

Notes on the GRI indicators

These detailed notes on the individual GRI indicators complement the information in the Sustainability Report 2009/2010, the Annual Report 2009 of TUI AG and the website www.tui-sustainability.com:

GRI indicator	Notes
2.10	<p>Apart from the awards listed in TUI AG's Sustainability Report, TUI AG and its subsidiaries received the following awards in the period under review:</p> <ul style="list-style-type: none"> ▪ TUI Cruises was awarded the Golden Windrose 2009 for its first brochure. ▪ For the tenth year running, MS Europa, flagship vessel of Hapag-Lloyd Kreuzfahrten, was the only cruise ship worldwide to be awarded a 5-star-plus rating by the Berlitz Cruise Guide. ▪ Tour operator TUI Nederland won the Green Feather, awarded for the first time, for implementing the sustainability guidelines on whale watching and for its retail sustainability policy and sustainable products such as the Chocolate Tour in the Dominican Republic. ▪ The German airline TUIfly was rated "Good" by Stiftung Warentest in the categories "Price level and availability" and "Information and booking". ▪ At the World Travel Awards Grand Final ceremony, TUI Travel received awards in three categories: World's Leading Tour Operator, World's Responsible Tourism Award and World's Leading Tour Operator Website: www.thomson.co.uk ▪ First Choice was recognised as Britain's Most Environmentally & Socially Responsible Large Tour Operator by the British Travel Awards 2009. Thomson Airways was recognised as the Most Environmentally & Socially Responsible Airline. ▪ Tour operator TUI UK & Ireland received the Travel Gives Back award 2009 for its sustainability activities. ▪ Swedish tour operator Fritidsresor was recognised as the "greenest tour operator" in the Greenest Brands Award. ▪ Tour operator Peregrine Adventures received the Five Green Leaves award for its sustainable tourism activities.
3.1	<p>The current Sustainability Report of TUI AG covers the period from 1 January 2008 until 31 December 2009 and hence two financial years of TUI AG. Any deviations from this period are indicated accordingly. The Report also discusses the prospects and goals for future developments in the TUI Group.</p>
3.2	<p>TUI AG published its most recent previous Sustainability Report on 30 June 2007.</p>
3.3	<p>TUI AG publishes its Sustainability Report in a 2-year cycle. As the financial year has now changed from the calendar year to the tourism year (1 October to 30 September), the publication date of the Sustainability Report has been adjusted to follow close on the publication date of the Annual Report of TUI AG.</p> <p>Moreover, information on the TUI Group's sustainability performance is included in the Annual Report and shown on the internet at www.tui-nachhaltigkeit.com (www.tui-sustainability.com).</p>
3.6	<p>As a matter of principle, the Sustainability Report of TUI AG covers the entire Group with all shareholdings held or operated by TUI AG as a majority shareholder. The indicators cover the airlines, Cruises Sector and hotels for the entire Group. Where individual reporting items are limited to Group sectors or individual companies, this is indicated accordingly.</p>
3.7	<p>TUI AG's Sustainability Report covers all the activities of Continuing Operations which have an essential influence on the Group's sustainable development. In individual cases, the information is confined to sub-sectors. These limitations are specified in each case.</p> <p>Due to the divestment of Container Shipping and the current stake of 43.33% in Hapag-Lloyd AG, activities in this sector are no longer reported.</p> <p>Emission-intensive sectors are reflected when calculating environmental indicators.</p> <p>In addition, we are working on a new item "Other", which will aggregate emissions from other sectors where the figures are very low. The exact boundary of this item is being defined and measurements will be recorded in forthcoming years to permit comparisons.</p>

