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Letter from Encarna Piñero CEO - Chief Executive Officer

2024 has been a year marked by progress in our commitment to the sustainable transformation of Grupo Piñero, driving responsible management in all areas of our activity.

Our longstanding dedication to inspire, innovate, and lead has been further reinforced in an era where responsible and conscious tourism is more necessary than ever.

We remain committed to prioritising people and the planet by integrating ESG criteria into every decision and strengthening our purpose-driven business model.

In this context, our growth strategy is also aligned with our ESG commitments. A clear example of this is the signing of a strategic alliance with Hyatt, materialized in a joint venture for the joint management of the Bahia Príncipe Hotels & Resorts brand. This collaboration, one of the Group's main milestones in 2024, will allow us to expand into new markets, enhance our guest' experience, and consolidate our international positioning.

In the field of sustainability, the design of our ESG Roadmap 2025-2028 marks a new step towards a deeper integration of the environmental, social, and governance aspects that form the DNA of our company. This Master Plan has been drafted with a 360-degree perspective, taking into account European regulations on Sustainability, Human Rights Due Diligence, CSRD, and Due Diligence in Sustainability, among other essential criteria guiding us in the coming years.

We have joined the Global Code of Ethics for Tourismpromoted by UN Tourism, and updated our own Code of Ethics, which now includes, for the first time, a Code of Ethics for Business Partners, strengthening our commitment to integrity and transparency in all our relationships.

From a governance perspective, the company appointed Andrés Rosselló as Chief Sustainability Officer (CSO), and Isabel Piñero has taken on the Presidency of the Family Council, strengthening the link between the business's strategic vision and the values that define us as a family company. In addition, we have promoted an internal organization project that aligns our structure with the challenges and opportunities of the future.

Our environmental initiatives have been highly visible this year. We achieved notable advancements in circularity and resource management by implementing biogeneration and composting projects, which have enhanced the recovery of organic waste. Additionally, we introduced our first Master Landscape Plans in the Caribbean, resulting in a 15% increase in vegetated beach areas using native species. Furthermore, as part of the "One Person, One Tree" initiative, we planted 14,000 trees, underscoring our ongoing commitment to the regeneration of local ecosystems.

Decarbonizing our operations remains an absolute priority. We have optimized our carbon footprint calculation system, making it more accurate and, for the first time, including Scope 3 emissions. We have also installed photovoltaic panels in our hotels in Spain and are making progress in expanding the wastewater treatment plant in Mexico, a key initiative for our water circularity strategy.

In terms of conservation, the results have been exceptionally significant. Through our Eco-Bahía Foundation, we managed to protect more than 103,000 hatchling sea turtles and safeguard over 1,200 nests. A particularly symbolic milestone was the first sea turtle nesting on the beach at Cayo Levantado, a tangible achievement that reflects the positive impact of the conservation measures we have implemented at our destinations.

In the social sphere, we have strengthened our ties with local communities, intensifying our social action in all the destinations where we operate. In 2024, we allocated €347,000 to projects supporting education, health, culture, and assistance for vulnerable families. Among these initiatives, we highlight aid for those affected by the DANA in Spain, collaboration with the Mexican Red Cross after Hurricane Beryl, and support programs for vulnerable groups in Jamaica and the Dominican Republic.

Our commitment also extends to local socioeconomic development, as reflected in our investment of €198.4 million in purchases from suppliers. This commitment is evident in the fact that 95% of our suppliers are based in the destinations where we operate. We firmly believe that sustainability is built through partnership, and these actions reflect our active contribution to the well-being of communities and the development of the regions in which we are present.

In parallel, we continue to prioritize the well-being of our more than 16,300 employees through the Healthy Company program, allocating 836,740 euros to this initiative. Additionally, the launch of the Grupo Piñero Virtual Campus has marked a qualitative leap in the development of internal talent. In total, we have invested over 7 million euros in training programs, consolidating our commitment to continuous learning, health, and equality as pillars of our growth.

All this responsible growth strategy is equally reflected in projects that are already marking a turning point in our approach to tourism. A clear example is Cayo Levantado Resort, which in 2024 celebrated its first anniversary as one of our most iconic developments. This unique location has enhanced its international prestige thanks to a distinctive focus on sustainability and the integration of local culture. The resort has been recognized for this approach by Forbes Travel Guide and National Geographic and served as the filming location for the movie "Amanece en Samaná," an audiovisual initiative aimed at promoting the culture of the Samaná region in the Dominican Republic. Additionally, in 2024 we renewed sustainability certifications across all our hotels, reflecting a constant commitment that continues to grow stronger.

For this reason, our work has been recognized with awards that motivate us to keep moving forward. Highlights include the 2024 EPA Award from the European Union, for our contribution to sustainable economic and social development; the 2024 Tourist Resilience Award, granted by the government of Jamaica; and the Green Tourism Excellence Award, received by Cayo Levantado Resort. Additionally, we were recognized by MITUR as an innovative project in sustainability, and our hotels in Tenerife attained

new international certifications aligned with GSTC standards.

In short, we are aware of the responsibility involved in creating shared value. That is why we continue to prioritize closeness, dialogue, and respect, building relationships based on trust with our teams, suppliers, local communities, and guests alike.

I look to the future with optimism and with the certainty that we are on the right path. Sustainability is not just a commitment; it is our way of understanding business, of engaging with our surroundings, and of leaving a positive mark on the world.

Thank you to everyone involved in this project in 2024. This report presents the work and goals of a team dedicated to creating a legacy.

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



6

2.1 About us

We are a family-owned business group with roots in tourism, founded in 1975 by Pablo Piñero, whose vision transformed a personal experience into an international project focused on connecting cultures and offering unique experiences. His passion and dedication shaped a legacy that endures to this day. Currently, our company is chaired by Isabel García Lorca and led by the second generation: Encarna Piñero, Global CEO, along with her sisters Isabel and Lydia, who hold strategic positions within the group. Our female leadership reinforces our commitment to innovation, effort, and sustainability, while preserving the legacy of our founder.

We are a family company that has contributed since its beginnings to uniting different worlds. We believe in respecting the past while raising awareness for the future.

During our 50-year journey, we have evolved from our origins in tourism to become an international business group, recognized for a responsible management model. Our purpose is to continue being a global benchmark that inspires—transforming every interaction into an opportunity to create unique and memorable experiences; that awakens—promoting a culture of respect for the environment and the communities where we work; and that transcends—leaving a positive mark on destinations, a legacy for future generations.

With over 16,000 employees in Spain, Portugal, the Dominican Republic, Mexico, Jamaica, Switzerland, the United States, Argentina, and Luxembourg, we maintain a strong commitment to economic and social development in the destinations where we are present.



2.2 Business Units

Our activity is structured into four major business divisions that drive a comprehensive development model, adapting to new market demands:

Grupo Piñero's hotel division operates 23 hotels across Spain, Mexico, the Dominican Republic, and Jamaica. It also manages the Bahia Principe Hotels & Resorts brand as part of an alliance with Hyatt established in December of this year.

Our Cayo Levantado Resort is a distinctive luxury hotel with its own exclusive brand and concept.

The Residences & Golf division is dedicated to developing residential complexes such as Playa Nueva Romana in the Dominican Republic and Tulum Country Club in Mexico.

The tour operation division, led by Soltour, is among the independent vacation operators in Spain and Portugal.

The Mobility, Incoming & Leisure division includes Coming2, the perfect destination host, complementing the offer through ground and maritime transportation services, with a strong commitment to sustainable mobility.

HOTEL DIVISION



RESIDENCES & GOLF DIVISION





DIVISION OF TOUR OPERATION



MOBILITY, INCOMING & LEISURE DIVISION















Hotel Division

Bahia Principe Hotels & Resorts

Founded in 1995, Bahia Principe Hotels & Resorts is the brand that encompasses our hotel operations. Currently, the chain manages 22 establishments with 12,000 rooms in prime beach locations in the Dominican Republic—where it leads the market in owned tourist beds—Riviera Maya (Mexico), Jamaica, and Spain (Canary Islands and Balearic Islands).

The chain is distinguished by its privileged locations, diverse gastronomic and leisure offerings for adults and children, a broad range of services, and excellent value for money. These pillars, combined with a committed team, build trust in the brand and set it apart in the competitive holiday segment.

Owning nearly all our hotels allows us to oversee every detail of the guest experience, enabling us to deliver a unique hospitality concept and develop highly specialized know-how within our company.

In December of this year, Grupo Piñero and Hyatt Hotels International signed a long-term partnership, establishing a joint venture focused primarily on the management, distribution, and growth of the Bahia Principe brand, especially in the U.S. market.

Grupo Piñero brings the Bahia Principe Hotels & Resorts brand to the partnership, while HYATT contributes its positioning in the North American market and its World of HYATT loyalty program.

SUSTAINABILITY CERTIFICATIONS



18

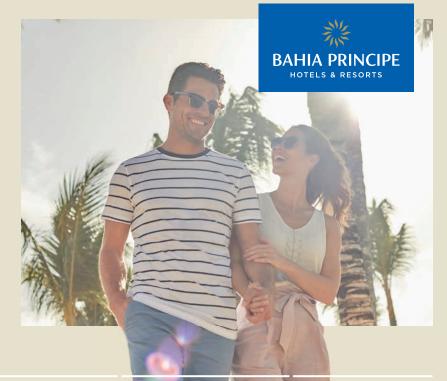






Guided by the motto 'true luxury is feeling happiness', the brand's attributes include trust, authenticity, commitment to attentive service, meticulous attention to detail, maximum personalization, a wide range of experiences, integration of technology throughout the guest journey, and a strong commitment to sustainability.

Most guests at Bahia Principe Hotels & Resorts come from Canada, the United States, the United Kingdom, Spain, and various countries in Europe and Latin America.



Cayo Levantado Resort

Cayo Levantado Resort is an exclusive property with a distinctive brand and concept, positioned in the luxury segment. Its distribution and management are carried out by the same 50/50 joint venture with Hyatt, strengthening its presence in the North American market.

Due to its uniqueness, the resort has been given a singular and differentiated personality within our hotel portfolio. Located in Samaná, one of the most iconic places in the Dominican Republic, the resort is founded on three pillars of sustainability:

Environment: applying environmental criteria to safeguard the island's ecosystem and unique wildlife.

Local Culture: The hotel collaborates with Dominican design professionals to incorporate local cultural elements throughout its spaces, supporting economic and cultural development in the country.

Wellness: Activities are structured to encourage personal well-being covering mind, body, and spirit.

The hotel opened its doors in June 2023. This unique resort—on a unique island—features 218 rooms distributed into 10 categories, each offering different atmospheres inspired by the country's natural beauty. Options range from Junior Suite rooms to private villas accommodating up to 8 guests. From its inception, the hotel has adhered to the standards set by Forbes Travel Guide, the world authority on hospitality excellence. Currently, it holds a Four-Star rating, positioning it as one of the world's leading wellness hotels.



















2

1.038





7

3.358







218



Dominican Republic and Spain



Dominican Republic, Mexico and Jamaica

6.280



Dominican Republic, Mexico and Jamaica



Spain (Majorca and Tenerife)

1.287



Dominican Republic (Samaná)





Bahia Principe Sunlight San Felipe ****

Costa Adeje

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

Golf del Sur

Bahia Principe Fantasia Tenerife *****





Riviera Maya Bahia Principe Grand Tulum ***** Bahia Principe Grand Coba *****

Bahia Principe Luxury Akumal ***** Bahia Principe Luxury Sian Ka'an *****

La Romana Bahia Principe Grand La Romana *****

Bahia Principe Luxury Bouganville *****

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

Punta Cana, Bávaro

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

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

Montego Bay

Kingston

Residences & Golf Division

Bahia Principe Golf

This division manages and operates golf courses. It currently operates two clubs with four golf courses: two 18-hole and two 9-hole courses—PGA Riviera Maya in Mexico and PGA Ocean's 4 in the Dominican Republic.

Additionally, in line with the group's sustainability policy, it carries out responsible and environmentally respectful management, meticulously overseeing water consumption and optimizing the use of plant protection products.

Under the concept of "Open Golf", the organization works every day to expand the boundaries of this sport and make it accessible to as many people as possible.

The division has a strategic alliance with the PGA of America, through which the company enhances the reach of its exclusive golf and experience offerings in the Caribbean (Mexico and the Dominican Republic) within the U.S. and Canadian markets. The PGA of America is one of the world's most important golf organizations, owning the rights to the Ryder Cup and the PGA Championship, among other major events.





27 holes



2 Golf Courses

18 holes par 72 course 9 holes par 3 course



Designed by Maverick Golf





27 holes



2 Golf Courses

18 holes par 72 course 9 holes par 3 course



Designed by Robert Trent Jones II



OUR RAISON D'ÊTRE EXEMPLARITY COLLABORATION RESPECT PASSION CO

CONTINUOUS IMPROVEMENT APPE

APPENDICE

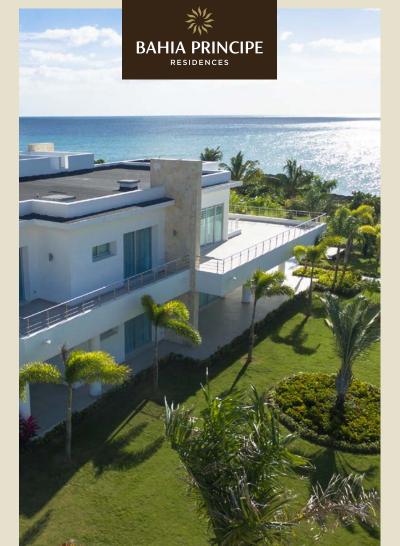
Bahia Principe Residences

This division is responsible for developing and managing private residential communities in the Caribbean. It currently manages more than 3,300 residences across over 1,206 hectares in Mexico (Riviera Maya) and the Dominican Republic (La Romana). The division also holds 5 million square meters designated for future development in these countries and Jamaica.

Bahia Principe Residences implements Smart Living through technology, providing physical security measures, customer service, and access to a range of amenities.

The organization's objective is to design, develop, and manage smart communities that integrate with their surrounding environments, focusing on comfort, efficiency, and security. Services provided include schools, coworking spaces, supermarkets, and sports facilities.

Furthermore, Bahia Principe Residences aims to be recognized as an expert throughout the entire business cycle, providing a secure platform for developers, building residential complexes that integrate cutting-edge technologies, and managing owners' rental income thanks to its hotel experience.







7.848.107

Surfaces (m2)

2.239

Properties

(between 300 and 40.000 m2)

1.561

Residences built

678

Residences to be built

205 projected and 473 under construction

4.683

Residents

between 142.000\$ and 6.700.000\$

Properties price

6.205.879

Surfaces (m2)

1.733

Properties

(between 500 and 13.600 m2)

849

Residences built

884

Residences to be built

434 projected and 450 under construction

2.547

Residents

between 163.000\$ and 4.400.000\$

Properties price

13

Division of Tour Operation



Soltour, the seed of Grupo Piñero and one of Spain's leading tour operators, is the independent operator in Spain and Portugal specializing in the sun and beach segment, with a 50-year history. Soltour is known for taking personalization and closeness to the highest level—crafting trips together with agencies and clients.

Founded in 1976 as the group's first business unit, Soltour has evolved over the years to establish an integrated and comprehensive tourism offering. It has become a leader in sun and beach tourism in the Caribbean for Spain and Portugal markets. Soltour is present in the wholesale segment, with a portfolio of destinations that keeps growing, always adopting the role of the perfect host.

Soltour's main activity revolves around designing and selling travel packages, adding value to the travel purchase through independence from vertically integrated groups and the commitment to traditional tour operations. These and other factors allow Soltour to provide high-quality service to tourism professionals, as well as the confidence of being in the best hands.



POINT OF SALE + 10.600



TRAVELERS + 178.000



Mobility, Incoming & Leisure Division

This division includes Coming2, the ideal destination host that complements the offering through land and sea transportation services, with a strong commitment to sustainable mobility.

Coming 2, Destination Management provides in-destination services for guests of Bahia Principe Hotels & Resorts and other hotel chains and tour operators. It covers the needs of all types of groups, including the MICE segment, regarding accommodation, transfers, leisure and sports activities, and, in general, fulfills the role of perfect host in the destinations from arrival to departure.

Additionally, this division encompasses other value-added mobility services through its brands: Turiscar (development and production of comprehensive solutions for electric and sustainable transportation), Emos (commercialization of electric vehicles for tourist transport within resorts or cities), Solbus (ground transportation in the Dominican Republic), and Embat (maritime transportation in the Dominican Republic).

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 in our hotel complexes, residential areas, and golf courses, where we consider it a fundamental aspect. Our aim is to have a transportation model that is both efficient and environmentally friendly.



Land transportation in the Dominican Republic



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



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



Water activities in Bahia Principe's surroundings.



Maritime transportation in the Dominican Republic.



Destination Inbound
Services



2.3 Where we are

Our brands

Currently, we occupy prominent positions in the international tourism industry. In 2024, we managed 7.9 million overnight stays from guests representing more than 30 different countries.



Dominican Republic Jamaica Mexico Spain



Mexico



Dominican Republic Mexico



※Soltour

Spain Portugal



Dominican Republic Jamaica Mexico Spain



JANUARY

- · Joined the Global Code of Ethics for Tourism.
- · Inaugurated the headquarters of our Eco-Bahía Foundation in the Dominican Republic.
- Launched Grupo Piñero's Virtual Campus.

FFBRUARY

- Participated in the Botanical Bridges Congress in Colombia, alongside the Santo Domingo Botanical Garden, presenting our biodiversity project at Playa Nueva Romana.
- Held the first edition of "Los + Ecoístas" Awards in the Dominican Republic.

MARCH

- Celebrated World Water Day.
- Collaborated with the municipality of Ramón Santana to improve public lighting in Batey del
- Signed an alliance with the Ministry of Culture of the Dominican Republic to boost local crafts through the "Los + Ecoístas" Awards.

APRIL

- Supported the library at Daniela Ondina Graciano Primary School in Samaná.
- Hosted our 5k race as part of the Healthy Company program in Mexico.
- Celebrated the 20th anniversary of Bahia Principe Bávaro Complex.

MAY

- · Observed World Recycling Day.
- Marked the 25th anniversary of Bahia Principe Sunlight Coral Playa.
- Rolled out the new website for Cayo Levantado Resort.

JUNE

- Celebrated World Environment Day.
- Launched Grupo Piñero's Document Management System platform.

JULY

- · Opening of the new BeGym at Tulum Country Club.
- Celebration of the first anniversary of Cayo Levantado Resort.

AUGUST

- Inauguration of the new Human Resources offices at the Bávaro Complex.
- Start of the new hotel project in the Terreno neighborhood, in Palma de Mallorca.

SEPTEMBER

- Celebration of World Tourism Day under the theme "Tourism and Peace."
- Beach cleanup day at El Portillo, led by Eco-Bahia Foundation.

OCTOBER

- Release of the trailer for the film "Amanece en Samaná", filmed at Cayo Levantado Resort and financed by Grupo Piñero.
- Update of the Code of Ethics and approval of the first Code of Ethics for Business Partners.
- Alliance between Grupo Piñero and Hyatt for the growth of Bahia Principe Hotels & Resorts.

NOVEMBER

- Support for those affected by the DANA in Valencia through various donations.
- · Inauguration of the new leisure and business center AIRE at Playa Nueva Romana.
- Opening of the Market Square at Tulum Country Club.
- Establishment of a new Human Resources office in Higüey.
- · Success in managing the first nesting of sea turtles on the beach at Cayo Levantado Resort.

DECEMBER

- · Commemoration of Solidarity Month.
- Premiere at Bahia Principe Jamaica Resort: "Xaymaca, The Show."

2.5 Awards and Acknowledgments

The year 2024 has been marked by significant recognitions for Grupo Piñero.

We are truly grateful for all the awards and honors received, which reward our solidarity, dedication, hard work, and commitment. They inspire us to continue innovating and striving for excellence in a responsible manner.

Our Founder, Mr. Pablo Piñero, was posthumously honored by the Minister of Tourism of Jamaica for his 17 years dedicated to serving the tourism industry in that country, contributing to its economic and social development.

The Piñero family was awarded the Gold Pin by Sergestur as one of the 10 most influential families in the tourism sector in Spain.

Encarna Piñero was recognized by Sergestur among the 150+ most influential people in the tourism sector in Spain for her knowledge and contribution to the country's tourism ecosystem.





Encarna Piñero was honored by "Actualidad Económica" and Telva with the Best Executive Award of the year, in the 5th Edition of the Women Entrepreneurs Awards in the Balearic Islands.

Encarna and Isabel Piñero were recognized among the 50 leaders who make an impact by the Dominican magazine "Factor de Éxito", for their contribution to the country's business community.



GRUPO PIÑERO

EPA 2024 Award from the European Union, in the Investment category, recognizing its contribution to economic and social development through impactful projects.

Recipient of the 2024 Tourist Resilience Award, presented by Jamaica's Minister of Tourism, Edmund Barlett, for their contribution to the country's tourism development, support during the pandemic, and as a model for sustainable business.

Awarded in the Economy category at the Fénix 2024 Awards, which recognizes excellence and achievements of citizens, companies, and organizations from the Region of Murcia.





