

The Experience Co Leader

ExperienceCo.

It's hard to believe that we are almost at the end of FY22. This has been the hardest year in our company's history for so many reasons – 2 strains of COVID, weather bombs and our ongoing shortage of staff – not to mention no international visitors! As mentioned at the Town Hall earlier this week, I wanted to say today just how proud, the board, the executive and myself are of all of you for the efforts that you have put in over the course of the FY, it's been outstanding. A quick update on our business: Our fundamentals are still very strong, and our net cash is position on our balance sheet. Across our business units, we've seen some really strong trading performances - **GBR Experiences** – over the last 3 months we have seen volumes ahead of budget and with the successful launch of the

Reef Magic Pontoon, we are now an increase in our average price per customer. **WBL** – over the last season, we saw a record number of walkers on the Maria Island and both Bamurru & Arkaba continue to trade really strongly. A big shout out to both these teams for navigating COVID with minimal loss to the business. **Treetops Adventures** – we saw a really strong April trading as well as strong (vs budget) trading over May as well – this is despite the loss of our Yarramundi site. **Skydiving** – despite the impacts of weather and no international visitors, we are really starting to see the green shoots of recovery. We are seeing an increase in mix of international customers in Australia & NZ, additionally we are also seeing good yields on video sales and in NZ height selection.

EXP, Chief Executive Officer

Let's Get To Know...

Sophie Mulligan

Operations Manager
Treetops Adventure



WHAT IS YOUR ROLE WITHIN TREETOPS ADVENTURE?

I'm the Operations Manager for the Treetops Adventure Group. I work closely with our Park Managers and the Support Team, to ensure the smooth management of all 14 Treetops Adventure sites around Australia. I also assist with customer harnessing and the occasional rescue on very busy days at our urban high ropes park, Next Level.

HOW LONG HAVE YOU WORKED FOR TREES AND WHAT ATTRACTED YOU TO THE ROLE?

When I was a kid, I loved doing all outdoor activities (I still do!). When I turned ten, I tried my first high ropes course and loved it, and from then on, I was hooked! After I finished school, I trained as a skills instructor in Switzerland, and worked my way up to managing a park there. Ten years ago, my husband and I moved to Australia, where we met Nic and Marc and joined the Treetops Adventure Family.

WHAT DO YOU LOVE MOST ABOUT YOUR ROLE?

I really love people. I love seeing customers happy, and all the smiles and stories they share at the end of their climb. Working with the Tree Team every day is fun too.

WHAT DO YOU LIKE TO DO OUTSIDE OF WORK?

Anything sports related. Skiing, running, going to the beach with my kids! I'm a big foodie as well. I have a sweet tooth, but also love celebrating with cheese and wine at the end of the day.

TELL US A LITTLE BIT ABOUT YOURSELF

I live in Maroochydore on the Sunshine Coast QLD, supporting our Next Level Park onsite and working out of the office here. I'm married to Tim (Treetops Adventure Construction Manager) and have two kids, Lilou and Luca.

The Exp Family

AMC & Air Ops

Henry and Lara joined the team early this year and are both settling into the workplace well. Henry is working towards his Certificate IV in Aeroskills Mechanical and Lara working towards her certificate IV in Aeroskills Avionics. AMC & Air Ops aim to run the apprenticeship program bi-annually but with the LAME shortage due to the ever-changing world and industry around us, this has been difficult. We are really pleased to have this program up and running once again in 2022 and look forward to a bright future ahead with Henry and Lara on the team.



Last month, the AMC & Air Ops Team took on the Treetops Adventure course at our Nowra site. A big shout out to Matty & the Team for making this team building activity a huge success. It was a challenging course with a spectacular scenery and the team absolutely loved it!



Maria Island Walk

Sunset from Shoal Bay looking across the Mercury passage after packing down Casuarina Beach camp for the winter. Our guides, Chris & Elle toasting to a great season on the Maria Island Walk!



Marketing Team

We would like to extend a huge congratulations to Chris Koscielny, who is celebrating 17 years at Experience Co this month. For Chris, Experience Co has been instrumental in helping him progress throughout his career. He started his journey with the company back in 2005 as the Reservation Supervisor for Big Cat Green Island Cruises, which led to other opportunities in different areas, including Sales Manager and Digital Sales Manager. Now, Chris works as the NQ Marketing Manager, and is a valued member of the marketing team at Experience Co. Chris had the following to say about his time at Experience Co, "I've met & worked with some amazing people throughout the last 17 years and forged friendships that will last forever. Things I love most about my job are the team I work with, the different variety of work that comes with working in marketing, sharing different ideas, seeing a product/activity I've worked on come to life. All whilst living & working in one of the most beautiful places in the world. (Plus, I still get a buzz when I get to close a sale on occasions). The best advice I've been given over the years is to embrace change, exceed your customers' expectations/the sales will then follow & enjoy what you do."



Congratulations on 17 amazing years of service, Chris!

GBR Experiences



Our Head of Culture and Community in North Queensland, Trevor Tim and Lazarus Gibson-Friday attended a National Reconciliation Week event in Cairns organised by Synapse. At this event, the region's Indigenous Culture was celebrated with a showcase of traditional dancing, arts and crafts and traditional foods. It was also an opportunity for Trevor and Lazarus to showcase all of our products but in particular our amazing Dreamtime Dive & Snorkel and Reef Magic

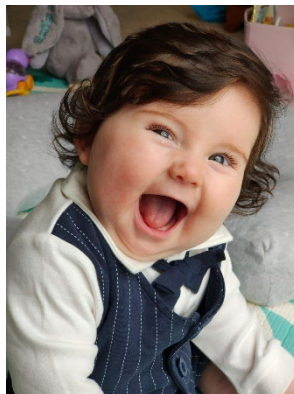
Treetops Adventure



Group photos of our Treetops Adventure teams from St Ives, Coffs Harbour & Yanchep.

Skydive Rockingham

Caue Marconato Vaz's & his family have finally been approved for permanent residency in Australia. Congratulations to Caue & his family, also well done to the HR Team on all their effort and time in the process.



Skydive Byron Bay

Jeff Weatherall (Skydive Instructor from Byron Bay) & his wife welcomed baby Jax into the world a couple of weeks ago! Congratulations to Jeff and his family.



Escape The Ordinary Winner

Jenny Lee

Senior Finance Manager

This month's Escape the Ordinary winner has received multiple nominations and exhibited the values of the Experience Co team in many ways. Please congratulate Jenny Lee, Senior Finance Manager from our Finance Team, for her enormous commitment to her craft, sharing her knowledge and let's not forget regularly going above and beyond to make the most delicious dumplings for everyone in the office (we also know that there are a number of people outside Sydney that let Jenny know when they are visiting Sydney). Jenny has made an outstanding contribution to improving the working day of other employees with the Power BI tool. This has made a difference for our CEO and CFO, through to GMs and site managers, creating efficiency and saving money. It's an incredible job and her tenacity will only improve it. Jenny Lee embodies all aspects of this company but particularly respect. She is courteous to everyone around her and is always willing to assist.

