

CHANGE YOU CAN SEE

REPORT · 2023 · IMPACT



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ABOUT THIS REPORT

This report is in alignment with the Sustainability Accounting Standards Board (SASB) standards for Cruise Lines. The reporting period is January 2023 - December 2023, unless otherwise stated. Questions about this report can be directed to the Senior Director of Sustainability and Social Impact at impact@virginvoyages.com.

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CEO Letter

Welcome Aboard



Ahoy! I am honored to have stepped into the role as Chief Executive Officer at Virgin Voyages. I have been with the brand since the very beginning — when the concept to create a new exclusively adult, boutique-style cruise line was simply an idea. Now, we have a fleet of four ships (sailing to more than 100 destinations globally), and **we've made history** — winning numerous awards for dining, service, entertainment, value for money, and more. And most importantly, our Sailors are raving about the onboard experience that only a Virgin brand could deliver.

On the commercial side, 2023 was an exciting year with the launch of our **third ship, Resilient Lady** out of Athens (Piraeus), Greece in May and Sydney, Australia in December. Other highlights included a creative marketing campaign with Jennifer Lopez, an event for women business leaders, called Limitless, and a sailing dedicated to celebrating the Virgin Brand and our most loyal Sailors. I am so proud of our epic Crew who have gotten us to where we are today and to be part of this team.



While having introduced three mid-sized vessels in less than two years is an industry first, even the **world's No. 1 cruise brand** is susceptible to global challenges. Plans for our newest vessel, **Brilliant Lady** are being shared as we progress through 2024.

Our company's purpose to create **An Epic Sea Change for All** remains unchanged as we continue to use business as a force for good and evaluate the impacts of our brand and business decisions. As we move from a company focused on building its operations to one that is optimizing them, we recognize the importance of **scaling decarbonization solutions, developing positive relationships** in our communities, and **maintaining an inclusive company culture**.

Looking ahead, we will continue to build off of the progress and milestones reached in 2023, such as: completing our **first biofuel test**; donating more than **1,600 volunteer hours** to our communities; launching a **sustainable tourism program** for tour operators; and equipping our Crew with leadership skills that promote **a sense of belonging**.

With that, we are pleased to share this updated Impact Report. This overview shines a spotlight on **our brand purpose**, and the proof points that demonstrate how Virgin Voyages has set out not to just disrupt the industry and create a profitable business, but also **to create positive change** for both people and the planet.

Nirmal Saverimuttu
CEO, Virgin Voyages

About Virgin Voyages



Rooted in our purpose to create An Epic Sea Change for All, Virgin Voyages aims to create experiences that connect our Sailors — to people, places, and paths they never thought to wander.



50 awards won
in 2023



4 ships make up the
Virgin Voyages portfolio



First voyage
set sail August 2021



Home ports
in Miami, San Juan,
Barcelona, Piraeus (Athens)



Each ship has
**capacity for 1,150 Crew
and 2,770 Sailors**



20+ world-class eateries
with menus curated by
Michelin-starred chefs



New terminal
in Miami, FL designed to
LEED Gold standard



Adult-by-design
sailings for 18+ travelers



93% of cabins
have ocean views and
86% have balconies

An Epic Sea Change For All

This is our company's purpose. It drives all we do and the decisions we make.

In short, our purpose is about “changing sailing for good” and creating positive change for people and the planet.

DEFINITION

Epic [epik] *adjective*

Awesome, grand, remarkable.

Sea Change [sē] *noun* | [cHānj] *verb*

A major transformation or change for the better that's brought on by the action of the sea.

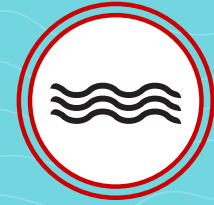
For All [fôr] *preposition* | [ôl] *noun*

To benefit people and the planet.



Our Sailors

Delivering transformational life experiences



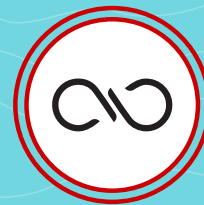
Our Ocean

Securing a healthy future for our ocean



Our Communities

Building positive entrepreneurial relationships



Our Partners

Developing open and rewarding partnerships



Our Crew

Providing a caring and generous place to work

ESG Strategy

Using an environmental, social, and governance lens, we have defined key priorities that are essential to delivering on our purpose.

Our priorities represent a launching point to meet larger goals in the years ahead as we expand our operations and create more epic experiences for both our Sailors and the places we're so fortunate to visit.



OUR PARTNERS

- Minimize supply chain risks and amplify impact through like-minded partnerships



OUR COMMUNITIES

- Develop strong relationships in our communities
- Promote sustainable and responsible tourism
- Make a positive impact



OUR CREW

- Ensure crew safety and well-being
- Create a culture that reflects our Creeds and purpose
- Enhance crew mix and representation across nationalities and gender
- Develop and retain talent



OUR SAILORS

- Ensure Sailor safety and well-being
- Create the best Holiday at Sea and embed sustainability into the Sailor experience



OUR OCEAN

- Minimize environmental impact of operations
- Advance a net-zero future
- Be a champion for ocean health

Health and Safety



Safely sea you soon!

Ensuring the health and safety of our Sailors and Crew is always our top priority.

We comply with the International Convention for the Safety of Life at Sea (SOLAS) and International Safety Management Code. The Vice President of Marine Operations and the Head of Compliance oversee all safety related matters, maintain and update policies in our Management System, and review safety incidents with the Senior Leadership Team (SLT) on a regular basis. Additionally, shipboard Crew are regularly trained to uphold safety requirements and ensure swift response in the event of an emergency.



What we do:

- Our duty of care to our sailors, crew, and partners is our priority and we create safe conditions for work and play.
- We proactively identify and assess risks to health, safety, and the environment in our operations and we implement safe working practices and controls to minimize any risks and negative impacts from our operations.
- We act with honesty and integrity at all times. We lead with a spirit of accountability and care. We welcome questions, suggestions, and feedback.
- We handle genuine mistakes fairly and treat incidents and near-misses as important learning opportunities.
- We provide our crew and partners with the equipment and training that they need to do their jobs safely and minimize negative impacts on the environment.
- We comply with or exceed all legal and statutory, safety and environmental requirements.
- We are committed to continuous improvement. We set clear objectives and targets, then we measure, review and report our safety and environmental performance so that we can prioritize areas for improvement.
- We expect our partners and suppliers to work towards the same goals and promote industry best practices.

Medical and Public Health

Our Voyage Well initiative is our commitment to keeping our Sailors and Crew healthy and safe while sailing the high seas. Together with leading health experts, the Centers for Disease Control, and close industry coordination — we developed and implemented stringent protocols to prevent the prevalence and spread of respiratory illnesses onboard.

Each ship has a medical center operated by Vikand Medical Solutions with a team of two doctors and four nurses. The centers are open daily, with staff available 24 hours in the event of an emergency. Additionally, a Public Health Officer and sanitation department ensure ships meet strict food handling, cleanliness standards and third party inspection requirements.



Security

Our security teams welcome our Sailors each time they embark and debark the vessels and they constantly screen, monitor and ensure our **ships are safe and secure environments** for our Crew and Sailors. Allegations of crime, missing person reports and medical emergencies are taken seriously, and we are committed to responding in an effective and caring manner for those involved. We report criminal allegations to law enforcement so they can investigate and prosecute to the fullest extent of the law, regardless of where in the world the ship is located at the time of the incident.