CAYO LEVANTADO RESORT

Winner of the Green Tourism Excellence Award for the implementation of distinctive sustainable actions at Cayo Levantado Resort.

Recognized by the Ministry of Tourism of the Dominican Republic (Mitur) as an innovative project in the country.

Included in National Geographic's prestigious 'Best of the World 2024' list as one of the 21 best wellness experiences worldwide.

Rated Four Stars at Forbes Travel Guide's 2024 Star Awards.

Excellence Award for its commitment to sustainability at the IX Annual Meeting for the Tourism Development of Samaná.



BAHIA PRINCIPE HOTELS & RESORTS

Awarded at the Smart Travel News Awards 2024 for Most Innovative Hotel Concept and Best Hotel Distribution Strategy.

Bahia Principe Sunlight San Felipe, Costa Adeje Tenerife, and Bahia Principe Fantasia Tenerife received an official Jet2Holiday certification recognized by the Global Sustainable Tourism Council (GSTC).

BAHIA PRINCIPE RESIDENCES & GOLF

PGA Riviera Maya recognized as the 'Best Golf Course in Mexico 2024' by the World Golf Awards.

The security department of Playa Nueva Romana received three prestigious recognitions awarded by renowned British entity MSS GLOBAL, in quality and security management: ISO 18788:2015, ISO 9001:2015, and ANSI/ASIS PSC.1:2012.







Booking

6 TRAVELLER REVIEW AWARD

Bahia Principe Fantasia Tenerife Bahia Principe Sunlight Costa Adeje Bahia Principe Sunlight Tenerife Bahia Principe Sunlight Coral Playa Bahia Principe Sunlight San Felipe Cayo Levantado Resort

ITB

2 TOP HOTEL PARTNER

Bahia Principe Grand Coba Bahia Principe Grand El Portillo

Expedia

1 TOP PRODUCER

Bahia Principe Grand El Portillo

TTOO Schauinsland-Reisen

4 TOP HOTEL PARTNER

Bahia Principe Sunlight San Felipe Bahia Principe Grand Coba Bahia Principe Luxury Bouganville Bahia Principe Grand El Portillo

Apollo

1 CUSTOMER CHOICE AWARD 2023/2024

Bahia Principe Fantasia Tenerife

1 MONDO ONE OF A KIND HOTEL 2023/2024

Bahia Principe Fantasia Tenerife

1 CUSTOMER CHOICE AWARD 2023/2024

Bahia Principe Sunlight Costa Adeje

TUI

1 GLOBAL AWARDS QUALITY

Bahia Principe Fantasia Tenerife

Forbes

1 BEST ALL-INCLUSIVE RESORT IN PUNTA CANA FOR FOODIE

Bahia Principe Grand Punta Cana

Price Travel Holding

1 TOP PRODUCER HOTEL ZONA CARIBE

Bahia Principe Grand Punta Cana

CSS Design Awards

1 BEST UI, BEST UX, BEST INNOVATION

Cayo Levantado Resort

Readers' Choice Awards

1 BEST ALL INCLUSIVE CARIBBEAN RESORT

Cayo Levantado Resort

1 BEST RIVIERA MAYA RESORT

Bahia Principe Luxury Akumal



OUR RAISON D'ÊTRE

EXEMPLARITY

COLLABORATION

RESPECT

PASSION

CONTINUOUS IMPROVEMENT

APPENDICES

2.6 Key Indicators

		2024	2023	2022	2021
	ENVIRONMENTAL				
3	Emissions per stay ratio Scope 1 (kg CO2)	8,71	8,61	8,74	16,09
**	Emissions per stay ratio Scope 2 (kg CO2)	9,55	9,93	8,84	12,95
å	Emissions per stay ratio Waste (kg CO2)	0,016	0,012	0,014	0,014
ئے	Emissions per stay ratio Water (kg CO2)	0,028	0,090	0,112	0,287
■	Environmental Investment	2,2 M€	3,5 M€	2,7 M€	0,4 M€
Ś	EMPLOYEES				
iĝi	№ Employees	16.327	15.783	14.337	8.747
4	% of Female Employees	39,15%	38,18%	36,8%	34,4%
	Healthy Company Investment	0,8 M€	1,1 M€	0,5 M€	0,2 M€
ů	Training Hours	181.619	194.049	239.888	184.477
<u> </u>	% Women on the Corporate Services Unit Committee	100%	100%	100%	100%

		2024	2023	2022	2021
(P)	LOCAL COMUNITY				
	Contribution	0,3 M€	O,2 M€	0,2 M€	O,1 M€
	SUPPLIERS				
ř.	% Local Suppliers	95%	95%	90%	93%
-	Purchasing Volume	198,4 M€	205,8 M€	178,2 M€	80,3 M€
	CLIENTS				
14	Global Review Index	89,7	89,1	87,4	86,7
8	Net Promoter Score Hotels	41,6	33,9	27,3	32,1
₽ _p	AUDITS				
8	Quality Audits	62	63	40	24
0	ACKNOWLEDGEMENTS				
Travelife	Travelife	18	17	17	23
Same Creat	EarthCheck	4	4	4	4
Z.	Clean Beaches	1	1	1	1

2.7 Where we are heading

At Grupo Piñero, we are aware that sustainable evolution has become one of the driving forces behind economic recovery. For this reason, we bravely embrace our commitment to continue working with a responsible management model, aligned with our purpose and values. We are fully convinced that the main international reference frameworks promoted by the United Nations are an essential driver for Sustainable Development and human prosperity.

Our purpose

At Grupo Piñero, we have evolved from our origins in tourism to become an international business group, recognized for our responsible management model. Our purpose is to continue being a global benchmark that inspires, transforming every interaction into an opportunity to create unique and memorable experiences; that awakens, by promoting a culture of respect for the environment and the communities with whom we work; and that transcends, leaving a positive mark on destinations—a legacy for future generations.

Our internal culture continues to evolve towards greater collaboration and efficiency. For years, we have envisioned the future we desire, always working responsibly, but today we can say we have a much clearer vision of the world we dream of for the future.

Our focus is set on the year 2030 as we strive to achieve our sustainability goals, always guided by our values and purpose as fundamental pillars. We are convinced that we want to continue drawing inspiration from them, with the aim of remaining a relevant company in the international



tourism market, maintaining our 100% family essence and managing our activities responsibly, so that we can offer the best experience to clients and employees, while actively contributing to Sustainable Development and the respect for Human Rights.

How We Will Achieve This

Above all, we are a team committed to people and the planet, working every day to generate a positive and lasting impact on both.

For this reason, in 2022, the Sustainability Strategy 2022-2030 was approved, with a long-term vision, as well as the creation of the Grupo Piñero Sustainability Division, whose mission and strategic objectives are to ensure the integration of ESG criteria at all levels of the organization, making sure that the action plan contributes to fulfilling the commitments undertaken and addressing the main challenges of the 2030 agenda.

Sustainability

Report

Our Values as a Guiding Principle

In keeping with tradition, the following chapters of this Report are organized around the core values that guide and define our company's management philosophy. Consistent with our internal commitments, we will also present the specific actions taken to achieve our established goals and outline our ongoing contributions toward the United Nations Sustainable Development Goals.



Sustainable development is identified as a core element in our business strategy for growth.

We enhance those aspects identified as material to our activity to implement cross-cutting action plans that ensure our contribution to the United Nations Sustainable Development Goals.



COLLABORATION







communities wherever we operate.









We safeguard the quality of life of our employees, support the employees of our suppliers, and work together with local

We constantly strive to enhance the experience of these stakeholders with Grupo Piñero.

RESPECT

















We promote respect for our environment by including measures and action plans within our business strategy that ensure the care and preservation of the environment.

PASSION







Our passion for our clients drives us to place them at the heart—at the center—of our group's management. We foster innovation and the development of our products and services to satisfy and build loyalty among our clients.

CONTINUOUS **IMPROVEMENT**





We encourage ongoing improvement through a solid governance model that ensures compliance with ethical principles. Through transparent management towards all our stakeholders, we guarantee compliance with legislation and respond effectively to all risks identified in relation to our activity.

OUR RAISON D'ÊTRE



Evolution from CSR to Sustainability

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

- Approval by Pablo Piñero on December 22nd of the implementation of a Corporate Social Responsibility Management
- Approval of the Corporate Social Responsibility Policy and the 2015-

- Approval of the first Sustainability Policies
- Implementation of the Comprehensive Waste Management System in the Dominican Republic and Jamaica.
- Achievement of 6 TRAVELIFE Sustainability certifications at Bahia Principe Hotels & Resorts.
- Launch of the Healthy Company
- Creation of the Corporate Social
- Awarding of 23 Sustainability certifications.
- Commitment to eliminating single-use plastics.
- Signing of partnerships for Sustainable Development with the Botanical Garden of Santo Domingo, CEBSE and Fundación Eco-Bahia.
- Approval of Compliance Model. Code of Ethics and new
- Signing of the first Sustainable Financing agreement with BBVA.
- Coastal Management Plan 2019-
- Measures Plan 2019-2024.
- Strategic CSR Plan 2019-2021.

- Celebration of the 20th anniversary of the Eco-Bahia
- Launch of Samaná Biodiverso Cooperation Agency GIZ.
- Planting of 1,200 trees to offset under the slogan "We Change the
- Creation of the Grupo Piñero Sustainability Division.
- Launch of the "We are Ecocentric" movement.
- Alliance for Sustainable Development with IDB Invest and Banco Popular, signing of the second sustainable financing.
- Approval of Grupo Piñero's
- Sustainability Awards Forbes and Credit Suisse.
- Commitment to plant 14,000
- Celebration of the first edition of the Most Ecocentrics Awards.
- Expansion of the Eco-Bahia Foundation to the Dominican Republic.
- Grupo Piñero's adherence to the
- Celebration of the first edition the Dominican Republic, and the
- Update of our Code of Ethics and
- Strategic agreement with Hyatt to grow and strengthen the positioning of Bahia Principe Hotels & Resorts.

• Launch of the Comprehensive

Launch of the Energy Efficiency

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Evolution from CSR to Sustainability

We have integrated ESG criteria across our operations, improving processes to better manage sustainability risks and opportunities, with the goal of minimizing negative impacts and maximizing positive outcomes.

In addition, we seek to raise awareness among and sensitize our main stakeholders, including clients, suppliers, owners, and partners—about the opportunities of managing a model where sustainability is fundamental to our value proposition. The projects already implemented have demonstrated the economic, social, and environmental impact generated, providing assurances to move forward in this transformation process.

Sustainability Division Functions

The Sustainability Division is a support unit with the following strategic objectives:

- Promote sustainability throughout the organization by identifying and managing ESG risks and opportunities, assessing impacts, and engaging stakeholders, using the UN 2030 Agenda SDGs as a framework.
- The company aims to integrate sustainability into all decisions, ideas, and projects.

In 2024, the Sustainability Division held eight meetings (six Sustainability Committees and two CSO Overview meetings)

to evaluate and coordinate various initiatives. In 2024, the following actions were completed:

- Assessment of new sustainability regulations (CSRD)
- Development of the 2025-2028 roadmap
- Enhancement of sustainability reporting and indicators
- Attainment of certifications for all Bahia Principe Hotels & Resorts
- Fulfilment of Spain's Equality Plan requirements
- Formation of working groups to improve community engagement
- Initiation of a company transformation project
- Approval of the business partners' Code of Ethics
- Design of a climate change adaptation plan

In December 2024, Isabel Piñero stepped down from her role as CSO to take on a different position on the Family Council and the Board of Directors, where she will continue to ensure that the Family's and the Group's vision and values are passed on to the third generation and the rest of the organization, thus safeguarding the group's sustainability and legacy. Andrés Rosselló Trujillo was appointed Chief Sustainability Officer & Global Legal Director. The Sustainability division was reorganized and now includes the Legal, Environment, and ESG departments.

For 2025, the plan is to strengthen sustainability governance by establishing a Sustainability Committee that will meet regularly to track the progress of ongoing projects and initiatives.



Sustainability Strategy 2022-2030

We are convinced that we want to consolidate ethical, transparent, and committed management. We aim to strengthen ethical, transparent, and responsible management through a sustainable, long-term approach.

Currently, the company is focused on integrating ESG criteria to include Good Governance actions into all business decisions. We work to improve people's quality of life and implement measures intended to address climate change through internal and external adjustments. Responsible leadership is emphasized, following the United Nations 2030 Agenda and contributing to the Sustainable Development Goals (SGDs). These actions are designed to support the development of a responsible and sustainable tourism model that can meet contemporary challenges and provide benefits for future generations.

The Sustainability Strategy, with a vision to 2030, is structured around three strategic lines: Governance, People, and Planet, each with three lines of action. Within these, strategic objectives and specific targets are set for the different corporate areas and business units of Grupo Piñero.

The Executive Committee coordinates and drives these initiatives and commitments.

ESG Roadmap 2025-2028

We are committed to continuing our progress along the path to sustainability, begun nearly a decade ago, with the aim of integrating ESG criteria into our business model. This means mitigating identified risks and capitalizing on opportunities revealed in our double materiality analysis. This roadmap will guide our steps over the next three years, following a model aligned with the principles and standards set by the European Sustainability Directive, which will apply once adopted by the Spanish government.



SUSTAINABILITY



GOVERNANCE

Consolidating an ethical and transparent management model that ensures the best corporate governance practices.





COMPLIANCE



PERFORMANCE



TRANSPARENCY



PEOPLE

Improving people's quality of life with a focus on health, well-being and professional growth within the group.











WELFARE



DEVELOPMENT



HEALTH



PLANET

Adapting our management to climate risks, creating a clean and circular business model that manages resources in an optimal way.















ENERGY AND CLIMATE



CIRCULARITY



CAPITAL

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.

SUSTAINABILITY DIVISION

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

SUSTAINABILITY COMMITTEE

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

HEAD OF BUSINESS SUSTAINABILITY

- 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.

BUSINESS SUSTAINABILITY COMMITTEE

Sustainability

Report

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



CONTINUOUS IMPROVEMENT

BOARD MEMBERS

ESG policies and targets.

Approves and oversees the sustainability strategy,

APPENDICES

3.2 Relationship with Stakeholders

Our Stakeholders

At Grupo Piñero, we have always focused on listening to and maintaining close connections with our community. Practicing active listening has allowed us, over the years, to directly understand their needs and expectations. Thanks to this, we have been able to promote actions aimed at their satisfaction and strengthen that sense of belonging that unites us.

We engage through open dialogue and transparency to create sustainable value, lower environmental impact, support Human Rights, and work toward the Sustainable Development Goals. Each action demonstrates our commitment to trust, collaboration, and shared progress.







Public Administration or Business Institutions



Business

Associations

GRUPO PIÑERO



Press and Media









Final Clients or Intermediaries



Suppliers

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:



S	TAKEHOLDERS		COMMUNICATION CHANNEL	
	Employees	 Intranet Employee Portal Phone Email WhatsApp Meetings/Briefings Committees 	 Work tables Corporate communications CEO Office communications Webinars Video calls HR communication, Transformation Support Office 	 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 Communication
	NGO and other Non-Profit Organizations	Social Activities	• Media	Social Media Communication
000 -Au-	Final Cients	Guest ExperienceFront officeWebsitesMails and newlettersPress News	Social NetworksBlogsMarketing CampaignsAppsScreens and totems	 Satisfaction Surveys Costumer Service (costumer, call center) Owner Service Office Complaint and Suggestion mailboxes
	Intermediary Clients (Travel Agencies/Tour Operators)	 Visits to agencies Fairs and congresses Professional website for agents	Loyalty Program Email Communication	Periodic Newsletters Call center
	Business Association	Forums Conferences	Videomeetings Regular meetings	Social networks Institutional communications
	Suppliers	PhoneVisits	Email communications Video calls	Purchasing and logistics data
	Press and media	PhoneCommunication mailCorporate websitePress realeses	Press conferencesOne-to-one meetingsInterviews, press tripsSocial networks	 Social networks Through the different Communication agencies with which we collaborate

Communication with collaborators

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

CEO Overview

Communication from the CEO remains an exercise in transparency and approachability at Grupo Piñero. That is why the most relevant company messages continue to be delivered by the CEO, either through streaming or video messages.

"Grupo Piñero United" Campaign

Throughout 2024, we continued the internal communication campaign Grupo Piñero United, which began in 2023, with the aim of aligning teams, strategies, business units, and support areas. In 2024, Grupo Piñero United has continued to reinforce the idea that TOGETHER, and by working AS A TEAM, we can achieve our goals more effectively.

Intranet

Our internal tool has compiled 288 news items, classified according to the company's values. More than 40% of the posts are related to the values of respect and continuous improvement, and 63 news items address sustainability.

Additionally, the "Ethics Channel" section was created, offering the company's Code of Ethics and the Code of Ethics for Business Partners, and enables collaborators to report issues appropriately.

At the beginning of 2024, we launched an organizational and transformation process, for which we have implemented various tools aimed at improving internal communication.

Transformation Support Office

The Transformation Support Office was created to support team members throughout this process.

"Evolving to Grow" Campaign

The campaign involved communications and explanatory videos intended for collaborators. Fourteen mailings were distributed, and updates were posted periodically on the intranet to provide information during the transformation process.

Our participation in forums and round tables



Encarna Piñero, CEO Grupo Piñero

We highlight several of the most important participation forums of our CEO:

- Participation in the Exceltur Forum FITUR, Spain (January 2024)
- Recognition at the Telva and Actualidad Económica Awards, Spain (February 2024)
- Forbes Portugal Tourism Fair, Portugal (February 2024)
- Participation in the Sustainable and Inclusive Tourism Congress, Cancún, Mexico (March 2024)
- DATE Asonahores, Dominican Republic (April 2024)
- Recognition at the Fénix Awards, TV7 Murcia, Spain (April 2024)
- Car Nacional BBVA, Bilbao, Spain (June 2024)
- Luxury Tourism Presentation, Miami, USA (September 2024)
- UN Tourism Africa America Forum,
 Dominican Republic (October 2024)

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.



Isabel Piñero, Chief Sustainability Officer Grupo Piñero

- Recognition as one of "the 150 most influential people in the Spanish Tourism Sector," awarded by Sergestur at FITUR (January 2024)
- Speaker at the panel "New environmental and social trends in tourism for value generation" at FITUR TECHY (January 2024)



Pablo del Toro, Head of Environment

- Participation in the Botanical Bridges
 Congress, in collaboration with the
 Botanical Garden of Santo Domingo,
 presenting our biodiversity project of Playa
 Nueva Romana
- Colombia (February 2024).



Antonia del Toro, Global director ESG

 Participant in the panel "ESG in Tourism" at Hotelverse - FITUR (January 2024)



Jesús Durán, CEO of Grupo Piñero Dominican Republic

- Participation in the panel "Hospitality and Real Estate Tourism as a Driver of Development" at the Central America & Caribbean GRI Real Estate 2024 event (May 2024)
- Participation in the panel "Investment in Tourism Infrastructure" organized by Factor de Éxito Magazine in Cap Cana (October 2024)



Alex Matas, Director of the Eco Bahía Foundation

- Annual Meeting of the Samaná Tourism Cluster, at Puerto Bahía (Samaná) (February 2024)
- Forum "Transformation and Sustainability in the Dominican Republic," held at INTEC, Santo Domingo (September 2024)

Helen Montijano, Commercial Director USA & Canada

 Participant in the panel "Sustainability as a lever for profitability" at Hotelverse -FITUR (January 2024)

Jordi Guzmán, Director of Operations in the Balearic Islands at Bahia Principe Hotels & Resorts

 Participation in the ECO-ONE Hotel Sustainability Conference with the presentation "The Transformation of Magalluf Towards a Responsible, Sustainable, and Higher-Quality Development Model for the Island" -Palma de Mallorca (October 2024)

Customer Communication

Social Networks

In 2024, the social media channels of our brands and sub-brands achieved significant growth in several key performance indicators.



Our brands have accumulated more than 1,800,000 followers, representing an 18% increase compared to the previous year.



Content from our brands has reached over 317,000,000 people, with Bahia Principe Hotels & Resorts leading in terms of reach. This total reach marks a 50% increase over the previous year.



Interactions with our content have also shown growth, generating more than 4.5 million interactions (comments, likes, and shares), which is a 6% increase compared to last year. Soltour was the brand with the highest volume of interactions.



However, the total number of inquiries received via social media decreased by 43%, totaling about 85,000 inquiries.



In terms of follower growth, TikTok was the fastest-growing social network with a 95% increase, followed by Instagram at 30% and LinkedIn at 20%.

