



Sustainable Development at TUI

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Sustainability Director



The world's number one tourism group – An overview



Global group –
headquartered in **Germany**



67,000 employees in
more than **100**
countries



Turnover
€17.2bn*



More than **300**
hotels
with **214,000** beds



Underlying EBITA
€1bn*



16 cruise ships



A **FTSE 100**
company



Around **1,600** travel shops
in Europe



Market capitalisation
€8bn**

More than **20 million** customers
from **31** source markets travelling
to **180** countries worldwide

* Numbers based on FY 2015/16 ** As at January 2017

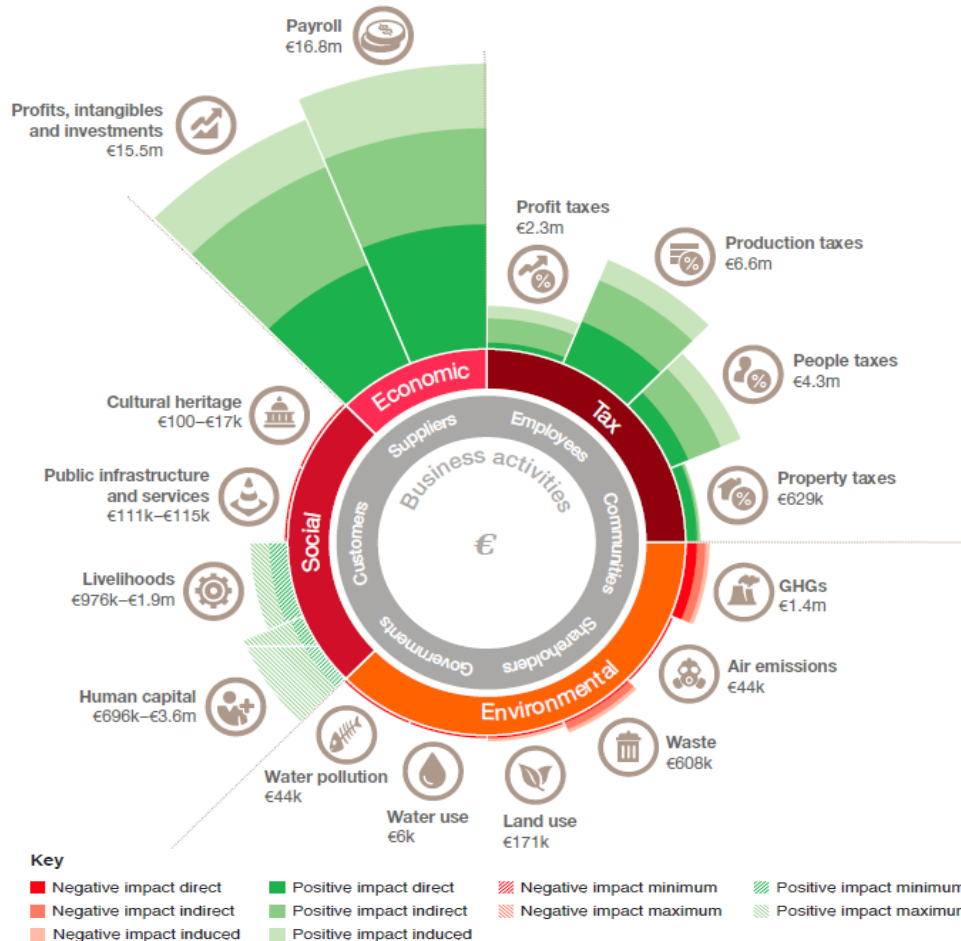


TUI Group in Africa



Measuring the impacts of tourism

Analysis of impact of 60,000 TUI customers staying in 8 Cyprus hotels, including the hotels' supply chain – what's purchased in order to deliver customers' holiday experiences