Additionally, our information technology team adheres to data privacy regulations, assesses cybersecurity risks and implements measures to safeguard crew, sailor and company systems and data. For example, the information technology team receives cybersecurity training and leverages software tools and systems to identify, manage and address cybersecurity risks. More information about our data privacy measures is available at virginvoyages.com/privacy-notice.



OUR SAILORS

At the heart of every choice we make, we curate epic experiences for our Sailors.

From the very moment our Sailors book with us to the point they disembark, we aim to create an irresistible and seamless vacation at sea. We've built ships and offshore experiences where everyone is welcome — celebrating **individuality and inclusiveness**. No matter who they are, where they come from, or how they like to vacation, we have plenty of ways to explore, relax and let go. To ensure everyone's experience on board is epic, all Sailors are required to adhere to our [Sailor Conduct Policy](#).

Knowing that today's traveler is concerned about social and environmental issues associated with tourism and cruise travel, we have embedded sustainability into the Sailor experience through cabin design, our procurement strategy, shore excursion partnerships, and by providing information about our sustainability commitments through our Sailor app.

93% of Sailors agree we take our commitment to social and environmental responsibility seriously

57% of Sailors in a post-voyage survey said we inspired them to live more sustainably

292,818 Sailors voyaged with us in 2023

83% Customer Satisfaction score



The Best Holiday at Sea

By building a midsize ship instead of a larger one, we've challenged what's currently out there by creating a boutique hotel experience at sea — a relaxed, yet, luxe, exclusively-adult vacation on the ocean.



Departing from the sun-soaked cities of Miami, Barcelona, Athens and San Juan, the fleet offers itineraries to more than 100 awe-inspiring destinations across four continents. Having worked with a Creative Collective of the world's most sought-after designers, performance artists and architects, Virgin Voyages delivers elevated spaces that strike the perfect balance of nautical chic and glamour. From ditching buffets for 20 individual eateries offering Michelin-star culinary experiences and our jaw-dropping entertainment, to our overnights in gorgeous destinations, we've designed an experience at sea unlike anything out there.

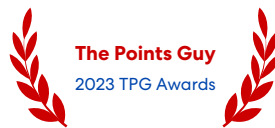
Inspired by 50+ years of Virgin history, Virgin Voyages' four Lady Ships — Scarlet Lady, Valiant Lady, Resilient Lady and Brilliant Lady — have garnered recognition and accolades from respected organizations within the travel industry. 2023 kicked off with being **awarded all five award categories from Cruise Critic**, Cruisers' Choice Awards, a first for any brand, and ended with more than 50 awards received in total! This includes being named the No. 1 cruise line in Condé Nast Traveler's Readers' Choice Awards and No. 1 in Travel + Leisure's World's Best Awards in the large and mega-ship categories. With such acclaim and an average age of 44, Sailors are recognizing Virgin Voyages as the ultimate getaway for foodies, couples seeking relaxing romantic escapes, extended grown-up family holidays, and celebrations amongst friends.



Best Cruise Lines for the Money



No. 1 in the Mega Ship cruise category



The Points Guy
2023 TPG Awards

Best Cruise Line for Adults



No. 1 in the large cruise ship category



Valiant Lady named one of the best new cruises in the world



American Society of Travel Advisors
2023 Green Partner in Travel (North America)

Awarded to Virgin Voyages for its commitment to environmental sustainability



Most Exclusive All-Inclusive Resorts



Best Overall Cruise Line, Best Cabins, Best Dining, Best Service and Best Value for Money in the large cruise ship category



Business Traveler
2023 Business Traveler Awards (North America)

Best Luxury Cruise Line

Sustainability as a Brilliant Basic

Sustainability is embedded in the Sailor experience.

This comes to life in many ways, including through our focus on **reusable items** and efforts to serve **high-quality food and beverages**. We hope these endeavors inspire Sailors to continue making a difference long after their voyage with us, whether that means adopting mindfulness, reducing their consumption of single-use plastics, or giving back to ocean conservation organizations.



The Band

Upon boarding, each Sailor is given a wearable device, called “The Band.” This bracelet serves as access keys to the entire experience onboard. It allows you to unlock your cabin and pay for items onboard. Through our collaboration with **BIONIC Yarn**, the bracelet rope material is made from six grams of marine and coastal plastic, equivalent to one-half of a plastic water bottle, and **represents the removal of two pounds of plastic from the environment**. After the voyage, the magnetic piece of the band can be easily removed so the bracelet can be a post-journey keepsake. In 2023, we also started collecting these bands post voyage. The bands are then sanitized and reused, giving them a second life. Over the course of the year, we recovered 40% of the bands that were distributed.



VITAMIN SEA

Vitamin Sea is an ideology inspired by the oceans and their importance in the health and well-being of our planet and our daily lives. It's integrated across the Sailor experience with the **wellness options available onboard** to feed one's body and soul: whether that's through a high-intensity workout; (as group fitness classes are included with every fare); seeking serenity through meditation; having a fresh juice and healthy brunch; or dancing the night away.

OUR OCEAN

When it comes to our ocean, our ambition is to secure a healthy future.

Taking action on climate change, minimizing the impacts of our operations, and doing our part to **restore ocean health** are all critical to our business. Our approach starts with compliance and continuous improvement and leveraging our brand to demonstrate leadership and influence change.

=====
New ships designed with energy efficient technologies

=====
First sustainable marine fuel test completed in 2023

=====
No wasteful food buffets

=====
Advanced wastewater treatments meet strict water quality standards

=====
All four ships will have shore power installed by 2025

=====
Banned unnecessary single-use plastics from the Sailor experience

=====
100% of water used onboard comes from the sea

=====
The only tip we ask for onboard is a tip for ocean conservation



“

There is nothing more important in this world than our oceans, and we're on a mission to protect them and set an example. Success needn't compromise sustainability.”

SIR RICHARD BRANSON



Navigating a Low-Carbon Future

Climate change is the biggest threat facing our ocean and humanity. To be a champion for ocean health means taking immediate action to be part of the solution while also planning for long-term improvements.



Climate Action Plan

We're committed to achieving **net-zero emissions by 2050**. We recognize that the decarbonization of our industry and incorporating solutions into our day to day operations is a monumental challenge that will require radical collaboration across the value chain. Currently we are identifying ways we can realize energy savings and carbon reductions in the near-term, while also planning for a future that will bring greater access to lower-carbon fuel sources. We will continue to advocate for long term solutions that will reshape the future of cruising.

We believe a net-zero future will be possible through the following:



Continuously reduce energy consumption and fuel optimization

While we have new, efficient ships, we'll continue to identify energy savings measures, implement new energy reduction technologies and conserve fuel through smart itinerary planning.



Advancing nature-based solutions to climate change

We have teamed up with Virgin's Foundation, Virgin Unite, to support mangrove planting and restoration efforts in the Caribbean. The aim is to accelerate nature-based solutions to climate change, and create a scalable model for other regions in the world.



Utilizing plug-in shore power infrastructure where available in port

Only a limited number of ports currently have shore power capabilities but we anticipate availability will increase overtime.



Engaging partners and shaping sustainable fuel policies

We are collaborating with fuel suppliers, policy makers, nonprofits and our industry association to stimulate affordable, scalable access to sustainable marine fuels and reduce climate emissions in our supply chain.