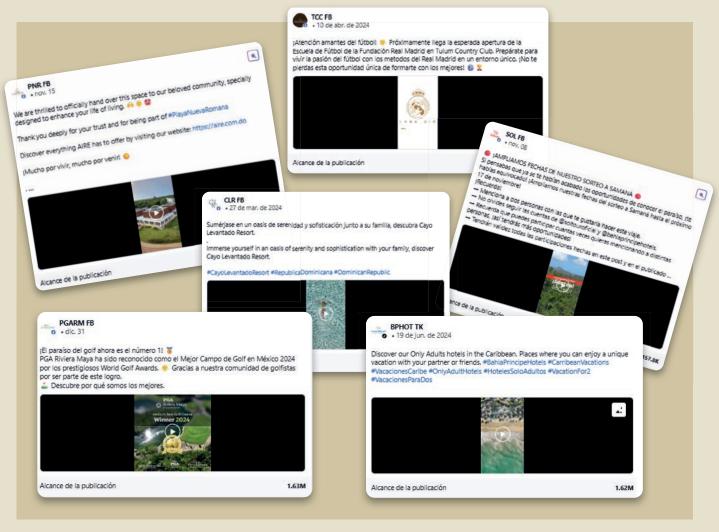


Social Media Followers at 31/12/2024

	Facebook			Instagram		Youtube			LinkedIn			Tik tok				
BRAND	2023	2024	Dif 23vs24	2023	2024	Dif 23vs24	2023	2024	Dif 23vs24	2023	2024	Dif 23vs24	2023	2024	Dif 23vs24	Total a 31.12.2024
Grupo Piñero	2.061	3.689	79		371	NA	812	933	15	43.232	52.346	21				57.339
We are Eccocentric	385	430	12	1.045	1.182	13										1.612
Encarna Piñero CEO		10	NA	1.328	2.108	59		85	NA	9.378	13.217	41				15.420
Isabel Piñero CSO										4.253	5.549	30				5.549
Toni Ferragut											814	NA				814
Julio Perez											2.112	NA				2.112
Jaime Sitjar											2.109	NA				2.109
Bahia Principe Hotels & Resorts	761.497	783.652	3	331.664	413.210	25	20.384	23.745	16	76.229	90.055	18	18.046	35.274	95	1.345.936
Talent of Bahia Principe Hotels & Resorts	12.270	18.713	53	1.293	2.230	72										20.943
Cayo Levantado Resort	17.000	20.400	20	27.000	60.200	123	627	778	24	9.000	3.880	-57	1.000	1.867	87	87.125
Soltour Travel	25.209	29.466	17	67.561	84.133	25	406	414	2	8.800	10.500	19				124.513
Coming2	2.012	2.072	3		192	NA	34	48	41	1.742	2.278	31				4.590
Bahia Principe Residences										10.426	12.000	15				12.000
Bahia Principe Golf										593	1.000	69				1.000
Tulum Country Club	46.455	70.002	51	8.322	10.419	25	609	676	11	417	590	41				81.687
PGA Riviera Maya	15.313	25.173	64	3.410	4.466	31	99	134	35	261	332	27				30.105
Kay Beach Club	2.672	3.441	29	3.203	3.910	22										7.351
Jool Boloon	116	282	143	199	363	82										645
BeGym		51	NA		258	NA										309
Real Madrid Foundation		9.621	NA		855	NA										10.476
Playa Nueva Romana	12.238	13.612	11	31.485	37.516	19	797	1.012	27	201	422	110				52.562
PGA Oceans 4	1.313	1.934	47	5.098	5.921	16	448	483	8	37	49	32		60	NA	8.447
SAI Properties	155	154	-1	260	265	2										419
Eco-Bahia Ecologic Foundation	2.417	2.672	11	400	878	120										3.550
												Total followers all profiles 1.87				1.876.613
Growth by social network	901.113	985.374	9,35	482.268	628.477	30,32	24.216	28.308	16,90	164.569	197.253	19,86	19.046	37.201	95,32	

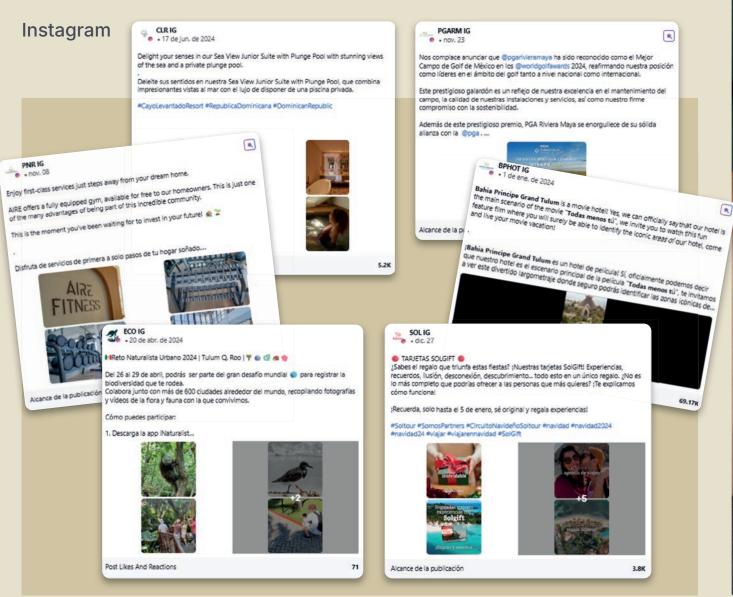
Social Media Some of our 2024 publications

Facebook





3.2 Relationship with Stakeholders





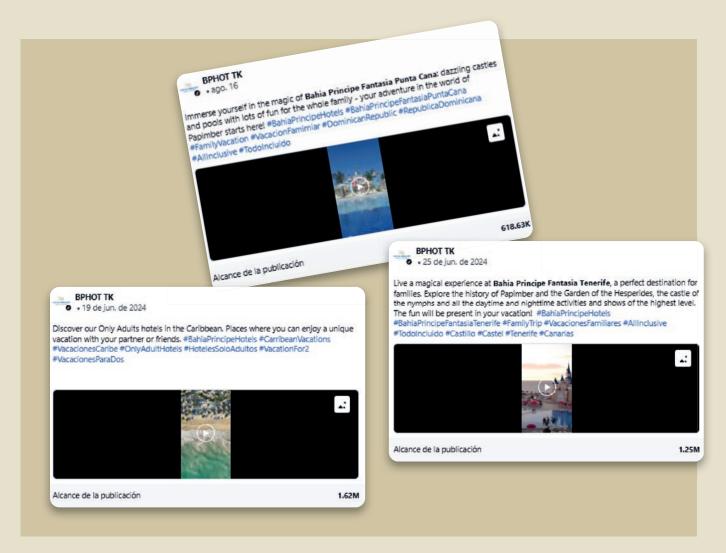
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EXEMPLARITY

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Tik Tok





EXEMPLARITY

Communication with press and media



During 2024, Grupo Piñero's corporate communications focused on providing the media with information about the company's key achievements. Among these milestones, the alliance between Grupo Piñero and Hyatt stands out.

At Grupo Piñero, we reported our progress in sustainability and innovation, emphasizing our environmental and social commitment to the destinations where we operate, and our investment in technology.

We have also achieved visibility in major economic media outlets in the country's most relevant to our corporate strategy.

With nearly 200 news articles generated, this success has allowed us to showcase our activities as hotel managers and operators in the Caribbean.

COUNTRY	IMPACT	AUDIENCE
Spain	1.413	174.387.033
Mexico	1.462	137.887.858
Dominican Republic	1.115	10.151.580.000

Some outstanding publications 2024

EL

Encarna Piñero: "Hoy la tendencia es valorar más lo que se vive que lo que se posee, las experiencias"

Encarna Piñero, hotelera y CEO del Grupo Piñero, detalla la expansión de su compañía y reflexiona sobre la importancia vital del turismo en estos días

HOLA

Los mejores sitios para viajar en Navidad

europa

TELVA

PREMIOS TELVA/AE MUJERES EMPRESARIAS DE BALEARES

Sobresalientes

Una nueva edición de los Premios TBLVA/Actualidad Económica patrocinados por CaixaBank llega a Baleares para reconocer la labor

de 4 magnificas empresarias: Carmen Sampol, Mejor Trayectoria Empresarial; Encarna Piñero, Mejor Directiva; Lina Mascaró, Mejor

Empresaria Innovadora y Rosa Esteva (Cortana), Premio al Impacto Social

Grupo Piñero sube un 11% sus ingresos en el primer trimestre hasta 280 millones

Cayo Levantado Resort: un oasis de experiencias personalizadas, sostenibles y auténticas

Expansión





Piñero abrirá su primer hotel urbano











Grupo Piñero impulsa el cuidado y la preservación de Cayo Levantado en República Dominicana

Meliá, Piñero, Barceló y Riu lideran la invasión hotelera española en el extranjero

Expansión

CincoDías

EL PAÍS

Así es Cayo Levantado, una isla de película en la bahía de Samaná

Amanece en Samaná, el filme de Rafa Cortés que acaba de llegar a los cines, se rodó en el Cayo Levantado Resort. El hotel de este pequeño islote de la República Dominicana encarna a la perfección la idea del paraños caribeño, y se convierte en un protagonista más de la cinta

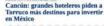
LAVANGUARDIA

Grupo Piñero y Hyatt formalizan la empresa conjunta para impulsar la marca Bahía Príncipe Expansión

Piñero y Hyatt crean una ges<mark>tora para los</mark> hoteles <mark>Bahía Príncipe</mark>

ALIANZA/ Participada al 50% por ambos socios, gestionará 23 resorts hotelens con 12 000 habitaciones













GRUPO PIÑERO Y HYATT PRESENTAN PLAN PARA CREAR UNA ALIANZA ESTRATÉGICA



EXEMPLARITY

Double Materiality

In 2023, we conducted a comprehensive materiality analysis, incorporating the recommendations of the new European Corporate Sustainability Reporting Directive (CSRD). This analysis enabled us to identify the topics relevant to our impacts on the environment and society, as well as the risks and opportunities that could influence the development of the business. This process was carried out based on two key dimensions: impact materiality and financial materiality.

We recognize the importance of double materiality analysis as a core pillar in our sustainability strategy. In 2024, we continued to deepen our risk and opportunity analyses, linking them to the company's overall risk management.

The methodology focuses on two processes:

Impact materiality

On one hand, a topic is considered relevant from the perspective of impacts when significant, real or potential effects on people or the environment are identified, generated directly by the Group's activities and its business relationships throughout the value chain.

Financial materiality

On the other hand, we consider how the external environment can affect us. A topic is deemed relevant if risks or opportunities are identified that may significantly influence the company's value in the short, medium, or long term.

This analysis concluded with 17 material topics based on our identified impacts, risks, and/or opportunities (IROs).

Phases of the Analysis

• Study of our Environment and context

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

• Identification and evaluation of the IROs

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

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

• Involving our Stakeholders

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

This has allowed us to prioritize the material issues identified.



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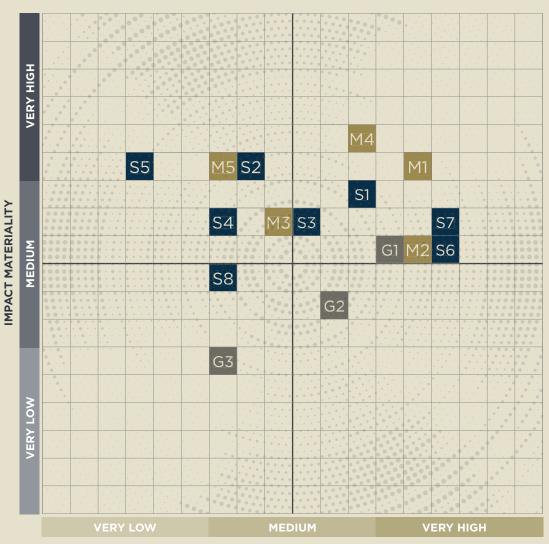
We have discovered the materiality of the various issues based on the materiality of the IROs that make up each ASG issue.

These results are visualized below in a double-entry matrix, where the issues are placed about the Impact Materiality (X-axis) and the Financial Materiality (Y-axis). We have considered, as material issues for us, those that have resulted above very low, according to their impact and financial materiality.

Our Priorities

AMBIENTAL	Energy and Climate Change					
	Pollution	M2				
	Water Management	М3				
	Conservation of Biodiversity	M4				
	Circular Economy (Waste Management)	M5				
	Company Employees					
	Healthy Enterprise	S1				
	Inclusion and diversity	S2				
	Training and talent attraction	S3				
	Value chain					
	Workers in the value chain	S4				
SOCIETY	Local Community					
	Responsibility towards our community	S5				
	Clients					
	Personalised attention and services	S6				
	Quality, safety and health services	S7				
	Stakeholders					
	Dialogue with stakeholders	S8				
GOVERNANCE	Ethics in business management	G1				
	Corruption and bribery	G2				
	Sustainable Innovation	G3				

DOUBLE MATERIALITY GRUPO PIÑERO



FINANCIAL MATERIALITY

EXEMPLARITY

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 manage- ment of our activity, taking them into account when making decisions that affect our day-to-day operations and for the establishment of the Group's short-, medium-and long- term objectives.

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

Based on our commitments and action plan, we maintain our contribution to the Sustainable Development Goals, contributing to 13 out of the 17 SDGs, 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 exp-lain in more detail the main contributions made to these SDGs, aligned at the same time with the group's internal values and commitments.



3.5 Human Rights

Human Rights protection

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.

Accordingly, ensuring effective management of systems that uphold human rights remains a top priority for our organisation.

In 2018, the Board of Directors approved Grupo Piñero's Human Rights Policy—a document that outlines all commitments assumed by the Company on this matter, applying to collaborators, clients, suppliers, partners, and other stakeholders. The Policy establishes the commitment to uphold Human and Labor Rights in accordance with the highest international standards, highlighting the United Nations Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the International Covenant on Economic, Social and Cultural Rights, the OECD Guidelines for Multinational Enterprises (2011), and the ILO Declaration on Fundamental Principles and Rights at Work.

The Company works to protect, respect, and remedy (prevent and manage) risks associated with the violation of these rights. The guiding principles on which the policy is based are as follows:

- Health and safety for all
- Protection of collaborators' rights
- Freedom of association and collective bargaining
- Promotion of equality and inclusion
- Children's rights and opposition to child exploitation
- Right to freedom of opinion, information, and expression
- Respect for local communities and their environment
- · Policies against slavery and compulsory labor
- · Anti-corruption stance
- Safeguarding intellectual property rights
- Privacy protection

The Policy reinforces a solid and responsible governance model, promoting transparency and rigor in management through a single global corporate document. Among other aspects, it will not only allow for better risk management wherever Grupo Piñero is present but will also ensure awareness and integration throughout the value chain.

Through this Policy, we are committed to taking an active role in the promotion of Human Rights and to working proactively for their respect, gathering in it the commitments already assumed on this matter and guaranteeing the respect of labor rights for all our stakeholders—collaborators, clients, suppliers, and partners—in every country where we operate, according to the applicable laws in each location.

Relationships among all stakeholders to whom the Policy applies must always be based on respect for human dignity and non-discrimination. We reject any conduct, behavior, or action that tends to encourage, promote, or incite, directly or indirectly, hatred, hostility, discrimination, or violence against a group, whether for racist reasons or others related to ideology, religion or beliefs, family situation, membership of an ethnic group, race or nation, national origin, gender, sexual orientation or identity, or due to gender, illness, or disability.

Through the Code of Conduct, we establish the commitment to comply with internationally recognized human rights and to avoid any form of fraud or abuse of these rights during our business operations. We are committed to upholding local, national, and international legislation, protecting the community from any type of abuse or harassment, and ensuring respect of people's rights.



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.

To ensure the child protection policy is implemented and respected throughout our entire value chain, all collaborators are informed and trained so they clearly understand the necessary measures to take in relevant situations, thereby fostering awareness and compliance.

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



WHISTLEBLOWING HUMAN RIGHTS VIOLATIONS

Local communities & 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.

To address supply chain violations, we intend to implement various measures aimed at preventing human rights issues, including establishing Ethical Principles for suppliers, contractors, and collaborators.

In 2024, no suppliers or contractors have been identified as violating or endangering compliance with human rights.

For 2025, the implementation of a Corporate Human Rights Due Diligence System is planned for the entire Company.



3.6 Non-Financial Resource Management

The business model incorporates environmental, social, and governance criteria. As part of this approach, the company aims to integrate sustainability standards and seek certification from external organizations and experts in the tourism industry.

Since 2016, Bahia Principe Hotels & Resorts has maintained sustainability certifications. These certifications are provided through international organizations, including EarthCheck and Travelife, which are recognized by the Global Sustainable Tourism Council.

In 2024, at Bahia Principe Hotels & Resorts, we renewed our commitment to sustainability by obtaining 22 Travelife Gold Sustainability certifications.

The beach at the Bahia Principe Grand Tulum hotel has received the Certified Beach accreditation for the sixteenth consecutive year, granted by the Mexican Institute of Standardization and Certification AC.

SUSTAINABILITY CERTIFICATIONS



18













The health and wellbeing of people is a priority for us. employees to grow and evolve personally and professionally.

We are committed to employment protection measures and new forms of working. reduce inequalities in the local community with programs aimed at families and vulnerable groups.

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

A single team

We ensure a diverse, safe, and healthy working environment where everyone receives fair and equitable treatment. Furthermore, we renew our commitment to responsible and ethical management for all our team members, continuously implementing policies that support both their personal and professional development.

In 2024, our average workforce has consisted of 16,327 collaborators, with a significant presence in Mexico, Jamaica, the Dominican Republic, and Spain. In addition, we have teams in Luxembourg, Switzerland, the United States, and Portugal.

Given the dynamics of the sector, Grupo Piñero's workforce composition is subject to significant seasonal variation, resulting in fluctuations in employee numbers throughout the year. To address this, the company actively promotes permanent employment, and as of 2024, 80% of our staff hold permanent contracts.



80% Contratcs indefinite



39% Women



61% Men

431
Directors

2.425
Middle

management

13.471

Basic personnel MEXICO 3.598 Employees 22% JAMAICA 2.086 Employees 13% DOMINICAN REPUBLIC 8.531 Employees 52% 2.054 Employees 13%



COLLABORATION

RESPECT

CONTINUOUS IMPROVEMEN

APPENDICES

Emerging approaches to Workplace Practices

In our corporate offices, the hybrid work model has been consolidated since 2021. The combination of on-site and remote work has allowed our team members to enjoy greater flexibility and work-life balance, which has resulted in increased productivity and a more dynamic and adaptable work environment.

We are convinced that this has helped improve the wellbeing and mental health of our team members and, on the other hand, together we have reduced our carbon footprint and environmental impact.

Presence control and digital disconnection

Remote workers are entitled to digital disconnection. This right helps employees balance work and personal life by allowing them to disconnect outside working hours.

Digital disconnection allows team members to enjoy their free time without the pressure of always being available, which contributes to their wellbeing and mental health. Furthermore, it is key to maintaining a healthy work-life balance, fostering a more sustainable work environment that respects the individual needs of each employee.



A safe workplace for our employees

We prioritize the prevention of workplace accidents and care about the health and safety of our team members in their work environments. In addition, we extend this commitment to contracted companies, ensuring that services performed by external personnel are carried out with the necessary safety measures.

For this reason, 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, we not only seek to guarantee safe and healthy work environments but also commit to complying with local legislation and regulations in this area, as well as providing training and awareness tools for our team members.

With the aim of promoting continuous improvement in our management, we have continuously monitored our health and safety performance throughout 2023. As a result, we have observed that, during this year, the figures related to work-related accidents among our employees have been as follows:



Women

Total accidents: 712
Accidents with leave: 71



Men

Total accidents: 678
Accidents with leave: 62

"Healthy Company" Program

As part of our commitment to move forward with our team members in health and safety matters, we continue to promote the "Healthy Company" program launched in 2016. This program aims to improve the physical, mental, and social well-being of our team members and their families.

To achieve this goal, we have defined the following lines of action:



9.325 HOURS IN ACTIVITIES





Sustainability

Report

€ 836,740

Objectives and actions



Achieve healthy workplace environments

Areas of action: Improve infrastructure and adapt facility equipment. In 2024, €827,580 was invested in these workspaces, with significant renovations in the dining rooms and break areas for employees in Jamaica, La Romana (Dominican Republic), and all hotels in Tenerife. In Mexico, in addition to upgrading the break room, employee lockers were updated.



Conduct health campaigns

Areas of action: Medical check-ups. vaccination and prevention campaigns, as well as programs against smoking, drugs, and the responsible use of alcohol and ICTs. With the gradual resumption of activities in operations and destinations, inaugurations and their welcome events serve as an initial point of raising awareness about the importance of employee health.



Promoting the practice of healthy habits

Areas of action: Encouraging healthy and balanced eating, as well as body and mind care through sports and activities. Regarding the promotion of healthy habits, 70 actions have been carried out, involving 232 groups and 2,412 participants, totaling 3,318 hours of training.



Implementing safety plans

Areas of action: Promotion of measures to guarantee health and safety at work, as well as the encouragement of sustainable mobility. An initiative has been launched within occupational health and safety teams to share best practices and lessons learned among the different destinations with operations.

There are health and safety committees in the hotel activity workplaces to ensure compliance with regulations in the countries where we operate.

COLLABORATION

Social Relationships

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 are no exception, 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 for all our employees.

Additionally, we welcome the participation of all employees in the organization through established channels. We maintain open dialogue with our team members and external stakeholders, promoting clear and transparent communication through the Human Resources department, as well as the communication policies and procedures made available to them.

