



Progress on TUI Travel's 2008/09 sustainable development targets

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This progress report accompanies the TUI Travel PLC Sustainable Development Report 2009, which reports on headline sustainability progress and data for the financial year 1 October 2008 to 30 September 2009 (referred to throughout the report as 2008/09). Here we have published a full list of our 2008/09 targets and progress against them in our four priority areas - Carbon Management, Destinations, Our Colleagues and Our Customers.

To access our Sustainable Development Report 2009, visit: www.tuitravelplc.com/sustainabledevelopment

Stakeholder engagement

Our 2008/09 targets

Group: Organise one or more stakeholder engagement events to formally seek the views of our international stakeholder groups on TUI Travel's sustainable development strategy

How we performed

Partially achieved: Discussions on sustainability were held with customers, colleagues, investors, industry partners, suppliers, stakeholders in destinations, governments, NGO's and experts in sustainable tourism, but not all held in 2008/09

Embedding

Goal: Integrating sustainable development into the way TUI Travel does business

Our 2008/09 targets

Group: Convene the Sustainable Development Steering Committee at least once

How we performed

Partially: Sustainable development was discussed and debated with the Group Management Board

Group: Hold at least two meetings of the Sector Sustainable Development Coordinators

Achieved: Two meetings were held in 2008/09

Group: Showcase how the TUI Spirit values are being demonstrated by colleagues and recognised by external audiences

Achieved: The Special Experiences collection was launched in March 2009, showcasing colleagues living the TUI Spirit values. A number of notable awards were won by our businesses in 2008/09

Group: Extend the reach of our annual Group Sustainable Development Survey to all TUI Travel businesses and flagship hotel properties

Achieved: The 2009 Sustainable Development Evaluation was sent to all tour operating businesses and a separate survey was sent to flagship hotel properties

Group: Communicate the Sustainable Development Policy across the Group

Achieved: The Sustainable Development Policy was cascaded via Group and Sector communication channels and our sustainable development network

Group: Launch the Code of Conduct to TUI Travel colleagues

Achieved: The Code of Conduct was communicated to colleagues via Group, Sector and business communication channels

TUI Western Europe: Draft a sustainable development strategy for TUI Western Europe and the individual companies in line with TUI Travel's sustainable development policy and strategy

Partially achieved: A sustainable development strategy was drafted for TUI Western Europe, but this was not achieved in 2008/09

Accommodation & Destinations: Define and develop Accommodation & Destinations' sustainable development strategy, embracing and supporting the sustainable development policy of TUI Travel

Not achieved: This was not achieved due to a temporary vacancy for the Sector sustainable development coordinator in this Sector. Target rolled over to 2009/10

Data and Materiality

Our 2008/09 targets

Group: Align questions in Group Sustainable Development Survey with workstream data needs

How we performed

Achieved: Questions in the 2009 Group Sustainable Development Evaluation have been aligned to our workstream key performance indicators

Group: Review carbon data management processes

Partially achieved: Carbon data management processes were reviewed, but this was not achieved in 2008/09

Carbon Management

Goal: To reduce TUI Travel's direct carbon emissions by 6% by 2013/14 (against a baseline of 2007/08) in terms of total carbon emissions as well as relative (per passenger) carbon emissions, based on current operational structure and plans.