Adopting drop-in sustainable marine fuels

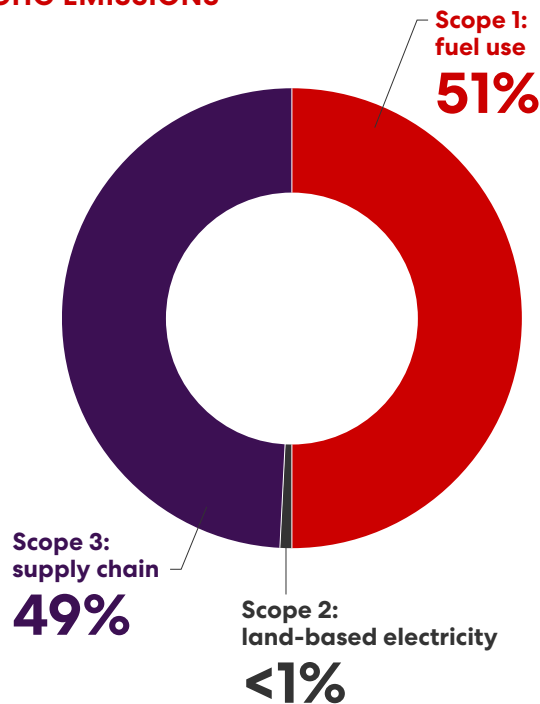
The greatest carbon reductions will come from shifting to lower life-cycle carbon emission options that are compatible with our diesel engines, such as waste-based fuels that meet robust technical fuel specifications and sustainability standards.



Our Carbon Footprint

While we are committed to the full decarbonization of business operations overtime, our largest source of carbon emissions is from the fuel that we use to power our ships. This activity, reflected as scope 1 emissions, and scope 3 emissions (category 3) in the graph below make up an estimated 62% of our total carbon footprint. This is also where we have the most operational control. Therefore, reducing emissions from fuel use will be our primary and immediate focus for achieving emissions reductions. Additionally, we will explore ways to reduce emissions related to Scope 2 and other Scope 3 categories as we advance our decarbonization strategy.

GHG EMISSIONS



Sustainable Marine Fuels

In 2022, we took a deep dive into exploring the availability, affordability and compatibility of using **advanced waste-based, sustainable marine fuels** (SMF), such as biofuels, on our vessels. In 2023, we continued collaborating with sustainable marine fuel providers to advocate for robust sustainability standards and to explore using SMF in our vessels. By September, **we successfully bunkered 400 metric tons of a B20 fuel**, a fuel made from 20% advanced waste-based biofuel and 80% conventional fuel. This fuel was delivered to Valiant Lady in the port of Barcelona, Spain, making us one of the first cruise lines to bunker SMF in this port.

The 20% bio-based fuel met the EU Renewable Energy Directive requirements and was certified to the International Sustainability Standards Board. While SMF is not widely available or affordable across the ports we visit, the regulatory environment, particularly in the European Union, is evolving to accelerate the industry's transition to lower-carbon fuel usage. **We estimate that shifting to advanced waste-based fuels could reduce fuel life-cycle carbon emissions by 75% or more.**



Minimizing Operational Impacts

The cruise industry is one of the most regulated in the entire travel business, and we're committed to meeting and exceeding these mandates.



We abide by The International Convention for the Prevention of Pollution from Ships (MARPOL). In addition, we must navigate local requirements in each destination, adhering to local governance and mandates. We have developed robust environmental management policies and procedures to ensure **our operations meet and exceed what is legally required**. These policies and procedures are governed by our Head of Maritime Compliance and are reviewed and updated regularly.

Efficient Design

We designed our ships for optimal efficiency, featuring technologies to reduce fuel consumption. All of our ships have fuel-efficient hulls and low-friction paint to reduce drag, along with state-of-the-art onboard technologies to optimize energy performance. Additionally, our diesel engines were built with the capabilities to switch to cleaner-burning, sustainable marine fuels as they become more widely available and affordable.

EMISSIONS CONTROL

The combustion of fossil fuels can result in poor air quality and health risks from sulfur dioxide and nitrogen oxide emissions and particulate matter. Two technologies onboard ensure we meet compliance with regulations: **exhaust gas cleaning systems** and **selective catalytic reduction systems**.

EXHAUST GAS CLEANING SYSTEMS

To comply with the IMO 2020 Global Sulfur Cap, all of our ships are equipped with hybrid Wärtsilä Exhaust Gas Cleaning Systems (EGCS). We operate at the highest possible standard when EGCS (a.k.a. “scrubbers”) are in use. These systems use seawater to dissolve sulfur and decrease the amount of particulates from entering the atmosphere.

Scrubbers reduce sulfur emissions from fuel by more than 97% and allow us to operate at 0.1% sulfur content at all times, whether we are in port or at sea. Our scrubbers are able to operate in both open and closed-loop modes. Closed-loop allows washwater to be recirculated and held onboard for a period of time. Whether operating in closed- or open-loop, **EGCS washwater is treated before discharge** and the water quality is regularly monitored to ensure it's within the acceptable parameters for acidity, turbidity, and other contaminants. Our internal policy is to operate in closed-loop when we are within four nautical miles of shore.* When the system is not in operation, we switch to compliant fuel.

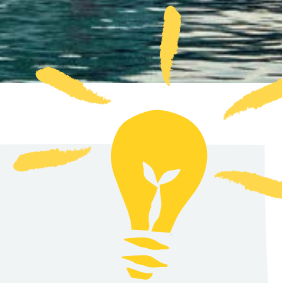
SELECTIVE CATALYTIC REDUCTION SYSTEM

We use a selective catalytic reduction system to reduce nitrogen oxide emissions. This technology **reduces up to 75% of nitrogen oxide emissions** from fuel and is used when traveling through the North America Emission Control Area (ECA) (which is up to 200 nautical miles from U.S. and Canada shorelines) thereby allowing us to comply with MARPOL Annex VI Tier III standards for nitrogen oxide emissions.

* Under non-emergency, normal operating conditions.

Shore Power

Looking ahead, one of the most significant ways to protect local air quality and reduce emissions from our operations is through the **use of onshore power supply (OPS)** while our ships are docked in a port of call. As shore power technology becomes more widely available across the destinations we visit, our ships will be able to make use of these systems, which draw power from the local electricity grid rather than the ship's diesel generators. Two of our ships already have a shorepower system installed, one ship will have the system installed in 2024, and one ship is scheduled to have the system installed in 2025.



Getting Smart About Energy

We've implemented a number of ways to conserve energy throughout each ship:

- Sensors in the cabins automatically close window curtains, turn off lighting and adjust air conditioning settings when unoccupied.
- Efficient cooking equipment such as induction technology cookstoves and M.A.R.V.E.L on-demand ventilation in the galleys.
- Optimized HVAC systems, LED lighting, and real-time energy measurement technology.

Over the last year we have been collecting baseline energy consumption data and we have identified areas where we can continue to improve energy efficiency across the fleet. These plans are reviewed and discussed with our ship teams and a decarbonization working group.

SMART ENERGY MANAGEMENT

While our ships are less than five years old, we are always exploring ways to further increase energy efficiency. In 2023, our technical team implemented operational guidelines and a software monitoring program to reduce energy demand while ships were docked in port. As a result, an eco-port mode was established across the fleet, outlining how ships could transition from a 12-cylinder engine to an 8-cylinder engine. This project alone resulted in more than 8% energy efficiency savings on Scarlet Lady, when compared to the same itinerary in 2022. As the guidelines are consistently applied, we estimate that energy savings on our other ships will generate similar results, depending on itinerary changes and other variables that impact efficiency, such as weather conditions.