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

Employees covered by collective agreements 2024

Dominican Republic	87,1 %
Mexico	59,7 %
Jamaica	100 %
Spain	100 %



We Foster an Inclusive and Diverse Environment

At Grupo Piñero, we have an Equality Plan that outlines our commitments to defending workers' rights regarding equality between women and men. This plan includes measures to promote equality in areas such as recruitment, training, promotion, leveling, compensation, occupational health, and communication. It also establishes rules for the use of non-sexist language, ensuring neutrality in all company communications.

We are a multicultural company and firmly believe that effective management of cultural diversity strengthens our corporate culture. This diversity enables us to learn from other perspectives and approaches, which allows us to improve every day. For this reason, we have employees from different countries, cultures, religions, age groups, and genders.

We also promote the integration of all individuals into our offices and facilities, ensuring accessibility to every space. We declare our commitment to the development of policies that incorporate equal treatment and opportunities between women and men, without direct or indirect discrimination based on gender. We establish equal opportunities as a strategic principle in our Human Resources Policy.

We maintain the same percentage of women in our workforce as last year, with a slight increase that continues the upward trend. This commitment reflects our dedication to gender equality and diversity in the workplace. Our priority is to keep increasing the number of women on our staff, promoting policies and actions that facilitate their inclusion and professional development. We believe that gender diversity is fundamental to the growth and success of our company, and we will continue working to create an inclusive and equitable environment for everyone.

Equality Committees

In the workplaces in Spain, gender equality committees have been established to ensure compliance with regulations related to equality between women and men.

A Harassment-Free Work Environment

To ensure the safety of all our team members in the face of discrimination or harassment, we are committed to promoting a work environment free from sexual harassment or gender-based harassment.

We have implemented a Protocol for the Prevention of harassment and discrimination in the workplace, and we are committed to not tolerating labor exploitation, mistreatment, or sexual abuse of children and adolescents

Professional and Social Integration

At Grupo Piñero, we value the integration of people with disabilities in Spain. That is why, whenever possible, we consider the suitability of individuals from this group when we have an internal vacancy, before beginning the search for other profiles. In this sense, there are 46 people on the team with disabilities over 33%. Once again, we have worked together with the ADECCO Foundation, aiming to develop the Family Plan, through which we seek to support employees with family members with disabilities, providing them with professional attention and guidance from an early age to support their social and occupational integration.

In 2024, 4 families continue participating in the program. Not only with the ADECCO Foundation, but we also collaborate with Coordinadora Balear de Persones amb Discapacitat, Caritas, and Aspas, to contribute to the development and occupational integration of people with different abilities.



39%

AVERAGE NUMBER OF

WOMEN IN THE WORKFORCE



25%

WOMEN ON THE

EXECUTIVE COMMITTEE

OF THE PIÑERO GROUP



100%
WOMEN ON THE
BOARD MEMBERS



Improving Employee Experience

Creating exciting experiences for our guests requires knowing their expectations and priorities, and our team members play a key role throughout the process. That is why understanding employee experience is essential to enhancing the differentiation that, as a holiday group, we seek to become a benchmark and earn recognition among our clients. For this reason, we are firmly committed to the socially responsible management of all our team members, working continuously on policies that allow our employees to develop both personally and professionally.

We consider human capital to be our main asset and understand that it is essential to foster talent, attraction and development, as well as to maintain motivation and a strong sense of belonging.

The employee experience study is an initiative aimed at identifying the milestone moments for each segment and group of our professionals, reviewing their expectations, and pinpointing areas for improvement as well as the strengths or "wow moments" in which we excel at meeting their needs. We embrace the cultural diversity of our team, recognizing that their experiences, expectations, needs, and priorities are different and ever-changing, and require respect, collaboration, passion, exemplary conduct, and the continuous improvement of our values.

A collaborative initiative among our team members has been the organization of an internal talent contest. This event connected colleagues from different destinations, divisions, and departments of Grupo Piñero through a multi-country streaming connection, with the aim of fostering teamwork as well as promoting passion, originality, and ingenuity.



"Employees represent the company's values and contribute to its achievements."

Training

We recognize that the growth of our company is closely linked to the personal and professional development opportunities we offer our team members. For this reason, every year we design Training Plans tailored to their needs, enabling active participation. Our two-way approach combines freely enrolled content and actions to meet individual expectations, complemented by a plan that covers organizational development and training needs, establishing current and future capabilities.

To adapt training to the specific needs of each position, we define the competencies required for each one. We support our team by tailoring training and internal mobility plans to fit each member's strengths and role.

At the beginning of the year, we launched our online platform, which offers a wide variety of courses and training programs. This tool not only facilitates the ongoing professional development of all Grupo Piñero staff, but also promotes accessibility, as it allows access from both computers and mobile devices. In addition, the platform is designed to adapt to the specific needs of each role, offering personalized content and practical tools that help each team member refine their skills and achieve their professional goals. Its implementation has enhanced flexibility in learning, allowing team members to manage their time and pace of training, fostering a balance between work and personal development.

The 2024 Training Plan includes a variety of training activities, among which the following stand out:

- · Awareness courses on sustainability issues.
- Environmental awareness activities.
- Celebration of global environmental and social days through internal and external communications.
- Promotion of healthy habits and well-being improvement.
- Ongoing training on occupational risk prevention.
- Development of skills for resource management and leadership.



181.619
TRAINING HOURS



104.081 PARTICIPANTS



€ 7,243,863



Talent Management

We believe that the growth of our professionals within the company is highly relevant, which is why we are currently working on improving internal career plans for our employees.

In 2024, 1,109 internal promotions were carried out, which equals 6.82% of our employees. Of these promotions, 50% were women, representing a 20% increase compared to last year.

It is important to highlight the continuation of the leadership training and development initiative, aimed at fostering coach-style leadership. Through this initiative, various leadership development programs have been implemented across all organizational levels, from the Executive Committee to the most junior levels of management, and in different destinations.

This complements the development management initiative, which aims to place each collaborator at the center and give them a more prominent role in their professional growth. In this initiative, the collaborator performs a self-evaluation and is also evaluated by their manager; together, they agree on actions for the individual's development.

Additionally, an online training platform has been launched and is available to all company employees, offering both internal and external courses to combine individual and personalized learning.

We also promote the integration of young talent who wish to join a company in constant growth and with significant international projection. To this end, we offer an internship program and several executive development programs for both support and operational areas, each one tailored to the needs of the specific position.



1.109
INTERNAL
PROMOTIONS



15
EXECUTIVE
DEVELOPMENT
PROGRAMME





4.2 Our suppliers

Cultivating Enduring Partnerships Built on Trust and Excellence

At Grupo Piñero, we continue to consider our suppliers as strategic partners in our commitment to developing sustainable, responsible, and innovative solutions. We are committed to long-term relationships based on mutual trust, respect, and collaboration, promoting shared growth.

In 2024, our total purchasing volume exceeded 276 million euros. This solid investment reflects our commitment to economic development in the destinations where we operate, always prioritizing suppliers based in the countries in which we are present.

Thanks to this purchasing policy, we continue to strengthen relationships of trust and long-term collaboration with our strategic partners, built over the years, and consolidating bonds that add value both to our operations and to the local business network.

It is a priority for the company that both suppliers and the products and services acquired are aligned with our sustainability principles, respect the environment, and are developed under socially responsible and fair conditions.

Supplier Approval and Selection

We have launched a project to implement ESG criteria for Grupo Piñero suppliers, applicable to all business units of the company. We are currently compiling lists of suppliers that guarantee the integration of ESG criteria into their business strategy and whose products are environmentally friendly and produced under ethical principles.

The objective of this project is to evaluate our suppliers according to the following criteria:

- Environmental evaluation criteria
- Environmental certifications
- Supply chain sustainability
- Fair and ethical labor practices
- · Occupational health and safety
- Diversity and inclusion
- Business ethics and transparency
- Innovation and continuous improvement



€ 198,430,148

Responsible Procurement Criteria: Embedding Responsibility and Sustainability

We continue to integrate environmental, social, and governance criteria into all purchasing and service contracting decisions carried out by the Procurement and Supply Chain (PSC) department of Bahia Principe Hotels & Resorts. This commitment is formally reflected in our Purchasing and Service Contracting Policy, approved by the Board Members.



In addition, we are negotiating with several platforms to monitor the assessment, improvement, and awareness of these criteria, aiming to evaluate environmental impact, social responsibility, and governance. Through these efforts, we seek to ensure that suppliers comply with international regulations on sustainability, health, and safety.

We have approved the Business Partner Code of Ethics by the Board of Directors. This code focuses on promoting responsible and ethical business practices among our suppliers and strategic partners. We ensure that everyone involved in our purchasing and contracting processes understands and adheres to these principles, which include environmental sustainability, respect for labor rights, and transparency in operations.

Local Supplier Commitment

Aware of the importance of contributing to the socioeconomic development of the countries where we operate, we always prioritize local suppliers and/or those based in the destinations where we are present. This strategy consists of sustainability values, as it demonstrates social responsibility by contributing to economic growth and job creation.

We rely on local businesses and communities in the region, thus reducing long-distance transportation, minimizing carbon emissions, and building strong and lasting relationships with local suppliers.



95% SUPPLIERS BASED LOCALLY

Supplier Awareness

At Grupo Piñero, we continue to raise awareness among suppliers regarding sustainability and social responsibility, demonstrating leadership in sustainable business practices and a positive impact on the supply chain and local communities.

We strengthen relationships with our suppliers through constant communication about our shared values and sustainability commitments. We provide information via email about our achievements in sustainability and send them our policies and the 2023 Sustainability Report. In addition, we organize awareness sessions to educate our suppliers about the importance of sustainable practices and how they can contribute positively to the environment and society.

We believe that by strengthening our relationships with suppliers and making responsible use of the planet's natural resources together, we contribute to Sustainable Development. This approach enhances and fosters greater collaboration, trust, and mutual commitment, resulting in economic and social benefits for all parties involved and contributing to a more sustainable and equitable future.



COMMUNICATED SUSTAINABILITY POLICIES

to our suppliers



COLLABORATION

Alliances with suppliers

We continue to work closely with some of our suppliers to enhance economic, social, environmental, and cultural development in the destinations where we operate.

The social actions carried out in collaboration with suppliers include:

Donations of:

- Uniforms to the baseball team in the town of Los Cacaos, Samaná, Dominican Republic.
- A recycling center in the town of Chemuyil, Tulum, Mexico.
- Drinking fountains for the local school in the community of Chemuyil, Mexico.

Street improvements were made in the Simi Báez neighborhood of Samaná. The work was conducted in connection with World Tourism Day activities.

We are proud to partner with suppliers who foster Sustainable Development, thus contributing to a more responsible and balanced future.

Supply Chain Tool

We are committed to innovation and, as part of our transition toward digitalization, we have integrated the purchasing of Fixed Assets, Recurring Services (service agreements), and Non-recurring Services into our Supply Chain Management system.

Additionally, we have developed consumption prediction models using Artificial Intelligence, with the goal of adjusting consumption to actual needs and minimizing waste.

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





OUR RAISON D'ÊTRE EXEMPLARITY **COLLABORATION** RESPECT PASSION

4.3 Our Community

We consider our community work to be a driving force for progress and a means to contribute to the United Nations Sustainable Development Goals (Agenda 2030), primarily focusing on five of them: decent work and economic growth, reducing inequalities, responsible production and consumption, quality education, and health and well-being.

Support for local communities is realized through various programs aimed at improving the well-being of individuals and communities, preserving their cultural identity, promoting healthy habits, meeting basic needs, and fostering sports and education, with special attention to women, children, and young people at risk of exclusion.

This year, 2024, we have allocated €347,000 to these programs.

At Grupo Piñero, we take responsibility for driving the development of the communities where we operate, beyond our business activities. For this reason, for years we have carried out actions and voluntarily participated in social initiatives that reflect our values.

We collaborate with entities, organizations, NGOs, and associations that share our principles, values, and common goals.



OUR PROGRAMS



SUPPORT 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



PROMOTION OF SPORTS







HEALTH AND SAFETY

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



CULTURAL PROMOTION

CORPORATE



Spain

SUPPORT TO FAMILIES AND VULNERABLE GROUPS

Bahia Principe Hotels & Resorts

- From all the hotels in Tenerife, we collaborate through financial donations to support victims of the Dana in Valencia, as well as organizations working for intellectual disabilities such as Fevadis or Plena Inclusión Valencia, and Montesinos Foundation to promote social inclusion.
- From Bahia Principe Sunlight Coral Playa, in Mallorca, we collaborate by donating:
- Surplus furniture in good condition for local non-profit organizations.
- Food to Mallorca Sense Fam, through the Operation Kilo initiative (collaboration since 2019).

Corporate Offices

We collaborate with:

- Mallorca Sense Fam with an annual financial contribution to help the most disadvantaged families in Mallorca.
- Amiticia Association, donating reused office furniture as well as some new pieces for their new headquarters in Palma.
- Monti-Sion Foundation, supporting their volunteer training program.
- Red Cross, to support the major disaster that occurred in Valencia due to Dana.

Soltour

From Soltour Spain, we donated furniture from our office in Madrid to the Amaranta Solidarity Foundation, whose main activity is supporting the social inclusion of women affected by situations of violence and/or social exclusion.





HEALTH AND SAFETY

Bahia Principe Hotels & Resorts

- At Bahia Principe Fantasia Tenerife, we contribute to the Pequeños Valientes Foundation, an organization created by Canarian families to support children and families affected by childhood cancer.
- Bahia Principe Sunlight Costa Adeje once again hosted the annual charity event organized by FAST (Forum of Friends of Southern Tenerife), raising funds for the Spanish Association Against Cancer.

Grupo Piñero

As a group, we collaborate with:

- Sonrisa Medica, an organization whose goal is to transform healthcare environments through humor.
- Aladina Foundation, supporting their important work accompanying children with cancer.
- Sponsorship of the documentary "Sacar Pecho" to support breast cancer research.



Spain

SCHOOL PARTNERSHIPS AND EDUCATION

Bahia Principe Hotels & Resorts

- At Bahia Principe Sunlight Costa Adeje, we welcomed a group of adults from the Apanate Association, people with ASD, so they could enjoy a day at the resort's facilities.
- At Bahia Principe Fantasia Tenerife, we hosted a group of 18 young people with special needs from Colegio Echeyde, giving them the opportunity to enjoy the hotel and its amenities.





CULTURAL PROMOTION

Bahia Principe Hotels & Resorts

 For the second consecutive year, our hotels in Tenerife are collaborating with the initiative "El Primer Viaje," which supports the protection of the "cenicienta shearwater", a key species for the conservation of the seas.

Coming2

 From Coming2 Tenerife, we collaborate with the Loro Parque Foundation through the "CanBio" project, aimed at mitigating the effects of climate change on the oceans.

CORPORATE VOLUNTEERING

Corporate Offices

Our Grupo Piñero corporate team collaborates with:

- CaixaBank Volunteers, in the initiative "El Árbol de los Sueños," fulfilling the dreams of 44 children in vulnerable situations by providing Christmas gifts.
- Aspace Foundation, offering comprehensive care for people with cerebral palsy or similar disabilities, and T'Estim, a project committed to mental health, organizing a Solidarity Market.
- Mallorca Sense Fam, by collecting food at the Alcampo Shopping Center, and Fundación Monti-Sion, preparing food baskets for families with limited resources.
- Caritas, donating used clothes and toys for their toy recovery workshop.
- Deixalles Foundation, donating used books to help integrate vulnerable people.

- Respiralia Foundation (supporting people with cystic fibrosis) and the Spanish Association Against Cancer, participating in two charity races and raising funds to support these causes.
- Afforestation project, in collaboration with Respiralia Foundation, CaixaBank Volunteers, and Tramuntana XXI, supporting the recovery of the holm oak forest in the Sierra de Tramuntana by planting 1,200 trees during various volunteer days.

Bahia Principe Hotels & Resorts

• From our hotels in Tenerife, we collaborate with Foresta, the Canary Foundation for reforestation, through the Tenerife Renace campaign, following the 2023 fires, to help reforest the areas of the island most affected by the disaster.





Dominican Republic

Grupo Piñero. All the company's businesses, in collaboration with the Eco-Bahia Foundation, carry out the following social actions:

SUPPORT TO FAMILIES AND VULNERABLE GROUPS

We collaborate through food donations with:

- Institutions such as the Navy Detachment, MOPC, the El Soco nursing home, Cestur, and Politur.
- Schools near our hotels for the celebration of events.

We also support communities such as:

- El Batey del Soco, in the Municipality of Ramón Santana, with a waste collection plan for the area and improvement of public lighting.
- · Las Terrenas, in collaboration with the Eco-Bahia Foundation, with a Green and Circular Station, an innovative pilot project aimed at environmental education and comprehensive solid waste management.

EDUCATION AND COLLABORATION WITH SCHOOLS

At Bahia Principe Bávaro Complex, we collaborate with several activities in different schools:

El Cortecito Primary School

- We delivered around 405 toys for Three Kings' Day.
- We created a mural to improve the facilities.
- We prepared an environmental activity focused on waste management and installed new recycling points.
- We organized several field trips with more than 160 boys and girls to visit the colonial city of Santo Domingo and enjoy the zoo, promoting cultural awareness.

La Ceiba Primary School

• We held an environmental activity for World Water Day, building a water filter using recycled materials.

Nazaret School in the Friusa neighborhood

• We provided a food contribution and offered support in organizing an event for children and families during the Christmas celebrations.

From our hotels in Samaná, we support the library of Daniela Ondina Graciano Primary School, located in Las Galeras (Samaná), by donating various materials.

CULTURAL PROMOTION

From hotels in the northern area (Samaná), we carried out:

- A partnership, together with the support of suppliers, in the construction of the Los Cacaos church in Samaná, which began in 2023.
- A sponsorship with the Samaná Environmental Forum to collaborate with the Sustainable Tourism Circuit.

At Bahia Principe Grand El Portillo, and with the help of local suppliers, we supported the Las Terrenas Music School by providing uniforms for the band.



XEMPLARITY

COLLABORATION

PASSION CONTINUOUS IMPROVEMENT

APPENDICES

Mexico

Grupo Piñero. All the companies of the group, in collaboration with the Eco-Bahia Foundation, carried out the following social actions:

SUPPORT TO FAMILIES AND VULNERABLE GROUPS

- We supported the José María Pino Suárez Primary School children in the community of San Silverio, Yucatán, by giving toys during the well-known "4th Wise King" event.
- We collaborated with the Chetumal community, donating 150 food baskets containing essential items, as well as 200 bathrobes for children and 300 units of amenities, after Hurricane Beryl affected numerous families.
- We set up a collection center in the Chemuyil community to create a waste separation point.

DEPOSITA DEPOSITA ANTER DIS DEPOSITA ANTER

EDUCATION AND COLLABORATION WITH SCHOOLS

- We installed water fountains at Matilde Montoya
 Primary School in commemoration of World Water Day.
 Additionally, we worked with the same educational
 institution to carry out waterproofing of its library.
- We formed an alliance with the Itzé-Nah association, taking 25 boys and girls on a cultural visit to the Tulum ruins, as well as donating school supplies to support their academic development.
- We collaborated with the Itzé-Nah association to install a fence around the school perimeter of this association to ensure the safety of the children, on the occasion of World Solidarity Day.



HEALTH AND SAFETY

• We collaborated with the "Mexican Cruz Roja" by donating basic hygiene products for hospital patients and making a financial contribution to support their activities.

CULTURAL PROMOTION

• We carried out collaborative work with the Chemuyil community to improve the football field.





Jamaica

Grupo Piñero. All companies located in Jamaica participated in the following social actions:

SUPPORT TO FAMILIES AND VULNERABLE GROUPS

We collaborate with:

- The Brownstown community in St. Ann, donating food to the feeding program for homeless people and the elderly.
- The local RADA community, donating ten water tanks for farmers.
- The Discovery Bay and Brownstown communities, offering free check-ups for the elderly and donating more than 60 packages to the most needy families in the community, as well as gifts for boys and girls.

We sponsored a 5k charity race, with proceeds going towards scholarships and community sports development.

EDUCATION AND COLLABORATION WITH SCHOOLS

We collaborate with the following schools:

- Hoolebury Primary, replacing the damaged windows in the staff room.
- Discovery Bay Secondary School, with the donation of food, and we organized a cultural outing with geography students to the marine park.
- Runaway Bay Basic School, donating ceiling fans.

HEALTH AND SAFETY

• Once again, we collaborated with the St. Ann's Bay Regional Hospital, supporting painting and cleaning tasks in the common areas.











Cultural Promotion

Grupo Piñero values tourism for its ability to showcase and restore each community's unique culture and supports efforts to conserve and protect cultural heritage.

Over the past year, we have strengthened our commitment to cultural promotion in the destinations where we operate, consolidating initiatives launched in previous years, such as local markets, celebrations that represent native culture, gastronomic spaces, and excursions aimed at appreciating natural and cultural heritage.

The celebration of World Days specific to each destination allows both guests and team members to immerse themselves in the essence of the region, enjoying its characteristic hospitality and vibrancy.

