

SMALL GESTURE HUGE IMPACT

MetroLagoons Quarterly Culture Newsletter

A Message from Leadership

As we approach the end of the year, I find myself reflecting on our incredible journey together. It is with great pride I share some highlights and express my heartfelt appreciation for each of you. My first anniversary with MetroLagoons is around the corner and I am honored to be a part of this extraordinary family and witness the collective effort that has made our organization thrive. Southshore Bay completed its first full year of operation and I want to extend my deepest gratitude to Dane and the entire team for exceeding expectations and hosting sellout crowds all summer. Your dedication and hard work truly set the standard for excellence.

Joe's outstanding leadership at Epperson continued to elevate our guest experiences and it's exciting to note the addition of a new Water Obstacle Course and Slide – a testament to our commitment to innovation and providing unforgettable moments for our visitors.

The Grand Opening of Mirada was undoubtedly a highlight and Todd's seamless transition as our new GM ensured a successful inaugural summer season. The nation's largest Lagoon lived up to its hype, thanks to the dedication and teamwork of each of you.

Looking ahead to 2024, Jonathan and Jimmy are leading the charge at Brightwater, preparing to open our fourth Lagoon. Your hard work and dedication continue to be the driving force behind our growth.

As we close the chapter on 2023, I encourage each of you to reflect on our collective achievements. Your commitment has been instrumental in making MetroLagoons successful. On behalf of our investors, Eric Wahlbeck, and our business partners, I extend warm wishes for a joyful Holiday Season. Thank you, once again, for everything you do at MetroLagoons.

— Bryan Nadeau, Vice President of Operations

STANDARDS SPOTLIGHTS

STANDARDS

LEADERSHIP

ACCOUNTABILITY

GREATNESS

OPTIMISM

OPEN-MINDED

NEIGHBORLY

SAFETY



OPTIMISM

Donald, Landscape

Donald believes that part of working hard is **staying upbeat** and being ready to help out where needed. He enjoys it when he can step in and help with jobs that he does not normally get to do like helping guests. Donald is a team player who always has **a smile** on his face and is willing to learn from other team members as well as help teach others too.

FUN FACTS: Donald loves the Tampa Bay Buccaneers, his favorite holiday is Valentine's Day and he is secretly a great artist.

GREATNESS

Diany, Bartender

Residents are always excited to see Diany because they know she is going to **work hard** to provide them with an **unforgettable experience**. "She has always shown compassion and understanding with all guests that she encounters and her service level is at the peak of our expectations," says Dane, General Manager at Southshore Bay Lagoon.

FUN FACTS: Diany collects stuffed animals, loves oranges and wants to one day become an aerospace or mechanical engineer.



FEATURED REVIEW

"BEST EXPERIENCE EVER! I'D COME
HERE EVERY DAY IF I COULD!
HIGHLY RECOMMEND."

Southshore Bay Lagoon, October 26

GUIDING PRINCIPAL WAVE MAKERS

Aryanna

Admissions Supervisor



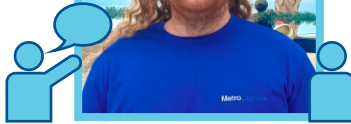
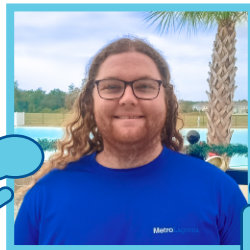
SERVICE IS THE EXPERIENCE

Aryanna strives to make every resident and guest feel seen, **appreciated** and **accommodated**. She genuinely enjoys creating friendships with not only her team but the guests as well. "Her resilience and kindness have won the hearts of many and she has proven to herself and her teammates what **dedication** and hard work truly mean," says Kay, Operations Manager at Mirada Lagoon.

FUN FACTS: If Aryanna's team had a theme song it would be, Fireball by Pitbull, she always needs ice cream for dessert and has five pets, two cats, two birds and one dog.

Dalton

Operations Supervisor



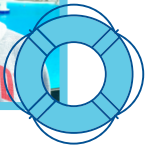
INFORMED EXPECTATIONS

To create a safe environment, Dalton knows that his team and guests must be **understanding of the rules** and expectations. With daily morning meetings and using code words over the radio, his team **stays informed** and ready to help guests. "Dalton uses our guiding principles and standards as a daily checklist," says Dane, General Manager at Southshore Bay Lagoon, "he goes above and beyond to provide excellent service."

FUN FACTS: Dalton's favorite holiday is Halloween, he loves Oreos and he has a cat named Aurora and a dog named Lizzie.

Ryder

Water Safety Lead



SAFETY & PROFESSIONALISM

A great experience at the Lagoon starts with a safe environment and **professional interactions**. Ryder keeps his team prepared by consistently practicing **safety procedures** and how to interact with guests. "Ryder leads graciously and respectfully and always with a positive attitude," says Joe, General Manager at Epperson Lagoon.

FUN FACTS: Ryder has a Yorkie named Peanut, is a good writer and wants to travel to Antarctica.

QUOTE OF THE QUARTER

"Every task, goal, race and year
comes to an end...therefore,
make it a habit to finish strong"

— Gary Ryan Blair