Waste Not

The best kind of waste is the kind that doesn't exist.

From the start, we've considered how to minimize waste across all of our operations.

'SEE YA' SINGLE-USE PLASTICS

We've banned unnecessary single-use plastics from the Sailor experience. This includes straws, plastic water bottles, coffee cups, ketchup packets, cutlery, bags, coffee stirrers, and to-go containers. We estimate that eliminating bottled water alone prevents more than **2 million single-use plastic bottles** from entering the waste stream annually per ship.

BANISHING THE BUFFET

Food onboard is **made-to-order**, which reduces food waste.

REUSABLES FIRST

We've reduced the use of disposable hospitality items by **more than 60%**, favoring refillable amenities and reusable containers wherever possible. This includes using reusable clamshells for our grab-and-go food and stackable containers for our food delivery service, "Ship Eats." When we do have to use disposables, we've selected **recyclable materials** or items sourced from **sustainable sources**.



Recycling Program

We aim to **divert as much waste as possible** from the landfill. Onboard we collect metals, glass, plastics, and soft goods for offloading in our primary ports. Additionally, we take back the recycling from our beach club operation in Bimini, Bahamas for proper recycling in Miami, FL.

PROPER DISPOSAL

Waste generated onboard includes non-hazardous dry garbage, recycling, cooking oil, food waste, and hazardous waste. Waste that cannot be recycled or donated is incinerated onboard when the ship is not in port. Food waste is either pulverized and discharged at sea, no less than **12 nautical miles** from shore and at a speed greater than 6 knots, or offloaded ashore. Hazardous waste and any dry garbage that is not incinerated onboard is offloaded with approved vendors at our primary ports for proper treatment and disposal.



Water Wise

Treating water like our life depends on it — because it does.

Water matters — and we've optimized our operations for smart, responsible use wherever possible.



We believe access to clean water is a basic human right. That's why we provide great tasting, complimentary still and sparkling water throughout the ship and deliver it fresh to each cabin, daily. Sailors also have access to onboard water bottle refill stations.

FRESH WATER PRODUCTION

We're meeting nearly all of our freshwater needs through **on-board reverse osmosis desalination systems**, which is a fancy way of saying we remove a range of impurities from sea water to create clean and fresh water for onboard use and consumption. This means we don't need to source water from land-based water supplies.

SMART WATER USE

Low-flow water fixtures, water-efficient dishwashers, tunnel washers in the laundry, eco-friendly dry cleaning, and vacuum flush toilets ensure **responsible water use onboard**. Additionally, an **upon-request linen change policy** and towel exchange policy reduces laundry energy and water waste.



The amount of water vacuum flush toilets use per flush, compared to conventional toilets, which use 4 liters.



Wastewater Streams

Our operations produce a variety of wastewater streams, and each is treated to meet stringent water quality standards under **MARPOL** and the **U.S. Clean Water Act**. This includes compliance with the **National Pollutant Discharge Elimination System** and **Vessel General Permit**, which are monitored by the **Environmental Protection Agency**.

ADVANCED WASTEWATER TREATMENT PROCESS

Our Scanship advanced wastewater treatment system onboard processes all blackwater (toilets), greywater (sinks and showers), laundry water, galley greywater, and food waste reject water to comply with MARPOL special areas regulation* and is designed to **HELCOM** standards for nitrogen and phosphorus removal and even **surpasses some land-based treatment facilities**.



* MEPC.227(64) reg 4.2

As a matter of policy, **we regularly collect treated water samples** to ensure we meet specific performance standards. Processed effluent is discharged at distances greater than three nautical miles from shore and treated bio residuals are only discharged once the vessel is more than 12 nautical miles from shore.

BILGE WATER

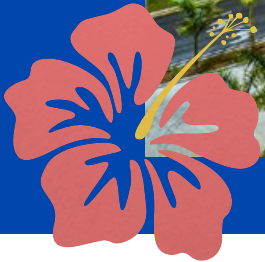
Bilge water is from the engine room and may be contaminated with oil. This water goes through a process which separates the oil from the water using **Marinefloc** technology. International MARPOL standards require the **purification of oil** from the water down to **15 parts per million (ppm)**, but our internal policy is to purify down to less than **5ppm**, and in most cases it is less than **1ppm**, before being discharged outside of **12 nautical miles** from shore. The oil that is separated from our bilge goes into our sludge tanks and is later landed onshore for proper treatment.

BALLAST WATER

Ballast water is sea water that is held onboard to **maintain the ship's stability**. This water is typically held onboard for long periods of time and can unintentionally transfer animals or microorganisms from one part of the world to another. To ensure this doesn't happen, we comply with the **Ballast Water Management Convention** and the **United States' Ballast Water Management Regulations**.

Captaining Further Change

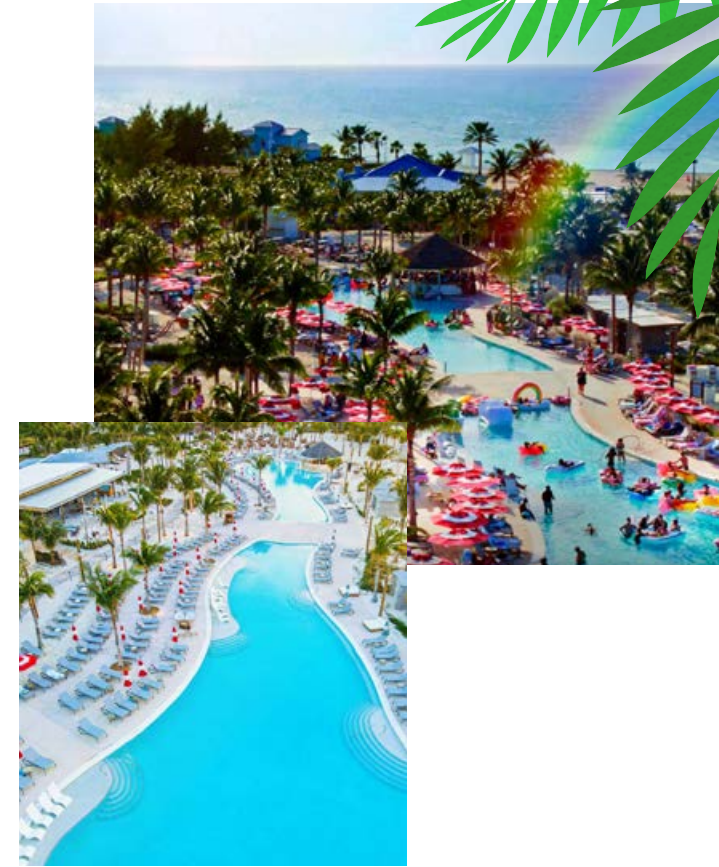
Our commitment to reducing our energy, waste, and water footprint extends to our land-based operations.



PORTMIAMI LEED Gold Terminal V

Our flagship terminal at PortMiami opened on February 13, 2022 and is one of the first cruise terminals to be designed to **LEED Gold standards**. The terminal design celebrates Miami's iconic palm trees and welcomes Sailors in true Virgin spirit.

Additionally, we're proud to be a key partner in bringing **shore power** to the port. The delivery of this project has been updated from fall 2023 to Spring 2024. Utilizing shore power will help **reduce our direct emissions** by allowing us to power the ship from the **local electricity grid**.