Bahia Principe Hotels & Resorts has strengthened its commitment to cultural engagement by increasing the presence of cultural shows within its entertainment portfolio and integrating local cultural elements into facility renovations and improvements. Notably, this year features the introduction of "Xaymaca, The Show" in Jamaica—a

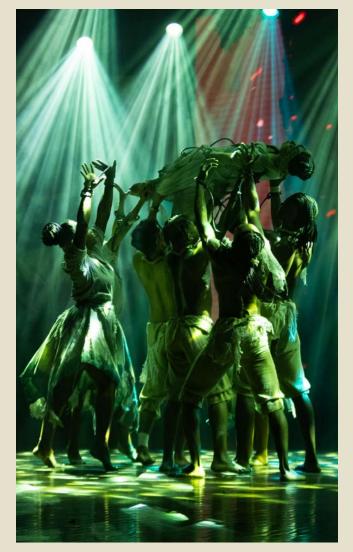


production that delves into the island's history and musical heritage, thereby highlighting the significance of local culture.

At Cayo Levantado Resort, a range of activities dedicated to cultural promotion were conducted, including an exhibition featuring ecological masks. Throughout the holiday season, guests participated in mask-making workshops facilitated by artist Luis Rivas.

In alignment with our destination promotion strategy, we have contributed to the production of the Spanish-Dominican comedy "Amanece en Samaná." This initiative supports our diversification objectives by fostering audiovisual and film projects that showcase the traditions, cuisine, and iconic landscapes of Samaná, Dominican Republic. Collectively, these efforts mark substantial advancements for our organization, cultivating sustainable and cultural development through the collaboration of local and international professionals on high-impact projects.





Business Associations with which we collaborate

Country and Organization

Spain

Balearic Association of Family Businesses - ABEF

Association for Development - APD

Exceltur

Turistec

Hotel Business Federation of Mallorca - FEHM

Hotel and Extra-Hotel Association of Tenerife - Ashotel

Tenerife Foreign Promotion Service

Country and Organization

Mexico

Riviera Maya Hotel Association

Riviera Maya Golf Courses Association

Country and Organization

Dominican Republic

Asonahores

Association of hotels and tourism projects of the Eastern Zone

IAGTO

Samaná Cluster

ADETI

Country and Organization

Jamaica

Jamaica Hotel & Tourist Association JHTA

Country and Organization

International

Association of hotel investors, Inverotel



2024 Alliances for Sustainable Development



Organization	Proyect or program
Sonrisa Medica	Healthcare projects
Mallorca Sense Fam	Support to families and vulnerable groups
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 Biodiverso).
Real Madrid Foundation	Sport promotion
Fundemar	Biodiversity - Environment
Samaná Environmental Forum	Biodiversity - Environment

05 RESPECT

We care for and preserve the environment





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

renewable energy sources
to reduce our carbon
carbon footprint.

We are
a "circ
mode

We are moving toward a "circular economy" model that will allow us to improve process efficiency. decarbonization of our operations as the backbone of our contribution to the climate.

We support a variety of initiatives and activities dedicated to the preservation of marine ecosystems.

biodiversity by formulating initiatives focused on preserving and enhancing ecosystems.

Environmental Sustainability Commitment

At Grupo Piñero, we believe that caring for the planet is not just a responsibility, but an opportunity to do things better. That is why, since 2016, we have been firmly committed to responsible resource management, aware of the impact our activities can have on the environment

We take climate change and the reduction of greenhouse gas (GHG) emissions very seriously, which is why we are committed to a more sustainable and circular business model that makes the most of resources and is ready for climate challenges.

We have set ambitious goals: to reduce our carbon footprint by 60% by 2030 and achieve emissions neutrality by 2050; to decrease our waste by 70% by 2030 and reach 'Zero Waste' by 2050; and to protect, conserve, and manage 100% of our natural capital.

And we want to go even further. We are betting on innovation and technology as key allies to make our processes increasingly efficient and sustainable. Because we are convinced that better environmental performance is also a better future for everyone.

Our Lines of Work



ENERGY AND CLIMATE

Efficient energy management Measurement and reduction of carbon footprint

We are moving towards energy efficiency and activity decarbonization.



CIRCULARITY

Responsible waste management

Efficient use of water

We aim to manage processes and resources efficiently to reduce waste.



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NATURAL CAPITAL

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

Strengthening our environmental management

In 2024, we are reinforcing our commitment to an environmental investment of 2.2 million euros. This is clear evidence that sustainability is at the core of our strategy.

To ensure that all units and facilities within the group move forward in the same direction, we have designed an environmental management system that we review periodically through internal audits. This tool enables us to objectively and rigorously analyze how procedures and practices are being implemented in our operations, especially in centers with higher energy consumption, and to identify opportunities for improvement.



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ENERGY AND CLIMATE



Efficient energy management

Since the launch of our 2021-2030 Strategic Sustainability Plan, we have promoted numerous projects focused on improving energy efficiency and invested in renewable energies. This includes updating climate control systems, installing clean energy sources at our facilities, and developing energy monitoring and control systems to enhance operations.

In addition, we work daily to reduce consumption, encourage good practices, and raise awareness about the responsible use of energy. We are also promoting sustainable mobility as a key part of our transformation.

The main objective is to reduce greenhouse gas emissions by 60% by the year 2030 through the decarbonization of operations. Strategies include shifting from fossil fuels to electricity, increasing electrification of energy use, and securing all energy from renewable source.

Main lines of action:

- Upgrading thermal facilities to include systems designed for greater efficiency and sustainability
- Renewable electricity generation through the installation of photovoltaic solar panels
- Monitoring and control systems designed to track and manage energy consumption efficiently



		2024	2023	2022	2021	2020	2019	2018
Energy Type	Units	Consumption						
Electricity	kWh	148,05 M	146,04 M	139,06 M	94,06 M	73,01 M	162,89 M	156,64 M
Photovoltaic	kWh	933,91 K	428,82 K	377,08 K	361,70 K	349,39 K	174,67 K	0,00
Heat Energy	kWh-C	22,11 M	22,08 M	23,73 M	18,43 M	15,09 M	29,14 M	30,16 M
Refrigeration Energy	kWh-F	104,52 M	99,89 M	94,76 M	63,78 M	44,66 M	105,78 M	94,16 M
Liquefied Gas	kg	3,00 M	2,86 M	3,12 M	1,88 M	1,42 M	4,07 M	4,06 M
Natural Gas	kg	7,67 K	0,00	11,27 K	0,00	1,08 K	16,93 K	12,69 K
Gasoil	1	0,71 M	0,72 M	0,47 M	0,48 M	0,54 M	1,05 M	0,96 M
Gasoline	I	396,42 K	440,05 K	311,73 K	339,62 K	301,09 K	721,47 K	686,59 K
GNL	kg	1,28 M	1,18 M	1,30 M	1,15 M	0,73 M	2,08 M	2,43 M
HFO	1	4,01 M	4,67 M	4,25 M	3,17 M	2,78 M	4,89 M	4,62 M
Diesel	I	1,83 M	1,27 M	0,99 M	0,50 M	0,45 M	1,10 M	1,45 M
Refrigerants	kg	14,65 K	14,11 K	15,06 K	9,83 K	9,83 K	23,87 K	29,22 K

RESPECT

FNFRGY AND CLIMATE



Carbon Footprint – measurement & reduction

In 2024, we took an important step toward more rigorous management of our carbon footprint by implementing a new, more comprehensive and precise calculation system, aligned with international standards such as the Greenhouse Gas Protocol (GHG Protocol) and using emission factors from DEFRA (UK Department for Environment, Food & Rural Affairs) as a reference.

This new methodology allows us to know more accurately the environmental impact of energy consumption in each of our centers, as it assigns each energy source a specific emission factor, updated annually and adapted by location or system. In addition, it includes emissions associated with fluorinated gases used in our facilities, thus providing a more complete picture of the impact of our activity.

This more detailed approach not only improves data quality but also helps us prioritize actions and design strategies adapted to the reality of each destination, also opening new opportunities for collaboration with suppliers and local actors.

What does this new methodology include?

- Scope 1: direct emissions, including the combustion of fossil fuels in generation or trigeneration plants located within our hotels.
- Scope 2: indirect emissions resulting from the consumption of externally purchased electricity.

Previously, we calculated emissions based on the thermal and cooling energy consumed in centers with generation plants. Now, we have incorporated fuel consumption, and the emissions generated by those plants are counted exclusively in Scope 1 (not in Scope 2), thus avoiding duplications and improving accuracy.

Additionally, we have begun to take the first steps toward calculating **Scope 3** emissions, partially including an analysis of those associated with water use and waste management. However, we are not currently reporting all this data due to limitations in the robustness and traceability of the information, especially regarding the volume of waste sent to landfills, which has been identified as one of the main areas for improvement in 2025.

This methodological change also involves recalculating all historical emissions since 2018 to have a coherent and comparable baseline over time.

A clear example of the impact achieved

A clear example of the impact achieved can be seen at our Bahia Principe Sunlight Coral Playa hotel, where—thanks to the dedication of the team, the modernization of energy systems, and the installation of photovoltaic solar energy—we have achieved a 70% reduction in its carbon footprint, far exceeding the 60% reduction target set for 2030.

	2024	2023	2022	2021	2020	2019	2018
Scope 1 kg CO2	69,13 M	67,40 M	67,90 M	54,28 M	39,29 M	91,58 M	104,46 M
Scope 2 kg CO2	75,80 M	77,75 M	68,64 M	43,69 M	38,88 M	91,52 M	88,15 M
Scope 3 kg CO2 *	0,84 M	0,97 M	1,07 M	0,61 M	1,75 M	3,66 M	4,07 M
Total emissions kg CO2	145,76 M	146,12 M	137,62 M	98,58 M	79,92 M	186,75 M	196,68 M
Emissions/Stay **	18,37	18,66	17,72	29,21	36,66	21,79	22,57

^{*} Partially includes emissions associated with water use and waste management.

RESPECT

^{*} Data expressed in kg CO2/stay

CIRCULARITY



Responsible waste management

At Grupo Piñero, we continue to move towards a more circular business model, committed to maximizing the value of resources and minimizing our environmental impact. Throughout 2024, we have identified key areas for improvement and, at the same time, strengthened initiatives that reinforce our long-term sustainability strategy.

One of the main areas of focus in 2024 has been the improvement in the management of organic waste, especially in destinations such as Bávaro, where there is significant room for reducing food waste and advancing its recovery. Currently, a portion of this waste is reused as animal feed on farms, and the leachates generated from the rest are properly managed through bio generation processes. However, our goal is to significantly reduce this waste at the source and complement its treatment with composting projects that enable more sustainable and circular valorization.

Along these lines, composting initiatives are already being developed in destinations such as the Dominican Republic, the Canary Islands, and the Balearic Islands, where organic waste is processed for recovery. In the Dominican Republic, the compost generated is used directly in the group's own nursery, effectively closing the cycle within the same destination. Although this complete closure is not yet achieved in other cases, these experiences represent an important step towards more circular management.

The bio digestion project at Cayo Levantado Resort also stands out, an innovative solution with great potential for energy generation and the sustainable treatment of organic waste. Our goal is to consolidate and expand these practices to more destinations, further reinforcing waste reduction at the source.

In this regard, we have launched the Waste Reduction program, currently in a pilot phase in various destinations, focused on kitchen staff training and process optimization to minimize food waste before it becomes waste.

The challenges we faced in 2024 have provided valuable opportunities to learn, improve, and strengthen our future strategies. With determination and commitment, we continue moving towards more responsible hotel operations that value resources, reduce their impact, and contribute to achieving our goals for 2030 and 2050.

Essential Waste Statistics

In 2024, we made significant progress in improving the traceability and systematization of data on waste generated in our operations, which represents a key step toward further promoting a circular economy model. This process is allowing us to understand in greater detail the composition and destination of waste, identify areas for improvement, and guide our decisions toward more efficient and responsible management.

One of the main milestones has been the initiation of greenhouse gas emissions calculations associated with waste management. Although still in a partial phase, this calculation already enables us to begin estimating the climate impact of different fractions, with special attention to those not valorized and which, in many cases, end up in landfills. Limitations in data quality—especially regarding the final destination of non-valorized waste—remain one of the challenges we will address as a priority in 2025.

To date, this analysis focuses on the hotel division, where important advances have been made in the quality of reporting, thanks to the gradual implementation of weighing systems and methodological improvements in centers that do not yet have direct measurement equipment. In fact, only two hotels currently have scales, so we continue working with estimation methodologies at most properties. While this provides a general overview, it still limits comparability between destinations and centers.

At the same time, common methodologies and quality criteria are being developed to extend this monitoring system to the rest of the group's business units. Our objective is to have an integral view of environmental performance, allowing us to analyze generation patterns and define reduction strategies with a more cross-cutting approach.



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Compared to the previous year, significant variations have been observed in several fractions—such as organic, papercardboard, textiles, or hazardous waste-mainly attributable to improvements in traceability and data coverage. Tracking of organic waste has also been consolidated, a key area for future composting and local recovery projects.

We still have the pending task of systematically integrating purchasing data with waste generated, an integration that will be essential to analyze operational efficiency and improve separation at the source. Incorporating this dimension into the analysis will allow us to better close the materials cycle and make more informed decisions across the entire value chain.

Seasonality and operational changes—such as renovations, closures, or hotel openings—also influence recorded volumes. Therefore, we continue working to establish solid baselines that allow us to realistically and comparatively measure progress over time.

This ongoing process of improvement in waste control and reporting reflects efforts to increase efficiency and responsibility in resource management. The objective is to achieve greater material and organic recovery and to move towards more circular operations across all destinations.

	2024	2023	2022	2021	2020	2019	2018
Recyclabes	3.452.861	3.975.450	4.334.127	1.773.469	1.236.310	3.845.499	3.542.225
Metals	144.656	217.340	239.859	84.821	93.458	155.429	191.414
Oil	321.355	205.888	199.116	109.334	69.686	221.607	212.355
Paper/Cardboard	910.964	845.838	945.161	467.771	231.211	676.432	640.492
Plastics	377.079	387.371	528.914	158.196	103.167	586.513	307.468
Tetrapack	12.627	856					
Glass	1.686.180	2.318.157	2.421.077	953.348	738.788	2.205.518	2.190.496
Hazardous waste	212.772	309.014	83.971	77.804	31.466	57.112	43.619
Organics	11.545.568	521.291	585.419	836.098	672.040		
Inert materials	322.372	323.832					
Textiles	162.708	41.568	269.874	78.780	16.545		
TOTAL kg of waste recovered	15.696.281	5.171.155	5.273.391	2.766.151	1.956.362	3.902.611	3.585.844
Waste/stay	1,979	0,660	0,679	0,820	0,897	0,455	0,412



RESPECT

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CIRCULARITY



Water is an essential resource for our operations and for the sustainability of the destinations in which we are present. Therefore, in 2024, we strengthened our water strategy with a more technical and proactive approach, thoroughly evaluating our infrastructures and management systems to identify critical points and define clear, prioritized improvement plans.

One of the most significant milestones was the preparation of the executive project for the expansion of the wastewater treatment plant in Mexico, which will incorporate advanced membrane technology. This upgrade will not only increase purification capacity but also allow for greater reuse of treated water, thereby advancing our model of water circularity.

Additionally, we are considering the introduction of desalination systems in some hotels located in areas with high water stress. This solution would help reduce pressure on aquifers and sources of fresh water, strengthening the resilience of our operations in the face of scarcity scenarios.

Every advance we achieve brings us closer to more efficient and responsible water management aligned with our 2030 and 2050 objectives. We remain determined to ensure the sustainable use of this vital resource, integrating technological solutions, efficiency criteria, and principles of circularity throughout our operation.



	2024	2023	2022	2021	2020	2019	2018
Water Comsumption m3	7.024.966,49	7.235.096,21	7.968.456,84	5.987.057,30	5.674.320,70	9.023.019,84	9.409.116,28
Returned water sewage m3 *	6.833.685,99	7.195.371,21	7.943.363,84	5.987.057,30	5.674.320,70	9.023.019,84	9.409.116,28

*In centers where meters are not available to measure the volume of water returned to the sewer system, the amount is currently considered equal to the volume of water consumed. Efforts are underway to enhance data accuracy and obtain more reliable information regarding water returns.

RESPECT

NATURAL CAPITAL

Promoting the sustainable stewardship of natural resources

The protection, conservation, and restoration of natural capital have remained central to our environmental management strategy for several years, reflecting the significance of resources such as beaches, landscapes, and biodiversity to our operations. In 2024, we introduced a series of targeted initiatives to enhance the resilience of these environments, with particular emphasis on the regeneration and restoration of approximately 300 meters of beach at two of our hotel and residential properties. Additionally, we have scheduled landscape improvements across our assets in the coming years to safeguard and regenerate these environments, establishing their preservation as a cornerstone of our sustainable development approach.

We manage our beach and landscape assets as priority resources for conservation and enhancement, directly addressing biodiversity through our Eco-bahía Foundation. This non-profit organization is made up of teams of experts dedicated to biodiversity preservation.

We have continued forming alliances for sustainable development since 2016.

ALLIANCES













NATURAL CAPITAL

Comprehensive management of beaches and coastal environments.

Our approach to beach management is based on a comprehensive model for managing the coastal environment, surpassing the traditional vision of intervening only in the sand strip. We work by considering all the elements that make up and sustain the beach-dune system, including factors such as biodiversity and geodiversity of the coastal area.

Within this framework, we have made progress in the natural restoration and regeneration of beaches through actions that strengthen their ability to adapt to erosion, habitat loss, and the effects of climate change. These actions are complemented by the implementation of sustainable management criteria, which integrate care for native biodiversity, control of invasive species, and improvement of ecological connectivity between coastal systems.

Our most important projects in 2024 include:

- Regeneration of a 150-meter stretch of beach in Playa Nueva Romana, Dominican Republic
- 2. Restoration of 160 meters of beach in Runaway Bay, Jamaica
- **3.** A 15% increase in vegetated surface in all company beaches with native plants



Regenerative landscaping

Simultaneously, we have launched an ambitious landscape improvement project on our properties, grounded in the principles of regenerative landscaping.

In 2024, the first Master Landscape Plans were completed for all hotels and residential properties in the Caribbean, outlining a unified approach for the ongoing development of outdoor spaces with the goal of creating resilient and biodiverse ecosystems.

As part of this process, new nurseries for native plants have been established, in addition to those already in existence, which will supply future ecological and landscaping restoration activities. This strategy aims to reduce dependency on exotic species and minimize the need for resources such as water and fertilizers in gardens and green areas. Additionally, pilot projects have been implemented across the Caribbean to reduce the areas of conventional lawns, replacing them with vegetative ground covers adapted to the environment and requiring less maintenance and fewer resources.

These initiatives reinforce our commitment to the active conservation of natural capital, ensuring that our operations not only respect but also regenerate the ecosystems in which we operate, with the goal of preserving values and guaranteeing the services they provide, thus ensuring their availability for present and future generations.



Since 1999, the Eco-Bahía Foundation has been the environmental heart of our commitment to the planet. Born in Mexico, its mission has been clear from the very first day: to protect, conserve, and restore the natural resources that surround us, while raising awareness in every person who is part of this great community.

Over the years, its efforts have become a model of perseverance and passion. Working daily with guests, collaborators, residents, and local communities, it cultivates a harmonious relationship with nature. In 2023, it took a historic step by expanding its work to the Dominican Republic, laying the foundation to bring its conservation model to all the destinations where we are present.

The Foundation works closely with government organizations, civil associations, educational institutions, and other key players to strengthen its impact and achieve its conservation goals.

Today, it moves forward decisively with the vision of being a reference in biodiversity conservation and environmental education in the Caribbean.

The purpose is based on three fundamental pillars:

- Conservation
- Education and Awareness
- Restoration

"Nature is calling us, and it is our responsibility to respond with empathy and action."



The Foundation's initiatives are organized according to the following areas of focus:



MARINE-COASTAL ECOSYSTEMS

Monitoring each program's actions by integrating an educational component into activities such as ecotourism and outreach, working with the community, educational entities, and interested organizations.

It carries out dune and coral reef restoration actions, formalized through an agreement with OCEANUS A.C. and the installation of 6 coral nurseries, which supports an ambitious project for the rehabilitation of coral ecosystems, one of the most important and threatened on the planet.

Programs and Projects

- Sea Turtle Protection
- Coral Reef Restoration
- Coastal Dune Restoration





NATURAL AREAS CONSERVATION

Efforts to safeguard land and coastal environments focus on restoring, maintaining, and rehabilitating vital ecosystems like jungles, cenotes, mangroves, and beaches. Protecting these interconnected areas demands a coordinated approach.

Programs and Projects

- Environmental Management Unit
- Sak Program (Cleanup of marine waste)
- Native plant production





WILDLIFE PROTECTION

Preserving biological diversity, expressed in terms of habitat conservation and animal protection, while fostering and ensuring a high ecological value for these ecosystems.

Programs and Projects

• Wildlife Protection





ENVIRONMENTAL EDUCATION AND DISSEMINATION

Raising awareness and acquiring knowledge, as well as fostering an understanding of the importance of caring for and conserving nature, through:

Training sessions, talks, activities based on environmental milestones, partnerships with schools, the design of "Eco-Experiences," activities that connect people with local nature and culture, and the creation of educational materials.

