

EXTRAORDINARY. MEANINGFUL. RESPONSIBLE.

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MESSAGE FROM LEADERSHIP

It is with great pride and a deep sense of responsibility that I present Atlantis Dubai's first Sustainability Impact Report. This report reflects our unwavering commitment to sustainability and our dedication to making a positive impact on both the environment and our community.

Atlantis Dubai is an iconic entertainment destination comprising of two world-class resorts; Atlantis, The Palm and Atlantis The Royal, both of which bring extraordinary experiences to guests from around the globe. Atlantis Dubai is also home to Aquaventure World, the world's largest waterpark with 105 record-breaking slides, attractions, and experiences.

Atlantis Atlas Project was launched in June 2021 and is Atlantis Dubai's commitment to do business in ways that are good for both people and planet. The core pillars of the Atlantis Atlas Project align with the United Nations Sustainable Development Goals (SDGs) 2030. We have implemented a robust Environmental Management System, allowing us to integrate sustainability into our core, ensuring that we not only meet but consistently exceed the highest standards of environmental and social responsibility.

In 2023, we made significant strides in our sustainability journey as highlighted in this report. Our responsible sourcing initiatives ensured that 68.7 percent of the total seafood items consumed at Atlantis Dubai were traceable, and we committed to achieve 100 percent by the end of 2024. We diverted over 2.7 million plastic water bottles from landfill by utilising our in-house water bottling plant to fill reusable glass bottles, significantly contributing to our waste management efforts. In addition, after the installation of 2178 solar panels, we generated 2,446 MWh of renewable energy, which helped reduce our carbon footprint by 767 tonnes of CO₂ equivalent.

Atlantis Dubai is home to 65,000 marine animals, and we ensure that animal welfare is a top priority, which is evident across several initiatives. We contribute 1 USD for every marine animal experience participated in by a guest, into partnerships that drive local and international conservation and sustainability efforts. In 2023, we contributed USD 140,000 which was distributed amongst 9 partners, an increase of 17.5 percent in comparison to 2022. Our dedicated animal care teams work 24/7 to maintain our accreditation to the Association of Zoos and Aquariums (AZA), the gold standard of animal welfare.

Education and awareness are at the heart of our sustainability efforts. In 2023, we introduced 4 new school programmes for local students, helping to foster a culture of environmental stewardship among the younger generation. We also expanded our colleague sustainability programme, Atlantis Atlas Ambassadors, which almost doubled in 2023, by hosting environmental events, such as beach cleans, tree planting and volunteering at stray animal centres.

Corporate Social Responsibility (CSR) remains a cornerstone of our strategy. We are proud of our diverse and inclusive workforce, with 127 different nationalities represented across Atlantis Dubai. We have awarded 56 percent of our local service contracts to vendors within a 20 km range of Atlantis Dubai, supporting the local economy with 93 percent of service contracts awarded within the United Arab Emirates. Our efforts have been recognised with 3 prestigious awards on both global and regional levels, reflecting the successful impact of the Atlantis Atlas Project.

In 2023, Aquaventure World became the first water park in the Middle East to earn the Certified Autism Center™ (CAC) designation by International Board of Credentialing and Continuing Education Standards (IBCCES). Followed later in the year by Atlantis, The Palm and Atlantis The Royal, Atlantis Dubai is now the first Resort Destination in the Middle East to be a CAC, enhancing accessibility for autistic and other sensory-sensitive visitors.

We are committed to ensuring that our management system and benchmarking efforts are verified by independent third parties. In 2023, we achieved EarthCheck Silver certification for Atlantis, The Palm and Aquaventure World, and we are working towards attaining EarthCheck Gold certification in 2024. After opening to the public in early 2023, Atlantis The Royal is eligible to undergo EarthCheck Silver certification for the first time in 2024. Atlantis, The Palm also attained the Silver Sustainable Tourism Stamp from Dubai's Department of Economy and Tourism after undergoing an audit to ensure compliance to the required 19 sustainability measures, showcasing our commitment to the Government of Dubai and the UAE's sustainability vision.

The recognitions we have received this year inspire us to continue our journey towards a more sustainable and inclusive future. As we look ahead, we remain dedicated to advancing our sustainability goals. We will continue to invest in innovative solutions, foster partnerships, and engage with our stakeholders to drive positive change. Our vision is to create a world where environmental and societal well-being are prioritised and protected, ensuring that Atlantis Dubai stands as a beacon of sustainable tourism.

I extend my heartfelt thanks to our stakeholders for their trust and support. Together, we will achieve new milestones and create a lasting positive impact on our planet and our communities.

Kelly Timmins

Executive Director, Sustainability & Marine Animal Operations
Atlantis Dubai





ABOUT THIS REPORT

This is the first Sustainability Impact Report issued by Atlantis Dubai (covering Atlantis, The Palm and Atlantis The Royal¹ and Aquaventure World) for the period 1st January 2023 to 31st December 2023. The report demonstrates Atlantis Dubai's approach towards sustainability by initiating the Atlantis Atlas Project in 2021, and progress made on environmental and social aspects to contribute to both people and planet by focusing on Responsible Operations, Conservation & Animal Welfare, Education & Awareness, and Corporate Social Responsibility. Atlantis Dubai Sustainability Impact Report 2023 is aligned with the United Nations Sustainable Development Goals (UN SDGs), EarthCheck Company Standard 4.1 and Dubai Economy and Tourism's 19 Measures of Sustainability.

Atlantis Atlas Project Highlights of 2023

Responsible Operations	Conservation & Animal Welfare	Education & Awareness	Corporate Social Responsibility
<p>68.7%</p> <p>Seafood items consumed at Atlantis Dubai are traceable, contributing to Responsible Sourcing</p>	<p>9</p> <p>Partners in conservation projects, supporting Field Conservation and Scientific Advancement</p>	<p>104</p> <p>Colleagues from 33 departments act as Atlantis Atlas Ambassadors, supporting department-specific sustainability initiatives</p>	<p>127</p> <p>Different nationalities of colleagues working in Atlantis Dubai, contributing to Diversity and Inclusivity</p>
<p>99%</p> <p>Showers and taps in Atlantis Dubai are implemented with low flow devices, contributing to Water Management</p>	<p>USD 140,000</p> <p>Monetary contribution to conservation and sustainability partners contributing to Field Conservation and Scientific Advancement</p>	<p>4 School Programmes</p> <p>Introduced at The Lost Chambers Aquarium and Atlas Village in 2023 to increase education opportunities</p>	<p>100%</p> <p>Colleagues received training on sustainability in 2023</p>
<p>2.7 Million</p> <p>Plastic bottles diverted from landfill by using reusable glassware and water from our water bottling plant, contributing to Waste Management</p>	<p>65,000</p> <p>Marine animals are cared for by over 100 animal care colleagues in well-maintained habitats, contributing to Animal Welfare Practices</p>	<p>253%</p> <p>Increase in attendance in 2023 as a result of five new school programmes</p>	<p>93% Local Service Contracts</p> <p>Were awarded to service vendors within the UAE in 2023</p>
<p>2,446 MWh</p> <p>Renewable energy generated that helped reduce 767 tCO₂e and contributing to Energy and Carbon Reduction</p>	<p>24/7</p> <p>Care for marine animals, and a dedicated Veterinary Care team onsite, contributing to Animal Welfare Practices</p>	<p>4 Distinct Stakeholder Groups</p> <p>Colleagues, Guests, Youths and Communities benefit from focused educational initiatives to inspire action</p>	<p>3 Awards</p> <p>On global and regional level as a result of Atlantis Atlas Project successful impact</p>

