



THIS SEA CHANGE IS REAL



REPORT • 2022-2023 • ESG

ABOUT THIS REPORT

This report is in alignment with the Sustainability Accounting Standards Board (SASB) standards for Cruise Lines. The reporting period is January 2022 - December 2022, 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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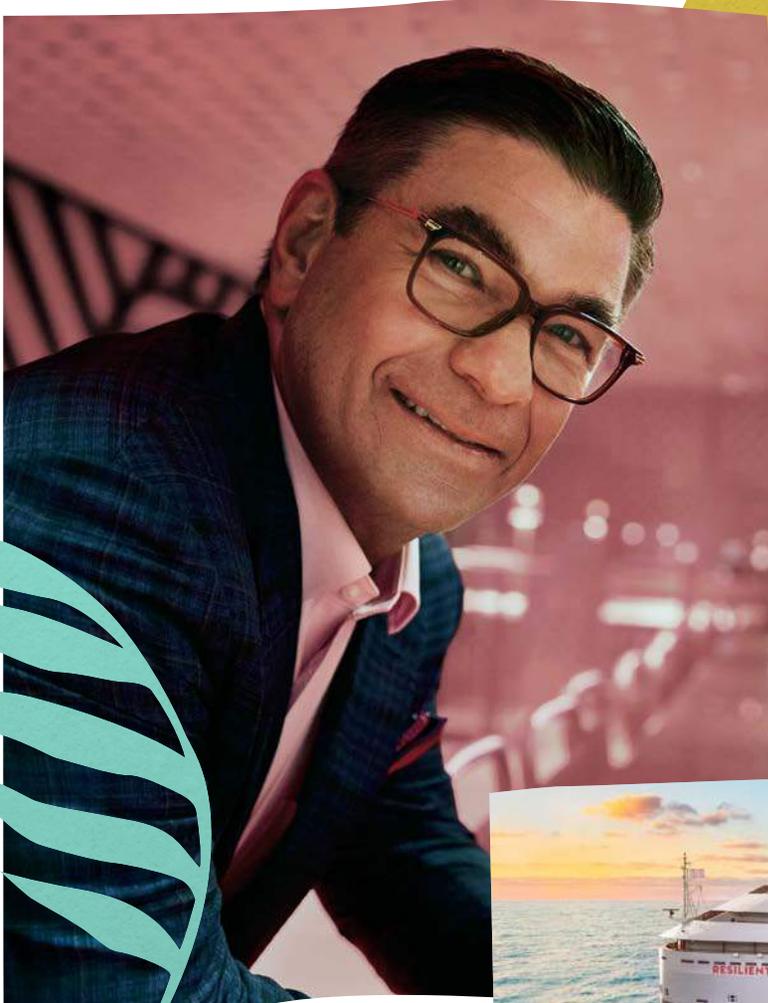
Letter from the CEO

Here at Virgin Voyages, we've set out to create what we call an **Epic Sea Change For All**, because sailing should feel and be transformative.

After setting sail with our first ship, Scarlet Lady in 2021, we welcomed our **second ship, Valiant Lady** in 2022 with a lineup of incredible Mediterranean itineraries sailing from Barcelona, Spain. As pandemic restrictions continued to ease, we were able to capture the hearts of more Sailors and critics alike. With **the most 5-star reviews on Tripadvisor**, we have been honored with numerous awards including being ranked the **number one best cruise for the money by US News & World Report**. And we just made cruise history, sweeping the **Cruise Critics Cruisers Choice Awards** in 2023 in the Large Ship Category.

After launching our newest marketing campaign, Now We're Voyaging in January 2023, supported by our very own remixed music video of the iconic Karma Chameleon song by Culture Club, we're thrilled the world has become just as enamored with what we've created as we are. And now we're looking ahead to the rest of 2023 — excited for two additional ships to join us, **Resilient Lady and Brilliant Lady**.

So now with one full year of operation under our belt, we are pleased to release this impact report. We're proud of our progress and pleased to share our overall plans — to make Virgin Voyages the kind of place our people are proud to be a part of, our Sailors are proud to travel with, and our stakeholders can continue to believe in.



Tom McAlpin
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.



Named **Best Cruise for the Money**
by US News & World Report



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



First cruise
set sail August 2021



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



4 ships in service
by 2024



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



New **LEED Gold**
terminal in Miami, FL



Adult-by-design
sailings for 18+ traveler



93% of cabins
have ocean views

An Epic Sea Change For All

This is our company 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.