Programs and Projects

• Environmental Education Programs



Sea Turtle Protection Program

Among the most emblematic projects is the Sea Turtle Protection Program, an initiative that has allowed thousands of nests to be safeguarded and hundreds of thousands of hatchlings to be released, in close collaboration with local and national authorities.

Mexico's beaches are key nesting sites for loggerhead turtles. In 2024, these coasts hosted over 1,200 nests and produced more than 101,653 green and loggerhead hatchlings. Meanwhile, in the Dominican Republic, 30 nesting events were tracked, successfully aiding over 1,700 hawksbill, green, and leatherback hatchlings to the sea.

During its second year in the Dominican Republic, noteworthy progress includes the partnership with SEACOLOGY, a renowned NGO dedicated to the conservation of coastal island ecosystems worldwide. There was also the launch of a collaboration with AERODOM, which operates the Arroyo Barril, El Catey, Las Américas, El Higüero, Puerto Plata, and Baraona Airports, to provide training on the management of sea turtle nesting beaches.

The passionate dedication to this program ensures that Eco-Bahía continues to be a member of the Municipal and State sea turtle committees. In 2024, it participated in organizing the 8th National Sea Turtle Meeting in Mexico. Meanwhile, in the Dominican Republic, there was a gathering of organizations responsible for managing sea turtle protection programs, where we offered a training course on proper management techniques.



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Results 2024



MARINE-COASTAL **ECOSYSTEMS**



NATURAL AREAS CONSERVATION



WILDLIFE **PROTECTION**



ENVIRONMENTAL EDUCATION AND DISSEMINATION

MÉXICO

101.653

SEA TURTLE HATCHLINGS

PROTECTED NESTS

MARKED **FEMALES**

FEWER PEOPLE GO TO THE BEACH AT NIGHT

1.397

TREES DONATED FOR REFORESTATION

OF SOLID WASTE COLLECTED

4

URBAN REFORESTATIONS

BEACH CLEANUPS 1.422

WILDLIFE SPECIMENS ATTENDED TO

RECORDS ON **INATURALIST**

5.932

PEOPLE REACHED

PEOPLE ON **ECO-TOURS**

CHILDREN IN KIDS CLUB

COLLABORATORS

CHILDREN IN SCHOOLS AND LIBRARIES

DOMINICAN REPUBLIC

1.758

SEA TURTLE HATCHLINGS

NESTING EVENTS RECORDED

OF COASTLINE MONITORED

> KG OF SOLID WASTE COLLECTED

9.589

NATIVE PLANTS

PRODUCED

4.482

EXOTIC PLANTS REMOVED

134 WILDLIFE SPECIMENS ATTENDED TO

104.366

EXOTIC SPECIMENS CONTROLLED

7.851

2.503 PEOPLE CLIENTS IN ECO-ACTIVITIES REACHED

2.575 PEOPLE IN THE COMMUNITY

COLLABORATORS TRAINED

For more information, consult the website http://www.eco-bahia.com

RESPECT

"We Are Ecocentric" movement: promoting awareness and sensitivity.

Aware that great achievements are made through small individual actions, we consider it essential to include environmental awareness in our Sustainability strategy with all our stakeholders. Through these awareness activities, we strive to make a difference in the individual impacts of each person, encouraging good practices, the responsible use of resources, and promoting a more sustainable management model.

We created the "We Are ecocentric" Movement to promote environmental awareness and encourage impactful individual actions. The movement welcomes anyone who sees the planet as their own.

In 2024, we have further reinforced our commitment to environmental stewardship and addressing climate change. This progress has been made possible by the active involvement of our clients and partners in observances of International Environmental Days and through participation in the "Most Ecoist" awards. By promoting these initiatives, we encourage all stakeholders to engage proactively and embrace a shared responsibility for sustainability.

World Environmental Days Celebration

As in previous years, we joined the celebration of the following World Days with activities aimed at clients and collaborators. The World Environmental Days celebrated were:

- World Water Day March 22th
- World Recycling Day May 17th
- World Environment Day June 5th



World Environment Day

To mark World Environment Day, we organized a series of activities designed to promote environmental care at all the destinations where we operate. These initiatives targeted collaborators, clients, suppliers, and local communities. Actions within the local community included environmental education activities, the installation of recycling centers, and reforestation days.

Among the reforestation actions carried out, the following stand out:

 Majorca: We conducted a volunteer project in collaboration with the Respiralia Foundation, CaixaBank Volunteers, and Tramuntana XXI, consisting of five reforestation actions in an area of the Serra de Tramuntana, recognized by UNESCO as a cultural landscape.

Thanks to volunteer participation, we managed to plant approximately 1,270 holm oaks and other native plants.

 Tenerife: We joined the "Tenerife Renace project", supporting efforts in environmental restoration, reforestation, and conservation of the forest areas affected by the 2023 wildfires.

Through these actions, we aim to highlight the importance of collaboration for the benefit of the planet. In addition, we are pleased to share that we have achieved the goal set by our 2022 challenge "One person, one tree," which aimed to reach a total of 14,000 trees planted.

The "Most Ecocentric" Awards

During 2024, we continued with the celebration of the most ecocentric Awards. This event reflects Grupo Piñero's commitment to promoting a sustainable tourism model. These recognitions honor companies that, through their actions, demonstrate a strong commitment to caring for the planet and who work daily to raise awareness among team members, suppliers, clients, and local communities, fostering responsible and sustainable tourism.

Celebration in Spain

As part of the International Tourism Fair in Madrid, the second edition of the "Most Ecocentric" 2024 Awards was held.

The companies recognized included:

- Iberostar Group
- Transat
- Der Touristik
- Logicalis
- BBVA
- Zafiro Tours
- Schneider Electric

All of them were acknowledged for their commitment to conserving the planet and promoting sustainable practices. In addition, an honorary award was presented to José Luis Gallego, a prominent environmental communicator, for tireless efforts in raising awareness and educating environmental issues. The award was crafted by the artist from Mula, whose name is Rizo.

Celebration in the Dominican Republic

As part of "the Date event", the first edition of the Most Ecocentric Awards took place in the Dominican Republic.

The entities honored were:

- Banco Popular Dominicano
- BID Invest
- · Jardín Botánico Nacional
- Resicla
- The German development cooperation agency GIZ
- Suplitur
- The Samaná Tourism Cluster
- Verafeca

These organizations were recognized for their efforts focused on environmental education, the conservation of natural resources, and waste management. The award statue was created by Carlos Reyes Polanco, a young Dominican artisan who won the competition organized by Grupo Piñero in collaboration with the Ministry of Culture and the National Handicrafts Center (Cenadarte).









Passion for our clients

Our priority has always been the customer and their experience on every journey. For this reason, we are committed to continually evolving our services, integrating innovation, quality, and personalized attention, all with a strong dedication to sustainability. Our aim is not only to exceed expectations, but to create memorable experiences that generate value and strengthen customer loyalty, while also promoting responsible and environmentally conscious tourism.

As a company, we have continued working along the following lines of action:

- Health and Safety
- Costumer Service
- Direct Sales Channels at Bahia Principe Hotels & Resorts
- Customer Loyalty Program, My Bahia Principe
- Innovation and digitalization in products and services



Health and Safety

Safety and health within hotel establishments are essential to providing a high-quality, risk-free experience for both guests and staff.

This year, we have reinforced our commitment in several key areas:

- The principles guiding our actions, established in 2020, focus
 on ensuring healthy and sustainable environments, protecting the well-being of all individuals, guaranteeing safe and
 responsible services with personalized care, and encouraging a
 digitalized, adaptive guest experience.
- We have launched a training program for management in the HACCP (Hazard Analysis and Critical Control Points) food safety system. This program, delivered by the specialized company aibinternational.com, aims to help leadership teams gain deeper expertise and thus achieve greater oversight and control.
- Additionally, new procedures have been implemented within
 Customer Service, setting more stringent requirements around
 Safety and Health, including accident prevention, emergency
 management, and compliance with health regulations. These
 measures are accompanied by team training throughout their
 development. This approach has enabled our staff to strengthen their knowledge of risk management, enhance their ability
 to respond to incidents, and consistently provide safer, more
 efficient service
- To ensure proper implementation and identify any deviations that might pose risks to guests or the company, comprehensive internal and external audits have been conducted across all hotels, focusing on continuous monitoring, control, and analysis.

Health and Safety

Health & Safety Audits

At Bahia Principe Hotels & Resorts, both audits and analyses are consolidated as essential tools for verifying regulatory compliance, identifying areas for improvement, and ensuring quality in risk management within the realm of Safety and Hygiene.

Through these efforts, we safeguard the health of guests and employees and reinforce the culture of safety across all our properties.

Food safety audits

As a new development in hygienic-sanitary control, internal audits have been implemented with a semi-annual frequency. In turn, external audits this year have focused on risk management of each property and continue to be carried out quarterly.

Both internal and external audits analyze compliance with hygienic-sanitary processes within the properties, following the Hazard Analysis and Critical Control Points (HACCP) methodology.

Health and hygiene audits	2024	2023
Food safety	151	108
Swimming pools	59	16
Mains water and legionella	50	16

Microbiological analysis

Additionally, periodic microbiological analyses are conducted on food, drinking water, ice, and swimming pools. These checks ensure that procedures are being followed to guarantee the sanitary quality of the products and services provided.

As part of our commitment to continuous improvement and prevention, each month the hotels thoroughly analyze their safety indicators to identify any possible deviations and anticipate potential risks. This information is reviewed by hotel management and then forwarded to the Safety and Hygiene Department, ensuring effective follow-up and the implementation of corrective actions whenever necessary

Microbiological analysis	2024	2023
Food	1.784	1.601
Surfaces	179	141
Drinking Water	857	720
Hands	72	68
Swimming pools	2.200	1.577
Legionella	357	296
TOTAL	5.449	4.403

Risk management procedure

During 2024, we reviewed our procedure for managing potential risks, without needing to introduce significant changes, as it continues to respond adequately to operational needs. The process includes the identification, evaluation, and mitigation of risks, along with continuous monitoring and review of the measures applied. This allows us to maintain effective control over incidents and implement corrective measures quickly.



Customer Service

At Bahia Principe Hotels & Resorts, we consider customer service to be just as essential as the quality of our products and services. For this reason, we have a set of strategic tools, such as managing a customer satisfaction survey, constant monitoring of our reputation (both monitored through the Review Pro platform), and conducting internal quality audits.

These actions allow us to obtain a detailed view of our customers' expectations and perceptions, which in turn provides us with the necessary foundation to implement continuous improvements that align us with our customers' expectations and needs

Internal Management Tools

In 2024, survey participation increased by 59% compared to 2023, with a completion rate of 89.17%, demonstrating high engagement.

The departments with the best results compared to 2023 are:

- Entertainment: score increase from 79 to 85.3%
- Kitchen: score increase from 80.5 to 81.8%

Additionally, this year we have conducted internal surveys during the customers' stay at the hotel. This measure allows us to identify and resolve possible incidents in real time, thereby optimizing the customer experience.

GLOBAL REVIEW INDEX



90% AVERAGE INDEX

Online Reputation

This year, the primary satisfaction indicators demonstrate a considerable improvement in customers' perceptions of both service quality and attentiveness. Additionally, online feedback has risen by 16% compared to 2023.

- **GRI (Global Review Index):** 90%, which represents an increase of 1% compared to the previous year.
- NPS (Net Promoter Score): 43.71, with an improvement of 28.9%, indicating a higher level of recommendation from our customers and growing loyalty. This indicator measures customers' willingness to recommend our products and services, reflecting their level of satisfaction and loyalty to the brand.

We have worked closely with channels such as TUI, Expedia, and Holidaycheck to communicate our customers' vision and needs. We strive to maintain direct and clear communication with their representatives, analyzing results, feedback, and opportunities for improvement.

Quality Audits

This year, we have implemented the elimination of paper use for data entry and report consultation, migrating the process to the digital platform Eisi Hotel.

We have incorporated environmental criteria into our audits, as each operational area has independently integrated these principles into its processes. This initiative aims to reinforce our commitment to sustainability, granting strength and responsibility to each area individually.

A change has been made to the way our data is recorded. Until and including 2023, the number of audits was counted based on the number of audits per template. Starting in 2024, this criterion has been modified to count the total number of audits conducted, without considering the number of templates used.



Audits performed	2024	2023
Caribbean	49	52
Spain	13	11

Direct Sales Channels Bahia Principe Hotels & Resorts

Overview of the Year 2024

At bahia-principe.com, we achieved a +19% increase in revenue during 2024. This figure reflects the joint effort of all business areas and the strong market response to our value propositions.

We can also highlight that 2024 shows a very positive global performance in most of our destinations, with solid growth in Mexico, while Jamaica shows a slight decline.

In our value proposition, we can highlight the evolution of our digital strategy and the new digital tools that have significantly increased the impact of digital marketing.

Evolution of Our Digital Strategy

To adapt to new market demands and enhance customer experience, in 2024 we launched several key digital initiatives, such as:

- Implement a new working methodology, based on the principles of Design Thinking.
- Continuously enhance the capabilities of online check-in, increasing agility and allowing the process to be completed by multiple guests through the sharing of access links.
- Launch a web experience for Cayo Levantado Resort that truly reflects the spirit of the destination.



- Start the Customer Data Architecture (CDA). CDA provides us with data to calculate the Cost per channel, as well as the actual calculation of the customer's Lifetime Value.
- Implement actions to adapt to Google's requirements, ensuring transparency and fair access to data.
- Activate Hotelverse at the Bahia Principe Fantasia Tenerife hotel.
- Optimize our mobile strategy to strengthen the app as a digital asset and sales channel.

Digital Marketing Results Impact

The combination of new digital tools and artificial intelligence has allowed us to strengthen our presence and effectiveness in online channels:

- Improvement of AI functionalities in the email marketing strategy (personalization, management of optimal sending frequency, etc.).
- Improvement of analytics with more advanced measurement models, automating the tracking of costs and experiments incrementality.
- Expansion of campaign reaches to include new platforms such as TikTok, Pinterest, and Amazon Ads.
- Greater brand visibility for Cayo Levantado Resort, achieved through an advanced awareness strategy and the use of interactive ads.

Costumer Loyalty Program My Bahia Principe

The My Bahia Principe program continues to strengthen itself as a driver of growth and loyalty:

- My Bahia Principe, Bahia Principe's loyalty program, recorded a 30% increase in sign-ups year over year and an overall member growth of +47%.
- It operates with a tiered system that awards points per night up to the Black level, which offers the maximum possible benefits

Among the most notable achievements are cross-functional initiatives aimed at enhancing the customer's experience, such as:

- Training in loyalty through the online Campus across all destinations.
- Collaboration with teams at each location to drive continuous improvement, complemented by quarterly meetings.
- Reorganization of support teams, now integrated into the Contact Center, to measure pre-arrival satisfaction in a scalable and efficient way.

Loyalty Level MyBP	Number of customers MyBP
Total	2.603.549
Blue	2.495.439
Silver	95.392
Gold	7.899
Black	4.819



NEW MEMBERS

839.949 (+30% YoY)

TOTAL MEMBERS AT YEAR-END 2024

2.603.549

TOTAL GROWTH OF LOYALTY DATABASE

+ 47%



Innovation and digitalization in products and services

At Grupo Piñero, we firmly believe that continuous improvement is the driving force behind the evolution of our business. We develop pioneering projects that not only enhance the experience of our customers and collaborators but also generate a positive impact on the environment. During 2024, we have implemented key initiatives across our different business units, focused on offering more sustainable products and services.

Bahia Principe Hotels & Resorts

New Cultural Show "Xaymaca"

In 2024, a show premiered that journeys through the history of Jamaica and its music. It highlights local culture through a vibrant performance, featuring striking choreography and a cast of Jamaican and Mexican artists. The handmade sets and costumes, crafted from local materials, further enhance the island's rich heritage.

Bahia Principe Residences & Golf

Playa Nueva Romana Residences

- The inauguration of Aire, the new leisure and business center at Playa Nueva Romana. This space establishes Playa Nueva Romana as a prime residential area within an exclusive and sustainable environment. The center's opening aims to enhance residents' quality of life and increase the value of properties and future investments. Additionally, it redefines the concept of leisure and business, promoting socialization and a variety of activities.
- We have reinforced our commitment to technological innovation and security through the integration of artificial intelligence and a system of more than 300 thermal vision

cameras, ensuring continuous protection for the community.

Tulum Country Club Residences

- The opening of BeGym—a gym that not only provides high-quality training but also redefines the concept of well-being in Tulum.

BeGym, with over 600 m² of carefully designed facilities, offers spectacular views of the golf course and surrounding nature. Equipped with state-of-the-art Technogym technology, the gym ensures an unparalleled training experience.



Digitalization

At Grupo Piñero, we continue to drive innovation to improve service quality and ensure customer satisfaction by launching global pioneering projects and enhancing digitalization.

In Bahia Principe Hotels & Resorts, the most notable projects in 2024 have been:

- Development of a system to send alerts and reminders within operational mobile applications at the hotels.
- Optimization of the Check-in process in all mobile applications for greater agility and convenience.
- Implementation of QR Code Login, allowing customers quick and secure access to the application by scanning the code.
- Inclusion of surveys in the App to improve customer experience during their stay.
- Execution of visual and functional improvements in the corporate App, such as the Concierge Service, room management, and promotions.
- Creation of a new database to enhance the exploitation of direct sales.
- Modernization of the Home design and performance improvements of the website.
- Development of Pro Agents, a sales platform at Cayo Levantado Resort with commissions for agents.

Artificial Intelligence

During 2024, we have achieved significant achievements in the field of artificial intelligence, optimizing our processes and enhancing the quality of our services.

Predictive IA

- Optimization of hotel demand forecasting using machine learning models, improving the accuracy of daily occupancy predictions by 2% and reducing analysis time.
- Enhancement of the Contact Center with a dynamic adjustment system for staffing and shifts according to the expected call volume, reducing wait times.
- Customer segmentation and personalization of campaigns with predictive models to tailor content and marketing strategies, optimizing advertising investment.
- Prediction of warehouse consumption with machine learning algorithms to anticipate stock needs.

Generative Al

- Real-time detection of key incidents: automated analysis of in-stay surveys is carried out to identify issues related to Wi-Fi, security, and food.
- Intelligent prioritization of emails in the Contact Center through an automated system for classifying reservation emails.
- Active listening to the customer (Voice of Customer) is carried out using an advanced platform for analyzing comments on social media and satisfaction surveys, enabling the detection of trends and areas for improvement. Multiple information sources are integrated for centralized and efficient consultation.

A significant effort has also been made to digitize all business units and corporate divisions. This advancement not only streamlines the creation of reports and dashboards but also enables a detailed analysis of each business unit as well as an in-depth study of the market and growth strategies



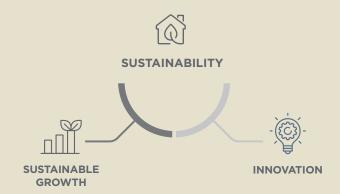


We have a sustainable and responsible management model aligned with our culture, purpose, and values, with the goal of being a benchmark company in the international tourism market. As a 100% family-owned business, we focus on responsible operations to offer the best experience to clients and collaborators, and actively contributing to Sustainable Development, with a strong commitment to the United Nations Sustainable Development Goals (SDGs) of its 2030 Agenda, to create shared value for all stakeholders.

At Grupo Piñero, we seek, discover, and find excitement every day. For this reason, in 2022, we reviewed and updated the 2022-2025 strategic plan, which, true to our purpose of continuing to create exciting experiences, established sustainability as the central axis, together with Sustainable Growth and Innovation as pillars of the strategy.

Our Sustainability Strategy is the core of the company, where we incorporate environmental, social, and good governance (ESG) criteria in all decisions and projects, aiming to become a benchmark in 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 launching pioneering global projects and furthering digitalization aligned with the strategy.





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Levantur, S.A. is the parent company of the group, founded on June 6, 1977, with its headquarters located in Murcia. The group's administrative, operational, and commercial services are allocated among various operational centers in each country where it operates, and a corporate service center is situated at Plaza del Mediterraneano 5 in Palma de Mallorca.

The parent company holds majority stakes in several companies, and for this reason, in accordance with current regulations, we prepare consolidated annual accounts to reflect the group's financial and asset position.

To ensure efficient management and leadership of the group, we have developed a corporate governance model that considers the objectives of our shareholders as well as all our stakeholders.

The group's activities and governance model are guided by the principles of transparency, ethics, and diligence, both in decisionmaking and in execution, control, and monitoring.

Governance Model Structure

Our governance model is composed of:

Board members, representing the interests of all shareholders. This body oversees the group's activities and communicates the family's vision and values to all stakeholders.

Report to the Board members:

- Investment Committee
- Compliance Body
- Chief Executive Officer (CEO), who has an Executive Committee, made up of Chiefs from the different business and support areas. The main task of this committee is to advise the CEO on decision-making.





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Executive Committee

It advises the CEO on decisions and is made up of Chiefs from various business and support areas.

The Executive Committee held a total of 11 sessions during 2024.

