



Ardent Leisure Group Limited

Sustainability Statement



Message from the Chair

Ardent's goal is to create memorable family entertainment experiences supported by superior customer service and global best practice safety standards.

We are committed to sustainability and acting ethically in all areas of our operations. We recognise that we have a level of responsibility to minimise the environmental impact of our businesses and to ensure the safety and wellbeing of our guests, team members, contractors, visitors and the wider community. Our approach to sustainability is continuous and evolving.

Ardent has undergone significant change in recent years with the divestment of our health clubs, marinas and bowling and entertainment businesses. There have also been several changes at Board and senior management level to better reflect the geographic presence and earnings of the company and to ensure there are a strong leadership teams in place to support our strategy of growth and development.

In 2020 we were faced with the unexpected challenge of responding to the Coronavirus pandemic. Both our businesses were highly impacted by this pandemic and as a result were required to temporarily close for a period of time during the year. While the pandemic has had a significant financial impact on our businesses, the health, safety and wellbeing of our guests and team members is our priority. In this regard, as we have reopened our venues in accordance with government regulations, we have adopted the highest standards of cleaning and sanitisation throughout our entire operations.

This statement provides an overview of Ardent's achievements in, and approach to, the risks and opportunities arising from the following key focus areas:

1. Health and Safety
2. Our People and Guests
3. The Environment
4. Community and Investors
5. Governance

The success and long-term viability of our businesses is intrinsically linked to the adoption of sustainable practices and the successful management of risks, obligations and opportunities. We will remain cognisant of this fact as we continue to invest in our Theme Parks operations on the Gold Coast and build new Main Event Entertainment centres across the United States.

We are pleased to present this statement to our shareholders and the broader community.

Dr Gary Weiss AM
Chairman
Ardent Leisure Group Limited

Organisational Profile

Ardent Leisure Group Limited (ASX:ALG) is a public company listed on the Australian Securities Exchange and has operations in both Australia and the United States.

The company currently comprises the Theme Parks and Main Event Entertainment divisions and is supported by a Head Office function based in Sydney, Australia.

Theme Parks

Located on the Gold Coast in Queensland, **Dreamworld** is Australia's largest theme park with more than 30 rides and attractions spread over approximately 85 hectares of land.

Adjacent to Dreamworld is **Whitewater World** – a water park with a wide variety of water slides and water attractions for all ages.

In addition to operating as a theme park, Dreamworld is also a wildlife conservation park, housing hundreds of animals. Dreamworld is proud to help support the protection and conservation of tigers, koalas, bilbies and tree kangaroos.

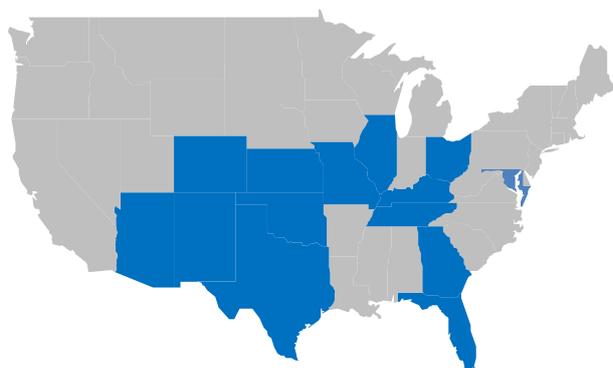
Situated within Dreamworld is Dreamworld Corroboree which offers an interactive walk-through experience celebrating Aboriginal and Torres Strait Islander People's history, culture, wildlife and Dreamtime stories.

Also on the Gold Coast, in Surfers Paradise, is the **SkyPoint Observation Deck**. Situated on the top floor of the Q1 Building, some 230 metres from the ground, SkyPoint offers stunning 360-degree panoramic views that stretch from the surf of the Gold Coast to the hinterland and beyond.

Above SkyPoint is the **SkyPoint Climb**; Australia's highest external building climb. Lasting 90 minutes, climbers can experience the climb at the time of day of their choosing by participating in a sunrise, daytime, sunset or evening climb.