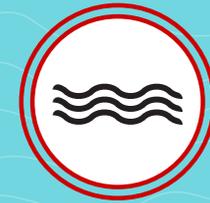
For All [fôr] *preposition* | [ôl] *noun*

To benefit the people and the planet.



Our Sailors

Delivering transformational life experiences



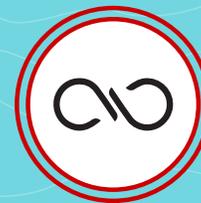
Our Ocean

Securing a healthy future for our ocean



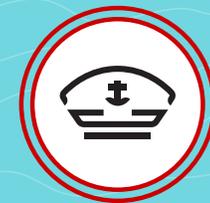
Our Communities

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



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.

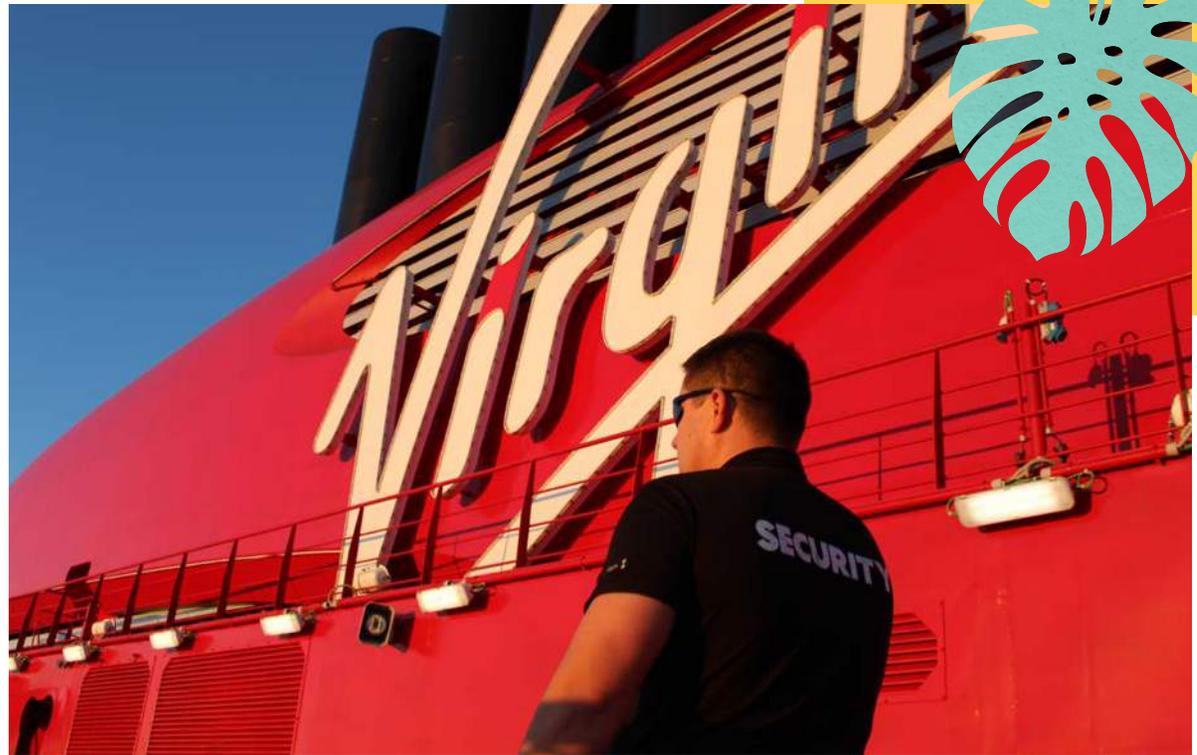
Safely see you soon!



Medical & 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 COVID-19 onboard. These efforts continued in 2022 and included vaccination requirements, pre-voyage testing, **enhanced air filtration systems**, robust sanitation protocols, and masking where applicable.

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 data.



OUR SAILORS

Curating an epic experience for our Sailors is at the heart of every choice we make

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.

>92% of Sailors agree we take our **commitment to social and environmental responsibility** seriously

>50% of Sailors in a post-voyage survey say we **inspired them to live a more sustainable life**

113,487 Sailors voyaged with us in 2022

Over \$600 of value always included in voyage fare, including group fitness classes

84% 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 — an adults-only, relaxed version of luxury.



Departing from the sun-soaked cities of Miami and Barcelona – and now including Athens, San Juan, and Melbourne as of 2023– the fleet offers itineraries to more than 100 awe-inspiring destinations across four continents.