Didier RectonCFO Chief
Financial Officer

Tomeu BennasarCOO Chief
Operations
Officer Soltour

Julio Pérez COO Chief Operations Officer Bahia Principe Hotels & Resorts Encarna Piñero
CEO Chief
Executive
Officer

Isabel Piñero CSO Chief Sustainability Officer Ricardo Moreno COO Chief Operations Officer Mobility, Incoming & Leisure Mateo Ramón CIO Chief Information Officer Jaime Sitjar COO Chief Operations Officer Bahia Principe Residences & Golf



7.3 Compliance Model

The Grupo Piñero Compliance Model, which was approved in 2019, is designed to prevent, identify, and address actions that may create risks related to applicable legal requirements or internal standards set by the Group's Policies.

The Compliance Body (OC), constituted concurrently, reports directly to Members Board. As an independent and autonomous entity, it is tasked with maintaining the current model and operates under an annual supervision mandate

2024 Highlights

During the year, significant initiatives were carried out to strengthen the ethical culture and regulatory compliance within the organization.

Among the most relevant milestones are:

- Update of the Code of Ethics: The organization's Code of Ethics was reviewed and updated, ensuring alignment with best practices and current regulations.
- Creation of the Code of Ethics for Business Partners: A new Code of Ethics targeting our business partners was developed to reinforce integrity and responsibility standards in our business relationships.
- Dissemination via the intranet: A video was released on the Group's intranet communicating changes to the Code of Ethics, the implementation of the Code for Business Partners, and the use of the ethical channel as a tool for communication and reporting.
- Ethics awareness training for the Executive Committee and Organization Members: Specific training was provided covering key topics such as the criminal liability of legal entities, the personal (criminal and civil) responsibility of senior management, their level of exposure, and the importance of their due diligence to foster an organizational culture based on ethics and regulatory compliance.

These actions reaffirm the organization's commitment to transparency, ethics, and for the rule's compliance at all levels.

Code of Fthics

Approved in 2019, its goal is to define the core values guiding all Company members. It forms the basis of the ethics and compliance model and directs:

- Relationships between employees
- external collaborators



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Ethics Channel

The Ethics Channel is the tool that Grupo Piñero makes available to employees, suppliers, and clients so they can report any questions, inquiries, or irregularities related to the Code of Conduct, regulations, and corporate policies.

1. Receipt of Complaints or Inquiries.

The Ethics Channel will be the means for receiving all communications from Grupo Piñero Members, Business Partners, and Third Parties. Its management may involve the assistance of specific departments, as deemed necessary according to the circumstances of each case.

2. Preliminary Analysis of the Complaint or Inquiry.Upon receiving communication, the Compliance Body will analyze whether it meets the established requirements.

3. Procedure for Action and Investigation.

If the initiation of an investigation is agreed upon, the Compliance Body must conduct the investigation process in accordance with the principles and guarantees outlined in the General Policy of the Ethics Channel.

4. Conclusion.

Once the investigation is conducted, the Compliance Body will issue a conclusion report, which must be submitted to the Board of Directors for a decision regarding the proposed corrective measures.



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



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



Data Protection & Privacy Model

At Grupo Piñero, we recognize the importance of ensuring the confidentiality, integrity, and availability of the information entrusted to us, in compliance with applicable data protection laws and regulations. We are committed to protecting the personal data of our customers, collaborators, and suppliers.

Our privacy policies are based on fundamental principles such as lawfulness, fairness, transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity and confidentiality, and proactive accountability.

We continue to use the "Privacy Manager" tool, which enables our Data Protection Officer (dpd.privacy@grupo-pinero.com) to rely on a centralized privacy management model.

Additionally, this year we have carried out a thorough review of all the points identified during last year's head office audit, to address any areas for improvement and strengthen our data protection management.

Moreover, as part of our ongoing commitment to continuous improvement, we have conducted an external audit of our Caribbean hotels to ensure the consistency and effectiveness of our data protection practices across all areas of our hotels.

To further raise awareness about the importance of data privacy, we have implemented awareness-raising activities and a specialized course for our colleagues. These initiatives aim to educate and inform about basic privacy concepts, providing the necessary tools and knowledge to comply with best practices in data protection and to reinforce our culture of privacy.

We remain committed to continuous improvement in this area and will continue to work to guarantee the protection of the personal data of all stakeholders involved with our company.



7.4 Sustainability Policies

As a demonstration of our commitment to transparency, we have made available to our stakeholders on our website a variety of policies that govern our activity:

Policy	Description		Sta	akeholdei	rs		
Sustainability Policy	Establishes the general principles to ensure an ethical and responsible management model.	00/00	-Au-				
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	T
Social and Cultural Protection Policy	Determines the basic principles to ensure respect for workers, the environment and the local community.					P	
Goods and Services Policy	Establishes the commitments for the approval of suppliers and sustainable procurement.		- Air	*		P	F
Safety, Health and Welfare Policy	Includes the Group's objectives and commitments in the area of occupational risk prevention.		-au-			P	F
Quality Policy	Sets the standards to be followed by all Group employees to ensure excellence in all services.		-air		E	P	
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.	00,00	000 			P	
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.	0000	- Air			P	
Equal opportunities, diversity, equity and inclusion policy, equity and inclusion	Reflects the principles and values from the Code of Ethics, as well as other company policies.	0000				P	T



NGO and other non-profit organization













7.4 Sustainability Policies

Policy	Description		Sta	akeholder	'S		
Code of Ethics	Framework of principles, values and standards to guide the conduct of all Group employees.		-au-				
Emergency Policy	Sets procedures to follow in the event of any incident affecting the hotels, aiming to minimize or eliminate its impact on people, facilities, the environment, or activities.					P	
Customer Satisfaction Evaluation Policies	Establishes the procedure for the collection, analysis and handling of complaints, suggestions, claims and compliments.		- Car			P	
Compliance Policy	Compliance Model. Develops the principles and general guidelines for compliance.		-000 -000		E	P	J
Stakeholder Relationship Policy	Sets out procedures for communication with stakeholders.		-Au-			P	T
Data Protection Policy	These policies explain how the organisation treats the personal data of the various data subjects.		-Au			P	J
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.					(P)	F
Occupational Health and Safety Policy	Defines commitments for the prevention of occupational accidents and diseases, health and safety in the workplace, and for suppliers.						
Anti-Corruption Policy	Establishes guidelines to combat any practice contrary to the law, the Code of Ethics, or any of its internal rules.		000 -Au-			P	
Risk Control and Management Policy	Defines the principles and framework for managing all risks across the Company and its business units.		000 -Au-			P	
00\\\000 NICO and other 000 F	900 Ab — III Bu	ıcipocc			7		

NGO and other non-profit organization



Employees and Their Families







Business Association





During the next two years, the company will update policies requiring revision in response to emerging regulatory requirements and to align with the new guiding principles established by the Corporate Sustainability Reporting Directive (CSRD), which is currently awaiting transposition by the Government of Spain.

7.5 Risk Management

At Grupo Piñero, in pursuit of our business objectives, we are exposed to a variety of risk factors stemming from the nature of the sectors in which we operate, the countries where our activities take place, as well as the diverse regulatory frameworks to which we are subject.

Last year, the company's risk management model was strengthened by the review and approval of the risk management policy by the Board Members, as well as the incorporation of new executive positions to enhance risk control and management, and by raising awareness among business managers.

Throughout 2024, we have continued to work on implementing improvements to ensure effective and proactive risk management.

Key risk management activities involve creating action plans and implementing controls to minimize exposure to identified risks.

Global

Associated with major environmental and political trends are currently taking place. Also includes those related to relationships with the local community.

- Political
- Disasters
- Communication with the local community

Compliance

Related to compliance with applicable legislation and any changes that may occur.

• Legal and tax risks

Technological - Innovation

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

- Information systems and Cyberattack
- Technological risks
- Mobility patterns

Business

Linked, among others, to market risks and those stemming from competition.

- Competition
- Market
- Activity's location

Operational

Related to activities development and the products and services offered.

- Personnel
- Growth
- · Supply Chain
- · Energy efficiency
- Water consumption
- · Wastewater treatment
- · Waste management
- Biodiversity
- Climate change

Finance - Operations

Associated with major changes in financial metrics that could affect the group's financial position.

- Exchange rate
- · Interest rate
- Inflation
- Liquidity
- Corporate reorganization
- Credit and counterpart





We are aware of the main challenges faced by the sector, which is why we work constantly to identify and establish measures to address the risks arising from our activities.

Emerging global risks are identified annually. In 2024, among the most pressing risks are extreme weather events, Al-generated disinformation, rising living cost, and armed conflicts between states. According to the World Economic Forum, these same factors, along with the climate crisis and disinformation, will significantly influence the global risk agenda in 2025. Particularly in Spain, water scarcity is one of the most important risks.

Risk Management Model

Grupo Piñero's risk management model includes policies and procedures intended to support the achievement of strategic objectives.

In 2024, as in previous years, a comprehensive evaluation of all relevant risks that may impact the attainment of these goals has been conducted, including a review of associated controls and an assessment of their effectiveness, to ensure that risk management operates within established appetite and tolerance levels

Risk management is an ongoing process that seeks to identify, evaluate, mitigate, and monitor risks that may impact on our objectives. To this end, we dedicate both internal and external resources to align the various specific risk management projects (ESG Risks, Occupational Health and Safety, Criminal Risks, Physical Security, Cybersecurity, Reputational and Crisis Risks, Internal Financial Control, etc.) with our overall framework.

The internal audit function facilitates this alignment process and oversees management and ensures a consistent approach to activities that need ongoing risk monitoring

CONTINUOUS IMPROVEMENT



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



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Overview by Country				
Country	Taxes paid			
Argentina	€ 927.02			
Spain	€ -1,510,591.78			
Portugal	€ 3,868.80			
Switzerland	€ 3,101,649.05			
Jamaica	€ 58,451.67			
Mexico	€ 2,523,485.81			
Dominican Republic	€ 3,989,718.84			
Luxemburgo	€ 22,590.00			
United States	€ 668,447.09			
Total	€ 8,858,546.49			



APPENDICES

Appendix II · Sustainability Certifications

Hotel	Country	Travelife Gold	Earth Check	S Seal	Clean Beaches
Cayo Levantado Resort	Dominican Republic	\checkmark			
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 Turquesa	Dominican Republic	\checkmark			
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	✓			
Bahia Principe Grand Bavaro	Dominican Republic				
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	✓			
Bahia Principe Grand Jamaica	Jamaica	✓			
Bahia Principe Sunlight Costa Adeje	Spain	✓			
Bahia Principe Sunlight Tenerife	Spain	✓			
Bahia Principe Sunlight San Felipe	Spain	\checkmark			
Bahia Principe Fantasia Tenerife	Spain	✓			
Bahia Principe Sunlight Coral Playa	Spain	\checkmark			

Appendix III - HR Tables

The staffing tables in this report pertain exclusively to countries where the organization maintains a substantial presence. To enhance clarity and focus, information about countries with minimal or residual staffing levels has not been included.

1 - Workforce

Grupo Piñero's total average headcount for fiscal 2024 was as follows:

	Number of Employees	Percentage
Men	9.898	60,85%
Women	6.370	39,15%
Total	16.268	100,00%

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

	Men	Women	Total
Senior Management	72,07%	27,93%	100,00%
Middle Managers	68,84%	31,16%	100,00%
Core Staff	59,06%	40,94%	100,00%
Total	60,85%	39,15%	100,00%

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

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

	Men	Women	Total
Senior Management	307	119	426
Middle Managers	1.659	751	2.410
Core Staff	7.933	5.499	13.432
Total	9.899	6.369	16.268

The composition of the average workforce in FY 2024 by gender and age is as follows:

	2	024 - Workford	e	2024 - Percentage					
	Men	Women	Total	Men	Women	Total			
<25 years old	2.146	1.244	3.390	63,30%	36,70%	100,00%			
25-35 years old	3.640	2.389	6.028	60,38%	39,62%	100,00%			
35-45 years old	2.340	1.605	3.945	59,31%	40,69%	100,00%			
45-55 years old	1.289	858	2.147	60,04%	39,96%	100,00%			
55-65 years old	420	244	664	63,27%	36,73%	100,00%			
>65 years old	64	30	93	68,37%	31,63%	100,00%			
Total Workforce	9.899	6.369	16.268	60,85%	39,15%	100,00%			

The average workforce by gender, age and professional classification in FY 2024 was as follows:

	Men						Women							
	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	> 65	Total	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	>65	Total
Senior Management	1	55	123	94	32	2	307	0	15	46	45	14	0	119
Middle Managers	107	538	537	349	111	16	1.659	51	243	272	138	44	3	751
Core Staff	2.038	3.047	1.680	845	276	46	7.933	1.193	2.131	1.287	675	186	27	5.499
Total Average Workforce	2.146	3.640	2.340	1.289	420	64	9.899	1.244	2.389	1.605	858	244	30	6.369

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

	20	24 - Average Workfo	rce
	Men	Women	Total
Senior Management	66	57	123
Middle Managers	148	94	243
Core Staff	775	913	1.688
Total Spain	989	1.064	2.054
Senior Management	170	41	211
Middle Managers	994	372	1.366
Core Staff	4.340	2.613	6.954
Total Dominican Republic	5.504	3.026	8.531
Senior Management	59	16	75
Middle Managers	342	147	488
Core Staff	1.980	1.055	3.035
Total Mexico	2.380	1.218	3.598
Senior Management	12	5	17
Middle Managers	175	138	313
Core Staff	838	918	1.756
Total Jamaica	1.025	1.061	2.086
Senior Management	307	119	426
Middle Managers	1.659	751	2.410
Core Staff	7.933	5.499	13.432
Total	9.899	6.369	16.268

The composition of the Group's average workforce by geographical area in which it operates in FY 2024 was as follows:

	Number of Employees						
Geographic Area	Men	Women	Total				
Spain	989	1.064	2.054				
Dominican Republic	5.504	3.026	8.531				
Mexico	2.380	1.218	3.598				
Jamaica	1.025	1.061	2.086				
Total	9.899	6.369	16.268				

The percentage composition of the staff establishment plan for the financial year 2024 by geographical area is as follows:

	Perecentage of total							
Geographic Area	Men	Women	Total					
Spain	6,08%	6,54%	12,62%					
Dominican Republic	33,83%	18,60%	52,44%					
Mexico	14,63%	7,48%	22,12%					
Jamaica	6,30%	6,52%	12,82%					
Total	60,85%	39,15%	100,00%					

2 - Employment Contracts and Dismissals

Average workforce for FY 2024 by gender and employment contract type:

Contract Type	Gender	Average Workforce	Percentage
Indefinite	Man	8.125	49,94%
	Woman	4.919	30,24%
	Total	13.044	80,18%
Temporary	Man	1.773	10,90%
	Woman	1.450	8,92%
	Total	3.224	19,82%
Total		16.268	100,00%

In 2024, the average number of permanent employees in Grupo Piñero is 80,18%.

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Average annual headcount by gender and age and occupational classification.

Gender	Men					Women						
Level	18 - 25	26 - 35	36 - 45	46 - 55	> 55	Total	18 - 25	26 - 35	36 - 45	46 - 55	> 55	Total
Senior Management	1	55	123	94	34	308	0	15	46	45	14	120
Middle Managers	107	538	537	349	128	1.659	51	243	272	138	47	751
Core Staff	2.038	3.047	1.680	845	322	7.932	1.193	2.131	1.287	675	212	5.498
Total Average Workforce	2.146	3.640	2.340	1.289	484	9.899	1.244	2.389	1.605	858	273	6.369

Average annual number of permanent contracts, temporary contracts and part-time contracts by gender and occupational classification in FY 2024.

			2024 Workforce				
Gender	Occuoational Category	Temporary	Indefinite	Total	Temporary	Indefinite	Total
Men	Senior Management	22	268	291	0,14%	1,65%	1,79%
	Middle Managers	174	1.506	1.679	1,07%	9,26%	10,32%
	Core Staff	1.578	6.351	7.928	9,70%	39,04%	48,74%
Total Men		1.773	8.125	9.898	10,90%	49,94%	60,85%
Women	Senior Management	6	109	115	0,04%	0,67%	0,71%
	Middle Managers	105	671	776	0,65%	4,13%	4,77%
	Core Staff	1.339	4.139	5.479	8,23%	25,44%	33,68%
Total Women		1.450	4.919	6.370	8,92%	30,24%	39,15%
Total		3.224	13.044	16.268	19,82%	80,18%	100,00%

The composition of the number of dismissals in FY 2024 by gender, age group and occupational classification was as follows:

		18-25 years old	26 - 35 years old	36 - 45 years old	46 - 55 years old	> 55 years old	Total
Senior Management	Man	0	8	12	11	3	34
	Woman	0	0	2	3	0	5
Middle Managers	Man	23	74	72	36	6	211
	Woman	6	31	29	17	4	87
Core Staff	Man	607	647	281	89	32	1.656
	Woman	309	320	144	69	21	863
Total		945	1.080	540	225	66	2.856

3 - Remuneration

Average remuneration by gender and occupational classification in FY 2024

	Euros/Year (Gross)					
1. Overall Average	Men	Women	Total			
Senior Management	44.735	51.520	48.127			
Middle Managers	11.795	13.218	12.507			
Core Staff	6.598	7.332	6.965			

	Euros brutos anuales					
2. Spain	Men	Women	Total			
Senior Management	79.210	64.361	72.298			
Middle Managers	37.928	37.447	37.741			
Core Staff	23.312	22.595	22.924			

		Euros/Year (Gross)	
3. Caribbean Area	Men	Women	Total
Dominican Republic			
Senior Management	31.573	39.877	33.184
Middle Managers	7.718	8.924	8.047
Core Staff	4.189	3.971	4.107
Mexico			
Senior Management	47.916	43.754	47.019
Middle Managers	14.449	14.637	14.506
Core Staff	6.836	6.468	6.708
Jamaica			
Senior Management	27.799	23.966	26.733
Middle Managers	7.594	6.745	7.220
Core Staff	3.056	2.713	2.876
Average Caribbean Area Countries	s		
Senior Management	35.369	39.667	37.518
Middle Managers	9.227	9.741	9.484
Core Staff	4.789	4.294	4.541

Average remuneration by age and occupational classification

	Euros/Year (Gross) - Age Group							
1. Overall	- 25	25-35	35-45	45-55	55-65	+ 65		
Senior Management	7.726	30.180	42.081	51.976	62.411	27.653		
Middle Managers	9.858	15.077	17.953	18.157	17.689	14.605		
Core Staff	8.317	9.142	9.329	9.538	9.696	9.702		
2. Spain	- 25	25-35	35-45	45-55	55-65	+ 65		
Senior Management	25.716	40.821	57.389	80.923	77.322	75.000		
Middle Managers	21.122	33.961	38.242	38.417	38.967	35.907		
Core Staff	21.047	22.726	22.795	23.330	23.833	25.245		

3. Caribbean Area	Euros/Year (Gross) - Age Group								
Dominican Republic	- 25	25-35	35-45	45-55	55-65	+ 65			
Senior Management	5.187	24.682	35.344	34.663	37.511	35.611			
Middle Managers	5.118	7.216	8.824	9.042	8.423	8.578			
Core Staff	3.681	4.128	4.391	4.613	4.598	3.832			
Mexico	- 25	25-35	35-45	45-55	55-65	+ 65			
Senior Management	Ο	31.260	46.831	66.998	129.345	0			
Middle Managers	9.175	13.127	16.232	17.152	16.035	9.131			
Core Staff	5.907	6.852	6.969	7.226	7.601	6.770			
Jamaica	- 25	25-35	35-45	45-55	55-65	+ 65			
Senior Management	Ο	23.958	28.758	25.321	5.465	0			
Middle Managers	4.018	6.004	8.514	8.017	7.332	4.802			
Core Staff	2.632	2.863	3.162	2.984	2.751	2.962			

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

Geographic Area	Euros	Percentage
Spain	56.730,05	40%
Dominican Republic	46.554,97	33%
Mexico	30.971,01	22%
Jamaica	7.768,49	5%
Total	142.024,52	100%

4 - Disability

In Spain, employees with disabilities are formally recorded. In the Caribbean, there is no official record or legal requirement to document disability status in personnel files.

		2024			2023	
	Men	Women	Total	Men	Women	Total
Senior Management	2	2	4	2	2	4
Middle Managers	1	0	1	1	0	1
Core Staff	23	18	41	15	7	22
Total	26	20	46	18	9	27
% of disabled person	s out of t	otal worker	s	0,28%		

5 - Organization of Work Number of Hours of Absenteeism

During the 2024 financial year, Spanish companies recorded a total of 130,037 days of absenteeism, equivalent to 1,040,292.5 hours, resulting in an absenteeism rate of 17.34%. Across Spain and Caribbean combined, absenteeism reached 304,468 days, which translates to 2,435,740.5 hours, with a global absenteeism rate for 2024 of 5.13%.

6 - Workplace Health and Safety "Healthy Company" Program

Healthy company initiatives, for which more than €31.379 have been invested.

In FY 2024, 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	-	63	30
Healthy Habits	3.067	2.412	3.318
Occupational Health and Safety	6.095	2.734	4.562
World Days	-	646	1.415
Total	9.162	5.855	9.325

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

	Euros	Asistentes	Horas
Spain	9.162	492	605
Dominican Republic	-	1.078	3.420
Mexico	-	2.437	4.253
Jamaica	-	1.848	1.047
Total	9.162	5.855	9.325

7 - Accident rate

In 2024, there were a total of 1,390 recorded accidents: 1,257 classified as minor, 118 as serious, and 15 as very serious—with no fatal incidents reported. This equates to an average of 115.8 accidents per month.

