Sustainability at TUI
Influencing our Supply Chain

For a brighter, more sustainable future of experiences

Challenge: Strengthening positive impact *and* reducing environmental footprint of tourism

Promotes tolerance, peace & understanding

Supports diversity & inclusion

Provides education

Alleviates poverty

Drives up social and environmental standards

Tourism: A Force for Good

Creates employment

Opportunities for innovation & business creation

Contributes to conservation

Main force for development & prosperity in many parts of the world

Emissions

Waste

Energy use

Tourism: also leaves a footprint

Plastics

Water

Biodiversity

Food

Pollution

TUI Sustainability Agenda

Three building blocks to drive the sustainable business transformation

People

Empower to drive development

Planet

Reduce our footprint

Progress

Accelerate the transformation

Progress

Accelerate the transformation

Together with our partners we will co-create the next generation sustainable business model for the tourism industry.

We will enable our customers to make more sustainable holiday choices in every stage of the customer journey.

Enabling consumers to make more sustainable choices

As a response of our **customers** and **clients** needs, we selected **GSTC criteria** as the most relevant and recognized standard and decided to **upskill** our team, adapt the criteria to our business model, get **certified** ourselves and **extend** the sustainable practices to our **supply chain** through our **Sustainability Management System**.

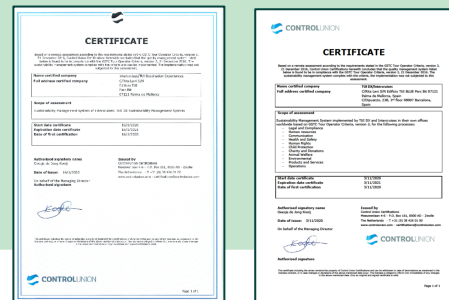**1**

Upskilling the team - GSTC Training

The team is certified on the GSTC Sustainable Tourism Training Program (STTP)

2

TUI MM Sustainability management System + GSTC certification

We created a new set of criteria, based on GSTC, valid for **DMCs**, certified by Control Union in **January 2020**.
TUI MM was certified against GSTC TO Criteria by Control Union in **November 2020**.

3

TUI MM multi-site certification for experiences

An audit plan was designed to determine if the **process** for the creation of **sustainable experiences** is met at **destination** level and through our **supply chain** worldwide. Certification obtained from Control Union in **April 2022**.

TUI Sustainability Management System

GSTC
Global Sustainable Tourism Council
FOR TOUR OPERATORS

SECTION A: Demonstrate effective sustainable **management**

SECTION B: Maximize social and economic benefits to the local **community** and minimize negative impacts

SECTION C: Maximize benefits to **cultural heritage** and minimize negative impacts

SECTION D: Maximize benefits to the **environment** and minimize negative impacts