Working with a Creative Collective of the world's most sought-after designers, performance artists and architects, Virgin Voyages delivers an enchanting boutique hotel at sea with fresh, 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 late-stays and 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. After winning Cruise Critic's Best New Ship of the Year in 2021, Scarlet Lady, and sister ship Valiant Lady, were featured on Condé Nast Traveler's 2022 Cruising "Hot List." The brand was also named among the top ocean cruise lines in Travel + Leisure's 2022 World's Best Awards. 2023 kicked off with being **awarded all five award categories from Cruise Critic!** 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 Overall
Cruise Line



Best Dining



Best Service



Best Cabins



Best Value
for Money



What an amazing
cruise concept!



Virgin delivers cruising
as only Virgin can



What a great time!



10/10 would
recommend



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 a high-intensity workout, seeking serenity through meditation, having a fresh juice and healthy brunch, or dancing the night away.



Sustainability as a Brilliant Basic

Sustainability is a core part of the Sailor experience.

This comes to life in many ways, including through our focus on **reusable items** and efforts to serve **high-quality, ethically-sourced food and beverages**. We hope these endeavors inspire them to make 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.



In our post-voyage survey, more than half of our Sailors said we inspired them to live more sustainably.



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.



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 to protect the open seas is holistic — in each and every action, we aim to set a new standard for sailing.

Advanced wastewater treatments meet strict water quality standards

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

New, efficient ships designed with **energy efficient technologies**

Partnered with 3 sustainable marine fuel providers to **advance cleaner energy solutions**

No **wasteful food buffets**

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



“

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.



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 fuels as they become available and affordable.

New Technology

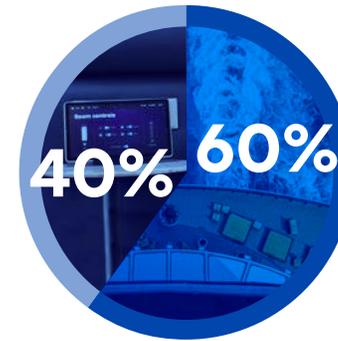
We are one of the first cruise lines to adopt onboard technology called Climeon, which uses heat from the ship's engines to generate electricity, thereby decreasing some of our fuel demand. Each of our ships have **six 150-kilowatt Climeon units onboard**.

As we learn more about the potential of the technology, there are still some obstacles to overcome to achieve optimal performance on our ships. While we anticipate these units will power only a small portion of our total energy demand, the output at any given moment may vary significantly based on a specific ship's voyage plan and how much waste heat the ship generates.

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. We joined the Roundtable on Sustainable Biomaterials (RSB) to ensure robust sustainability standards for SMF, and we announced partnerships with Argent Energy, Good Fuels, and Twelve. Our intention is to work together to help scale SMF for our industry and adopt these solutions on our vessels. While these fuels are not widely available or affordable across our ports, the regulatory environment, particularly in the European Union, is evolving to accelerate the industry's clean energy transition.

We estimate that shifting to advanced waste-based fuels could reduce our life-cycle carbon emissions by 75 percent or more.



Roughly 60% of our fuel consumption is for propulsion and 40% is for powering onboard operations.

Climate Action Plan

We're committed to achieving net-zero emissions by 2050. While we are proud of the steps we have taken so far, we know there's plenty of work ahead. We are committed to continuous improvement and identifying ways we can realize carbon reductions in our operations. We will 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, implementing new energy reduction technologies and conserve fuel through smart itinerary planning.



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.



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.



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.



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.



On a per-passenger basis, taking a five-night Caribbean Cruise on Scarlet Lady has an estimated fuel-based carbon footprint comparable to a passenger taking a round-trip, economy-class flight from Miami to Denver.*

We recognize achieving carbon reduction goals will require broad collaboration across not only our industry, but other industry sectors, fuel and technology suppliers, and governments.

* Carbon calculations for flights based on Google Flights typical emissions. Typical emissions are the median carbon emissions for a searched route. Carbon calculation for passenger trip via cruise calculated based on estimated footprint per sailor at full capacity.

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.

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.

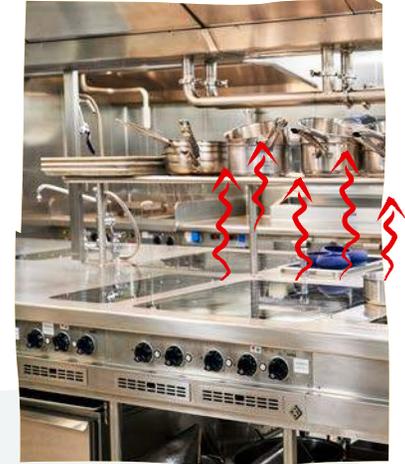
* Under non-emergency, normal operating conditions.

