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

Tourism: A Force for Good

Promotes tolerance, peace & understanding

Supports diversity & inclusion

Provides education

Alleviates poverty

Drives up social and environmental standards

Creates employment

Opportunities for innovation & business creation

Contributes to conservation

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

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Tourism: also leaves a footprint

Emissions

Waste

Energy use

Plastics

Water

Biodiversity

Food

Pollution

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

**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

The data is **digitally** stored and managed in a **transparent** way and reports are available across the company.
TUI Sustainability Management System, the Assessment Process

Supplier assessment against GSTC criteria (checklist) + Automatic scoring scheme

Internal design checklist + Automatic scoring scheme

Pass

Fail

Rest of experiences

Transport
Food & Beverage
Guides
Excursion Pools
Venues
Sites
Others
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.

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