A Better Beach Club in The Bahamas

Our private beach club experience in Bimini, Bahamas is our signature island experience. Here, we continue our **ban on single-use plastics** alongside regular operations to minimize our environmental impact. The beach club features the use of **natural materials**, a **recycling takeback program**, and **low-flow water fixtures**.

Partnerships to Advance Ocean Health



Cairns, AUS - Citizens of Great barrier Reef partnership



When it comes to ocean stewardship, partnerships are key for scaling impact.

Ocean-focused partnerships include reef safe sunscreen providers, a coral reef restoration shore experience in Cozumel, Mexico, and non-profit partnerships with Mote Marine, Virgin Unite and other non-profit organizations in our ports of call.



Tip the Ocean

The only tip we ask for onboard is a tip for the ocean. We invite our Sailors to join us in protecting our oceans by adding one or more dollars to their purchase at the Virgin Voyages brand store and through other select offerings. **100% of the funds collected go to our not-for-profit partners** who are advancing ocean health awareness and conservation programs. Through these efforts and future partnerships, we'll **advance mission-critical work** and support specific **destination stewardship initiatives** in the places where we sail. In 2023, Tip the Ocean Partners included [Mote Marine](#) and [Virgin Unite's Sea Change Fund](#).



Through various Virgin non-profit and conservation endeavors, Sir Richard Branson has played a prominent role in advocating for the adoption of a global target to protect 30% of the world's oceans by 2030.

OUR COMMUNITIES

We strive to develop friendships that last a lifetime with local communities, businesses, and governments in an effort to redefine and evolve the impact of our business.

\$400,000 in-kind donations awarded to non-for-profit organization in 2023

1,600 impact hours donated by the Virgin Voyages team **to support social and environmental causes** in our communities

>420 of tours under contract with operators that **meet standards for sustainable tourism***

40 Port Guides in 2023 encouraged Sailors to explore local port communities and attractions



* In accordance with Global Sustainable Tourism Council standards

We Want to Be the Ship the Community Loves to See in Port



Virgin Voyages signs MOU on sustainable cruise tourism with public authorities in Palma de Mallorca, Spain in May 2022.

Good relationships matter — especially with the governments, businesses, and residents in the communities where we sail.

One of the most significant ways we can positively impact our communities is by supporting the local economy and **encouraging responsible tourism.**

Together with our industry association, CLIA, we engage with port communities to inform stakeholders about cruise ship operations and build positive relationships. In some port communities we've also adopted voluntary agreements, such as Blue Flag agreements and Memorandums of Understanding (MOU), to demonstrate operational commitments that go beyond compliance.

French Charter Agreement

In preparation for the summer '23 season, Virgin Voyages signed a voluntary agreement called the **French Charter**, as a demonstration of shared objectives and alignment with sustainable cruise tourism practices. The goals of the agreement are to adopt measures that **go beyond regulatory compliance, such as reducing atmospheric emissions, preserving marine life, and raising passenger awareness about the importance of protecting Mediterranean waters.** In preparation for meeting the charter's requirements we implemented a training program for our bridge Crew members on how to spot whales, record sightings and prevent collisions.



Valiant Lady bridge crew completed a whale watch training with non-profit organization, ORCA.

Tours designed to tread lightly

Each tour operator must adhere to our Tour Operator Code of Conduct, which outlines our standards for environmental, labor and safety practices, including animal welfare standards. As a matter of policy, we will not promote tours featuring captive whales or dolphins, such as captive 'swim with' programs. Our overall approach to shore excursions, what we call **"Shore Things,"** is to keep tour sizes small (under 20 people) where possible, and to offer a wide variety of authentic experiences.

We work with several operators that have received third-party certification for meeting the **Global Sustainable Tourism Council (GSTC)** standard and have an expectation that our operators will pursue this standard overtime. As we have added new destinations to our itineraries, the number of tour operators we work with has doubled from 2022 to 2023. Previously, in 2022 65% of the tours under contract were with an operator who met the GSTC standard. Currently we are in the process of receiving updated information from our tour operators as some certifications have expired and we have onboarded new companies. So far, we have confirmed that more than 420 tours are with an operator who meets a GSTC recognized standard.

To continue to promote the highest standards in responsible tourism, even through a period of rapid growth, we launched a complementary training for all tour operators on the GSTC criteria. Through this interactive program with GSTC experts, operators are able to get practical advice on how to incorporate the GSTC criteria into their everyday business practices.

This program will continue through 2024 with the ambition that the majority of our operators who do not currently meet the standard will complete the training and seek certification within the next few years.

Additionally, we partner with local tour operators and entrepreneurs to curate experiences that are unique to Virgin Voyages. These tours are called Virgin Select tours, due to their exclusive offering. For each **"Virgin Select"** shore excursion booked, we donate \$1 to our not-for-profit partners who are supporting important work in our destinations.



PORT GUIDES FEATURE LOCAL ATTRACTIONS

Through our sailor app we feature port guides for each destination we visit. These guides encourage our sailors to explore the local destination and experience the local culture and what makes each port of call unique. Also included are “Savvy Sailor Tips” which highlight responsible tourism practices.



SAAVY SAILOR TIPS

The beauty of **sea-ing the world with Virgin Voyages** is that you have the opportunity to discover some of the globe’s most exciting destinations, their popular landmarks, plus fabulous (and lesser known) finds — **customized exclusively for our Sailors**. While soaking in all the natural beauty and the abundance of rich cultures, here are some **responsible sailing tips** to keep in mind:



From the shores to the mountains to the city streets — please **dispose of all waste properly**



Take advantage of nighttime activities whenever possible, just **be mindful of noise levels** — especially in residential areas after dark



Keep it local by dining, shopping, and exploring local spots — this helps **boost the economy** of each destination



Take it all in and photos too — be sure to **respect private property** (like, no selfies on someone’s rooftop), public spaces, and people who don’t want to be (or that have requested not to be) photographed



Cut down on plastic waste by bringing a refillable water bottle and reusable tote bag

Being able to explore rainforests and jungles, lounge along perfectly manicured beaches, sail the coasts of tiny islets, and visit historic sites is **made possible by the locals** who call each place home. While traveling, you’re not just a visitor, but you’re **a global ambassador as well**. During port days, please remember to **make responsible choices** so that when you head out, your footprints (and a lasting connection) is what you leave behind.

Impact Projects

As a brand, we want to show up in our communities in a meaningful way.

We regularly organize volunteering and giveback initiatives to make a difference.



Virgin Voyages Crew and All for Blue volunteers complete a beach clean up in Mykonos, Greece.

Integrating Impact With the Launch of Resilient Lady

In celebration of our third ship coming into service we partnered with a local non-profit called, Urban Act, to create a couple of sea themed murals in Piraeus, and increase awareness of ocean health issues through the power of art. One mural was commissioned at a local elementary school and another at the Port. Additionally, we parted with non-profit, All for Blue to host beach clean-ups with our Crew in Mykonos. Together these initiatives align with our values to help leave destinations better than how we found them.



Representatives from Urban Act, Virgin Voyages, and the local tourism board celebrate one of the sponsored murals in Piraeus.

Protecting the Great Barrier Reef

With Resilient Lady's inaugural season in Australia, we partnered with Citizens of the Great Barrier Reef to **educate Sailors on the importance of coral reefs** and to advance the conservation of this iconic ecosystem. As a result, Sailors and Crew analyzed over 7,000 images using artificial intelligence software to map the reef and provide timely information to scientists and reef managers to help target its protection. Additionally, Crew and Sailors visited the reef to participate in the Great Reef Census in person, and help capture more images. Through our partnership, **we raised more than \$84,000** to support this important mission.