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.

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 supplies in our ports of call. **All four of our ships are configured for shore power** and will have the technology installed across the fleet by 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.

We're currently analyzing a range of baseline data from these efforts to identify areas where we're succeeding in our energy conservation plans and where we need to improve.



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

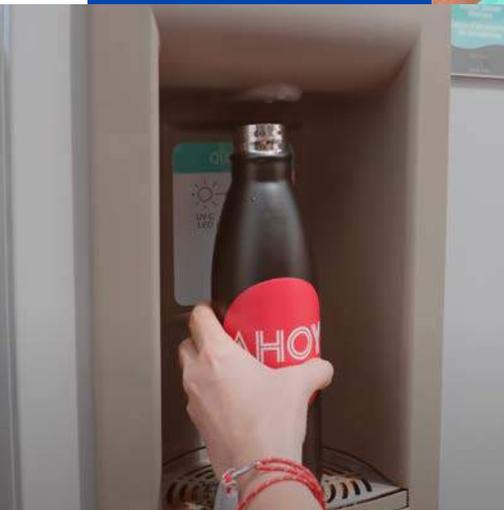
We've banned unnecessary single-use plastics from the Sailor experience. This includes straws, plastic water bottles, coffee cups, ketchup packets, cutlery, bags, coffee stirrers, and to-go containers. We estimate that eliminating bottled water alone prevents more than **2 million single-use plastic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

BANISHING THE BUFFET

Food onboard is **made-to-order**, saving an estimated 225 tons of annual food waste per ship.

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.

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.

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.

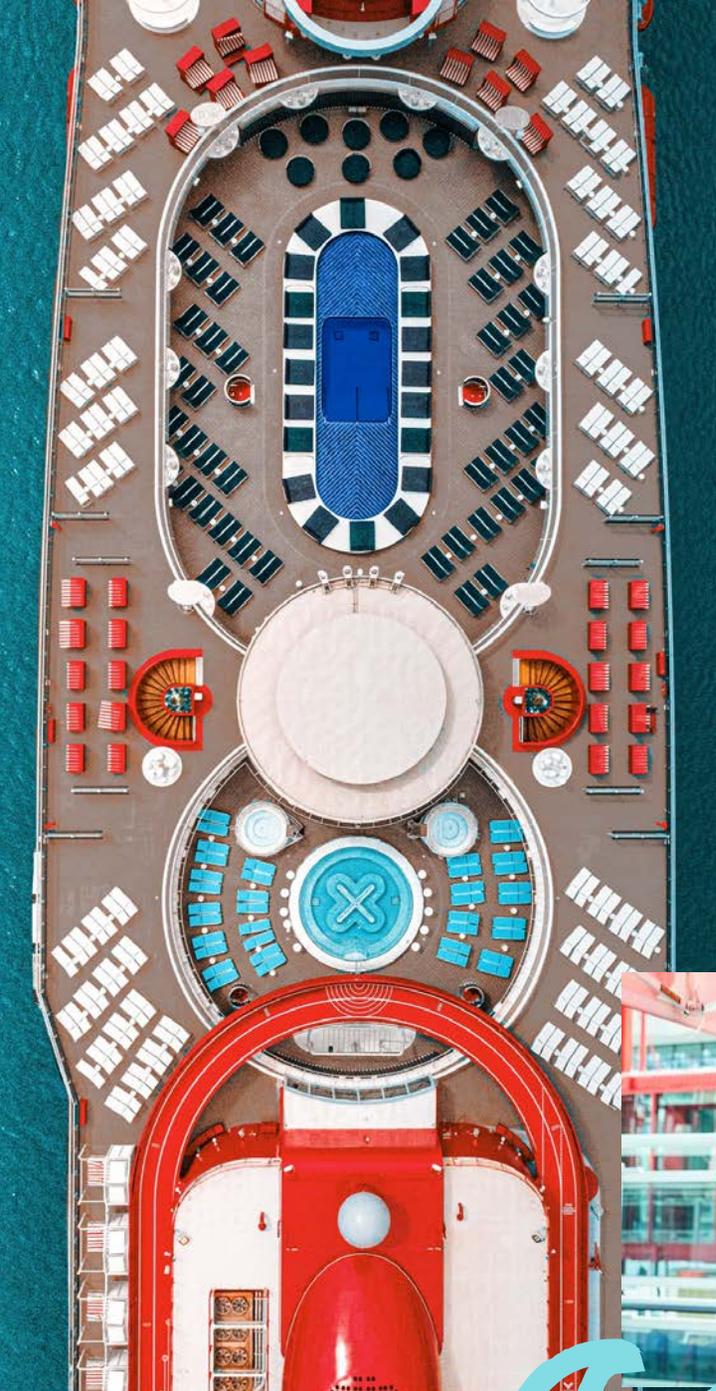
WATER

WV WV

FOR ALL

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.