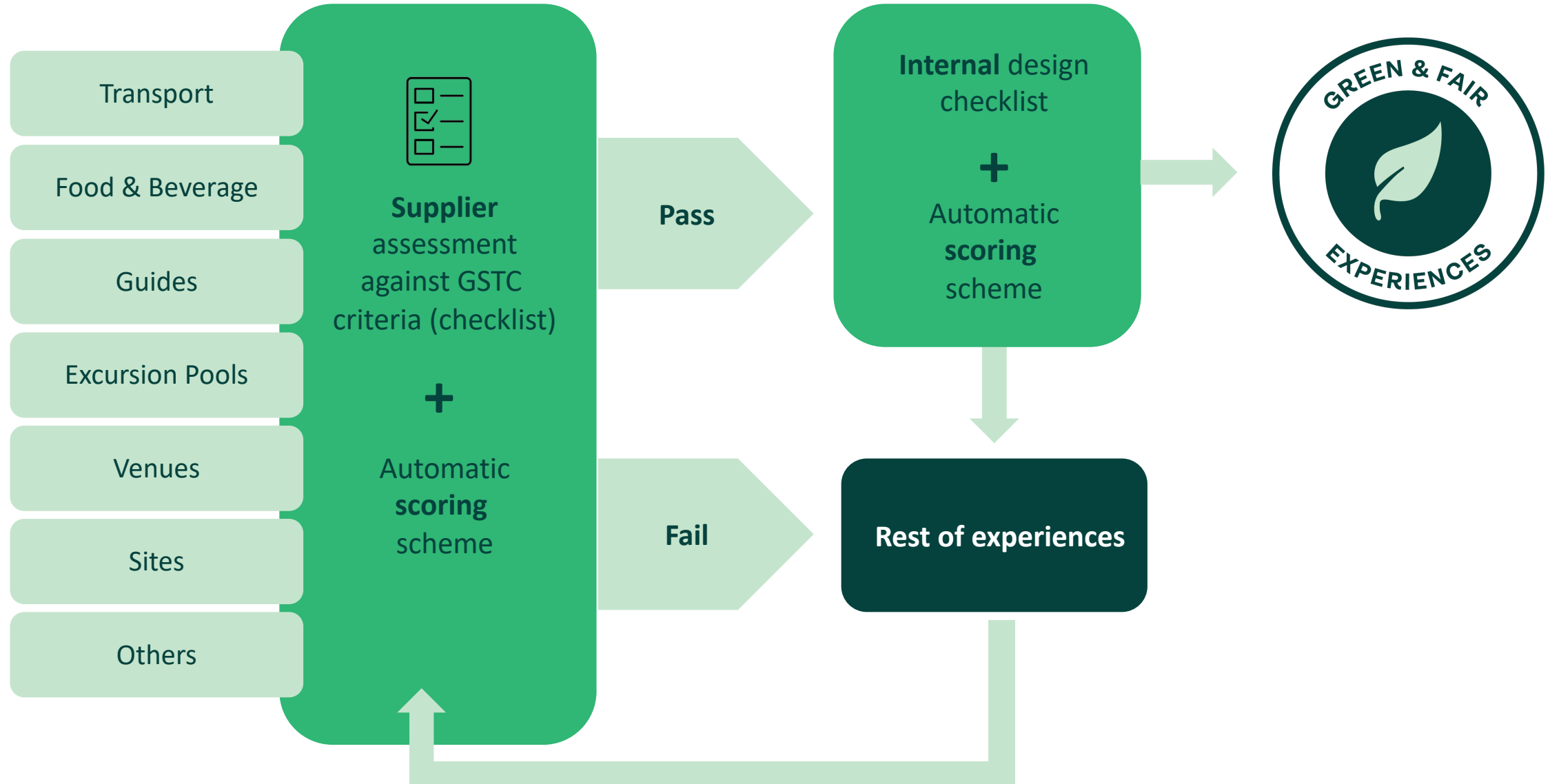## TUI MM CRITERIA – SUSTAINABILITY MANAGEMENT SYSTEM

Based on the GSTC requirements, we created an internal **Sustainability Management System**. This meant that we restructured the 4 GSTC sections, into **processes**:

- Legal & Compliance
- Human Resources
- Communication
- Health & Safety
- Charity & Donation
- Environmental
- Products & Services
- Operations
- Animal Welfare
- Human Rights
- Child Protection

The data is **digitally** stored and managed in a **transparent** way and reports are available across the company

- Centralized Information
- Dashboard
- Digital Reports
- Document Management System

TUI Sustainability Management System, the Assessment Process

Transport

Food & Beverage

Guides

Excursion Pools

Venues

Sites

Others

Supplier assessment against GSTC criteria (checklist)

+

Automatic **scoring** scheme

Pass

Fail

Internal design checklist

+

Automatic **scoring** scheme

Rest of experiences

GREEN & FAIR EXPERIENCES

Good Practice – TUIPartners.com/Sustainability

Through cooperation and co-creation with our **partners** across the **value chain**, we believe that we can contribute to the **Sustainable Transformation** of the Tourism Industry and create more **sustainable experiences**, beneficial for all.

