

ATLANTIS

PARADISE ISLAND BAHAMAS

May 18, 2021

To All Atlantis Team Members,

I promised from the beginning of this global pandemic that I would be transparent and forthcoming in sharing information with all of you. Each time we talked, I shared the good news and bad news, but today I must share some sad news.

When previously asked about redundancies, I have said that it was too soon to make that decision. Today, I must confirm that we are reducing the size of our Atlantis workforce.

For Atlantis, whose sole purpose is centered around people serving people, this is incredibly difficult to confront. I will share how we arrived at this decision and what we will do for those impacted.

Let me start with how we arrived at this decision. We are collectively living through the worst pandemic of our lifetime, and as it began to unfold, global travel came to a standstill. Our business suffered significant losses, and in response, we drastically cut costs that touched nearly every corner of Atlantis.

While these actions were necessary, it became clear that we had to go further when faced with two hard truths:

1. We don't know exactly when travel will return to normal business levels
2. When travel does return, it will be very different for everyone

While we expect Atlantis to recover fully and business volumes continue to increase since reopening, the significant changes we will undergo are not temporary or short-lived. Because of this, we need to make fundamental shifts by reducing the size of our workforce around a more focused business strategy.

Unfortunately, we have to part ways with team members that we respect and value. Out of 7,300 Atlantis team members, 700 of our colleagues will be not be returning.

This decision is not a reflection of the work and efforts of these individuals. Many teams across the organization will be reduced in size.

Today team members who are parting from Atlantis will receive a call from the senior leader of their department and an email from Human Resources. It is important to us that we inform our colleagues in a personal, 1:1 conversation.

Every detail to help provide a smooth transition for parting colleagues has been thoughtfully planned and considered.

What I have learned this past year is that a crisis brings clarity about what is truly important. Though we have been through a whirlwind, some things are more apparent to me than ever before.

I am thankful for everyone at Atlantis and have a deep respect for all of you. Throughout this unprecedented experience, I have been inspired by all of you. Even in the worst of circumstances, I have seen the very best of us. The world needs human connection now more than ever. I know that Atlantis will rise to the occasion. I believe this because I believe in you.

To our active team members,

One of the most important ways we can honor those who are leaving is to let them know their contributions mattered and that they will always be part of our Atlantis family. I am confident their work will live on, just as our mission will live on too.

To our colleagues leaving Atlantis,

The community will never stop seeking the qualities and talents you brought to Atlantis. I want to thank you for sharing them with us, for caring, and for contributing to the success of Atlantis.

Be well,

A handwritten signature in cursive script that reads "Audrey Oswell".

Audrey Oswell
President & Managing Director