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**.



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**.

* MEPC.227(64) reg 4.2

Captaining Further Change

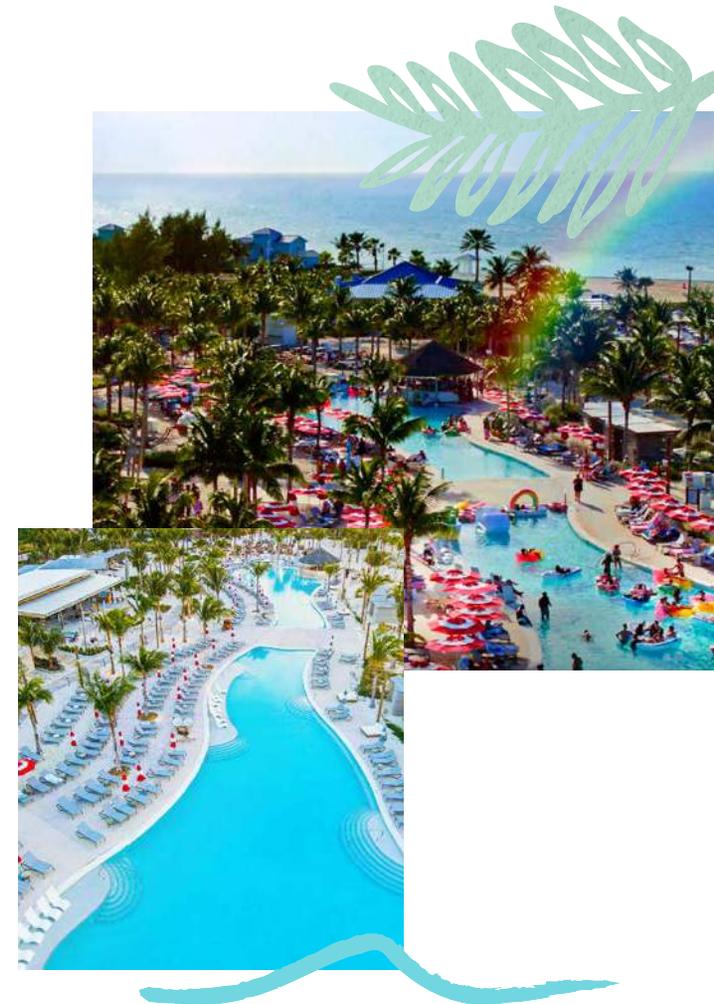
Our commitment to reducing our energy, waste, and water footprint extends to our land-based operations.



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 with an anticipated delivery by fall 2023. This 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



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.

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

Together with our ocean-focused suppliers and not-for-profit organizations we are committed to securing a healthy future for the ocean and protecting it for generations to come.

Ocean-focused partnerships include upcycled ocean plastic retail items such as sunglasses from [Coral Eyewear](#), reef- and sea-safe sunscreen from [Stream 2 Sea](#), a coral reef restoration shore experience in Cozumel, Mexico, and our non-profit partnership with [Mote Marine](#), [Virgin Unite](#) and other 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.

OUR COMMUNITIES

We love making friendships that last a lifetime

We develop relationships with local communities, businesses, and governments in an effort to redefine and evolve the impact of our business. Our reputation is rooted not only in **responsibility and sustainability**, but in treating all of our host ports — and the people that call them home — how they want to be treated.

37 Port Guides in 2022 encouraged Sailors to explore local port communities and attractions

15 Sailors on average per tour means more personable experiences

65% of tours under contract with operators that **meet standards for sustainable tourism***

>\$5M in-kind donations awarded to non-for-profit organizations in 2022

1,000 impact hours donated by the Virgin Voyages team to support social and environmental causes in our communities

* 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.

Port guides feature local attractions

While we're in port, we encourage our Sailors, through our port guides, to explore the local destination, **experience the local culture and what makes each port of call unique**. We also encourage Sailors to bring cash and credit cards when they go ashore.

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 (average around 15 people) 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)** criteria. Currently 65% of the tours under contract are with an operator that meets this standard.

