relations with stakeholders. This helps pairing corporate values and social expectations, adapting the Group's policies and strategies to the interests, concerns and needs of the stakeholders, using all the communication instruments available, such as direct contact and the Group's corporate website.

##### *4.4.1 Shareholders and investors*

The principles that guide the Company's actions with respect to its shareholders and investors are as follows:

- a) Promote the responsible exercise of the rights of shareholders and investors, respecting the principle of equal treatment and informational symmetry.
- b) Inform and report, in accordance with the current law at any time, of any related party transactions that may occur with significant shareholders.

- c) Facilitate participation by shareholders and investors, complying with all the reporting obligations derived from applicable law at any time, while making the best effort to manage investor relations as best as possible.
- d) Promote the participation of shareholders in corporate life, and in particular in the areas of corporate governance and social responsibility. For these purposes, the Company has communication and participation channels in place for shareholders and investors. In particular, under Article 539 of the Companies Act, when the corresponding General Shareholders Meetings are held, the Company will make an online forum available for shareholders.
- e) Respond promptly to media requests for communication through a specialised department, aiming to ensure that shareholders and investors receive adequate information.

#### 4.4.2 Customers

The main priority of the companies in the Group is to guarantee the safety of customers. For this purpose, the Group assumes the following principles of action:

- a) Ensure the protection and safety of its customers. For this purpose, as well as complying with applicable law, the companies in the Group have implemented a series of health and safety policies.

These health and safety policies guarantee that the attractions are subject to regular internal and external checks, that there are adequate response mechanisms in case of incidents and that the customers have a complaints channel available.

In addition, the specific “Safety 1<sup>st</sup>” initiative has been adopted in the United States to increase the availability of information on health and safety with the aim of guaranteeing compliance with the law governing these matters.

- b) Adopt the measures needed to guarantee the confidentiality of the customer data to which the Group’s companies have access.

Customers may obtain information on any of the Group’s parks through different communication, participation and dialogue channels of the parks in the Group, specifically: the Group’s corporate website and the websites of the individual parks, accessible from any mobile device, call centres, e-mail accesses for requesting information and the various available profiles on different social networks.

#### 4.4.3 Employees

The Group considers that its employees are an essential asset and therefore assumes the following principles for action:

- a) Respect for human and labour rights recognised in domestic and international law, rejecting child labour and forced or compulsory labour and respecting the freedom of association and collective bargaining.
- b) No employee can be discriminated against, among other reasons, due to race, colour, sex, sexual orientation, marital status, pregnancy, political opinion, nationality, ethnic background, social origin, social condition, disability, age or union membership.
- c) Ensure the health and safety of employees in the Group's companies, adopting a series of policies and protocols that guarantee employees have the health and safety training and skills needed.
- d) Guarantee the right to effective equal opportunities and treatment of all workers, which allows them to develop personally and professionally, without exception.

All employees must inform their supervisors of any conduct that, in good faith, they considered to be an infringement of our Code of Conduct. If their direct supervisor is involved in the situation that is being reported, or may not or has not shown sufficient concern about their suspicions, then employees must report the situation in their own language by message to the following address ([code\\_of\\_conduct@grpr.com](mailto:code_of_conduct@grpr.com)). Parques Reunidos will guarantee full protection of employees who, in good faith, communicate any of the breaches referred to in herein.

## **5. MONITORING AND CONTROL**

In accordance with the Regulations of the Company's Board of Directors, the Board is in charge of establishing the general policies and strategies of the Company and, specifically, the corporate social responsibility policy.

Also, the Audit and Control Committee, in accordance with the powers it has being assigned in the Regulations of the Company's Board of Directors, is the body responsible for monitoring, promoting, guiding, supervising and evaluating the degree of compliance of the Company's strategy and practices on corporate social responsibility and sustainability.

Additionally, the governing corporate bodies of the companies of the Group are in charge of spreading, implementing and ensure the monitoring of the policies and general guidelines of the Group in each of the regions where they operate and with regard to the business that each of them carry out, taking into account their characteristics and singularities.

Likewise, all the areas and departments of Parques Reunidos participate directly and indirectly in the implementation of specific actions and in their monitoring, in accordance with their corresponding competence and relationship with the material aspects of the CSRP.

A report will be prepared every year on issues related to corporate social responsibility. The report will be public in nature and prepared in accordance with internationally accepted principles, standards and methodologies on this matter. The whole organisation will



*This document is a translation of an original text in Spanish. In case of any discrepancy between both texts, the Spanish version will prevail.*

participate in the process of gathering data and evidence of progress in corporate social responsibility and sustainability, which will be reflected in the report referred to on issues related to corporate social responsibility. In addition, this report may be audited by an independent third party.

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