Main Event Entertainment

Main Event Entertainment operates family entertainment centres across the United States. Each centre offers a range of entertainment activities including bowling, arcade games, gravity ropes, rock climbing, laser tag and mini golf. These activities are complemented in each Main Event Entertainment centre by a full-service bar and restaurant offering a wide variety of menu options.



Main Event Entertainment currently has 44 centres across 16 states in the United States.

(As at 30 October 2020)

Health and Safety

The safety of our guests, team members, visitors and contractors is a key priority for Ardent as we strive to achieve global best practice safety standards throughout our operations. The Directors and management understand that managing workplace health and safety is critical to the long-term success of our business and is a fundamental consideration informing our behaviour, actions and decision making processes.

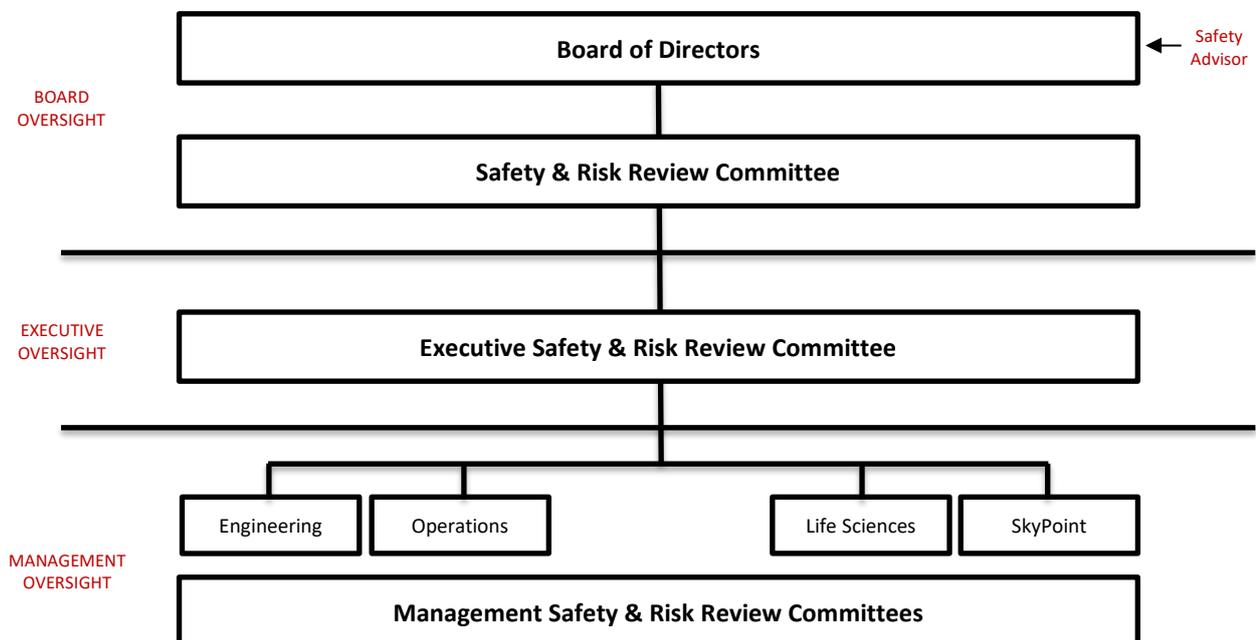
The Board of Ardent has ultimate responsibility for the oversight of safety across the business. To continuously improve its performance, the Board has established a Safety & Risk Review Committee as a mechanism for focusing attention on this important area.

In addition to establishing this Committee, the Board appointed an external Safety Advisor to provide support to the Directors and management through independent reviews and assessments of safety and operational risk related matters.

Theme Parks Safety Risk Management and Governance Model

The Theme Parks division has undergone a significant restructuring of its executive management team and operations and has now implemented a Safety and Risk Governance model based on global best practice standards, and in particular those applied in Australia's aviation industry.

The Safety and Risk Governance model provides three levels of oversight – Board, Executive and Management.



Each level of oversight is managed by a Committee which is governed by a Charter that clearly articulates the role and responsibilities of the Committee. Attendance by senior management, General Managers and key individuals is required at all levels of the structure (including the Safety & Risk Review Committee), to not only ensure transparency and accountability but also reduce the risk of silos developing within the business.

