Sustainable Development at TUI
Jane Ashton
Sustainability Director
The world’s number one tourism group – An overview

- **Global** group – headquartered in Germany
- Turnover: €17.2bn*
- Underlying EBITA: €1bn*
- A FTSE 100 company
- Market capitalisation: €8bn**
- 67,000 employees in more than 100 countries
- More than 300 hotels with 214,000 beds
- 16 cruise ships
- Around 1,600 travel shops in Europe
- 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

- Step Lightly
  - Reducing the environmental impact of holidays

- Make a Difference
  - Creating positive change for people and communities

- Lead the Way
  - Pioneering sustainable tourism across the world

- Care More
  - Building the best place to work where people are passionate about what they do
TUI Sustainability Strategy 2020
Better Holidays, Better World

- **Step Lightly**
  - Cut carbon intensity of global operations by 10% by 2020 and operate most carbon-efficient airlines in Europe

- **Make a Difference**
  - Deliver 10 million 'greener and fairer“ holidays by 2020 per year, enable more local people to share in the benefits of tourism

- **Lead the Way**
  - Invest 10 million Euro per year by 2020 to support good causes and innovative projects in destinations

- **Care More**
  - Achieve a colleague engagement score of over 80 aligning us with the top 25 global companies by 2020
TUI CARE FOUNDATION
Caring for a Better World

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<thead>
<tr>
<th>AMBITIONS BY 2020</th>
<th>OBJECTIVES BY 2020</th>
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<tbody>
<tr>
<td>We will improve the life chances of over 100,000 children and youth by 2020.</td>
<td>1. We will empower 10,000 careers through TUI ACADEMY.</td>
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<td>2. We will give 100,000 children better opportunities in life via TUI CHANCES.</td>
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<td>3. We will reach out to children and youth in disaster situations via TUI FUTURE FUND.</td>
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<td>We will protect the welfare of over 1 million animals by 2020.</td>
<td>4. We will protect 1 million turtles via TUI TURTLE AID.</td>
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<td>We will participate in 10 innovative destination projects to save resources by 2020.</td>
<td>5. We will protect 15,000 elephants via TUI ELEPHANT AID.</td>
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<td>6. We will lead the way with resource saving initiatives in the field of waste, water and energy via TUI CLEAN &amp; GREEN.</td>
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<td>We will help enhance 10,000 local livelihoods in destinations through tourism by 2020.</td>
<td>7. We will drive local sourcing, create cultural experiences for holidaymakers and enhance entrepreneurship opportunities in holiday destinations via TUI CARES.</td>
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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
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.

1. No Poverty
2. Zero Hunger
3. Good Health and Well-being
4. Quality Education
5. Gender Equality
6. Clean Water and Sanitation
7. Affordable and Clean Energy
8. Decent Work and Economic Growth
9. Industry, Innovation and Infrastructure
10. Reduced Inequalities
11. Sustainable Cities and Communities
12. Responsible Consumption and Production
13. Climate Action
14. Life Below Water
15. Life on Land
16. Peace, Justice and Strong Institutions
17. Partnerships for the Goals

- 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.
- World wide 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