¹ Atlantis The Royal Residences is not included in the scope of this Report



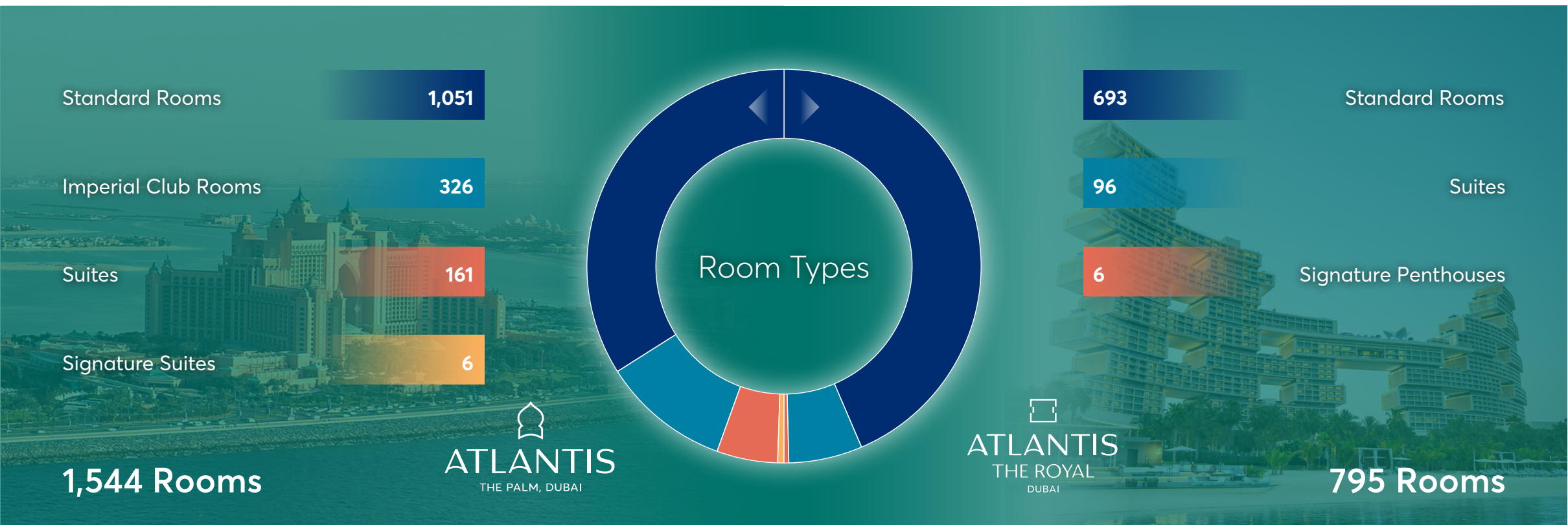
ABOUT ATLANTIS DUBAI

Atlantis Dubai is home to two iconic, luxury resorts – Atlantis, The Palm and Atlantis The Royal – with the world’s largest waterpark, Aquaventure World sitting between.

The Resorts

Atlantis, The Palm is the region’s first entertainment resort destination which opened in September 2008. It is a unique, ocean themed resort located at the centre of the Crescent of the world-famous Palm Jumeirah, a man-made offshore island in Dubai, United Arab Emirates. It is a 22-storey resort spanning two towers: East and West, consisting of 1,544 rooms of various types such as standard rooms, imperial club rooms, suites, and signature suites.

Atlantis The Royal is the world’s most ultra-luxury experiential resort which began welcoming guests in February 2023. It is located adjacent to Atlantis, The Palm and Aquaventure World and comprises of a Hotel and Residential units. It has 43-storeys of guest accommodation across three towers – Sunrise, Sunlight and Sunset, consisting of 795 rooms including standard rooms (Seascape, Palmscape and Royal Club), suites (Sky View, Sky Terrace, Sky Pool Villa), and six signature penthouses (Skyscape Penthouse, Horizon Penthouse, Panoramic Penthouse, Royal Mansion). The scope of Sustainability Impact Report does not include the Residential units of Atlantis The Royal.



Both of our resorts offer unique experiences by providing world class stays and amenities to our guests. Some of the notable amenities include:

Atlantis, The Palm



35 World-renowned restaurants, bars and lounges, including the one Michelin star restaurants Ossiano and Hakkasan

The region's leading entertainment destination featuring Wavehouse with an arcade and bowling alley for hours of family fun and WHITE Beach, the exclusive adults-only beach club

A panoramic AWAKEN Fitness Centre, tennis courts and yoga and meditation offered in The Lost Chambers Aquarium

A holistic spa, AWAKEN with 27 treatment rooms, and Nailology, the region's only licensed, women's only nail salon

16 Rooms for Events: Home to one of the largest conference centres and event spaces in the region, including 13 meeting rooms, three ballrooms, and a boardroom

2,460 Square meters of luxury retail space: Offers a luxuriously colourful souk called The Avenues, where guests can browse some of the world's most sought-after brands, along with a number of luxury boutiques and exclusive retailers

Culinary

Entertainment

Fitness

Wellness

Events

Retail



Atlantis The Royal

17 World-renowned restaurants and bars, 8 of which are home to celebrity chefs from around the world

Unique entertainment and night life experiences, including Cloud 22 Infinity Pool and cocktails at Ling Ling on the 23rd floor

State-of-the-art AWAKEN Fitness Centre includes a 25m lap pool and multipurpose movement studio, complementing the onsite tennis courts and water sports along 2km of private beach

Experience AWAKEN Spa: Consisting of 14 therapy and VIP suites and two specialty suites, which feature fireplaces, as well as personal styling studios for men and women

7 Rooms for Events: Offers a stunning conference centre and meeting rooms with a total seating capacity of 765 and an outdoor lawn with a capacity of 280

2,430 Square meters of high-end boutiques: The retail space features brands such as Louis Vuitton, Graff, Level Shoes, Orlebar Brown, and Valentino, and the Opera Art Gallery for guests to explore





Aquaventure World

Aquaventure World is the world's largest waterpark:

22.5 Hectares
Area of the waterpark



105

Thrilling waterslides and attractions



23.5 Million Litres

Freshwater used to power waterslides



65,000+

Marine animals



2 River Rides

Featuring tidal waves and pools, water rapids and white-water chargers.