To ensure the effectiveness of the Safety and Risk Governance Model, the Board's independent Safety Advisor attends all Committee meetings at the Board, Executive and Management levels. This ensures that the Board are informed by an independent advisor who is actively 'on the ground' and also provides an important link from the front-line staff through to the Board.

Following a comprehensive three-tiered engineering and safety review of rides and attractions in 2016, Dreamworld has continued to implement safety initiatives covering rides, attractions, systems and processes. Key elements of this review have been the establishment of the safety governance model described above and the acquisition of a safety database that will facilitate detailed safety analysis and improve the business' reporting capabilities.

Work Health and Safety (Amusement Devices - Public Safety) Amendment Regulation 2019 (Qld)

On 1 May 2019 the *Work Health and Safety (Amusement Devices- Public Safety) Amendment Regulation 2019* (Qld) commenced. These amended regulations apply to all amusement ride operators, with additional provisions applicable to major amusement parks (including Dreamworld). They are designed to improve safety standards for the theme park industry.

The new regulations have added to the existing work health and safety laws to:

- mandate major inspections of rides by qualified engineers every 10 years;
- improve the competency and training of ride operators;
- extend the log book requirements regarding ride inspections, maintenance and operator competency; and
- provide for a new safety case and licensing regime for major amusement parks.

Ardent supports the introduction of the new regulations which are consistent with Ardent's commitment to global best practice in all aspects of theme park operations.

Safety Case

The safety case and licence regime for major amusement parks requires a comprehensive and integrated approach to managing amusement device safety. As part of the safety case regime, major amusement parks (including Dreamworld) will be required to:

- identify potential incidents and hazards involving amusement devices at the park;
- carry out a safety assessment for amusement devices at the park;
- implement control measures designed to eliminate or minimise the risk of an incident occurring;
- prepare an emergency plan, consult with emergency services and implement the plan when required;
- document information about the amusement devices at the park—for example maintenance, inspections and testing of devices, and operator training;
- implement a safety management system for amusement devices at the park; and

- consult with workers—for example in relation to the emergency plan, the safety management system, preparing and reviewing the safety case and monitoring the effectiveness of the amusement device safety case.

Many of the safety case components already exist as part of Dreamworld’s safety and risk management practices and are not new requirements. However, the safety case will combine these components into an integrated approach to manage amusement park safety.

Under the new regulations, major amusement parks have a two-year transitional period to establish a safety case and obtain their major amusement park licence. Ardent has submitted Safety Case Outlines for both Dreamworld and WhiteWater World. These Outlines have been accepted by Workplace Health and Safety Queensland as leading to the development of a successful Safety Case.

The full safety case proposal and licence application must be submitted within two years, namely by 1 May 2021.

Our response to COVID-19

The outbreak of the COVID-19 pandemic during 2020 has had a devastating economic and social impact worldwide.

We followed the advice of governments and health authorities and have implemented all necessary steps to reduce the spread of the virus and keep our guests and team members COVID safe.

Main Event Entertainment

All Main Event centres in the United States closed on 17 March 2020 and began to reopen during May 2020 in accordance with Federal, State and Local guidelines for managing COVID-19.

Below are some of the additional steps Main Event have taken to ensure team member and guest safety upon reopening:

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- Limited guest capacity in centres for walk-in and event business
- Social distancing markers throughout the centre
- Additional sanitisation stations throughout the centre including hand sanitiser at the entry of each centre
- Enhanced cleaning procedures and dedicated teams for cleaning all surfaces
- Temperature checks for team members and guests and face coverings for every team member at Main Event
- Shifted to digital menu for our guests
- Introduction of contactless payment for activities, food and game cards
- Installation of safety shields at registers
- Launched digital event invitations and removal of all paper sales flyers and take away marketing collateral

Further details in relation to Main Event’s COVID-19 safety initiatives can be found at www.maineventsafety.com

Theme Parks & Attractions

Our Theme Parks & Attractions businesses ceased operating from 23 March 2020. SkyPoint Observation Deck and Climb located in Surfers Paradise reopened on 10 July 2020 followed by Dreamworld and Whitewater World on 16 September 2020.