Workstreams	Our 2008/09 targets	How we performed
Airlines Reduce carbon emissions from our fleet of aircraft by 6% by 2013/14 (against a baseline of 2007/08)	Activity: Measure the carbon footprint of our expedition ships, ground transport fleets and major premises, and set reduction targets <hr/> Group: Set carbon reduction targets for each airline	Partially achieved: Carbon data was collected for expedition ships but not for all major premises and ground transport fleets <hr/> Achieved: Carbon reduction forecasts have been set for each airline <i>TUI Travel airlines emitted 5,778,712 tonnes of carbon dioxide in 2008/09</i> <i>TUI Travel airlines emitted on average 78.1g of carbon dioxide per revenue passenger kilometre (CO₂/RPK) in 2008/09</i>
	TUI Nordic: Achieve ISO14001-certified Environmental Management System in TUIfly Nordic	Achieved: TUIfly Nordic has an ISO14001 certified Environmental Management System
	TUI Central Europe: Scope a project to offset all carbon emissions from TUI Deutschland's work-related flights. If the plans are a success, the project will begin in October 2009	Achieved: A project is going ahead to offset all work-related flights in 2009/10
Water Transport Reduce carbon emissions from our cruise operations (those we operate or where we control fuel use)	Group: Set carbon reduction target for cruise operations	Achieved: Carbon reduction target was set for Thomson Cruises. See 2009/10 target <i>TUI Travel cruise operations emitted 301,802 tonnes of carbon dioxide in 2008/09</i> <i>TUI Marine operations emitted 9,119 tonnes of carbon dioxide in 2008/09</i> <i>TUI Travel cruise & expedition ship operations emitted an average of 368g carbon dioxide per passenger kilometre in 2008/09</i>
	Group: Develop best practice guidelines and distribute to cruise businesses	Partially achieved: Data gathering was completed. Target rolled over to 2009/10
Major Premises Reduce carbon emissions from TUI Travel's major premises (those we own or where we control energy use)	Group: Identify major premises and calculate baseline carbon emissions	Partially achieved: Major premises were identified and baseline carbon emissions data was calculated for the majority <i>TUI Travel's premises emitted 35,288 tonnes of carbon dioxide in 2008/09</i>
	Group: Develop best practice guidelines and distribute to key contacts	Partially achieved: Data gathering was completed. Target rolled over to 2009/10
	TUI UK & Ireland: Reduce energy use in offices and shops by 5% (relative to 2007/08)	Partially achieved: Reduction of 2.65% was achieved (relative to 2007/08)
	TUI UK & Ireland: Reduce paper use in offices and shops by 10% (relative to 2007/08)	Achieved: Reduction of 13.45% was achieved (relative to 2007/08)
	Specialist & Emerging Markets: Develop and pilot a template for measuring the cost savings and environmental benefits from energy-saving activities in offices	Achieved: A template was created and cascaded to businesses in the Sector for a 6 month trial period

Carbon Management *continued*

Goal: To reduce TUI Travel's direct carbon emissions by 6% by 2013/14 (against a baseline of 2007/08) in terms of total carbon emissions as well as relative (per passenger) carbon emissions, based on current operational structure and plans

Workstreams	Our 2008/09 targets	How we performed
Ground Transport Reduce carbon emissions from our ground transport operations (those we own and our ground transport suppliers)	Group: Set carbon reduction target for ground transport	Not achieved: This was not achieved. Target rolled over to 2010/11 <i>TUI Travel ground transport operations emitted 17,333 tonnes of carbon dioxide in 2008/09</i>
	Group: Develop best practice guidelines and distribute to ground transport businesses	Partially achieved: Data gathering was completed. Target rolled over to 2009/10
	TUI Nordic: Develop the Blue Train by adding routes, shortening journey time and increasing comfort	Achieved: Additional routes and destinations were added to the Blue Train product offering
Flagship Hotel Properties Reduce carbon emissions from TUI Travel's flagship hotel properties	Group: Identify flagship hotel properties and calculate baseline carbon emissions	Partially achieved: Flagship hotel properties were identified and carbon emission baselines calculated for 95% of properties <i>TUI Travel flagship hotel properties emitted 101,625 tonnes of carbon dioxide in 2008/09</i>
	TUI Nordic: Define strategy for making Blue Village resorts climate neutral	Achieved: A Blue Village Environmental Handbook was developed including a section on how to work towards climate neutrality
TUI Travel new-build flagship hotel properties are built to best practice sustainability guidelines and TUI Travel flagship properties operate to exemplary sustainability standards	Group: Draft TUI Travel best practice environmental and social standards for flagship property operations	Partially achieved: Draft guidelines were developed, but this was not achieved within 2008/09
	Group: Draft TUI Travel new build best practice sustainability guidelines for siting, design and construction	Partially achieved: Draft guidelines were developed, but this was not achieved within 2008/09

Supplier Management

Goal: Ensure all suppliers in our destinations adhere to our supplier sustainability policies and have continuous improvement programmes in place.