Aquaventure World is also home to one of the largest open-air marine habitats, including The Lost Chambers Aquarium, a maze of underwater corridors and passageways that provide a journey through the ancient Lost City of Atlantis, Dolphin Bay, an unparalleled dolphin conservation and education habitat, and Sea Lion Point, which provides guests with a once-in-a-lifetime opportunity to learn more about marine mammals.





Our Commitment

The Atlantis Atlas Project is our commitment to do business in ways that are good for both people and planet. We do this by focusing on Responsible Operations, Conservation & Animal Welfare, Education & Awareness, and Corporate Social Responsibility.



Our Vision

We strive to create a world where environmental and societal wellbeing are prioritised and protected. The Atlantis Atlas Project will drive change in the tourism sector and contribute to the UN Sustainable Development Goals by creating, promoting, and amplifying sustainable practices within Atlantis Dubai.

The Atlantis Atlas Project endeavours to be a leader in responsible tourism, ensuring that we stand above the rest, while providing guest experiences which are more extraordinary than ever.



Our Mission

Atlantis Dubai is committed to supporting the UN 2030 Agenda for Sustainable Development through contributing to individual Sustainable Development Goals in its focus areas. These contributions will be achieved through implementing a robust Environmental Management System and mitigating negative socio environmental impacts to achieve strong environmental protection, social equality, and economic growth in equal measures.



Our Memberships and Accreditations Journey

2019	2020	2021	2022	2023



Major Recognitions

We have received several prestigious recognitions and awards in the year 2023, along with continuously participating in annual certifications and accreditations since 2020. Some of these recognitions include:



First facility in the Middle East region to receive AZA accreditation (an internationally recognised, gold standard for animal care and welfare). Atlantis has been accredited since March 2020.



Atlantis, The Palm and Aquaventure World have been Silver certified by EarthCheck (a leading environmental certification and benchmarking advisory group for the travel and tourism industry) since 2020.



Aquaventure World, Atlantis, The Palm and Atlantis The Royal earned the Certified Autism Center™ (CAC) designation from the International Board of Credentialing and Continuing Education Standards (IBCCES) in Aquaventure 2023, Atlantis, The Palm and Atlantis The Royal 2024. This certification marks the first resort destination in the Eastern Hemisphere to achieve this status.



MENALAC Awards 2022 recognised Atlantis Atlas Project as the winner in the 'Best Impactful Sustainability Campaign of the Year' category, conducted on MENA level.



Hotelier Middle East 2022 recognised Atlantis Atlas Project as the winner in the 'Sustainability Project of the Year' category, conducted on MENA level.



Atlantis, The Palm attained Silver in the inaugural year of the Dubai Sustainable Tourism Stamp in 2023, a reflection of high adherence to Dubai's Department of Economy and Tourism 19 Measures of Sustainability.



Forbes Travel Guide 2023 Hospitality Stars recognised Atlantis Atlas Project as the winner in the 'Responsible Hospitality' category, conducted on a Global Scale.



PR Insider Travel Awards 2023 recognised Atlantis Atlas Project – Atlantis, The Palm as the winner in the 'Conscious Travel' category, conducted on a Global Scale.



Future Workplace Awards 2023 recognised Atlantis Atlas Project as the winner in the 'Best Social Impact Initiative' category, conducted on MENA level.



APPROACH TO SUSTAINABILITY

With the launch of the Atlantis Atlas Project in 2021, Atlantis Dubai demonstrated our unwavering commitment to integrating sustainability into day-to-day operations and reinforced our position as a leader in the hospitality and tourism sector. Since then, Atlantis Dubai has been an activator of impactful sustainability, with major recognitions in 2022 and 2023 being testaments to the impact of the Atlantis Atlas Project.

Atlantis Atlas Project - Core Pillars

The Atlantis Atlas Project is our commitment to the planet and its people; to build our business and guest experience on environmentally and socially sustainable principles and practices that focus on Responsible Operations, Conservation & Animal Welfare, Education & Awareness, and Corporate Social Responsibility.

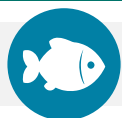
The International Standards and Framework



Federal / Local Standards and Framework



Value Drivers



Conservation and Conversation



Collaboration and Community



Care and Compassion

Core Pillars and Focus Areas

Responsible Operations	Conservation & Animal Welfare	Education & Awareness	Corporate Social Responsibility
We seek and implement new ways to improve our operations to reduce our environmental impact	We contribute to conservation and science to better understand and protect wildlife	We impart knowledge, skills and motivate people to become more socially and environmentally responsible	We contribute to local community and develop and retain a high performing and diverse culture
<ul style="list-style-type: none"> Responsible Sourcing Water Conservation Waste Management Energy and Carbon Reduction 	<ul style="list-style-type: none"> Field Conservation Scientific Advancement Animal Welfare Practices Land Use Planning and Management 	<ul style="list-style-type: none"> Colleagues Guests Youth Community 	<ul style="list-style-type: none"> Diversity and Labour Practices Learning and Development Community Contributions Awards and Accreditations

The Atlantis Atlas Project Core Pillars are aligned with Atlantis Dubai's value drivers and various international, national and local level strategies. The Core Pillars provide guidance to identify areas within the business where the greatest positive impact can be made, while meeting stakeholder expectations. The Atlantis Atlas Project's focus areas are reviewed together with related impacts to ensure alignment with global sustainability best practices while ensuring that new or evolving material areas are identified and assessed to subsequently adjust the Core Pillars' focus areas as necessary.



Atlantis Atlas Project – Sustainability Governance

Aligned with the UAE 2023 Year of Sustainability, and to support implementation of the Core Pillars of The Atlantis Atlas Project, a comprehensive Sustainability Policy has been signed off and is reviewed annually by our leadership since 2021. Our Policy is our commitment to meet and exceed international best practices while complying with relevant legislative and regulatory requirements.

The Atlantis Dubai Green Committee chaired by the Executive Director of Sustainability and Marine Animal Operations, has representation from the General Manager & Senior Vice President of Atlantis, The Palm and Managing Director of Atlantis The Royal and Residences. Along with the leadership, the Green Committee has Director and VP-level representation across all major departments that have material contributions to the sustainability of Atlantis Dubai and its stakeholders. The Atlantis Dubai Green Committee is responsible for developing long-term strategic sustainability plans, overseeing the necessary regulatory compliance and risk, supporting implementation of initiatives, fostering colleague engagement and communicating sustainability impact to internal and external stakeholders.

While the Atlantis Dubai Green Committee provides thought leadership and holds the strategic responsibility of driving sustainability across Atlantis Dubai, the agenda of the Green Committee at an operational level, is driven by the Atlantis Atlas Ambassadors. Launched in 2022, the Atlantis Atlas Ambassadors grew to 104 ambassadors from 33 departments across Atlantis Dubai in 2023. The ambassadors supported the implementation of the Atlantis Atlas Project Core Pillars by:



Communicating resort wide sustainability activities within the respective departments



Encouraging sustainable actions and ideas from their colleagues



Volunteering their time towards green colleague events



Sustainability Event Representation

1

MENALAC (Middle East & North Africa Leisure and Attraction Council) Leisure, Entertainment and Attraction (LEA) CEO CONCLAVE 2023

Atlantis Dubai participated by presenting on 'Enhancing business value by creating an impactful CSR program'.