Dreamworld and WhiteWater World operate under site specific COVID Safe Plans approved by Queensland Health. SkyPoint is operated in accordance with the Retail Food Services Industry COVID Safe Plan, approved for the industry by Queensland Health.

Safety initiatives introduced specific to our Theme Parks division include:

- Entry and exit points throughout the entire park (including for rides and attractions) have been reconfigured to prevent congestion and promote physical distancing
- Indoor areas have maximum capacity sign posted and enforced by team members
- Hand washing facilities and hand sanitiser are available throughout the park.
- High touch surfaces are regularly cleaned and disinfected (e.g. lockers, handrails, ride harnesses, food areas).
- Queue rails and outdoor theatre seating have been reconfigured to allow for safe physical distancing.
- Indoor seating has been removed and outdoor seating has been reconfigured to accommodate safe physical distancing.
- To separate rider groups, seats on rides and attractions will be left vacant in line with ride manufacturer consultation.

COVID Safe measures are continually monitored through the Division's supervisory structure and independently via our internal safety team. Queensland Health and Workplace Health & Safety Queensland conduct regular inspections of all Theme Park division properties to ensure compliance with our COVID Safe Plans. No issues or concerns have been raised and positive feedback has been received regarding the execution of our COVID Safe Plans.

Further details in relation to Theme Parks' COVID-19 safety initiatives can be found at www.dreamworld.com.au/news/park-updates/

Our People

Ardent's team members are our most important resource and having a motivated team is essential to the success of our company. Our goal is to provide memorable family entertainment experiences supported by outstanding customer service. It is therefore critical that our team members are engaged, supported and encouraged to perform to the best of their ability whilst at work and in their personal lives.

About our workforce

Ardent employed over 4,500 team members during the course of FY20. Our workforce is made up of full time, part time and casual employees with a majority of our team members employed on a casual or hourly basis.

During peak trading periods such as Christmas and school holidays the number of team members increase to cater for the increased volume of guests at our venues.

Attraction and retention

We understand the importance of a strong employment offering and the need to recruit and retain talented individuals.

Our recruitment practices focus on securing the right people with the right skills and attributes in the right roles. We utilise our strong internal talent pools where possible and, to ensure we attract a wide variety of candidates, we diversify how we source talent through a combination of direct recruitment, preferred recruitment partners and employee referrals.

Diversity and Inclusion

Ardent recognises and values the contribution that people with different backgrounds, experiences and perspectives can bring to the workplace. We actively encourage an inclusive and diverse workforce with a mix of gender, age, ethnicity, cultural background, sexual orientation, disability and religious belief. Ardent maintains a Diversity & Inclusion Policy which is available on our website.

In May 2020, Ardent submitted its annual report to the Workplace Gender Equality Agency with organisational data relating to gender equality. A copy of the public report is available on our website.

As at 30 June 2020, the gender composition of Ardent was:

	Female	Male
Directors	1	4
US Employees	2,187	1,914
Australian Employees	478	397

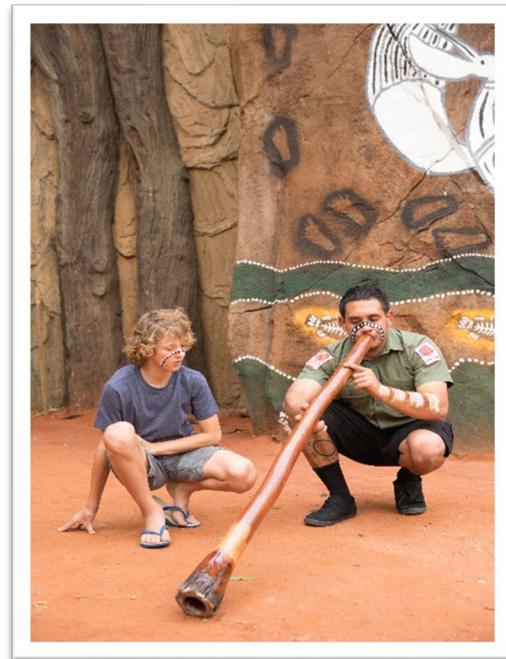
Indigenous Employment

Dreamworld has developed an Indigenous Employment Strategy to provide work opportunities and employment outcomes for Aboriginal and Torres Strait Islander people.