3.8	The Sustainability Report of TUI AG covers Group-wide sustainability activities, including subsidiaries, joint ventures and companies subject to operative management.
3.10	Due to the merger of the tourism operations of TUI AG and First Choice into TUI Travel plc in 2007 and the divestment of Container Shipping in 2009, the Group has focused on the tourism business. TUI Travel directly coordinates and reports the sustainability aspects falling within its own sphere of responsibility. TUI AG's Sustainability Report includes these contents in the overall Group's sustainability context.
3.11	TUI AG's Sustainability Report has maintained the scope and boundary applied in the Sustainability Report 2006/07. Due to changes in the organisation of the TUI Group such as the formation of TUI Travel plc in 2007, some parameters (e.g. environmental indicators) span several companies. The method and indicators used in calculating the environmental indicators are examined in-house on an annual basis. In 2009, an external review of the environmental indicators was carried out by the company Arqum. Disclosures taken from the management report of the Annual Report are subject to the scope of auditing by PwC. In the event of changes, methods are quickly adjusted. There have not been any major changes in the boundary of the report.
4.2	The key management bodies of TUI AG are the Annual General Meeting, Supervisory Board and Executive Board. The individual bodies are chaired by different persons. Up-to-date information is available at www.tui-group.com/de/ir
4.3	Since TUI AG has a Supervisory Board, this indicator does not apply. The relevant information concerning the structure of an organisation with a Supervisory Board has already been provided under 4.2.
4.4	TUI AG offers its shareholders and employees the opportunity to contact the Supervisory Board and Executive Board. At the Annual General Meeting, shareholders can raise their concerns; employees have a parity-based representation on the Supervisory Board through the works council.
4.9	The Executive Board member in charge of HR, Legal Affairs and Sustainable Development regularly informs TUI AG's Executive Board about the TUI Group's sustainability performance and its development. The Board is immediately informed of any major achievements such as listings in sustainability indices or certifications unless it is directly involved in the processes. In the framework of a management review of TUI AG's environmental management system, the Executive Board evaluates the current performance and is thus able to decide to implement specific measures. In addition, in-house and external audits are conducted in order to secure the quality of the sustainability performance.
4.17	TUI AG is engaged in active dialogue with the political, scientific and business communities and cooperates on projects with individual organisations and umbrella organisations. In 2009 a stakeholder survey was carried out, enabling stakeholders to evaluate TUI AG's sustainability performance. Inquiries about specific sustainability topics can be addressed to Group Environmental Management / Sustainable Development, e.g. via the contact details listed on the Group's website. The inquiries are examined and answered. If necessary, corresponding measures are initiated.
EC2	TUI continually analyses actual and potential risks and opportunities arising from climate change. In the event of the (potential) occurrence of risks, the information is forwarded to the risk manager in charge. In 2009 TUI AG took part in the Carbon Disclosure Project (CDP) for the fourth time, informing institutional investors about the risks and opportunities to business activities that are posed by climate change. The data for TUI AG is available on the internet at www.cdproject.net . As of 2012, civil aviation will be incorporated into the European Union's emissions trading system. This may result in financial implications for TUI. For the time being, monetary expenses caused by climate change (e.g. floods, drought, etc.) have not been identified on a significant scale.
EC4	Due to the current economic development, the Hapag-Lloyd AG shipping line, in which TUI currently holds a 43.33% stake, received a state loan guarantee worth 1.2 billion euro from the Federal Republic of Germany and the City of Hamburg.

