



MEASURING WHAT MATTERS – HOW TUI IS TACKLING THIS IN PRACTICE

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STAKEHOLDER EVENT

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TUI Group

Overview

- Global group, headquartered in Germany
- 2023: €20.7bn revenue, €977m underlying EBIT
- 13 aircraft, 16 cruise ships, 400 hotels, 1200 travel agencies
- 19m customers
- Tour operators in 13 regions, distribution online, offline and through App
- Serving more than 180 destinations

ESG Data at TUI

A short history

Key milestones

- **1990** – first mainstream tour operator to set up an environmental management unit
- **1995** – Environmental reporting included in the TUI Annual Report
- **2004** – first listing on FTSE4Good Index, first Group Environment Report published

Evolution of ESG data management

- **Pre-2013** – 500+ files for annual data collection
- **2013-2020** – first specialist sustainability data reporting solution
- **2021-22** – hybrid of online survey tool and Microsoft Excel (COVID-19 impact)
- **2023 onwards** – requirement for a specialist sustainability data reporting solution to handle increased demand

Deciding what to measure

Requirements to consider

- **Non-financial Declaration** in TUI Group's Annual Report & Accounts and Task Force for Climate Related Financial Disclosures (TCFD)
- **Voluntary frameworks** – e.g. Science Based Targets initiative (SBTi) and Global Tourism Plastics Initiative (GTPI)
- **ESG rankings and indices** – e.g. FTSE4Good, Dow Jones Sustainability Index, CDP Climate and ISS ESG Ranking
- **Investor & asset management requests** for ESG / climate-related financial disclosure
- **Internal requirements** to track progress against TUI Group Sustainability Agenda

ESG data collection across TUI

Key environmental metrics

- Energy and fuel consumption
- On-site energy generation
- Renewable energy contracts
- CO2/CO2e emissions
- Refrigerants
- Intensity metric KPIs (emissions, energy, water, waste)
- Occupancy
- Water consumption
- Black/grey water produced
- Waste
- Recycling
- Single-use plastic
- Certification
- Materials – e.g. paper and brochures

Practical implementation

Who is delivering data input

- Hierarchy of users: application administrators, site administrators and data providers
- Single annual data collection during October
- Data provided by manual input (SaaS online form) or bulk upload
- Automated reporting frameworks and investor requests

What's next?

Data provision and reporting

- More focus on topics growing in importance – e.g. biodiversity, circular economy and waste management
- Quarterly collection and reporting for key data points e.g. energy, emissions, water, waste
- Implement API data feeds where possible
- Provide more business information and analytics rather than only ESG 'reporting'

Questions?



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