The Indigenous Employment Strategy is built on the following components:

- Partnerships
- Recruitment
- Career and capability development
- Retention
- Workplace culture
- Reconciliation

As at 30 June 2020, Dreamworld employed 22 Indigenous team members. The average length of service for an Indigenous team member is 4.5 years.



Organisational Learning & Development

Learning and development are of vital importance to both our team members and the company. Training not only leads to greater productivity but also helps team members feel more engaged and enables them to further develop their skillset.

An effective talent management program can assist in identifying the learning and development required to support internal progression and targeted succession planning.

Role based training is delivered by training specialists within our business, and provides team members with access to role specific, equipment specific, or purpose driven competency standards or accredited training.

Mandatory and ongoing refresher training is provided to employees in the relevant compliance areas of the business - a summary of some of these courses is as follows:

- Code of Conduct
- Bullying and Harassment
- Drug and Alcohol
- IT Systems
- Fraud Awareness
- Emergency and Risk Management
- Manual Tasks
- Fire Safety
- First Aid/CPR
- Whistleblower
- Continuous Disclosure
- Securities Trading
- Elevated Work Platforms
- Working at Heights
- Confined Spaces
- Food Safety
- Chemical Safety

All training is delivered on a regular basis with refresher training provided according to regulatory guidelines, or in consideration of best practice timeframes to support our team members in keeping their skills and knowledge up to date.

In addition to face to face training, the business uses an online learning platform to administer, document, track and report training by team members. The platform also offers flexibility for team members to complete their training at a time that is convenient for them and allows them to learn at their own pace.

The online training platform also reduces the need for printed training materials therefore contributing to better sustainability practices for the business. Management are also given the opportunity to further develop their skills in areas such as leadership, change management and strategy implementation by attending external training courses.

Training programs are available to full time, part time and casual team members.

Culture

Culture plays a critical role in ensuring that an organisation achieves its strategic objectives. The Board and senior management recognise that culture is a key business risk and that poor culture has a negative impact on guest satisfaction and the overall performance of the company.

The Board is responsible for defining culture and for providing continuous oversight of the company's culture. In conjunction with management, they also have a responsibility to identify and address areas of concern.

Both the Theme Parks division and Main Event Entertainment undertake team-wide engagement surveys and targeted 'pulse' surveys to gain insight into team members' views in relation to the following areas:

- Employee engagement
- Culture and communication
- Leadership
- Safety
- Remuneration and benefits
- Learning and development opportunities

Survey results are analysed by managers and actions plans are developed where opportunities for improvement have been identified. Where critical issues are raised, these are passed on to the responsible manager who can follow up with the employee directly where they have asked for a response.

The Theme Parks division undertake benchmarking of employee engagement and where required implements targeted actions or interventions to ensure that all team members are well placed to support the strategic objectives of the division.

Workplace Relations

Ardent is committed to managing industrial relations through open and effective relationships with employee associations.

Our Theme Parks division has an Enterprise Agreement which covers approximately 80% of the team members employed by it, generally covering employees up to the supervisor and professional level. The agreement covers a range of terms and conditions relating to employment, including:

- Rostering and hours of work
- Wages and allowances

- Leave entitlements
- Training and careers

Our team members and response to COVID-19

As the COVID-19 pandemic emerged at the start of the year, Ardent quickly responded to ensure the health, safety and wellbeing of our team members.

Unfortunately, as a result of the closure of our Main Event centres in the United States and Theme Parks businesses in Australia, a majority of our team members were stood down. Those team members remaining within the business were transitioned to working from home arrangements where practicable. A small number of team members continued to work from our sites to perform essential tasks.

IT business continuity plans were enacted together with enhanced security measures so that team members could be given secure access to IT systems in order to undertake their roles and responsibilities remotely.

A range of support measures were put in place following the closure and stand down. These included offering team members a flexible approach to accessing their leave entitlements and counselling support. For our Australian workforce, Ardent was eligible to access the Federal Government's JobKeeper wage subsidy scheme which came into effect from April 2020.