Among women, 51% of all accidents were registered, amounting to 712 cases and averaging 59.3 per month. The breakdown by severity includes 641 minor, 64 serious, and 7 very serious accidents.

For men, 49% of the total accidents occurred, totaling 678 cases with a monthly average of 56.5. Their severity distribution was 616 minor, 54 serious, and 8 very serious incidents.

The total number of accidents leading to sick leave stood at 133 (118 serious and 15 very serious). Of these, 71 involved women (64 serious and 7 very serious), while 62 involved men (54 serious and 8 very serious).

	Incidents	Minor	Serious	Very Serious
Spain	141	140	1	0
Dominican Republic	548	499	41	8
Mexico	463	456	6	1
Jamaica	238	162	70	6
Total	1.390	1.257	118	15

In FY 2024, there have been no occupational accidents resulting in employee fatalities.

8- Training

In FY 2024 the occupational risk prevention courses given and the number of people who attended were as follows:

	Risk Prevention	Total 2024
№. Courses	2.052	14.216
№. Training Hours	20.832	181.619
№. Participants	11.875	104.081

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

		Nº Participants			
	Nº Training Actions	Men	Women	Total	
Spain	1.646	2.046	2.144	4.190	
Dominican Republic	4.619	24.050	18.850	42.900	
Mexico	5.561	19.829	10.287	30.116	
Jamaica	2.390	10.484	16.391	26.875	
Total	14.216	56.409	47.672	104.081	

Number of training hours given by destination and occupational category

	Nº Participants				
	Nº Training Actions	Senior Management	Middle Manager	Core Staff	Total
Spain	1.646	304	1.274	2.612	4.190
Dominican Republic	4.619	1.829	5.903	35.168	42.900
Mexico	5.561	266	1.647	28.203	30.116
Jamaica	2.390	83	364	26.428	26.875
Total	14.216	2.482	9.188	92.411	104.081

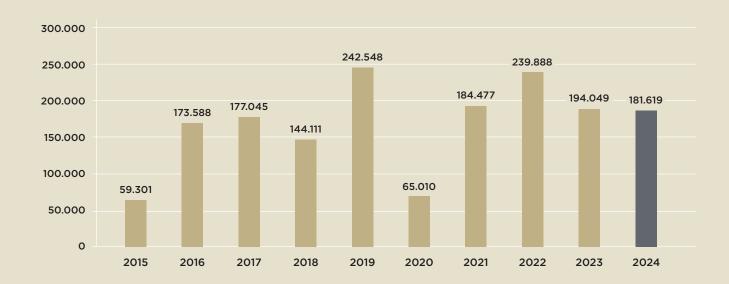
Number of training hours given by destination and number of participants by gender

		Nº Training Hours			
	Nº Training actions	Men	Women	Total	
Spain	1.646	6.778	10.256	17.034	
Dominican Republic	4.619	54.934	37.118	92.052	
Mexico	5.561	31.001	16.432	47.433	
Jamaica	2.390	10.916	14.184	25.100	
Total	18.866	103.629	77.990	181.619	

Number of training hours given by destination and occupational category

			Nº Training Hour	s
	Senior Managers	Middle Managers	Core Staff	Total
Spain	1.062	6.035	9.936	17.033
Dominican Republic	4.947	14.572	72.533	92.052
Mexico	1.584	5.702	40.147	47.433
Jamaica	316	1.107	23.678	25.101
Total	7.908	27.417	146.294	181.619

Recent trends show the hours spent on training for personal and professional growth were as follows:





Appendix IV · About this Report

This report is Grupo Piñero's reference document that includes the Non-Financial Information Statement for all stakeholder groups. This report has been prepared based on the legal requirements of Law 11/2018 on Non-Financial Information and has undergone an external verification process by the auditor Moore.

Additionally, at Grupo Piñero, we are working towards aligning our reporting with the new European Corporate Sustainability Reporting Directive (CSRD). This new European directive aims to standardize sustainability information disclosed by companies, equating sustainability information with financial information, as well as responding to the informational requirements of different stakeholder groups.

In this context, we are analyzing the level of disclosure required under the new European Sustainability Reporting Standards (ESRS), developed by the European Financial Reporting Advisory Group (EFRAG), which set the common bases for information presentation. The common adoption of these standards will help improve transparency and comparability among sustainability reports, providing greater clarity for the market.

The Sustainability Report outlines progress and challenges of the company's plan, summarizing performance across business units. For the sixth year, it follows GRI -Global Reporting Initiative Standards and includes updates on UN Global Compact principles and contributions to the Sustainable Development Goals- SDGs.

The report is annual, corresponding to the period from January 1 to December 31, 2024.

For any queries, suggestions, or complaints, you can contact us via the following email address: ESG Area.

Email: adeltoro@grupo-pinero.com





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INFORME DE VERIFICACIÓN INDEPENDIENTE DE LA MEMORIA DE SOSTENIBILIDAD DE LEVANTUR. S.A. Y SOCIEDADES DEPENDIENTES DEL EJERCICIO 2024

A los Accionistas de Levantur, S.A.:

hemos realizado la verificación, con el alcance de seguridad limitada, de la Memoria de Sostenibilidad adjunta (en adelante, la Memoria) correspondiente al ejercicio anual finalizado el 31 de diciembre de 2024 de Levantur, S.A. (en adelante, la Sociedad dominante) y Sociedades dependientes (en adelante, el Grupo).

Responsabilidad de los Administradores

La formulación de la Memoria de Sostenibilidad del Grupo, así como el contenido de la misma, es responsabilidad de los Administradores de la Sociedad dominante. La Memoria de Sostenibilidad se ha preparado 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" de la citada Memoria de Sostenibilidad.

Esta responsabilidad incluye asimismo el diseño, la implantación y el mantenimiento del control interno que se considere necesario para permitir que la Memoria de Sostenibilidad 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 de la Memoria de Sostenibilidad.

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 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.

Firma independier Miembro de MOOI GLOBAL NETWOR LIMITED

Moore Ibergrup Auditores, S.A.P. CIF A-46752374
REGISTRO MERCANTIL DE VALENCIA TOMO 9365, LIBRO 6647,
FOLIO 162, SECCIÓN 8º, HOJA V3855, INSCRIPCIÓN 24º
INSCRITA EN EL R.O.A.C. CON EL Nº 5-0639

OUR RAISON D'ÊTRE EXEMPLARITY COLLABORATION RESPECT PASSION CONTINUOUS IMPROVEMENT APPENDICES

1



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 de la Memoria de Sostenibilidad, en la revisión de los procesos para recopilar y validar la información presentada en la Memoria de Sostenibilidad 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 la Memoria de Sostenibilidad del ejercicio 2024 en función del análisis de materialidad realizado por el Grupo y descrito en el apartado 3.3. "Análisis de materialidad" de la citada Memoria de Sostenibilidad.
- Análisis de los procesos para recopilar y validar los datos presentados en la Memoria de Sostenibilidad del ejercicio 2024
- Revisión de la información relativa a los riesgos, las políticas y los enfoques de gestión aplicados en relación a los
 aspectos materiales presentados en la Memoria de Sostenibilidad del ejercicio 2024.
- Comprobación, mediante pruebas, en base a la selección de una muestra, de la información relativa a los contenidos incluidos en la Memoria de Sostenibilidad del ejercicio 2024 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 la Memoria de Sostenibilidad de Levantur, S.A. y Sociedades dependientes correspondiente al ejercicio anual finalizado el 31 de diciembre de 2024 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.

Francisco Díaz Torren
Socio
Palma de Mallorca, 30 de julio de 2025

AISON D'ÊTRE EXEMPLARITY COLLABORATION RESPECT PASSION CONTINUOUS IMPROVEMENT **APPENDICES**

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GRI 201: Economic Performance			
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201-2 Financial implications and other risks and opportunities due to climate change	5.1	70-77	
GRI 202: Market Presence			
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Appendix III	111-115	
202-2 Proportion of senior management hired from the local community	Appendix III	108-111	
GRI 203: Indirect Economics Impacts			
203-2 Significant indirect economic impacts	2.6	20	
GRI 204: Procurement Impacts			
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GRI 205: Anti-corruption			
205-1 Operations assessed for risks related to corruption	7.3	97-99	
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GRI 301: Materials			
301-1 Materials used by weight or volume	5.1	73	
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302-1 Energy consumption within the organization	2.6, 5.1	20, 71	
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302-5 Reductions in energy requirements of products and services	2.6, 5.1	20, 71	
GRI 303: Water			
303-1 Water withdrawal by source	2.6, 5.1	20, 75	
GRI 304: Biodiversity			
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	5.1	70-83	
304-2 Significant impacts of activities, products, and services	5.1	70-83	
304-3 Habitats protected or restored	5.1	70-83	
GRI 305: Emissions			
305-1 Direct (Scope 1) GHG emissions	2.6, 5.1	20, 72	
305-4 GHG emissions intensity	2.6, 5.1	20, 72	
305-5 Reduction of GHG emissions	2.6, 5.1	20, 72	

Indicators	Section of the Report	Page	Observation
GRI 306: Effluents and Waste			
306-2 Waste by type and disposal method	2.6, 5.1	20, 72	
GRI 308: Supplier Environmental Assessment			
308-1 New suppliers that have passed evaluation and selection filters in accordance with environmental criteria	4.2	56-58	
308-2 Negative environmental impacts in the supply chain and actions taken	4.2	56-58	
GRI 401: Employment			
401-1 New employee hires and employee turnover	Appendix III	108-115	
GRI 404: Training and Education			
404-1 Average hours of training per year per employee	2.6, 4.1	20, 54	
404-2 Programs for upgrading employee skills and transition assistance programs	4.1	54	
404-3 Percentage of employees receiving regular performance and career development reviews	4.1	54	
GRI 405: Diversity and Equal Opportunity			
405-1 Diversity of governance bodies and employees	Appendix III	108-115	
405-2 Ratio of basic salary and remuneration of women to men	Appendix III	108-115	
GRI 406: Non-discrimination			
406-1 Incidents of discrimination and corrective actions taken	7.3	98	
GRI 413: Local Communities			
413-1 Operations with local community engagement, impact assessments, and development programs	4.3	59-67	
GRI 414: Supplier Social Assessment			
414-1 New suppliers that were screened using social criteria	4.2	56-58	
414-2 Negative social impacts in the supply chain and actions taken	4.2	56-58	
GRI 416: Customer Health and Safety			
416-1 Assessment of the health and safety impacts of product and service categories	6.1	86-92	
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	6.1	86-92	
GRI 418: Customer Privacy			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	7.3	98	

Appendix VI - SNFI Contents

No	Contents of Law 11/2018 on n-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Business model				
		GRI 102-2 Activities, brands, products and services	2.2	7-14
Daniel Carrie	Brief description of the group's business model,	GRI 102-4 Location of operations	2.3	15
Description of the Group's Business Model	including its business environment, organization and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends that may	GRI 102-6 Markets served		
Model	affect its future development.	GRI 102-7 Scale of the organization (partial)	2.6	20
		GRI 102-15 Key impacts, risks and opportunities	7.5	102-103
Information related	to environmental matters			
Policies	Policies applied by the group, including due diligence procedures applied for identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2 The management approach and its components	3.1, 7.2 7.3,	27, 95-96, 99
activities, including, where relevant business relationships, products of an adverse impact on these areas manages these risks, explaining the identify and assess them in accor European or international reference.	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	GRI 102-15 Key impacts, risks and opportunities	7.5	102-103
	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	70-83
	Current and foreseeable effects of the company's	GRI 102-15 Key impacts, risks and opportunities	7.5	102-103
General	activities on the environment and, where applicable, on health and safety.	102-29 Identifying and managing economic, environmental, and social impacts	3.3	40-41
General		GRI 102-11 Precautionary principle or approach	3.1, 4.1,	24-27, 48-55
	Environmental assessment or certification procedures.	GRI 102-29 Identifying and managing economic, environmental, and social impacts	3.3	40-41

Nor	Contents of Law 11/2018 on n-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
	Application of the precautionary principle or approach	GRI 102-11 Precautionary principle or approach	3.1, 4.1	24-27, 48-55
General	Provisions and guarantees for environmental risks.	GRI 307-1 Non-compliance with environmental laws and regulations (autonomous regions)		
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
		GRI 302-4 Reduction of energy consumption	2.6, 5.1	20, 71
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, 71
	including noise and light pollution.	GRI 305-5 Reduction of GHG emissions		
		GRI 305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions		
Circular Economy and waste prevention and management.	Measures for prevention, recycling, reuse, other forms of waste recovery and disposal. Actions to combat food waste.	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
		GRI 303-1 Water withdrawal by source	2.6, 5.1	20, 71
	Water consumption and water supply in accordance with local limitations.	GRI 303-2 Water sources significantly affected by withdrawal of water		
		GRI 303-3 Water recycled and reused		
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
	Consumption of raw materials and measures adopted	GRI 301-1 Materials used by weight and volume	5.1	73
Sustainable use of	to improve the efficiency of their use.	GRI 301-2 Recycled input materials used	5.1	73
resources.		GRI 301-3 Reclaimed products and their packaging materials	5.1	73
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
	Energy: Consumption, direct and indirect; Measures	GRI 302-1 Energy consumption within the organization (energy from renewable and non-renewable sources)	2.6, 5.1	20, 71
	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, 71
		GRI 302-4 Reduction of energy consumption	2.6, 5.1	20, 71

measures that have been adopted.

N	Contents of Law 11/2018 on on-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Main Risks	Principal risks related to issues linked to the Group's activities, including, where relevant and proportionate, its business relationships, products or services that may have an adverse impact on these areas, and how the Group manages these risks, explaining the procedures used to identify and assess them in accordance with national, European or international reference frameworks for each area. Information should be included on the impacts that have been detected, providing a breakdown of these impacts, in particular on the main risks in the short, medium and long term.	GRI 102-15 Key impacts, risks and opportunities	7.5	102-103
		GRI 102-7 Scale of the organization (partial)	4.1	48-55
	Total number and distribution of employees by gender, age, country and occupational classification	GRI 102-8 Information on employees and other workers	4.1	48-55
	age, country and cocapational olacomeation	GRI 405-1 Diversity of governance bodies and employees (partial)	4.1	48-55
	Total number and distribution of types of employment contracts	GRI 102-8 Information on employees and other workers	4.1	48-55
	Average annual number of permanent contracts, temporary contracts and part-time contracts by gender, age and occupational classification.	GRI 102-8 Information on employees and other workers (restatement)	4.1	48-55
	Number of dismissals by gender, age and occupational classification	GRI 401-1 New employee hires and employee turnover (partial)	Anexo III	108-115
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)	Anexo III	108-115
	Wage Gap	GRI 405-2 Ratio of basic salary and remuneration of women to men (adjusted)	Anexo III	1108-115
	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	Anexo III	108-115
	The average remuneration of directors and executives, including variable remuneration, per diems, indemnities,	GRI 102-35 Remuneration policies		Not reported
	payments to long-term savings systems and any other payments disaggregated by gender.	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)	Anexo III	108-115

No	Contents of Law 11/2018 on n-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information on socia	al and staff-related matters			
		GRI 102-8 Information on employees and other workers	4.1	48-55
	Organization of work time	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	108-115
	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	27, 86-92, 95-96
Health and Safety	Health and safety conditions in the workplace	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
	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
		GRI 102-43 Approach to stakeholder engagement	3.2, 3.3	28-41
		GRI 402-1 Minimum notice periods regarding operational changes		Not reported
Social Relations	Organization of social dialogue, including procedures for informing, consulting and negotiating with the staff	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
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
Training	Policies implemented in the field of training	GRI 404-2 Programs for upgrading employee skills and transition assistance programs	4.1	48-55
	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, 48-55
Accessibility	Universal accessibility for people with disabilities	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96

No	Contents of Law 11/2018 on on-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information on socia	al and staff-related matters			
	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	27, 86-92, 95-96
	Equality Plans	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
Equality	Measures taken to promote employment	GRI 404-2 Programs for upgrading employee skills and transition assistance programs	4.1	54-55
	Protocols against sexual and gender-based harassment	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
	Integration and universal accessibility for people with disabilities	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
	Policy against all types of discrimination and, where	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
	applicable, diversity management policy	GRI 406-1 Incidents of discrimination and corrective actions taken		
Information on socia	al and staff-related matters			
	Policies applied by the group, including due diligence procedures applied for identification,	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
Policies	evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 412-2 Employee training on human rights policies or procedures	7.3	97-99
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	102-103
Human Rights	Application of human rights due diligence procedures	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96

No	Contents of Law 11/2018 on n-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information on respe	ect for human rights			
	Prevention of risks of human rights abuses and, where	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
	appropriate, measures to mitigate, manage and redress possible abuses committed	GRI 412-1 Operations that have been subject to human rights reviews or impact assessments		The Grupo Piñero does not have
		GRI 102-17 Mechanisms for advice and concerns about ethics	7.3	97-99
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
Derechos Humanos	Complaints regarding human rights violations	GRI 419-1 Non-compliance with laws and regulations in the social and economic area		In the financial year 2024 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	27, 86-92, 95-96
Information on the fi	ght 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	27, 86-92, 95-96
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	GRI 102-15 Key impacts, risks and opportunities	7.5	102-103
Principales riesgos	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 205-1 Operations assessed for risks related to corruption	7.3	97-99

	Contents of Law 11/2018 on Non-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information on the fig	ght 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	27, 86-92, 95-96
	Measures taken to fight against money laundering	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
Corruption		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
and Graft	Contributions to foundations and non-profit	GRI 201-1 Direct economic value generated and distributed (Investment in the Community)	2.6	20
	entitiesde lucro	GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-55, 70-77. 86-92
		GRI 415-1 Political contributions		
Information about So	ciety			
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	27, 86-92, 95-96
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	102-103
		GRI 203-1 Infrastructure investments and services supported		Not reported
		GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-55, 70-77. 86-92
Company commitments	Impact of the company's activity on employment	GRI 204-1 Proportion of spending on local suppliers	4.2	56-58
to sustainable development	and local development	GRI 413-1 Operations with local community engagement, impact assessments, and development programs (partial)	4.3	59-67
		GRI 413-2 Operations with significant actual and potential negative impacts on local communities		

Non-	Contents of Law 11/2018 on Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information about Socie	ety			
		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	48-55, 70-77. 86-92
	communities and the territory	GRI 203-2 Significant indirect economic impacts	4.1, 5.1, 6.1	48-55, 70-77. 86-92
Company		GRI 413-2 Operations with significant actual and potential negative impacts on local communities		
commitments to sustainable development	Relationships maintained with local community	GRI 102-43 Approach to stakeholder engagement (relative to community)	4.3	59-67
development	stakeholders and the forms of dialog with them	GRI 102-43 Approach to stakeholder engagement (relative to community)	4.3	59-67
	Association or sponsorship actions	GRI 102-13 Membership of associations	4.3	59-67
		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	27, 86-92, 95-96
		GRI 102-9 Supply chain	4.2	56-58
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
Subcontracting and suppliers	Consideration in relations with suppliers and	GRI 308-1 New suppliers that were screened using environmental criteria	4.2	56-58
	subcontractors of their social and environmental responsibility	GRI 308-2 Negative environmental impacts in the supply chain and actions taken	the supply chain 4.2 56-5	56-58
		GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	4.2	56-58
		GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	4.2	56-58

No	Contents of Law 11/2018 on on-Financial Information and Diversity	Associated GRI Standard	Section of the Report	Observations
Information about 9	Society			
	Consideration in relations with suppliers and subcontrac-	GRI 414-1 New suppliers that were screened using social criteria	4.2	56-58
	tors of their social and environmental responsibility	GRI 414-2 Negative social impacts in the supply chain and actions taken	4.2	56-58
Subcontracting and suppliers		GRI 308-1 New suppliers that were screened using environmental criteria	4.2	56-58
	Monitoring and audit systems and their results	GRI 308-2 Negative environmental impacts in the supply chain and actions taken	4.2	56-58
		GRI 414-2 Negative social impacts in the supply chain and actions taken	4.2	56-58
		GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
	Measures for consumer health and safety	GRI 416-1 Assessment of the health and safety impacts of product and service categories	6.1	86-88
	Measures for consumer health and safety	GRI 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	6.1	86-88
Consumers		GRI 417-1 Requirements for product and service information and labeling (partial)		Does not apply
		GRI 102-17 Mechanisms for advice and concerns about ethics (reports received and resolution)	7.3	97-99
	Claims systems, complaints received and their resolution	GRI 103-2 The management approach and its components	3.1, 6.1, 7.2	27, 86-92, 95-96
		GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		In fiscal year 2024, there have been no coplaints related to.
Tax Information	Profits obtained by country	GRI 201-1 Direct economic value generated and distributed	Appendix I	106
	Taxes on profits paid	GRI 201-1 Direct economic value generated and distributed	Appendix I	106
	Public subsidies received	GRI 201-4 Government financial assistance received		Not reported

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