EC6	As a global player, TUI maintains contacts with numerous suppliers. TUI AG's central Purchasing Department at head office in Hanover regularly carries out supplier surveys, including questions related to the suppliers' environmental performance. Ecological criteria are also taken into account in choosing suppliers and their products/services. Companies in the destinations usually source a proportion of their goods locally.
EN1	Materials used in aviation, the Cruises Sector and Hotels & Resorts mean inputs of fossil fuels, e.g. engine fuel and heating oil, as well as electricity. As a result of this energy consumption, the following disclosures arise for the three sectors: TUI Airlines: 85,289 TJ Cruises*: 6,365 TJ Hotels & Resorts*: 3,608 TJ Hotels & Resorts* additionally consumed a total of 18,979,274m ³ of water and produced 65,494 tonnes of waste.
EN2	In the framework of their environmental management systems, many hotels carry out specific measures to avoid waste or efficiently recycle existing waste. Practical examples are listed in the chapter on "Resource efficiency" in TUI AG's Sustainability Report. In the first nine months of 2009, the recycling rate for the reporting hotel companies was 10.1%.
EN19	Apart from the indicators presented in the current Sustainability Report of TUI AG, the Group is not aware of any material amounts of other ozone-depleting substances. In 2009 the TUI AG head office carried out a detailed review to identify any potential substances or compounds. This review confirmed that either no such substances exist or that the systems in which they are used are closed so that no leakages occur.
EN21	Apart from the efficient use of water, the relevant indicators also include the generation and disposal of wastewater. In the framework of the annual monitoring programme, 70.9% of the reporting hotels* indicated that they dispose of wastewater into the municipal sewage treatment system. 43.7% of the reporting hotels* additionally or exclusively operate their own water treatment plant. In the Cruises Sector*, 57.6% of the fresh water required was generated in on-board desalination plants. In addition, processing systems for the purification and recycling of wastewater (grey water and black water) and the proper disposal of residues are operated on board the cruise ships. In pro forma year 2009 grey water accounted for a relative share of 79.1% of total wastewater.
EN22	In pro forma year 2009 the total weight of waste by Hotels & Resorts* was 65,494 tonnes. The waste recycling rate was 10.1%. Total special waste amounted to 227 tonnes, accounting for 0.3% of total waste. In the Cruises Sector*, a system of waste prevention, processing or disposal is operated on board the ships. The reporting cruise ships only incinerated 6.49% of waste (in relation to total waste on board) in pro forma year 2009.
EN23	In the period under review, no leakages of pollutants with a negative effect on the soil, water, air or biodiversity were reported. TUI AG had its technical systems in its head office examined by an external company. The final report showed that no defects or spills had occurred. Likewise, the Cruises Sector* did not report any leakages of pollutants such as oil.
EN28	At the present point in time TUI is not aware of any incidents in which TUI companies have not complied with international declarations, national laws or voluntary commitments. Accordingly, the Company is not aware of any fines or sanctions imposed.
EN29	For TUI as a global tourism player, mobility is an essential element of business operations for the Group and its individual companies. However, higher mobility also places a greater strain on the environment. TUI is aware of this responsibility and carries out specific measures to pursue a sustainable and environment-friendly approach to travel and mobility. The Sustainability Report lists the environmental indicators describing its environmental footprint. Measures taken at TUI AG's head office are the introduction of business bikes for work-related journeys and CO ₂ offsetting for all business air travel by TUI AG employees.
LA4	In its Group-wide business operations and in its dealings with employees and suppliers, TUI complies with the principles of the United Nations Global Compact and the ILO core labour standards attached to it. This commitment has been incorporated into the Group-wide Code of Conduct and adjusted to the specific conditions prevailing in the Company. More than 90% of employees working for the TUI AG parent company are covered by collective bargaining agreements. Employees working for other Group companies fall under similar regulations.