2

Arabian Travel Market Goumbook: Think Tank

Atlantis Dubai participated in a panel discussion – 'Towards Responsible Tourism: Best Practices from the UAE' at the Arabian Travel Market. It focused on gathering perspectives from different stakeholders driving impact across a variety of initiatives in sustainable and responsible tourism from the UAE, highlighting Dubai's Department of Economy and Tourism's efforts with the recent relaunch of its carbon calculator and 19 Measures of Sustainability aimed at placing Dubai at the heart of sustainable tourism.

3

MENA Oceans Summit

The first dedicated forum in the MENA region focused on accelerating the pace of comprehensive clean ocean action, to conserve and restore ocean ecosystems, tackle climate change and ensure development of blue economies within sustainable frameworks. Atlantis Dubai participated in a panel discussion on 'Sustainable Tourism for the Oceans'.

4

COP 28 – Ne'ma Food Loss and Waste

Atlantis Dubai participated in COP28, Ne'ma, the UAE national food loss and waste initiative that revealed groundbreaking results during the 'National Action at Scale for Reducing Food Waste in the Hospitality Sector'.



Stakeholder Engagement

Our stakeholders are at the core of our Atlantis Atlas Project and one of the pillars of 'Education and Awareness' is dedicated to them. Our stakeholder engagement process is structured and holistic, providing us with a view of the stakeholder groups that can reasonably impact or be impacted by Atlantis Atlas Project activities and operations. We have identified four groups of stakeholders as presented, and we engage with them periodically, depending on the nature of our work and our relationship with each group.

STAKEHOLDER

STAKEHOLDER



- Internal colleagues across Atlantis Dubai and Kerzner resorts globally
- Kerzner Senior Management

Colleagues

We use the following channels to engage with our stakeholder groups around the year.

- Intranet (iKonnnect)
- Atlantis Flash (Internal newsletter)
- YOUNite (social media platform for colleagues)
- Employee orientation
- Back of house digital screens
- Signage in AMSA (employee accommodation)
- Volunteering opportunities and events



- In-resort guests (staying at Atlantis Dubai)
- Day visitors (for Aquaventure World Waterpark, restaurants and the Spa)
- Wider public (that engages with us through marketing touch points such as social media, website, advertising etc)

Guests

- Marketing
- Social media (owned)
- Website
- Mobile app
- In-room TVs
- Signage in-room
- Signage on-property
- Screens in-resort
- Electronic Direct Mailer



- Young people who participate in marine education programmes and school programmes
- Engagement through CSR initiatives, for example Make a Wish Foundation
- Engagement programmes on ocean conservation and education through world class aquarium and animal care facilities

Youth

- Education programmes
- Youth-tailored collateral
- Focussed onsite events
- Outreach events talk
- Volunteering
- CSR visits



- Federal and Local Government agencies
- Charities and NGOs
- Investment Corporation of Dubai
- Competitors
- Academia
- Global membership bodies and organisations
- Recycling and waste management service suppliers
- Resort wide suppliers

Communities

- Traditional PR (media articles, press releases, news coverage, broadcast media)
- Earned social media
- Influencer marketing
- Content creation
- Newsletter
- Speaker opportunities
- Conferences and events
- Volunteering
- Partnerships





OUR IMPACT

At Atlantis Dubai, we are committed to maintaining the highest professional and ethical standards expected of the hospitality sector, and at the same time, leading the way in advocating responsible environmental and social practices by educating and creating awareness amongst our stakeholders.

Responsible Operations

Supporting Sustainable Development Goals



Responsible Operations envisages integrating and implementing ways to reduce the negative environmental impacts of our day-to-day operations. We have integrated a systematic approach to managing environmental risk by implementing Environmental Management System (EMS). The EMS is aligned with our corporate strategy and environmental planning, and it helps us allocate the resources to reduce any environmental impact and advance our progress to a more sustainable action from our operations. We have established effective monitoring and management review processes around EMS to limit the risks, increase operational efficiency and ensure continual improvement. Four focus areas identified as part of responsible operations include:



Responsible Sourcing



Water Conservation



Waste Management



Energy and Carbon Reduction

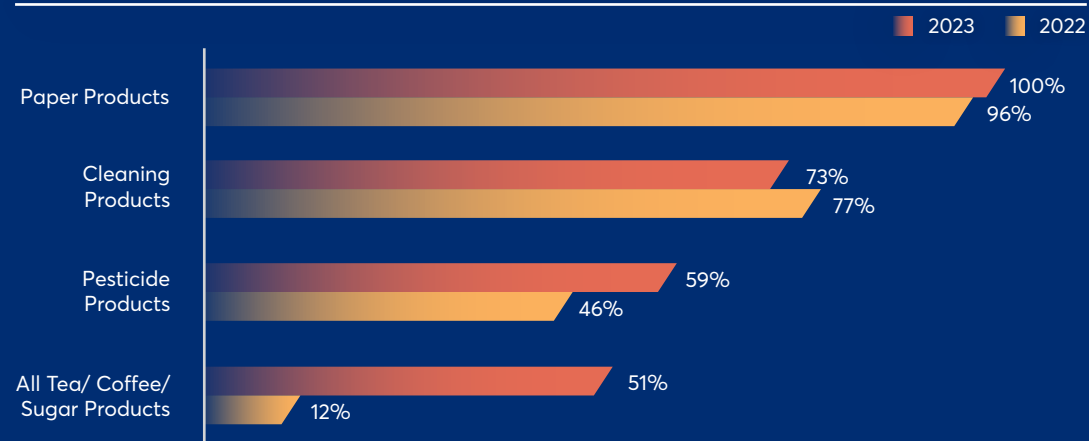
Responsible Sourcing

We have institutionalised responsible sourcing as part of the Atlantis Atlas Project by focussing on sourcing products from reputed and certified sources. We have also aligned our responsible sourcing approach with our Sustainable Procurement Management Plan, one of the 19 sustainability measures as envisaged by Dubai's Department of Economy and Tourism for Dubai Sustainable Tourism.

In 2023, 100 percent of paper related products were certified by the Forest Stewardship Council. The paper products included office papers, paper serviettes, tissues, towels, food containers and packaging, menus, and retail bags. The majority of cleaning products and pesticides that were used across our facility were biodegradable/ecofriendly.



Certified, Ecofriendly and Ethically Sourced Products - 2022 and 2023



Tea/Coffee/Sugar products we purchase and consume are certified Fair Trade or ethically sourced. In 2022, 12 percent of our overall tea/coffee/sugar products were ethically sourced, and it significantly increased to 51 percent by 2023. The increase is not influenced by the addition of Atlantis The Royal in 2023, however it is driven by the responsible sourcing initiatives which were implemented across Atlantis Dubai as part of the Atlantis Atlas Project implementation. All suppliers have to sign off acknowledgement of commitment to the Atlantis Dubai Sustainability Policy.