Empowering Female Entrepreneurs

In 2023 we sponsored 50 female-entrepreneurs who had received microloans from Grameen America to attend our Limitless sailing in April. During the voyage we connected this group with the Branson Centre of Entrepreneurship for a series of workshops designed to help these small business owners take their ideas to the next level. In 2024 we are continuing our work with the Branson Centre to augment on board programming for select voyages. In true Virgin spirit, our intent is to continue to inspire and empower entrepreneurs along their business journey.

Crew Volunteering and Impact Hours

Giving back is just what we do. In 2022, we launched our **Impact Squad** to celebrate community volunteering and engagement. Now in our second year of this program we donated more than **1,600 impact hours** in 2023 to support social and environmental causes in our communities. Our Crew regularly volunteer in our destinations. Common activities include community and beach clean-ups with the support of local non-profit organizations.



In 2023, our Crew planted 1,955 red mangroves with Global Coralition in the Dominican Republic. Mangroves provide important coastal habitat and can sequester 4-10 times more carbon dioxide than land-based trees.

Nearly two dozen impact events were held across our fleet from January to December, including **beach and community clean-ups, volunteering with nature and wildlife rehabilitation organizations, and participating in cultural events in our destinations.** This year even some of our First Mates joined our Impact Squad activities!

Since 2020 our headquarters team has continued to volunteer with local organizations, including **Feeding South Florida**, which supports area residents struggling with food insecurity, and **Global Empowerment Mission**, a disaster-relief organization that distributes supplies around the world when a crisis strikes.

Crew volunteering with Global Empowerment Mission in Dural, FL to assemble disaster relief kits.



OUR PARTNERS



1,175 trees saved
through our partnership with
Emerald Brand in 2023

Balcony cabins feature
Yellow Leaf Hammocks —
a more **responsible way to relax**

Complimentary coffee onboard
supports a **direct-trade** model

Quality ingredients guide our food
philosophy and sets a roadmap
for **responsible sourcing**

30% of the retail brands sold
onboard Virgin Voyages have
a **commitment to social or
environmental responsibility**

9 land-based brands featured
for the **first time at sea**

**To create a Sea Change,
we know we can't do it alone.**

We rely on great partners who are like-minded and share our values. We're committed to working with suppliers, vendors, and tour operators who understand that in order for cruising to be transformative, they have to be just as open, transparent, and **committed to progress** as we are.



Working with Our Partners to Amplify Impact

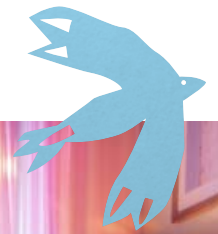
Together with our partners and suppliers, we are creating a responsible supply chain and a network that is committed to continuous improvement.



Responsible Sourcing

Our suppliers agree to our Supplier Code of Conduct which details our guidelines for working with vendors and upholding standards for ethics, labor, safety, and environmental practices.

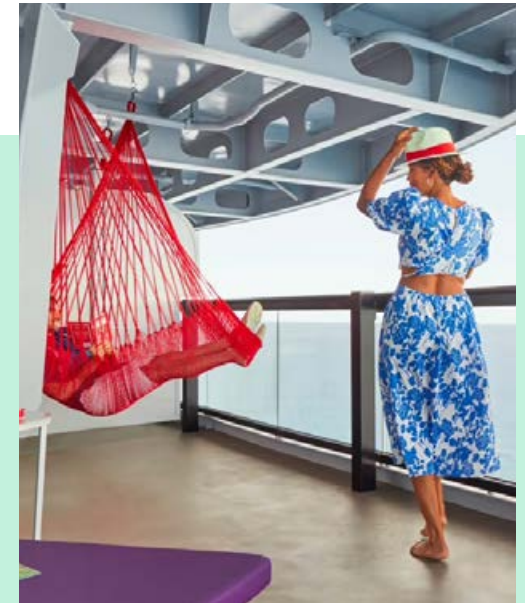
Additionally, we've developed procurement guidelines, conducted reviews with individual suppliers and have discussed future ambitions with our partners. We also publish our Modern Slavery Statement annually, which lays out a path for engaging suppliers on this important topic. We continue to dialogue with our suppliers on responsible supply chain efforts to minimize supply chain risks across hotel operations, food and beverage, retail and spa, design and new builds.



Purposeful by Design

Our onboard retail and spa collection was curated with brands that reflect Virgin's ethos and values. Products have included Certified B Corporations such as Elemis for skincare products and Farm Rio for women's apparel, and other purpose-led brands like Sea Bags and Citizen watches.

Our onboard designs highlight unique and sustainable furniture pieces and artwork. For example, while ships traditionally use teak for hand railings we opted for **aluminum**. Each balcony cabin on board includes a beautiful, handwoven hammock from **Yellow Leaf** — a social enterprise in rural Thailand that is breaking the cycle of poverty by providing artisans with a reliable source of income to support themselves and their families.



Hotel Operations

To support our hotel operations, we procure thousands of products for use onboard our ships including equipment, linens, cleaning supplies, and more. We've hand-selected several suppliers **who align with our values** and are offering more **sustainable solutions**. Through our partnership with Emerald Brand, our paper towel and tissue products and to-go coffee cups are made from sustainable materials, including agricultural by-products such as sugarcane and wheat stalks and Forest Stewardship-Certified (FSC) paper. Through this partnership, Emerald Brand calculated that we collectively saved the estimated equivalent of **1,175 trees** in 2023.

Together we made an impact in 2023 through our partnership with Emerald Brand



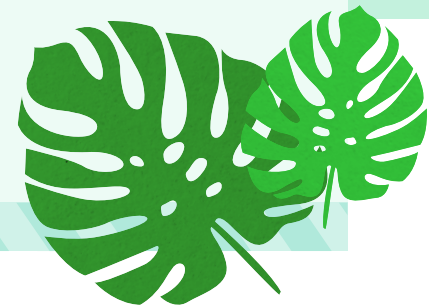
1,175
trees avoided
deforestation



3,681
lbs of plastic
avoided



79,684
lbs of FSC Certified
Paper used



Our Food Sourcing Philosophy

Before we officially launched our operations we worked with the Sustainable Restaurant Association to create a food philosophy and a roadmap for sourcing ingredients responsibly, such as animal products that uphold welfare standards.



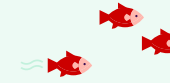
FOOD SHOULD TASTE AND DO GOOD

We believe that enjoying good food is **essential to our personal well-being** and that a healthy food system is **critical to the future of our planet**. We are committed to continuously evaluating our sourcing practices to provide the **best quality products** and we aim to support the following principles as we continue to expand our operations:

Full supply chain visibility and knowing where our food comes from



Protecting our oceans and sourcing sustainable fish and seafood where available



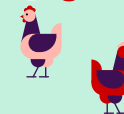
Procuring direct-trade coffee and items that ensure workers are paid a fair wage



Sourcing local fresh ingredients where possible and developing local partnerships in Miami and other home ports overtime



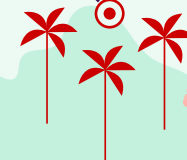
Meeting humane welfare standards with cage-free eggs and other animal products



Offering vegetarian and vegan options throughout our eateries onboard




Protecting our rainforests from deforestation through responsibly-sourced palm oil, soybeans, and beef





FOOD & BEVERAGE PARTNERS

With our flagship port in Miami, Florida, we've hand-selected some local partners to bring a taste of South Florida to our Lady Ships sailing the Caribbean.