LA5	The works council in charge has always been informed in good time of any material decision affecting the TUI AG parent company or its direct employees.
LA7	<p>TUI supports active health promotion schemes and the associated improvements in health and well-being at the workplace throughout the Group. This has been set out in the TUI Group's Code of Conduct.</p> <p>The company health scheme BKK TUI constitutes one of the elements used to implement this principle. In addition, employees working at some sites are offered preventive health programmes such as vaccination schemes and medical check-ups.</p> <p>In the framework of the annual sustainability monitoring programme, the TUI hotel companies were interviewed about the absenteeism rate of their employees. The reporting hotels indicated that their employees were absent for an average of 0.81% of working days. Given 261 working days (assumption), this results in an average of 2.11 days away from work in the pro forma year. Details on the rates of occupational accidents and injuries cannot be provided.</p>
LA10	<p>TUI attaches top priority to the motivation, promotion and continuous training of (junior) employees, technical staff and managers in its HR activities.</p> <p>The TUI company TUI Consulting & Services GmbH focused on HR development in the TUI Group and carried out 705 events in pro forma year 2009. 4,400 employees from different TUI companies attended courses in Germany, in particular in the Hanover region.</p> <p>In the TUI hotel companies*, employees spent an average 42.6 hours on further training in the first nine months of 2009. At the present point in time, details cannot be provided for other Group companies.</p>
HR2	<p>As a global player, TUI maintains contacts with numerous suppliers. TUI AG's central Purchasing Department at the head office in Hanover regularly carries out supplier surveys, including questions about the suppliers' environmental and sustainability performance.</p> <p>TUI supports the protection and observation of human rights. This includes prohibiting forced labour and child labour, both in the Group companies and in business associates, to the extent to which the TUI Group is able to wield an influence. In addition, TUI complies with the ten principles of the United Nations Global Compact and will disseminate and implement these principles within its sphere of influence.</p>
HR6 / HR7	As a sustainably managed company, TUI opposes child labour and inhumane working conditions. These principles are expressed in the Group-wide Code of Conduct and the Group's orientation towards the principles of the United Nations Global Compact. Using appropriate instruments (compliance management and whistleblower systems), mechanisms have been put in place to report non-compliance with these principles in an anonymous manner. Moreover, as an affiliate member of the United Nations World Tourism Organization (UNWTO), TUI has officially committed to the UNWTO Global Code of Ethics for Tourism. These instruments refer, inter alia, to the Convention of the International Labour Organisation (ILO) banning child labour and forced labour.
S03	Training, both attendance- and web-based, is offered to managers and employees to teach them the corporate values listed in the Code of Conduct. The central Compliance Department supports implementation of the Code of Conduct within the Group and answers questions. It aims to play a preventive role in raising our employees' awareness and achieving competence and confidence within the TUI Group. At the present point in time, it is too early to provide a meaningful evaluation of these training schemes since they will take place in the near future.
S05	TUI engages in open dialogue with representatives of the political, business and scientific communities and civil society. Selective programmes and campaigns were implemented in cooperation with individual organisations and umbrella organisations.
S08	At the current point in time, TUI is not aware of any incidents in which TUI companies have not complied with international declarations, national laws or voluntary commitments. Accordingly, the Group is not aware of any fines or sanctions imposed.

PR5	<p>TUI provides its guests with the full range of information required about the products and services on offer in a transparent and appropriate manner. In order to assure quality, TUI continually carries out customer satisfaction surveys. Every year more than 500,000 customer opinion sheets are received. The results of the surveys are indicated for instance in holiday brochures in order to provide customers with a better basis for decision-making when booking a travel product.</p> <p>Based on the outcome of the customer surveys, TUI Deutschland awards the annual TUI Holly to the 100 most popular hotels. The hotels receiving the award are flagged up accordingly in the brochures. More detailed information about quality management in TUI Deutschland and the TUI Holly award is provided at www.tui-deutschland.de/qualitaetsmanagement.</p>
PR6 / PR7	<p>As Europe's leading tourism group, TUI also plays a pioneering role in terms of environmental and sustainability issues. The TUI Group operates brands showing a high level of brand awareness and recognition. TUI complies with trademark regulations and laws. At the present point in time, TUI has not entered into any voluntary commitment with regard to advertising and sponsorship and is therefore not aware of any incidents of non-compliance with laws and obligations.</p>
PR9	<p>At the present point in time, TUI is not aware of any incidents in which TUI companies have not complied with international declarations, national laws or voluntary commitments on the provision or use of products or services. TUI is not aware of any fines or sanctions imposed.</p>

*incl. TUI Travel companies

Note on individual indicators not covered:

The report does not cover some indicators listed in the GRI Content Index. These indicators are either not relevant for TUI's business operations or sustainability activities or cannot be provided due to a lack of appropriate information.