Impact Initiative – Case Study – Seafood Traceability



Committed to 100 percent Seafood Traceability

To contribute to the UN SDG 2030, and UN led World Ocean Day, we are committed to 100 percent seafood traceability by December 2024. At Atlantis Dubai, we have formed a partnership with UAE-based Seafood Souq that helped in establishing transparency in the seafood supply chain – the first of its kind in the region – by tracking every stage from sea to serving. This tracking offers deeper insights into where and how each seafood item is sourced across all restaurants at Atlantis Dubai, ensuring all global and local suppliers provide adequate information.

Seafood Souq Trace Technology – SFS Trace, a digital impact dashboard, was developed as part of the partnership. The digital dashboard captures traceability data and insights across all seafood procurement for Atlantis Dubai. It also helps to understand if the products are Aquaculture Stewardship Council (ASC) or Marine Stewardship Council (MSC) Certified, or species of concern to further reduce the risk of any vulnerability.

Some key impacts of the project include:

Project	Seafood Traceability through SFS Trace
International framework alignment	Contribution to UN SDG goal no. 14 – Life Below Water, and Contribution to World Ocean Day.
Federal and local strategic alignment	The UAE National Framework Statement for Sustainable Fisheries (2019 – 2030)
Seafood Traceability – Dec 2023	68.7 percent of the total seafood items consumed at Atlantis Dubai were traceable.

ATLANTIS ATLAS PROJECT

Leading the way to traceable seafood sourcing

In Atlantis Dubai's commitment to marine conservation, traceability is the stepping stone to ensuring responsibly sourced seafood choices.

Nearly **90%** of global marine fish stocks are now fully exploited or overfished.

Atlantis Dubai's Atlantis Atlas Project has supported Seafood Souq to create **SFS Trace**, a digital platform, which makes seafood trading more **efficient, transparent and traceable.**

What does traceable seafood tell us?

- Where**
The location the seafood was caught
- How**
The fishing method used to catch the seafood
- When**
When the seafood was caught and transported

SFS Trace collates traceability data from suppliers on a digital dashboard

Traceability allows our chefs to make responsible choices

So, our guests can enjoy seafood dishes, knowing where it has been sourced from



Our procurement practices are creating a direct and indirect economic impact in the local community where we operate by engaging with local vendors and suppliers in the service contracts and encouraging them to build their respective capacities to meet the standards set by Atlantis on Sustainability. Out of the total service contracts in 2023, 93 percent were awarded to local vendors within UAE. To encourage local sourcing, we have also partnered with farms to introduce fresh and organic ingredients through innovative farming techniques and deploying SFS Trace to understand if seafood products are wild caught or farmed.




At AWAKEN Atlantis, our spa uses eco-friendly, and 100% verified VEGAN products sourced from Certified B-Corps.

Guest Impact – Guests can choose to indulge in our menus which showcase dishes highlighting a main ingredient that is local, organic or certified sustainable.



Water Conservation

At Atlantis Dubai, we manage water use by monitoring consumption on a monthly basis with daily checks in between. As part of the Atlantis Atlas Project, we have introduced various water management initiatives to limit water loss and enhance water recycling and reuse. Our water is sourced from Dubai Electricity and Water Authority (DEWA) for both the resorts and Aquaventure World. Our water consumption in Atlantis, The Palm, and Aquaventure World remained nearly the same despite increases in visitor numbers. The major increase in water consumption in 2023 is due to the initiation of the operation of Atlantis The Royal. We at Atlantis Dubai understand the importance of Water Stress in the region, and to showcase our commitment to the UAE Water Strategy 2036, we have implemented various water management measures across our entire facility such as:



99%
Taps and showers are implemented with low flow devices



100%
Waterless urinals implemented across the property



90%
Water Savings achieved by replacing the filters on freshwater systems

Additionally, initiatives like replacing non-native species of plants and vegetation with drought tolerant species, manual irrigation to limit water waste, and an on-property filtration plant to recycle and reuse water in aquariums and water park are instrumental in communicating the water management related impact of the initiatives implemented.



Guest Impact – Our guests may opt to have their linens and towels changes at most, every three days to conserve water.

Waste Management

At Atlantis Dubai, we follow a comprehensive waste management process by working on 'responsible procurement' and 'responsible consumption' of the resources. We engage with reputed and responsible waste collectors who appropriately manage our waste as per the local legislation and best practices. The major waste types generated in our operations include paper, cardboard, plastic, glass, non-ferrous metal such as aluminium, general waste, oil, textile waste, and other miscellaneous waste from the resorts.

We encourage responsible consumption of the resources by following the waste management hierarchy to minimise the waste sent to landfill from our operations. The waste to landfill per guest night at Atlantis, The Palm saw an increase by 16.1% whereas Aquaventure World reduced waste to landfill per person year by 25.4%. Atlantis, The Palm's increase in general waste could be attributed to operational changes including renovations and refurbishments. Atlantis The Royal in its first year of operation generated 31.91 L per guest night of waste to landfill owing to the commencement of operations and ongoing requirements following opening to the public. This serves as an initial baseline for Atlantis The Royal's waste management efforts.

Waste measurement is undertaken by contracted waste collectors with bi-annual waste characterisation reports produced to identify composition of general waste. These reports inform the Atlantis Dubai Waste Management Plan which outlines efforts to reduce waste to landfill. Despite an increase in Atlantis The Palm's waste to landfill in 2023, Atlantis Dubai improved waste diversion rates by 2 percent compared to 2022.

Waste to Landfill	2022	2023
Atlantis, The Palm		
Guest Nights	1,521,449	1,658,299
Waste to Landfill Per Guest Night (L/guest night)	4.16	4.83
Aquaventure World		
Person Years ²	1,670	1,936
Waste to Landfill Per Person Year (L/person year)	1,874.80	1,398.80
Atlantis The Royal		
Guest Nights		474,251
Waste to Landfill Per Guest Night (L/guest night)		31.91
Waste Diversion Rate (%) ³	16%	18%

Water Consumption	2022	2023
Atlantis, The Palm		
Guest Nights	1,521,449	1,658,299
Potable Water Consumed Per Guest Night (L/guest night)	251.51	233.22
Aquaventure World		
Person Years ²	1,670	1,936
Potable Water Consumed Per Person Year (kL/person year)	879.20	759.10
Atlantis The Royal		
Guest Nights		474,251
Potable Water Consumed Per Guest Night (L/guest night)		1958.73



² Person Years for Theme Park = ((Total Day Visitors / 3) + (Total Day Staff (FTE) / 3) + Staff Living Onsite) / 365

³ Calculated by dividing the total waste diverted away from landfill and incineration (i.e. waste recycled, waste reused, and waste recovered) by the total waste generated.



To showcase our contribution to the UN SDG 2030, Goal no. 12 - Responsible Consumption and Production, we have implemented various waste management measures along with periodic monitoring of our waste generation. Some major initiatives include:

Eliminating Single Use Plastic Bottles

Our in-house water bottling plant produces 800L of filtered, remineralised water per hour and has diverted 2.7 million plastic bottles from landfill annually.