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

Impact Projects

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



Photo credit: Carlos Pita

Small Business Bootcamp

In the Virgin spirit of entrepreneurship, we sponsored the Branson Centre of Entrepreneurship to host a three-day workshop for small businesses and aspiring entrepreneurs in Bimini, Bahamas. This female-led, Caribbean-based team focused on giving participants the tips and tools needed to take their businesses and ideas to the next level.

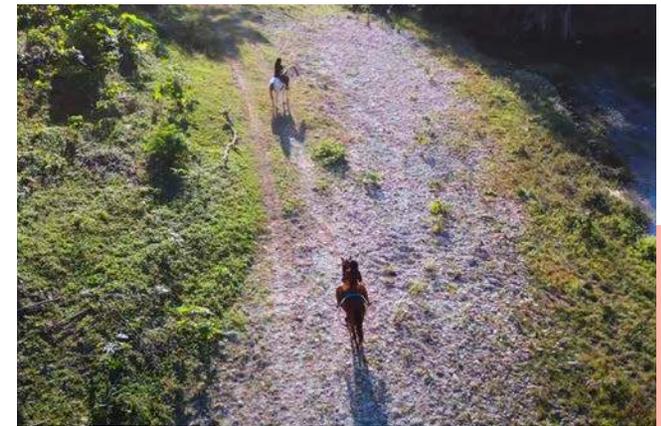
We regularly organize **volunteering and giveback initiatives** to make a difference. In 2022, Virgin Voyages donated more than **\$5M** in in-kind donations to non-profit organizations.

Sea Change Fund

In celebration of Sir Richard Birthday Bash onboard Scarlet Lady, we partnered with Virgin Unite to launch a **Sea Change Fund** to support **mangrove forest projects in the Caribbean**. Through this effort Sailors donated more than **\$84,000** to support the program.

Cruising for a Cause

In 2022, Virgin Voyages partnered with United Way Miami and donated **500 cabins** for fundraising purposes. Through this program, more than **\$500,000** were raised to support local programs and services in the areas of **education, financial stability and health**.



Healthcare Heroes Seas the Holidays

In November 2022, in honor of Giving Tuesday, Virgin Voyages donated 2,023 Cruise Vacations to healthcare workers employed at Baptist Health Hospitals to ring in the new year and give healthcare workers a much needed break.

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. Together the Virgin Voyages family contributed **1,000 impact hours** to support social and environmental causes in our communities. Nearly two dozen impact events were held from January to December. In honor of Earth Month, **174 Crew celebrated with beach and community clean-ups** in our communities from South Florida to Genoa, Italy. Additionally, since 2020 several teams have volunteered at **Feeding America**, to help families in South Florida struggling with food insecurity, and with **Global Empowerment Mission**, a disaster-relief organization, to sort and organize kits that can be easily deployed around the world when a crisis strikes.



OUR PARTNERS



522 trees saved
through our partnership with
Emerald Brand in 2022

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**

25% of the retail brands sold
onboard Virgin Voyages in 2022
had a **commitment to social and
environmental responsibility**,
including safe cosmetics and B Corps

Many **'first'** brands 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. In 2022 we published a [Modern Slavery Statement](#), laying out a path for engaging suppliers on this important topic. We continue to dialogue with our suppliers on responsible supply chain efforts and minimize supply chain risks across hotel operations, food and beverage, retail and spa, design and new builds.

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, we saved more than **522 trees** in 2022.

Thoughtful Design

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**.