 **Filthy Foods** is a cocktail garnish company based in Miami. Started by two brothers, they believe high quality ingredients, free from harmful chemicals, are key to the perfect cocktail. Additionally they have adopted sustainability principles in their operations, like using discarded vegetables from a salsa factory to make the perfect bloody mary mix, which we serve on board.

 **Jojo Teas** provide a range of incredible organic blends, ethically sourced from around the world. Founder Michael Ortiz shares a passion for finding the best — just like us.

 **Cerveceria La Tropical** is a Miami-based brewery with Cuban roots and a commitment to sustainability. Sailors can enjoy this ale at the Draught Haus on Deck 7.

 **Zak the Baker** is a popular kosher bakery located in the arts district neighborhood of Wynwood. Specializing in artisanal sourdough bread with organic and local ingredients. We proudly serve this handcrafted item on board.

Additional partners with a sustainability and social impact focus include:

- Beyond and Impossible products
- Bob's Red Mill
- King Arthur
- Oatly



INTELLIGENTSIA COFFEE

Our complimentary and specialty coffee doesn't just brew strong, it has strong values, too. **Intelligentsia** has a direct trade model which pays workers **above a fair wage** and **provides education** to farmers on how to increase quality and yields. We worked with the team at Intelligentsia to create our "Nauti Blend" using coffee beans from farms in both the Northern and Southern Hemisphere, ensuring the brew is constantly fresh and aligned with the growing season.



OUR CREW

Our greatest strength is our people

We make it a point to celebrate everyone on our team, no matter where they came from. The root of a great Sailor experience lies within a fulfilled Crew, and we've gone to great lengths to ensure our hardy bunch feels right at home, even when out at sea.

5,454 Shipboard Crew

35% female representation
across shipboard positions

84% of shipboard Crew
feel like they can be
themselves at work

100 nationalities
represented

89% of shipboard Crew feel connected to our
purpose and believe their job contributes to
delivering An Epic Sea Change for All



The Best Gig Ever

We want our Crew to love their job at Virgin Voyages. We work to foster an environment where one's passions and our Culture naturally support each other.





89% of shipboard Crew feel connected to our purpose and believe their job contributes to delivering An Epic Sea Change for All




Culture is Everything


What's a ship without a top Crew? We are a **rapidly growing** team of both, Crew who have worked in the industry for years and those who are new — together, we are **shaping an industry-leading culture** that is built to **embrace those from all walks of life**. The building blocks of our culture are the values we live by — what we call our **Creeds**.

 **Family Love** - Our Caring Creed supports us to love and care for each other like family.

 **One for All** - Our Fairness Creed gives everyone a voice, even when a few own the decisions.

 **Oceans of Joy** - Our Happiness Creed empowers us to make the hard work fun.

 **Dive into Different** - Our Diversity Creed says that our greatest strength is our ability to come together as unique individuals united as one.

 **A Crew's Ship** - Our Ownership Creed gives us pride in our work. We don't wait for anyone else to make things ship shape.

Through our annual company-wide engagement survey Crew are invited to provide feedback on how well we are living by our Creeds. This tool helps leadership understand our strengths and informs actions plans for improvement. Based on the end of the year Crew engagement results in 2022, we created a series of initiatives focused on growing, developing and retaining our Crew, especially our female talent.

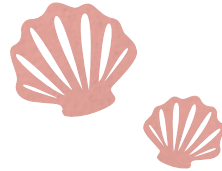
Scarlet Squad

Virgin Voyages' Scarlet Squad Program is an initiative that focuses on balancing the gender gap in leadership positions and in Crew roles and placement. The Program is dedicated to recruiting, supporting and mentoring female talent — especially in ship roles in marine, technical and hotel management. We will work towards an environment where everyone has an equal opportunity to reach their full potential.



2023

SCARLET SQUAD ACTION PLAN



1 Launched a Diversity, Equity & Inclusion Training to continue building a culture and environment where everyone thrives. 95% of participants said this helped them understand what inclusive leadership behaviors look like on a day-to-day basis.



Piloted a ship-to-shore MentorShip Program with 50 Crew members. With the goal to further develop and retain talent, we learned that ship and shore Crew have different mentorship needs and are now exploring how mentorship can be a tool in our overall Crew development strategy.



3 Increased family leave and planning benefits to make our policies more competitive for both female and male Crew who are entering this chapter of their lives.



4 Created more social opportunities to bring our female Crew together, such as female spa nights.



5 Sponsored networking and development opportunities for female leaders, including the opportunity to participate in our first Limitless voyage and attend a women in leadership conference.

Crew Well-being and Quality of Life

Looking after one's physical and mental well-being is a top priority for us.

Our Crew benefits model our Creeds and are intended to offer peace of mind so Crew can excel in their roles and provide our Sailors with their best vacation ever. For example, we offer competitive benefits and wages and **do not rely on our Sailors to leave gratuities.**



How We Lead



Equal pay for equal work, regardless of nationality or gender.



Leadership training, including inclusive leadership behaviors, that ensure our Crew are celebrated.



Designer uniforms (no stripes onboard to denote rank!) so our Crew can feel and look their best.



Personalized coaching to support one's mental well-being. This virtual service is available to all Crew members free of charge.



Access to a variety of high-quality, healthy food options, gym facilities and Sailor spaces, regardless of position or title.



We cover employment-related flights, necessary job training, and uniforms.



We're working on a range of leadership and growth opportunities in an effort to help Crew succeed.



40% of Crew cabins are single-occupancy (the most in the industry) and there are no more than two Crew to a room.



Free wifi for our shipboard Crew to stay connected to their friends and family back home.

Dive into Different




We take pride in our ability to come together as unique global individuals.

At Virgin Voyages, **everyone is welcome to come as they are** — with diverse hopes, experiences, and backgrounds — and be the best version of themselves.

Our Crew are from **100 nationalities** (and counting!) and we believe we have one of the most diverse Crew at sea, both overall and across departments. Additionally, **we're on track to have some of the highest female representation in the industry.** Currently females make up 35% of our Crew population, which is above the industry average at just over 20%.

As we grow, we're taking a number of steps to create a diverse and inclusive environment where our Crew can see themselves in every corner of the company.

In the near term we are looking to:

-  Achieve 40% female representation once all 4 ships are in operation
-  Reflect the human geographies of where we work and sail.
-  Balance the mix of nationalities across teams and leadership levels

Crew Recognition: Meet Rap

Every year Crew nominate fellow Crew members who emulate the company Creeds. In Rap's 18 months with Virgin Voyages, he has received two awards, the Virgin Voyages Way award in 2022, and the "Oceans of Joy" award in 2023.

"He makes the hard work fun, rises to a challenge with unflappable energy, and brings and receives joy from his responsibilities. He performs above and beyond his role and working with him is such a big opportunity."



Rap Humarang
Crew Engagement & Communications Manager



APPENDIX



Stakeholder Engagement and Materiality

In 2019, we conducted a materiality assessment to identify our most important **ESG-related risks and opportunities**. As part of this effort, we identified an initial list of material ESG issues of importance to our stakeholders and business success. We then engaged with internal and external stakeholders to understand their priorities and expectations around these issues. We chose to focus on material issues that go beyond compliance, are most **fundamental to our own transformation**, and support our company's overall purpose: to create **An Epic Sea Change For All**. While we believe these are still our material issues today, we are working on a refreshed materiality assessment.