We have also installed chilled water stations across our outdoor Pool and Beach areas including Aquaventure World.



Managing Food Waste through AI

We have implemented Winnow, AI enabled technology across all three buffet restaurants and colleague restaurants. It has resulted in an average of more than 40 percent reduction of food waste from buffets over a period of 12 months.

Excess food is donated to charities that service low-income communities and animal shelters.



Our recycling bins in our Heart of House area have graphic signage and colour-coded bin bags to prevent mixing of recyclables. At the same time, we are also actively pursuing responsible procurement practices to use reusable, recyclable, compostable or biodegradable materials, where possible.



Guest Impact – Our guests may contribute by choosing to ‘reduce, reuse, recycle’ wherever possible, during their stay. Guests may opt for eco-friendly materials for party decorations, support in reducing food wastage, using Atlantis Dubai mobile app to reduce paper pamphlet/leaflet usage.

Energy and Carbon Reduction

At Atlantis Dubai, we have a Building Management System (BMS) for monitoring, regulating, and optimising the energy usage within the building. Energy consumption across both the resorts and Aquaventure World is tracked with the help of a live dashboard, and it further provides necessary controls such as the use of ‘default-off’ systems. We have installed LEDs in all our rooms and indoor spaces, with plans for installation in outdoor areas such as building façade. We perform periodic building audits to continually improve our energy performance. The key sources of energy consumption in Atlantis include the various direct and indirect energy sources such as:



Stationary fuels such as natural gas, LPG, wood, charcoal, diesel for generators, chafing fuel etc.

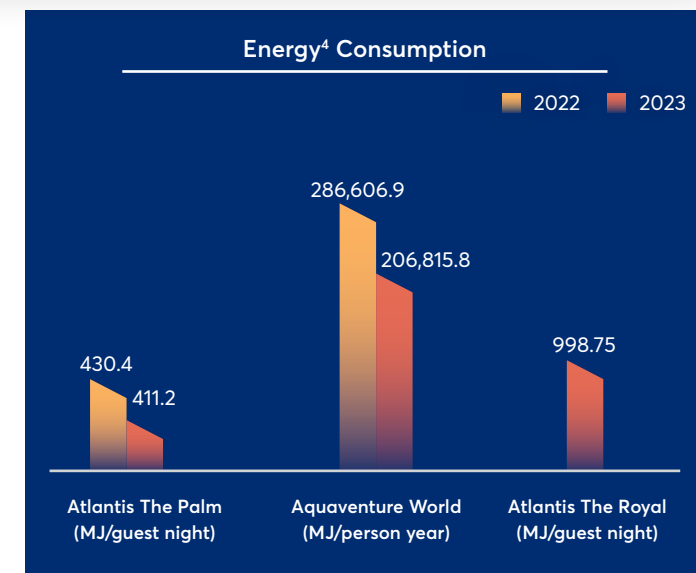


Mobile fuels such as petrol and diesel.



Purchased electricity consumed and cooling across the entire Atlantis property.

Energy consumption across a variety of sources are monitored and reported on. The primary energy requirements of the Resorts and Aquaventure World are purchased electricity and district cooling. The Atlantis Dubai Energy Management Plan outlines the destination’s energy and carbon emissions reduction goals while providing targeted actions. Atlantis, The Palm, despite increase in guest activity reduced energy consumption (purchased electricity, district cooling and stationary and mobile fuel) by 4.5% whereas Aquaventure World reduced total energy consumption of MJ per Person Year by 27.8%. Much of this reduced energy consumption is owed to the commissioning of the 1.2 MW solar power plant contributing to the electricity requirement of Atlantis, The Palm and Aquaventure World.




⁴ Energy considers purchased electricity, district cooling and stationary and mobile fuel combustion



Energy ⁵ Consumption	2022	2023
Atlantis, The Palm		
Guest Nights	1,521,449	1,658,299
Energy Per Guest Night (MJ/guest night)	430.4	411.2
Aquaventure World		
Person Years ⁶	1,670	1,936
Energy Per Person Year (MJ/person year)	2,86,606.90	2,06,815.80
Atlantis The Royal		
Guest Nights		474,251
Energy Per Guest Night (MJ/guest night)		998.75

Impact Initiative – Case Study – Onsite Renewable Generation




To showcase our contribution to the UN SDG 2030, UAE Energy Strategy 2050 and Dubai Clean Energy Strategy, we installed a 1.2 MW solar power plant that provided clean energy to Atlantis, The Palm and Aquaventure World in 2023. Currently 3 main distribution boards have solar energy integration and the overall penetration of solar power in our electricity mix is 2 percent.

Some key impacts of the project include:

Project	1.2 MW Solar power plant comprising of 2,178 solar panels
International framework alignment	Contribution to UN SDG goal no. 7 – Affordable and Clean Energy
Federal and local strategic alignment	UAE Energy Strategy 2050 and Dubai Clean Energy Strategy
Renewable Energy Consumed	2,446 MWh


Contribution to Carbon Emission Reduction



767 tCO₂e emissions were reduced by integrating solar power in 2023 equivalent to carbon sequestration of 15,435 trees. As a result of this project, GHG emissions (Scope 1 and Scope 2) reduced from 40.6 kgCO₂e/guest night to 29.6 kgCO₂e/guest night, down by 27.1%



The Atlantis Atlas Project is annually reporting its environmental performance to EarthCheck and Dubai's Department of Economy and Tourism.

Our guests may contribute by turning off the lights and air conditioners when not in their rooms, turning off appliances at the walls, setting AC to 23 °C, selecting monorail as a transport option, drawing curtains when not in room to help reduce the requirement of cooling later.



⁵ Energy considers purchased electricity, district cooling and stationary and mobile fuel combustion
⁶ Person Years for Theme Park = ((Total Day Visitors / 3) + (Total Day Staff (FTE) / 3) + Staff Living Onsite) / 365



Conservation & Animal Welfare

Supporting Sustainable Development Goals



We play a significant role in environmental conservation by contributing to various conservation initiatives to help protect wildlife locally, regionally, and globally. Atlantis Dubai is situated on the Arabian Gulf with a coastal ecosystem, which is rich and home to a multitude of marine species. We are home to 65,000 marine animals including 11 species of shark, stingrays, jellyfish, dolphins, and sealions. We have identified four areas of focus as part of conservation and animal welfare:

- Field Conservation**
- Scientific Advancement**
- Animal Welfare Practices**
- Land Use Planning and Management**



Field Conservation

As part of the Atlantis Atlas Project, we contribute 1 USD for every marine animal experience participated in by a guest, into partnerships that drive conservation and sustainability projects that help to protect the ocean and our environment. The Atlantis Atlas Project focusses on:

Four key groups of wildlife

- Sharks**
- Rays**
- Dolphins**
- Coral**

Key threats to existence

- Destructive fishing methods**
- Plastic pollution**


09

Partners involved in the conservation projects

USD 140,000 in 2023

Monetary contribution to Conservation and Sustainability Partners, 17.5 percent increase from 2022

We established a collaborative partnership called 'Dubai Dolphin Survey' by engaging with key partners and experts from Zayed University, the UAE Dolphin Project Initiative, and F3 Marine. As part of this collaboration, we gathered scientific baseline information about the local dolphin population off the coast of Dubai. In the last three years, we have conducted:



584 hours

Spent on surveys

141

Boat surveys conducted

11,106 km

Distance covered along the UAE coastline

22,345

Images taken as part of the surveys

44 times

Dolphins were spotted during the surveys

We support the natural breeding process of Arabian carpet sharks and honeycomb whiprays species native to Arabian Gulf waters. We partner with relevant partners to release them into the wild and help boost local population.