Communication during this time was crucial if we were to retain our valued workforce. Regular communications were provided to team members during the closure period with a focus on checking on their wellbeing and connectiveness.

Prior to the recommencement of employment, all team members were required to complete compulsory COVID-19 training focussed on hygiene standards and physical distancing guidelines. Training requirements consist of internal training on the application of the COVID Safe Plan for the business, Government mandated training for applicable roles and role specific training covering COVID Safe duties relevant to the position.

Our Guests

Our goal is to provide memorable and fun family entertainment experiences. This goal underpins our culture and guides our behaviours and interactions with our guests.

Our venues attract millions of visitors each year and we value the opportunity to receive feedback from our guests on their experiences at our venues – good or bad.

Guest satisfaction

Engaging with our guests and obtaining their feedback is critical to the success of our business. Guest feedback is sourced through a variety of channels including:

- active in-park and centre surveying of guests
- digital feedback across a variety of social media channels such as Facebook, Twitter, Instagram and Google
- email and telephone enquiries direct to the businesses
- mystery shops managed by an outside third party
- online guest surveys
- real time guest feedback from Ziosk tabletop devices

The Dreamworld website also provides guests with an opportunity to tell us about their day in the park via an online survey. Guests are asked to rate their experiences across the following areas:

- Front gate
- Park presentation and amenities
- Food and beverage
- Rides and attractions
- Shows and entertainment
- Retail
- Indigenous and wildlife experiences

Results from the survey are used to implement key improvements in guest experience and satisfaction.

Responding to feedback

Our team members endeavour to respond to guest feedback within 48 hours of contact. When a guest has a less than ideal experience, team members are empowered to rectify the issue immediately.

Both positive and negative feedback is provided to managers who are responsible for ensuring negative feedback is suitably investigated and managed. At our Theme Parks division, positive feedback is celebrated, and team members receive recognition and are rewarded with Happy Cash dollars that can be redeemed for a variety of in-park purchases.

Continuous improvement

Enhancing the guest experience during their visits to our venues is a key strategic priority. Our businesses continue to look for ways to provide the most memorable end to end guest experience. Innovation and technology is one area both our businesses are pursuing in order to deliver a seamless experience from

booking tickets and events online through to paying for food, beverages and games. We are also developing better systems to continue to engage with our guests long after they have left our venues.

The Environment

The Board is committed to providing a working environment and culture where the protection and enhancement of the environment is a core value. We are committed to minimising our impact on the environment through the identification and management of environmental risks.

With the continued investment in Dreamworld and the ongoing development of new Main Event Entertainment centres across the United States, Ardent will ensure that environmental considerations are integrated into the business development and planning process.

Regulatory Compliance

Dreamworld and WhiteWater World are subject to various legislative requirements in respect of environmental impacts of their operating activities. The *Environmental Protection Act 1994* (Qld) regulates all activities where a contaminant may be released into the environment and/or there is a potential for environmental harm or nuisance.

Dreamworld's noise conservation program ensures that noise emissions emanating from park activities do not contravene State regulations or adversely impact surrounding neighbours. Local government regulations for the staging of night-time events and functions are complied with at all times.

Dreamworld's Life Sciences department is subject to the *Biosecurity Act 2015* (Cth) and maintains an exhibition permit under the *Exhibited Animals Act 2015* (Qld). All permits and licences required in respect of the operations of the department remain current and Dreamworld fully complies with the requirements of each.

Water Management

Ardent aims to responsibly utilise water in an effort to improve efficiency, conserve water and be conscious of the environment.

There are two water licences for the Dreamworld/WhiteWater World property. These relate to water conservation and irrigation. Operating an outdoor waterpark requires a large amount of water with a significant amount of water loss occurring through evaporation. Water drained from attractions during maintenance activities is stored where possible and re-used when maintenance activities are complete.

Main Event Entertainment minimises its water usage through the installation of irrigation controllers with rain sensing gauges, the selection of efficient kitchen equipment, and the installation of motion sensing toilets/faucets to reduce water consumption and prevent continuous water usage.