Stakeholders

- Customers
- Investors
- Employees
- Regulatory Agencies
- Industry Associations
- NGOs
- Suppliers
- Travel Agents
- Local Government & Communities

ESG Governance

The implementation of our ESG strategy is a collaborative effort that begins with our Senior Leadership Team (SLT) and threads through our organization with cross-functional teamwork and updates to our board of directors.

Our ESG priorities are included in our annual corporate objectives and are largely driven by the Senior Director of Sustainability and Social Impact. This role defines our ESG strategy and how we bring it to life across the entire company.

Our governance structured is made up of:

Board of Directors: Approves corporate strategy and leads oversight of ESG Risks & Opportunities.

Senior Leadership Team (SLT): Manages Corporate Strategy, ESG Risks & Opportunities, and ensures we're mindful of our 'sea change' ethos in our business decisions.

Senior Director of Sustainability & Social Impact: Develops ESG strategy, programs and KPIs and collaborates across teams to drive progress. Progress is tracked through regular updates with functional teams, internal communications and updates to SLT.

Material Issues

Through our 2019 materiality assessment, we identified our most important issues that go beyond compliance. We continue to monitor risks and opportunities that impact our business in the future.

- Emissions / Fuel
- Crew Well-being
- Sustainable Tourism
- Health & Safety
- Waste
- Sailor Experience & Programming
- Responsible Sourcing
- Protect & Restore Ocean Health
- Workplace Culture
- Government & Community Relations
- Crew Training & Development
- Local Economic Development
- Local Hiring & Skills Development
- Diversity, Equity & Inclusion
- Reporting Transparency & Governance

SASB Performance Table

The table below references SASB's Cruise Line Standard, version 2018-10. Data provided is for calendar year 2023, and covers Resilient Lady, Valiant Lady and Scarlet Lady passenger operations.

SASB TOPIC/CODE	ACCOUNTING METRIC	2023 DISCLOSURE (RESILIENT, VALIANT & SCARLET)
GREENHOUSE GAS EMISSIONS		
TR-CL-110a.1	Gross global Scope 1 emissions	280,539 metric tons of CO ₂ e Scope 1 Emissions are calculated in accordance with the types of fuels we use on our ships and report to the IMO DCS and EU MRV. The values reflect our commercial sailings.
TR-CL-110a.2	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Virgin Voyages is committed to Net Zero carbon emissions by 2050. We have designed our ships to the latest efficiency standards and with state-of-the-art technologies to optimize fuel and energy performance. Each ship has six, 150 kilowatt Climeon units, which use waste heat from the engines to generate electricity, thereby reducing some of our fuel demand. All ships will have shore power technology installed by the end of 2025. We are actively working with Sustainable Marine Fuel providers to explore availability, affordability and compatibility with our engines. Looking ahead we are identifying fuel and energy reduction opportunities, exploring lower-carbon fuels and near term reduction targets. See pages 14-15 for more information.
TR-CL-110a.3	(1) Total energy consumed, (2) percentage heavy fuel oil, (3) percentage onshore power supply (OPS), (4) percentage renewable	(1) 3,654,800 GJ (2) 97% (3) 0% (4) 0%
TR-CL-110a.4	Average Energy Efficiency Design Index (EEDI) for new ships	10.4 grams of CO ₂ per ton-nautical mile
AIR QUALITY		
TR-CL-120a.1	Air emissions of the following pollutants: (1) NO _x (excluding N ₂ O), (2) SO _x , and (3) particulate matter (PM10)	Data is not currently available but we are working on how to calculate and report this data in the future.

SASB TOPIC/CODE	ACCOUNTING METRIC	2023 DISCLOSURE (RESILIENT, VALIANT & SCARLET)
DISCHARGE MANAGEMENT & ECOLOGICAL IMPACTS		
TR-CL-160a.1	Total amount of ship waste discharged to the environment, percentage treated prior to discharge	Total combined: 798,760.05 cubic meters Percentage treated prior to discharge: 100% Waste includes greywater and treated sewage, bioresiduals, food waste discharged, treated ballast water, clean bilge water, treated EGCS closed-loop washwater and the volume of solid waste incinerated onboard (please note: ash from the incinerator is offloaded onshore). For more information, see page 20 .
TR-CL-160a.2	Percentage of fleet implementing ballast water (1) exchange and (2) treatment	(1) 0% (2) 100% of ballast water was treated
TR-CL-160a.3	Cruise duration in marine protected areas or areas of protected conservation status	1,025 travel days Most of the time we operate in a protected area as defined either by IMO Special Areas and Particularly Sensitive Sea Areas (PSSAs) or by MARPOL. The exception in 2023 were days in transit across the Atlantic Ocean.
TR-CL-160a.4	Number of notices of violations received for dumping	0
CUSTOMER HEALTH & SAFETY		
TR-CL-250a.1	Number of alleged crime incidents involving passengers or employees	4 Crimes are reported using the CVSSA definition for reportable crimes for all Virgin Voyages vessels, regardless of the jurisdiction in which the ship was sailing or crime occurred. In 2023 we had 4 reportable incidents.
TR-CL-250a.2	Fleet average CDC Vessel Sanitation Program inspection score, percentage of inspections failed	CDC Vessel Sanitation Program Inspection Score: 97% There were no failing inspections.
TR-CL-250a.3	(1) Serious injuries per million passengers and (2) number of voyages with a gastrointestinal illness count exceeding 2%	(1) 0 (2) 1 voyage exceeding 2%

SASB TOPIC/CODE	ACCOUNTING METRIC	2023 DISCLOSURE (RESILIENT, VALIANT & SCARLET)
LABOR PRACTICES		
TR-CL-310a.1	Average hourly wage for seafarers, by region	Our shipboard teams have competitive compensation, substantially above international requirements, and adhere to our collective bargaining agreements.
TR-CL-310a.2	Percentage of seafarers working maximum hours	We follow the Maritime Labor Convention (MLC), an international standard which sets seafarers' rights to minimum working and living conditions. Which includes required hours of rest.
TR-CL-310a.3	Percentage of seafarers paid for overtime	We are in full compliance with the Maritime Labor Convention (MLC) and our Collective Bargaining Agreement.
TR-CL-310a.4	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	None
EMPLOYEE HEALTH & SAFETY		
TR-CL-320a.1	Seafarer lost time incident rate (LTIR)	Information is not currently disclosed. We are working on a process internally to ensure consistent reporting practices. We plan to report this figure in the future.
ACCIDENT MANAGEMENT		
TR-CL-540a.1	Number of Conditions of Class or Recommendations	5
TR-CL-540a.2	Number of port state control (1) deficiencies and (2) detentions	1 deficiency 0 detentions
TR-CL-540a.3	Number of marine casualties, percentage classified as very serious	23 Marine Casualties. One or 4.35% classified as very serious. We classify and report events as defined by IMO, BMA and U.S. Coast Guard.

SASB TOPIC/CODE	ACCOUNTING METRIC	2023 DISCLOSURE (RESILIENT, VALIANT & SCARLET)
ACTIVITY METRICS		
TR-CL-000.A	Available lower berth kilometers (ALB-KM)	1,123,097,287
TR-CL-000.B	Average passenger cruise days (APCD)	2,648,120
TR-CL-000.C	Number of shipboard employees	5,454
TR-CL-000.D	Number of cruise passengers	246,493
TR-CL-000.E	Number of vessel port calls	692



VOYAGES