To do so, TUI decided to share knowledge through a collection of **Best Practices Guidelines**, publicly available at **TUIPartner.com/Sustainability** relevant to all and also to specific type of partners:

- ✓ General Best Practices

- ✓ Child Protection Guidelines

- ✓ Human Rights and Modern Slavery

- ✓ All other guidelines specific for the type of partner.
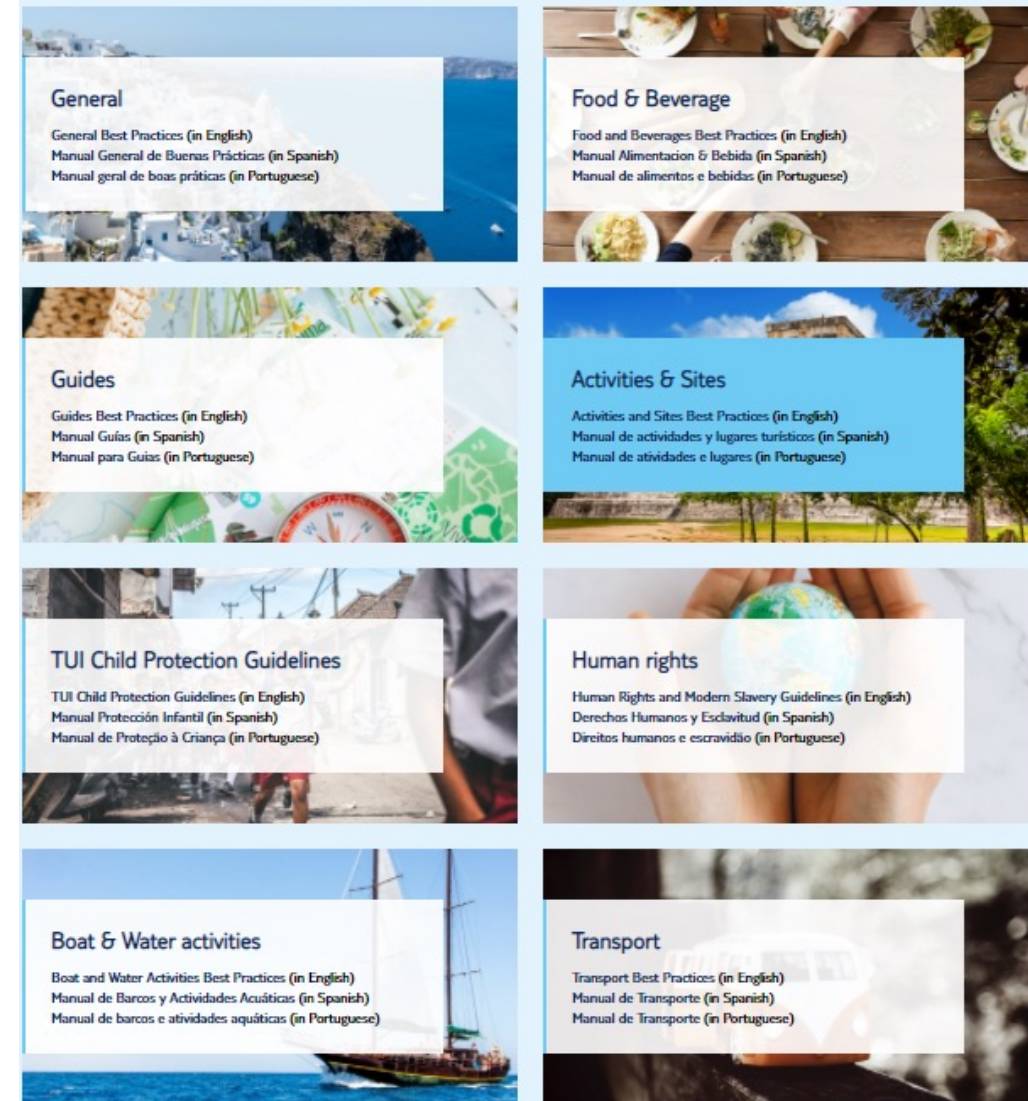
Thank you.

Arantxa García
Head of Sustainability

TUI Group

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