Guest Impact - Guests can learn about our 1USD Contribution project, and they can volunteer through UAE Dolphin Project Initiative or 'Report a Sighting' if they encounter Dolphins in the Arabian Gulf by visiting www.uaedolphinproject.org.



Scientific Advancement

We have established collaborative partnerships with New York University Abu Dhabi (NYUAD) to conduct long-term research on various conservation issues. One of the research projects is to investigate the impact of climate change on local coral reefs and associated species. The scientific study is investigating whether coral reefs have the capacity to adapt to more extreme heat environments by transplanting them to UAE waters, insights which will help conservationists understand coral thermal tolerance, which is critical for future restoration efforts.

We partnered with the Fujairah Research Centre to investigate the most effective artificial reef structures made from oyster shells, for increasing biodiversity in Fujairah waters. Additionally, sampling in Fujairah waters and using eDNA metabarcoding to identify species and consequently aid in assessing and protecting marine biodiversity.

 **Guest Impact** – Our guests can participate by joining a Fish Tales Tour with a Marine Educator to go behind the scenes at The Fish Hospital to learn more about the 65,000 marine animals for whom Atlantis is home.

Animal Welfare Practices

Care

24/7 care for marine animals

Dedicated veterinary and animal care team

100+ colleagues with expert knowledge and experience

Feed to 65,000 marine animals

Around 450 kg of restaurant quality seafood is provided to marine animals per day

Contribution to European Studbook Programme

For Zebra Sharks and Eagle Rays

Research Projects

7 projects completed in 2023 across marine animal operations to understand the biology and behaviour of our animal welfare practices. Some major projects included investigating the impact of different enrichment items in dolphins and understanding trends in zebra shark feeding intake annually.



Guest Impact – Our guests can take part in Dolphin Meet and Greet or Fish Tales Tour to learn about animal welfare practices we have implemented.

Land Use Planning and Management

Breeding programmes

Onsite breeding programmes for sea jellies, sharks, and rays to support aquarium habitat

Trap Neuter and Release (TNR) Programme

TNR programme for stray cats in our resorts in collaboration with a local non-profit organisation – Yanni Animal Welfare maintain the welfare of the stray cats around our property.



Guest Impact – Our guests can contribute by notifying our team for any stray cats, and not feeding the cats as we have feeding stations that provide cats with high quality, vet-approved cat food.



Education & Awareness

Supporting Sustainable Development Goals



The Education and Awareness pillar of our Atlantis Atlas Project creates a significant impact to our stakeholders. As a worldclass resort with various attractions such as the Lost Chambers Aquarium and ongoing scientific studies, we take pride in informing our guests about the positive environmental and social impacts that we are creating from our initiatives as part of the Atlantis Atlas Project. Through education and awareness, we enhance our guests experience, and encourage them to contribute to various initiatives for the betterment of people and planet. We have identified four major stakeholder groups who benefit and drive the day-to-day implementation of the Atlantis Atlas project:



Colleagues



Guests



Youth



Communities

Colleagues

- Our Green Committee leads the implementation of the Sustainability Action Plan with support from 104 Atlantis Atlas Ambassadors from 33 Departments.
- We engage colleagues in various environmental and social activities such as beach clean ups and mangrove planting.
- We have recycling bins in colleague accommodation for paper, plastic, aluminium, glass.
- We display educational posters around Atlantis to Inspire action.



Guests

Guests Awareness Programmes

Marine Education

To create memorable and meaningful experiences which connect guests wildlife and drive them to protect it



In Room TVs

To create awareness for guests on the Atlantis Atlas Project



Behind the Scene Programmes

To educate and create awareness on marine animal facilities to increase transparency



Digital Screens around Resort

To inspire guests to make informed choices for environmental and social impacts



Guest Impact – Our guests can contribute by taking part in educational programmes or marine experiences (Fish Tales Tour, dolphin experiences, scuba diving and snorkelling), and using the Ocean Tales app when visiting The Lost Chambers Aquarium.



Youth



Conservation Education

Shark Celebration Week provides awareness in resort and virtually



Educational Partnerships

Inviting school children to learn about marine life and how to conserve it



Kid's Club

Environmental education sessions for guests attending kid's club. Activities such as:

- ◊ Meet the experts – where children can meet marine mammal specialists
- ◊ Designing Pinatas and DIY art using recycled bottles and paper
- ◊ 3D nature inspired arts and crafts – made with fallen leaves collected from our gardens



Immersive and Experimental Educational Programmes

Experimental educational programmes and experiences for young people to inspire the next generation on marine conservation and wildlife (Shark Specialist, Dolphin Specialist, Marine Explorer).



Youth Impact – Youth can participate in marine educational programmes or marine animal experiences. Youth may also collaborate with us to empower and enable young people to drive the future of ocean conservation, through scientific and educational partnership programmes.



Communities



Atlantis Atlas Webpage

We have a dedicated webpage for the Atlantis Atlas Project, serving as a one stop for all the information on our social and environmental sustainability initiatives.



Partnerships with Influencers

We are building relationships with influencers and the media to raise awareness of our initiatives and co-creating impactful partnerships.



Partnership with Regulators and NGOs

We are partnering with Government agencies such as Dubai Municipality, the Ministry of Climate Change and Environment, and not for profit organisations such as the Emirates Environmental Group to conduct environmental education programmes for the benefit of various communities in the UAE.



Relationship with Zoos and Aquariums

We work with other zoos and aquariums in the UAE for knowledge exchange and expert advice.





Corporate Social Responsibility

Supporting Sustainable Development Goals



Through the Corporate Social Responsibility (CSR) pillar of our Atlantis Atlas Project, we direct our focus to the most important assets of Atlantis Dubai i.e. our colleagues. Our CSR pillar derives our approach to managing human capital related aspects, along with supporting our local communities where we operate. As part of a leading hospitality sector resort in the region, we take pride in working on social issues and showcasing our contribution to 'We the UAE 2031' vision of the government. To implement CSR, we have identified four major areas of implementation:



Diversity and Labor Practices



Learning and Development



Community Contributions



Awards and Accreditations

Diversity and Labour Practices

As a responsible organisation, we adhere to all the applicable clauses of UAE Labour Law. Guided by the Kerzner Equal Opportunities and Diversity Policy we are committed to equal opportunity, diversity, equity and inclusion within our workforce, and fair treatment of our colleagues.