Workstream objectives	Our 2008/09 targets	How we performed
TUI Travel suppliers adhere to contractual environmental and social standards	Group: Develop TUI Travel environmental and social contractual standards for accommodation suppliers	Achieved: Standards were developed and rolled out in Mainstream Sector Northern Region and Specialist & Emerging Markets <i>69% of supplier contracts contain environmental and/or social minimum standard*</i>
	TUI UK & Ireland: Incorporate environmental and social contractual standards into accommodation supplier contracting process	Achieved: Environmental and social contractual standards were developed for accommodation suppliers and rolled out
	TUI Nordic: Incorporate environmental and social contractual standards into accommodation supplier contracting process	Achieved: Environmental and social contractual standards were developed for accommodation suppliers and rolled out
	TUI UK & Ireland: Draft minimum sustainability criteria for excursions by the end of Summer 2009	Partially achieved: Key animal welfare criteria were incorporated into quality checks, but this was not achieved in 2008/09
	Activity: Define minimum sustainable development supplier management standards applicable to all companies within the sector	Not achieved: This was not achieved. Target rolled over to 2009/10 for relevant businesses
Support the improvement of supplier performance on sustainable development	Group: Extend adoption of the Travelife Sustainability System across TUI Travel businesses and suppliers as appropriate	Achieved: As well as TUI UK & Ireland, Travelife has now been adopted by businesses in TUI Western Europe and Specialist & Emerging Markets <i>49% of businesses are using the Travelife Sustainability System*</i>
	Group: Audit 400 top hotels using the Travelife Sustainability System	Achieved: 400 top hotels were audited using the Travelife Sustainability System, which together accommodate more than 50% of TUI UK & Ireland's customers <i>132 hotels achieved Travelife awards by the end of Summer 2009, which together accommodate more than 21% of TUI UK & Ireland's customers</i>
	Specialist & Emerging Markets: Encourage suppliers to self-assess their sustainability performance using the Travelife Sustainability System, with a view to all suppliers completing the self-assessment within 12 months.	Partially achieved: Worked with brands to compile hotel lists and gain registration to the Travelife Sustainability System. Not all suppliers received the information in 2008/09
	TUI Central Europe: Organise a conference on sustainability for Balearic hoteliers	Partially achieved: Conference preparation was completed but the supplier conference was postponed to 2009/10
Increase the proportion of 'sustainable' products available to customers	Group: Launch initiatives to market 'sustainable' products in key markets	Achieved: 81% of businesses are identifying greener/fairer holidays and promoting them to customers*. TUI UK & Ireland launched First Choice's Greener Holidays online brochure and TUI Deutschland launched Gruene Welten, a dedicated website. Other businesses in TUI Western Europe, Activity and the Specialist & Emerging Markets Sector also identify greener holidays in brochures and websites
	TUI UK & Ireland: Increase promotion of Travelife hotels	Achieved: A Greener Holidays brochure was launched in April 2009, and a second edition in September 2009, dedicated to Travelife awarded hotels
Improve captive animal welfare in excursion venues used by TUI Travel	Group: Develop captive animal welfare guidelines and communicate to key contacts	Achieved: Group captive animal welfare guidelines were developed and cascaded

Destination Projects

Goal: TUI Travel, working with partners, will make measurable improvements to local livelihoods and environmental protection in our destinations.