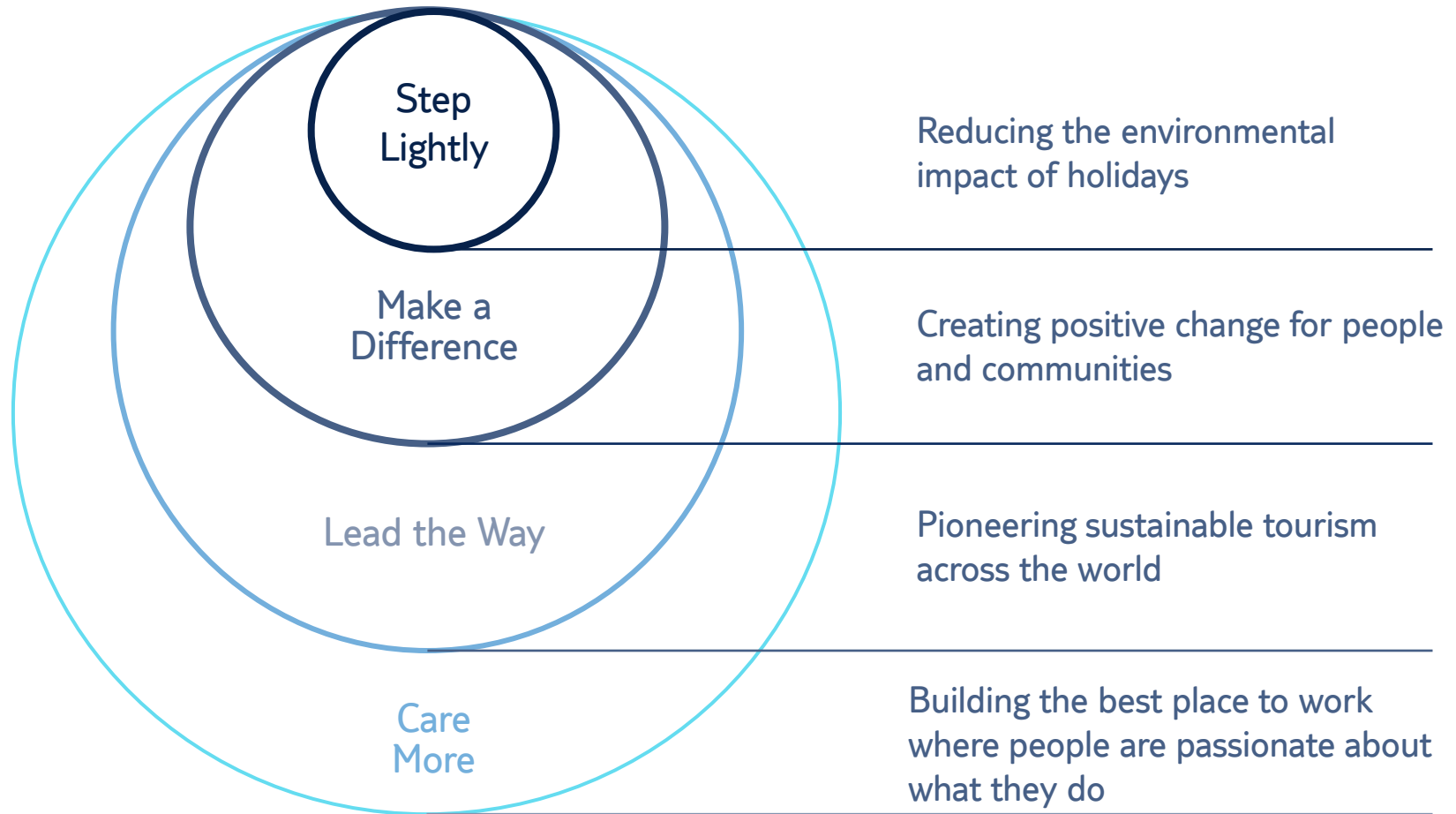
Key findings:

- Positive economic/tax benefits have the greatest impact - €84 per guest night.
- Environmental cost is €4 per person per night, with greenhouse gases the greater portion of that impact – we had expected greater water impacts.
- Most significant social benefit is associated with 'on the job' experience. We also noted higher than average employee well-being.



