

# Sustainable Supply Chain Development

Jane Ashton – 6th Dec 2019



# Better Holidays, Better World

## STEP LIGHTLY

- Reducing environmental impact
- We will operate Europe's most carbon-efficient airlines and reduce the carbon intensity of our operations by 10%

## LEAD THE WAY

- Pioneering sustainable tourism
- We will invest €10 million per year by 2020 to support good causes and enhance the positive impacts of tourism, using the TUI Care Foundation to support this work



## MAKE A DIFFERENCE

- Creating positive change
- We will deliver 10 million 'greener and fairer' holidays a year by 2020, enabling more people to share in the benefits of tourism

## CARE MORE

- Building the best place to work
- We will achieve a colleague engagement score of over 80 aligning us with the top 25 global companies

Contractual obligation for hotels to certify to GSTC-criteria has driven results....

<b>Hotel KPI</b>	<b>FY2015</b>	<b>FY2016</b>	<b>FY2017</b>	<b>FY2018</b>	<b>FY2019</b>
Number of Certified Hotels	950	1,170	1,220	1,403	1,688
Number of 'Greener & Fairer' customers	5.6M	6.3M	8.3M	9.2M	10.2M



# Performance of Certified v Non-Certified Hotels

## CERTIFIED HOTELS OUTPERFORM OTHERS

**10%** lower CO<sub>2</sub> emissions per guest night

**24%** lower waste volume per guest night

**19%** less fresh water use per guest night

**23%** higher use of green energy

**9%** higher employment rate of national employees

**Our most sustainably-managed hotels also consistently deliver higher quality and customer satisfaction.**



Certification drives ongoing performance....data from the same 234 TUI Hotels & Resorts over 5 years:

Hotel KPI	FY15	FY19	% Var.
CO2 [kg]	9.9	8.5	-14%
Fresh Water [L]	456	410	-10%
Total Water [L]	505	461	-9%
Waste [kg]* FY17	2.3	1.9	-16%
Hotels Certified	179	210	+22%
% Hotels Certified	76%	94%	n/a





# SUSTAINABLE BLUE 10 steps to a better world (by 2022)



- 100 % use TUI's sustainable construction guidelines during refurbishments & new builds
- 90 % of hotels will hold a GSTC-recognised certification
- 80 % of staff receive vocational training
- 70 % of employees are recruited from the local area
- 60 million pieces of single-use plastic removed from hotel operations
- 50 % of food and beverage is sourced from the local area
- 40 % of Kids' Clubs activities include sustainability themes
- 30 % reduction of waste to landfill per guest per night
- 20 % reduction in carbon intensity of our operations
- 10 % reduction of fresh water consumption per guest per night

CO<sub>2</sub> ↓



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Thank you!