There have been no issues or events of non-compliance recorded by management or the regulatory authorities regarding water use.

Waste and Recycling

Ardent has implemented a range of waste management and recycling initiatives throughout its Theme Parks, Main Event Entertainment and Head Office operations.

With Dreamworld covering approximately 85 hectares of land, we are committed to continuously improving our waste management practices. Convenient and efficient waste collection and the

implementation or waste mitigation strategies are important to minimise the environmental impact, and maximise the cleanliness and presentation of the park.

Rubbish collection bins are located throughout Dreamworld, WhiteWater World and SkyPoint to enable waste to be segregated into landfill and co-mingled recycling for plastics and glass.

The Theme Parks division has implemented eco-friendly drinking straws, plates and cutlery throughout Dreamworld and WhiteWater World's food and beverage operations and the routine collection and responsible recycling of waste metal, including fabrication offcuts and material associated with the decommissioning of old plant and equipment.

The Theme Parks division offer other environmental options including reusable bags in its retail outlets.

At our Main Event Entertainment centres in the United States, the following waste and recycling initiatives have been adopted:

- the use of recycled materials in flooring, roofing and countertops; and
- the inclusion of both general waste and recycling bins at each new Main Event Entertainment centre.

Ardent's Head Office in Sydney has paper and cardboard recycling facilities in addition to a centralised three-bin system (landfill, paper and mixed recyclables) to eliminate the need for under-the-desk bins.

Electronic waste

We recognise that the lifecycle of electronic hardware is a significant and growing issue across the community. Obsolete IT and electrical equipment is disposed of via certified and appropriate methods.

Energy Efficiency

Following the divestment of the health clubs, marinas and the bowling and entertainment divisions, Ardent ceased to be an entity that is required to be registered under the *National Greenhouse and Energy Reporting Act 2007* (Cth) and is therefore no longer required to report its annual greenhouse gas emissions and energy use under the Act.

Notwithstanding the fact that the Group is no longer subject to a reporting requirement, the Theme Parks division and Main Event continue to identify and implement energy efficiency initiatives.

The Theme Parks division has replaced inefficient boilers with energy efficient heat pumps at WhiteWater World, utilises smart meters to actively monitor energy consumption and is progressively installing energy efficient LED lighting at its sites.

Main Event Entertainment has implemented a series of initiatives to improve the sustainability and energy efficiency of its newly constructed centres as it continues with its growth strategy. The following initiatives are adopted for each new build:

- energy efficient LED lighting is used throughout new centres including in parking lot lights and signage;
- light dimming controls are installed to allow lights to be turned on and off without spiking energy usage;

- high efficiency Heating Ventilation and Air Conditioning (HVAC) units and kitchen equipment are selected to minimise energy consumption;
- the use of Volatile Organic Compound (VOC) compliant paints; and
- exterior walls and roofing materials which meet or exceed required energy codes are selected with consideration given to the energy efficiency of such materials.

Transport and Travel

With operations in both Australia and 44 locations across 16 states in the United States, Ardent has a travel footprint.

The outbreak of COVID-19 during the year and the subsequent international and domestic travel restrictions resulted in a significant decrease in our travel spend and an increase in the use of technology such as video and teleconference facilities to conduct our business.

We will continue to utilise technology where possible and appropriate when travel and border restrictions are lifted in due course.

Our Community and Investors

Ardent understands the impact that its operations can have on the communities in which it operates. The Directors support the engagement of the community at all levels and include community concerns as a fundamental consideration in the business decision making process.

Main Event Entertainment

Main Event takes community engagement seriously and is heavily involved in community outreach and charitable associations. Main Event participates in many community events which include Special Olympics Unified Schools program, Make-A-Wish and supporting first responders and educators. Most community activities are led by the local management teams, however, there are some key national organisations that Main Event partners.

Special Olympics



Special Olympics is Main Event's primary national partner. Local-level support of the Special Olympics helped lead to the National Partnership and a commitment to raise USD\$100,000. Several Main Event locations already actively host Special Olympic events, meetings, athlete practice sessions and competitions.

We will continue to grow our support of Special Olympics in every state it operates in, including the support of Special Olympics Unified Champion Schools and student athletes.