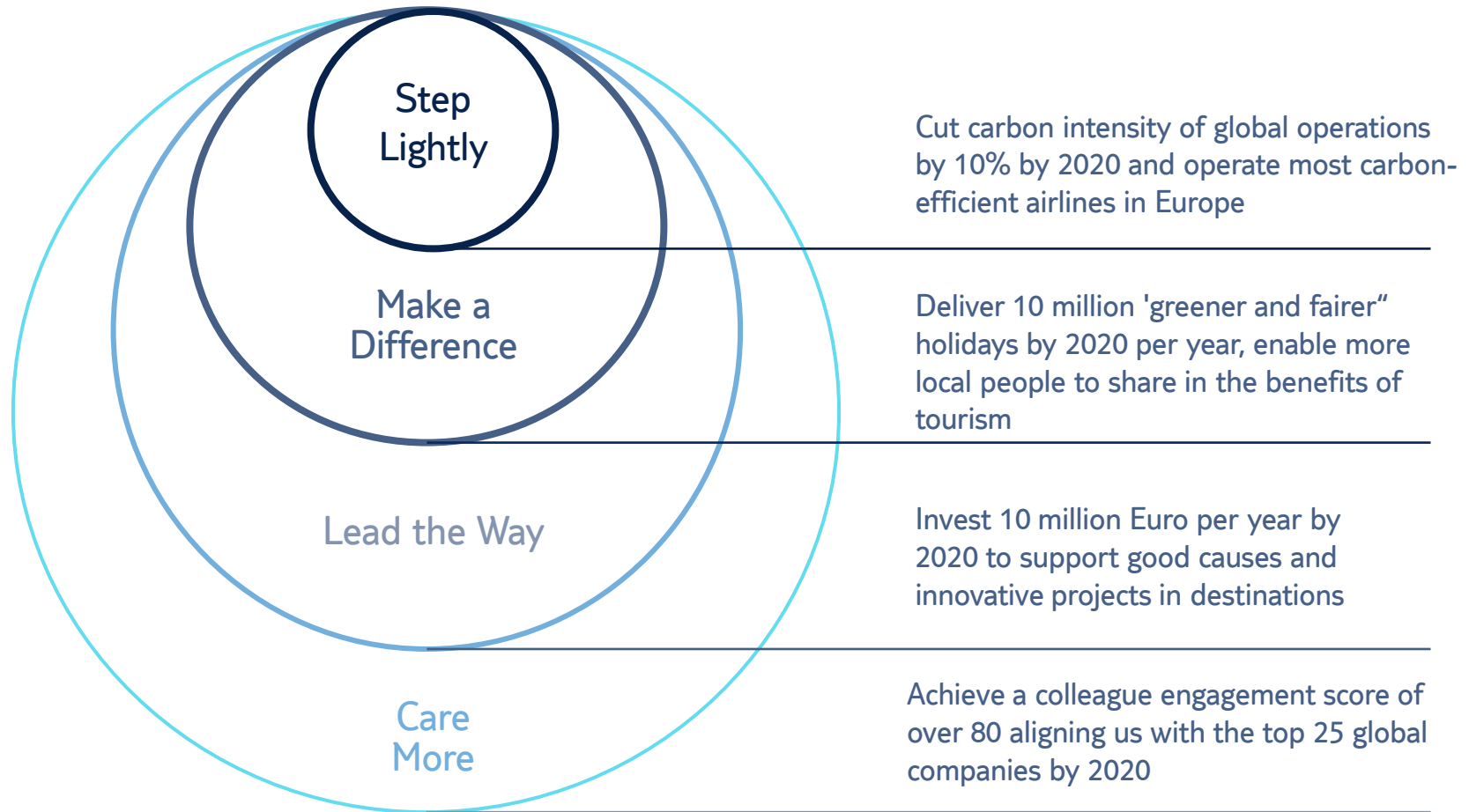
TUI Sustainability Strategy 2020

Better Holidays, Better World



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Better Holidays, Better World



TUI CARE FOUNDATION

Caring for a Better World



| AMBITIONS BY 2020 | OBJECTIVES BY 2020 |
|---|---|
| <p>We will improve the life chances of over 100,000 children and youth by 2020.</p> | <ol style="list-style-type: none"> 1. We will empower 10,000 careers through TUI ACADEMY. 2. We will give 100,000 children better opportunities in life via TUI CHANCES. 3. We will reach out to children and youth in disaster situations via TUI FUTURE FUND. |
| <p>We will protect the welfare of over 1 million animals by 2020.</p> <p>We will participate in 10 innovative destination projects to save resources by 2020.</p> | <ol style="list-style-type: none"> 4. We will protect 1 million turtles via TUI TURTLE AID. 5. We will protect 15,000 elephants via TUI ELEPHANT AID. 6. We will lead the way with resource saving initiatives in the field of waste, water and energy via TUI CLEAN & GREEN. |
| <p>We will help enhance 10,000 local livelihoods in destinations through tourism by 2020.</p> | <ol style="list-style-type: none"> 7. We will drive local sourcing, create cultural experiences for holidaymakers and enhance entrepreneurship opportunities in holiday destinations via TUI CARES. |



In Morocco



Marrakech - Empowering young females and offering employment for young Moroccans in a many-faceted biking project

Agadir – Over 600 students have been trained via the Robinson Club Hotel management school



In South Africa

Educating primary school children from disadvantaged communities about the importance of natural resources



 TUI CARE FOUNDATION



In Cape Verde

Protecting precious natural and cultural resources in Cape Verde, working together with all stakeholders to develop more sustainable tourism (driving environmental protection, local crafts & excursions and turtle protection)



Being part of positive change: UN Sustainable Development Goals

Tourism skills for disadvantaged youth in Dominican Republic

2000 new apprenticeships by 2020 in TUI UK in addition to 500 positions each year in Germany and over 250 in the Netherlands and Belgium

Award-winning triple use water desalination at Robinson hotels in Majorca and Maldives

Microalgae production in Bonaire as part of our sustainable aviation fuels strategy

International recruitment programmes



Work with Global Sustainable Tourism Council recognised certifications such as Travelife to safeguard hotel working conditions

Support for sustainable agriculture programmes in Turkey, Crete and Lanzarote

Worldwide beach cleans, turtle protection projects

Carbon intensity reduction targets across all TUI's business operations

Partnering via TUI Care Foundation with many NGOs on projects





Thank you