We recruit and hire individuals who possess the requisite skills, qualifications, and attributes to meet our business objectives. By ensuring transparency in our hiring processes, employee performance evaluations, and employee relations, we contribute to a trustworthy and ethical corporate environment.

Compensation includes:

- Base Salary
- Bonus
- Service Charge
- Merit Increase

Major Employee Benefits include:

- UAE National – Retirement fund
- Transportation benefits
- End of Service Benefits
- Housing and Utilities including Wifi
- Colleague discounts
- Air Ticket to home country
- 22/24 days of paid leave per staff (as per grade)
- Access to Aquaventure World and Lost Chambers Aquarium
- Kerzner Rates
- Meals
- Health Insurance – 100 percent medical and dental (up to AED 1000)



Securing skilled professionals and enhancing employee retention stand as critical for us. We are committed to retaining a strong workforce for the long-term sustainability in our pursuit to foster both professional and personal growth among our colleagues. Atlantis Dubai (combining Atlantis, The Palm and Atlantis The Royal and Aquaventure World) strengthened its workforce in 2023 by 18 percent, enhancing synergies and operational efficiencies aligned with strategic goals.

Colleagues at Atlantis Dubai





Colleagues	2022	2023
Total number of female colleagues (among permanent colleagues)	1,756	1,865
Total number of male colleagues (among permanent colleagues)	4,340	4,612
Total permanent colleagues ⁷	6,096	6,477
Female colleagues/ total colleagues (%)	29%	29%
Diversity in Nationality ⁸	125	127

In 2023, our diversified staff included 127 different nationalities of colleagues, working together for a common strategic objective to support the successful implementation of Atlantis Dubai Strategic goals and the Atlantis Atlas Project.

Our permanent colleagues increased by 6 percent in 2023, and of the increase observed, 40 percent were female employees, and the remaining 60 percent were males. Our overall female colleagues remained constant at 29 percent of the overall permanent colleagues between 2022 and 2023. Our overall attrition rate in 2022 was 20 percent for the combined Atlantis, The Palm and Aquaventure World, which further reduced to 19 percent in 2023. Attrition rate for Atlantis The Royal was recorded at 30 percent in 2023.

Learning and Development

We encourage professional growth of our colleagues through various programmes such as performance management, career progression, and learning and development. We have created a transparent and conducive work environment that rewards and recognises our colleagues for their valuable contribution towards our strategic goals.

We have an in-house Learning and Development team that facilitates various internal and external learning opportunities for our colleagues. We annually update our Atlantis Atlas Project learning and development module for colleagues by including all the latest developments in sustainability and progress made on our Atlantis Atlas Project. We use the learning and development modules as a tool to inspire and engage with our colleagues on various environmental and social issues. We also provide training on health and safety issues aligned with our health and safety policy and procedures. Our Atlantis Atlas Project is also included in the orientation programmes for new joiners.

500+ Lifeguards

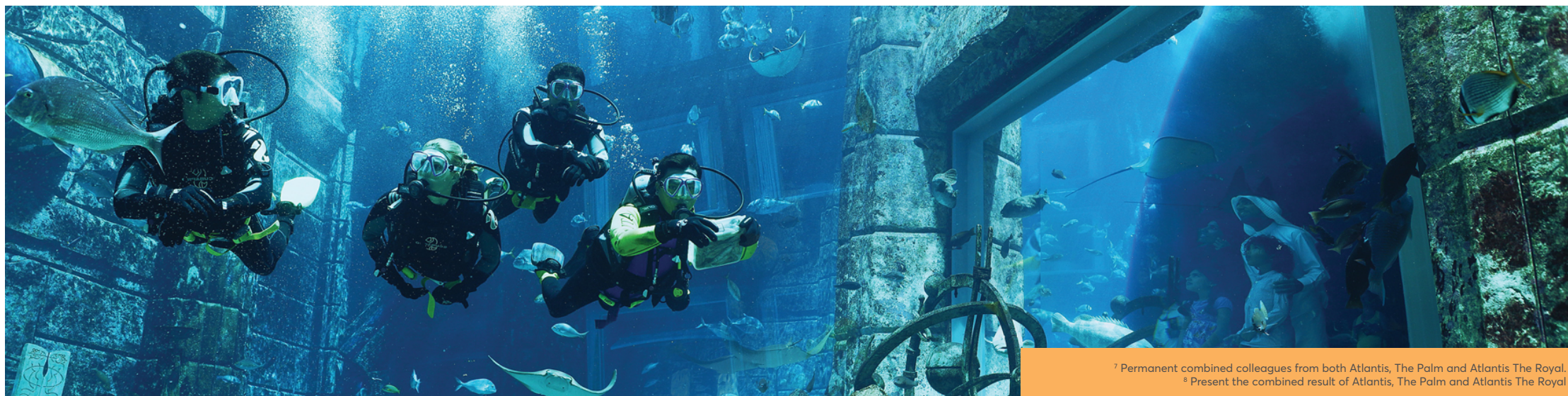
Undertake 24 hours of Ellis and Associates lifeguard training, and undergo EIAC training programme to become certified by Dubai Municipality

100%

Colleagues received training on sustainability in 2023

4 hours/ per colleague / per month

Vocational training is provided to colleagues by Atlantis Dubai



⁷ Permanent combined colleagues from both Atlantis, The Palm and Atlantis The Royal.
⁸ Present the combined result of Atlantis, The Palm and Atlantis The Royal



Community Contribution

We are actively working on various social issues to support community development. We are the world's largest waterpark and the 1st to prioritise guest experience and enhance accessibility for autistic and sensory-sensitive visitors.

1st Waterpark

In the Middle East to Earn the IBCCES Certified Autism Center™ (CAC) Designation

13+ Cultural Festivals

Were celebrated in 2023 to engage diverse communities

56% Local Contracts

Were awarded to local vendors within 20 kms range of Atlantis Dubai in 2023

37% Perishable Goods

Were of the local origin of the total perishable goods in 2023



Conclusion

We continuously strive for excellence in the hospitality and tourism industry. In our quest for continual improvement and excellence we have been on a journey where we have received multiple accreditations and awards for our initiatives. These are presented in Our Memberships and Accreditations Journey and Major Recognitions.

To reinforce our commitment to various international, federal, and local strategic directions on sustainability, we continue to uphold our actions to integrate best sustainability practices in tourism and showcase our contribution to UAE Tourism Strategy 2031 and Dubai Sustainable Tourism Strategy.

Strategic developments to our sustainability goals, consistent engagement with our colleagues and external stakeholders and a passion for innovation in sustainability comes to life in all that the Atlantis Atlas Project stands for. The Atlantis Atlas Project endeavours to be a leader in responsible tourism, ensuring that Atlantis Dubai stands above the rest, whilst providing guest experiences that are more extraordinary than ever.



FEEDBACK AND SUGGESTIONS

The report is available on [Atlantis Atlas Project](#). For any inquiries or feedback regarding this report, please contact the Atlantis Dubai Sustainability Team



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