Two national fundraising initiatives have launched including awareness campaigns to educate Main Event guests about Special Olympics. The "Medallions" campaign offers the guest the opportunity to share a special message via a unique medallion that is hung in the centre. All programs donate 100% of proceeds directly to Special Olympics.

Main Event Family Fund

The Main Event Family Fund is an independent non-profit organisation established to create an employee assistance fund for the benefit of our team members who experience catastrophic events resulting in economic hardship. During FY20, the Main Event Family Fund raised over USD\$139,000 via internal and external fundraising efforts, and it gave out USD\$160,000 in grants to over 400 recipients.



Additionally, on Veterans Day each year, veterans are provided with the opportunity to play and eat for free at all Main Event centres as a way the business shows its gratitude and appreciation for the sacrifices of military service-members.

Dreamworld Wildlife Foundation

The Theme Parks division plays an active role in the fostering and protection of the region's wildlife both in its own right and through the Dreamworld Wildlife Foundation (DWF).



DWF was established by Ardent in 2012 to provide support, practical assistance and funding for wildlife conservation initiatives, particularly relating to the ecology of threatened and endangered species. DWF is approved under its constitution to support direct conservation efforts, relevant research, public education, advocacy and co-operation with like-minded organisations and regulatory authorities to protect wildlife.

The fragility of the environment and the ongoing impact of introduced species have left a number of unique Australian animals on the endangered species list. DWF supports research, habitat conservation, education and breeding programs for four prioritised conservation efforts (tigers, koalas, bilbies and tree kangaroos).

DWF also receives donations from third parties linked to federal government authorised animal transfer initiatives such as the loan of koalas to approved zoological institutions at San Diego Zoo (United States) and Hirakawa Zoological Park (Japan).



The Dreamworld Wildlife Foundation is registered and governed by the Australian Charities and Not-for-Profits Commission.

Engagement with Stakeholders

Ardent engages with a range of stakeholders across its operations and aims to maintain honest, transparent and constructive communications on all issues affecting its businesses. Ardent's key stakeholders include:

- Guests
- Employees and Contractors
- Investors
- Regulators
- State and Local Governments
- Local community groups
- Unions
- Suppliers

Investors Communications

Ardent communicates important information regularly to investors in accordance with its Continuous Disclosure and Investor Communications policies, both of which are available on the website.

Ardent's website is also a valuable source of information for investors. The Investor Centre on the website provides investors with copies of ASX announcements, key dates, share price performance, historical webcasts and tax information.

Governance

Ardent Leisure Group Limited, its subsidiaries and businesses operate within a number of regulatory frameworks. The Directors are committed to complying with regulatory and corporate governance obligations and responsibilities.

A copy of Ardent's 2020 Corporate Governance Statement and Appendix 4G which sets out the company's compliance with recommendations in the third edition of the ASX Corporate Governance Council's Principles and Recommendations is available on the Corporate Governance page of our website.

The Directors regularly review the company's governance framework and practices to ensure it consistently reflects market practices and stakeholder expectations.

Ethical business practices

Our Directors, management and team members are expected to act with the utmost integrity, observe the highest standards of ethical behaviour and protect the reputation of the company. Ardent has adopted a Code of Conduct, Whistleblower Policy and Anti-Bribery & Corruption Policy in conjunction with ongoing staff training to support its commitment to ethical business practices.

The Code of Conduct, Whistleblower Policy, Anti-Bribery & Corruption Policy are available on the Corporate Governance page of our website.

Privacy

Ardent understands that privacy and data security is of the highest importance and is committed to protecting the privacy of its guests, investors and team members. The company complies with privacy laws and has established procedures and policies for handling information across all areas of its business in accordance with the requirements of the *Privacy Act 1988* in Australia and equivalent laws in the United States.

Ardent has a publicly available Privacy Policy which details our approach to privacy management and has appointed the Group General Counsel to act as the Privacy Officer. A copy of the Privacy Policy is available on the homepage of the website.

In FY20 there were no significant complaints regarding breaches of privacy and no notifiable data breaches or material security incidents.

Political donations

Ardent does not make political donations.