Workstream objectives	Our 2008/09 targets	How we performed
Support destination initiatives to stimulate increased local involvement in tourism supply chain	Group: Communicate opportunities for taking part in current projects across TUI Travel businesses and generate increased support	Achieved: We communicated opportunities for businesses to support current destination projects and support for several projects has increased <i>81% of businesses have destination initiatives which benefit local livelihoods*</i>
	Group: Finalise and communicate Groupwide charity policy	Achieved: A Groupwide charity policy and guidelines were developed and cascaded <i>In 2008/09, TUI Travel businesses supported over 114 charities with nearly 2 million Euros*</i>
	Specialist & Emerging Markets: All businesses will adopt a sustainability-related destination project	Partially achieved: 80% of businesses in the Sector adopted a sustainability-related destination project*
	Specialist & Emerging Markets: UK & Ireland Specialist Division (UKISD) companies will join the World Care Fund customer donation scheme	Achieved: UKISD companies all joined the World Care Fund customer donation scheme
Increase economic benefits to local communities in TUI Travel flagship all-inclusive properties	TUI UK & Ireland: Achieve an average of 35% customer contribution to the World Care Fund across Thomson and First Choice shops	Partially achieved: An average of 24% customer contribution to the World Care Fund was achieved
	Group: Initiate a project to measure and improve the socio-economic impact of TUI Travel hotels	Achieved: A project was initiated with the Overseas Development Institute and the Travel Foundation focussing on an all-inclusive hotel property in Turkey
Implement the principles of the Child-Protection Code across TUI Travel businesses	Group: Develop policy and guidance for the protection of children in tourist areas	Partially achieved: A Group Child Protection policy was developed, but this was not achieved within 2008/09
Influence improvements in the sustainable management of key destinations	TUI Central Europe: Pilot destination audits to better understand specific sustainability issues in key destinations	Achieved: TUI Deutschland managers completed sustainability surveys in 57 destinations and key issues were incorporated into customer communications
	TUI Central Europe: Start to plant the first TUI forest in east Majorca	Achieved: TUI Deutschland has committed to planting 57,600 trees in the Llevant nature reserve in Majorca (over 12,000 planted to date)

Our Colleagues

Goal: Our sustainable development coordinators will have a thorough and growing understanding of sustainable development and will act as both internal and external ambassadors to promote TUI Travel's activities. All of our colleagues will have a basic understanding of the issues to enable them to play a positive part in the Group's commitments.

Workstream objectives	Our 2008/09 targets	How we performed
Embed sustainable development into existing learning and development and internal communications strategies at Group, Sector and business level	Group: Share best practice on internal communications and training for sustainable development	Achieved: Sustainability was included in Groupwide and Sector communication channels (i.e. intranets and newsletters) <i>73% of businesses have training for colleagues on environmental and social issues*</i>
	TUI Canada: Communicate the efforts and achievements of our destination teams both internally and to consumers	Achieved: Internal presentations on sustainable development activities were delivered and an e-newsletter sent to customers
	TUI UK & Ireland: Organise a Green Day to engage our colleagues	Achieved: Activities were organised on World Environment Day 2009 in head offices and overseas
	TUI Central Europe: Consult and train our travel agents on raising customer awareness of our carbon offset programme	Partially achieved: Travel agents were trained on TUI Deutschland's Climate Initiative, but not all travel agents completed the training in 2008/09
	Specialist & Emerging Markets: All businesses will develop a communications plan to engage their colleagues in sustainable development issues and to change behaviour	Achieved: All businesses developed an internal sustainable development communications plan
	Group: Include sustainable development into business inductions	Achieved: 56% of businesses with inductions cover sustainable development issues*
	Group: Include sustainable development in Groupwide communications channels	Achieved: Group and several Sector best practice sharing sites were developed and best practice presentations were delivered <i>99% of businesses communicate with colleagues on environmental and social issues*</i>
	TUI UK & Ireland: Increase scores on internal colleague survey to 70% (responsibility on environmental matters) and 50% (responsibility in the local community)	Achieved: Company wide Opinion survey scores increased to 77% (responsibility on environmental matters) and 66% (responsibility in the local community)
	TUI Nordic: Increase the percentage of colleagues who know about our environmental initiatives to 90% by 2012/2013	Partially achieved: 87% of colleagues were aware of TUI Nordics environmental initiatives in 2008/09
	TUI UK & Ireland: Increase financial and in-kind support for Family Holiday Association	Achieved: TUI UK & Ireland raised £260,953 in 2008/09 compared to £36,711 in 2007/08. A full time Family Holiday Association Fundraising Liaison Manager was appointed