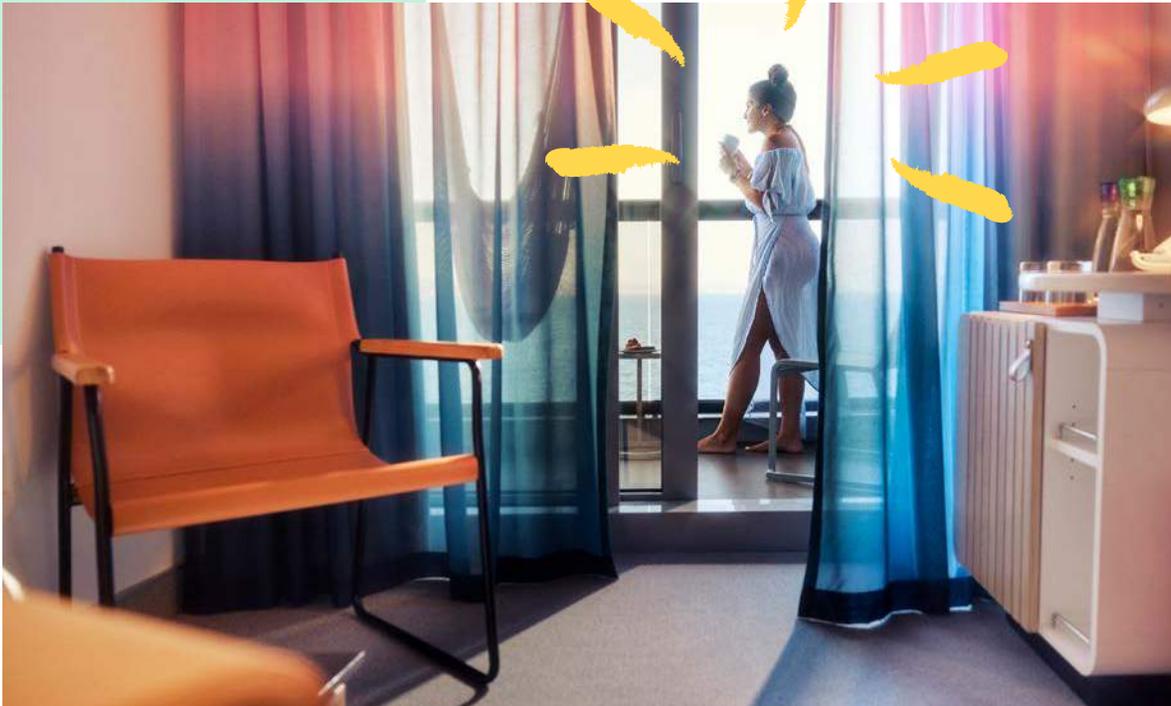
Each balcony cabin on board includes a beautiful, handwoven hammock from **Yellow Leaf** — a social enterprise in rural Thailand that is breaking the cycle of poverty by providing artisans with a reliable source of income to support themselves and their families.





Brands that are red hot on the outside and green on the inside

Our onboard retail and spa collection was curated with brands that reflect Virgin's ethos and values and included several brands that are a **first to be at sea**. Product selections have included safe cosmetics such as **Elemis**, B Corps such as **Davines**, and brands like **Apolis** and **Sea Bags**. Overall, at least **25%** of the brands we sell onboard have a commitment to social or environmental impact.



Our food sourcing philosophy

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 NOT JUST TASTE GOOD, BUT 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
- **Sourcing local ingredients** where possible and developing local partnerships in our home ports of call
- **Procuring direct-trade coffee** and items that ensure workers are paid a fair wage
- **Offering vegetarian and vegan options** throughout our eateries onboard
- **Meeting humane welfare standards** with cage-free eggs and other animal products
- **Protecting our rainforests** from deforestation through responsibly-sourced palm oil, soybeans, and beef



INTELLIGENTISIA 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.

A TASTE OF SOUTH FLORIDA

With our flagship port in Miami, Florida, we've hand-selected partners to bring a taste of South Florida to Scarlet Lady.

Some local providers include:



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



Harpke Family Farm is an urban farm near Fort Lauderdale that grows high-quality microgreens free from synthetic pesticides, herbicides, or fertilizers. Packed with flavor, these tasty greens are used throughout our eateries.



Wynwood Brewing created an exclusive brew just for us called, Stray the Course. Sailors can enjoy this ale at the Draught Haus on Deck 7.

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.

2,282 Crew
working onboard

34% female representation
across shipboard positions

95 nationalities
represented

92% of Crew feel connected
to our purpose and believe their
job contributes to delivering
An Epic Sea Change for All

86% of Crew feel like
they **can be themselves** at
Virgin Voyages



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 interact naturally.

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.



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

Through regular Crew pulse surveys and one company-wide engagement survey per year 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**. Per 2021 Crew engagement results actions rolled out in 2022 included: Leadership Training, a Rewards and Recognition Program, Company-Wide Objectives & Key Results, and a Mental Wellbeing Program.

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.



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 **95 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 **34%** 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 50/50 gender balance by the end of 2023 in key departments and roles.
-  Reflect the human geographies of where we work and sail.
-  Balance the mix of nationalities across teams and leadership levels.



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.



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**.

Stakeholders

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



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

ESG Governance

The implementation of our ESG strategy is a collaborative effort that begins with our Senior Leadership Team (SLT), and touches each part of our organization through cross-functional teamwork and reporting to the 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.



Board of Directors

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



Senior Leadership Team (SLT)

Manages Corporate Strategy, ESG Risks & Opportunities, and ensuring we're mindful of our 'sea change' ethos in every decision.



Senior Director of Sustainability & Social Impact

Develops ESG strategy, programs and KPIs for functional teams. Progress is tracked through regular updates with functional teams, internal communications and quarterly updates to SLT.



Cross-Functional ESG Taskforce

Implements approved objectives with a focus on specific material issues as assigned to each department team. Each team has an executive sponsor at the SLT level to provide further support and guidance.

SASB Performance Table

The table below references SASB's Cruise Line Standard, version 2018-10. Data provided is for calendar year 2022, and covers Scarlet Lady and Valiant Lady passenger operations.

SASB TOPIC/CODE	ACCOUNTING METRIC	2022 DISCLOSURE (VALIANT & SCARLET)	NOTES
GREENHOUSE GAS EMISSIONS			
TR-CL-110a.1	Gross Global Scope 1 Emissions	198,627 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. In the near term 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 18-19 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) 2,614,014 GJ 2) 94% 3) 0% 4) 0%	
TR-CL-110a.4	Average Energy Efficiency Design Index (EEDI) for new ships	11 Grams of CO ₂ per ton-nautical mile	

SASB TOPIC/CODE	ACCOUNTING METRIC	2022 DISCLOSURE (VALIANT & SCARLET)	NOTES
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.	We are working on how to calculate and report this data in the future.
DISCHARGE MANAGEMENT & ECOLOGICAL IMPACTS			
TR-CL-160a.1	Total amount of ship waste discharged to the environment, percentage treated prior to discharge	Total combined: 448,539 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 pages 20-23.
TR-CL-160a.2	Percentage of fleet implementing ballast water (1) exchange and (2) treatment	1) 0% 2) 100% of ballast water was treated	Our vessels have approved ballast water treatment system. Exchange is our backup method. In 2022 we had no ballast water treatment failures. For more information, see page 22.
TR-CL-160a.3	Cruise duration in marine protected areas or areas of protected conservation status	722 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 2022 were days in transit across the Atlantic Ocean.
TR-CL-160a.4	Number of notices of violations received for dumping	0	

SASB TOPIC/CODE	ACCOUNTING METRIC	2022 DISCLOSURE (VALIANT & SCARLET)	NOTES
CUSTOMER HEALTH & SAFETY			
TR-CL-250a.1	Number of alleged crime incidents involving passengers or employees	6	Any allegation of a serious crime committed on our ships sailing from North America is immediately reported to law enforcement in accordance with the U.S. Cruise Vessel Security and Safety Act of 2010. As required by U.S. law, statistics related to the allegation of crimes aboard all cruise lines are available on the U.S. Department of Transportation website . Note that the statistics include all allegations, even those from cases where investigations later found the allegation to be untrue.
TR-CL-250a.2	Fleet average CDC Vessel Sanitation Program inspection score, percentage of inspections failed	N/A	CDC suspended its Vessel Sanitation Program through October 1, 2022. Inspection scores will resume in 2023.
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) 0 voyages exceeding 2%	
LABOR PRACTICES			
TR-CL-310a.1	Average hourly wage for seafarers, by region	Information is not currently disclosed.	Our shipboard teams have competitive compensation, substantially above international requirements, and adhere to our collective bargaining agreements. For more information on our Crew benefits, see page 35.
TR-CL-310a.2	Percentage of seafarers working maximum hours	Information is not currently disclosed.	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	Information is not currently disclosed.	We are in full compliance with the Maritime Labor Convention (MLC) and our Collective Bargaining Agreement.

SASB TOPIC/CODE	ACCOUNTING METRIC	2022 DISCLOSURE (VALIANT & SCARLET)	NOTES
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	4	
TR-CL-540a.2	Number of port state control (1) deficiencies and (2) detentions	Zero port state control deficiencies and zero detentions.	
TR-CL-540a.3	Number of marine casualties, percentage classified as very serious	71 marine casualties, 1.4% classified as very serious	We classify and report events as defined by IMO, BMA and U.S. Coast Guard. One marine casualty was defined as very serious and involved a man overboard incident.
ACTIVITY METRIC			
TR-CL-000.A	Available lower berth kilometers (ALB-KM)	658,784,702	
TR-CL-000.B	Average passenger cruise days (APCD)	1,740,443	
TR-CL-000.C	Number of shipboard employees	2,282	
TR-CL-000.D	Number of cruise passengers	113,487	
TR-CL-000.E	Number of vessel port calls	485	



VOYAGES