Our Colleagues *continued*

Goal: All our colleagues – especially those with direct responsibility for sustainability – will understand the basics of sustainable development, be internal and external ambassadors for TUI Travel's activities, and have the capacity to play their part

Workstream objectives	Our 2008/09 targets	How we performed
Develop and provide support for colleagues with direct responsibility for sustainable development	<p>Group: Create network of champions with clear job descriptions and personal objectives where appropriate</p>	<p>Partially achieved: The majority of Sector sustainable development coordinators have set up a network of champions. Those who did not will develop theirs within 2009/10</p> <p><i>75% of colleagues with direct responsibility for sustainable development have personal objectives on environmental and social issues*</i></p>
	<p>TUI Canada: Expand and revitalise the Sustainable Development Committee</p>	<p>Achieved: The Sustainable Development Committee was reconvened</p>
	<p>TUI Western Europe: Prepare a conference of the sustainable development champions in TUI Western Europe, to develop strategy for the sector</p>	<p>Achieved: A conference for TUI Western Europe sustainable development champions took place in Paris</p>
	<p>Specialist & Emerging Markets: Set up a network of communicators within each division and run a capacity-building workshop for each network</p>	<p>Achieved: Four regional sustainable development champion networks were set up (with a sustainable development champion for each brand and a team in each office) and capacity building workshops took place</p>
Develop and provide sustainable development training for specific Groupwide audiences (senior managers, future leaders and International Management Trainees)	<p>Activity: Appoint sustainable development champions for each division within the sector – Adventure, Sport, Student, Marine and Ski</p>	<p>Partially achieved: A sustainable development champion was appointed for Ski, all other champions will be appointed in 2009/10</p>
	<p>Group: Continue with Groupwide leadership programme</p> <p>Group: Include sustainable development in TUI Horizons training for future leaders</p>	<p>Achieved: 75 senior managers attended the leadership programme in Costa Rica</p> <p>Achieved: Sustainable development was included in the TUI Horizon programme</p>

Our Customers

Goal: All TUI Travel businesses will deliver good quality communications on sustainable development at each stage of the customer journey, based on robust customer research.

Workstream objectives	Our 2008/09 targets	How we performed
Extend and improve TUI Travel businesses' customer communications on sustainable development	Group: Ensure that all of TUI Travel's consumer-facing businesses are communicating with their customers on sustainable development issues	Partially achieved: 86% of businesses are communicating with customers on sustainable development issues*
	Specialist & Emerging Markets: All businesses will be communicating with customers on sustainability issues, updating brochures and websites and initiating one campaign each	Partially achieved: 96% of businesses are communicating with customers on sustainable development*
	TUI Canada: Expand the Responsible Travel Partners section of the website and include this information in Winter 09/10 brochures	Achieved: The Responsible Travel Partner section of the website was expanded and information was included in the Winter 2009/10 brochure
	TUI Canada: Work with our destination teams to provide customers with responsible travel tips	Achieved: Responsible Travel tips were added to the website and brochure
	TUI Canada: Promote sustainable hotels to customers, enabling them to make an informed choice	Achieved: More sustainable hotels were identified to customers via the website and brochures
	Group: Develop a grading system for customer communications and assess all TUI Travel businesses against it, to drive improvements in future years	Achieved: A customer grading system was launched and our tour operating businesses assessed
Share customer research on sustainable development from all our source markets	No specific target for 2008/09	<i>30% of TUI Travel businesses collect customer feedback on sustainable development issues*</i>
	Activity: Extend customer feedback collection on sustainable development issues	Not achieved: This was not achieved. Target rolled over to 2009/10
Establish Groupwide guidance on specific customer engagement issues	Group: Identify additional customer engagement issues requiring Groupwide guidance	Achieved: Child protection was identified as an issue. See 2009/10 target
	Group: Develop and communicate Groupwide guidance on carbon offsetting schemes	Achieved: Carbon offsetting guidance was developed and cascaded <i>74% of TUI Travel businesses offer a carbon offset to customers*</i>

* TUI Travel Sustainable Development Evaluation 2009



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