

Environmental Protection **Central environmental management. Sustainable development in the destinations.**

In the UN International Year of Ecotourism, the impact of tourism on the environment played a prominent role in the public debate. Sustainable environmentally compatible tourism is also essential for TUI's economic success. The operational activities of TUI Group companies are therefore largely impacted by environmental aspects.

The Group's environmental protection activities are initiated and coordinated by central environmental management which reports directly to the Executive Board. Environmental activities cover all stages of the tourism value chain, from travel agencies via tour operators and airlines all the way to the hotels.

Environmental management in hotels

TUI's environmental management activities focused on the destinations, in particular the hotels used by TUI. In 2002, the Group achieved a further reduction in environmental impact in general.

RIU and Grupotel

In Spain, the RIU and Grupotel hotel companies cooperated with the government of the Balearic Islands in a project designed to achieve a systematic integration of environmental quality, hygiene and health as well as safety at work. Nordotel initiated the establishment of an environmental management system in conformity with the EMAS standard. The efforts to improve service quality and environmental protection were crowned with success – in 2002, RIU was awarded the supreme award to be granted by the Spanish government: the 'Premio Principe Felipe a la Excelencia empresarial'.

Grecotel

Grecotel, the leading hotel chain in Greece, achieved substantial qualitative and quantitative progress in fresh water and energy consumption, waste reduction and procurement. The associated agricultural pilot farm 'Agreco' in Crete is a prominent example of the integration of tourism and organic farming.

Robinson Club

Robinson continued the certification of its club facilities under ISO 14001 with the Nobilis Robinson Club in Turkey. It expanded the solar collector system in its complexes in Greece, Tunisia, Italy and Spain to promote the increasing use of renewable sources of energy.

Iberotel

The Iberotel Sarigerme Park in Turkey again saw its efforts crowned with excellent results in the annual examination by external auditors and the eco-audit: in the year under review, it achieved a significant reduction in water, energy and gas consumption. Iberotels in Egypt optimised their waste management systems to improve their environmental compatibility.

Environmental monitoring

TUI's environmental monitoring system is an essential tool to safeguard environmental quality in the hotel sector. The information obtained by means of this system is used by TUI Contracting in hotel procurement to prepare Group-wide environmental criteria for all hotels cooperating with TUI on a contractual basis.

Sustainable tourism in the destinations

TUI's environmental management also focused on ecological sustainability in the destinations. The following examples provide an overview of the many projects and initiatives launched.

Species protection

Species protection was one of the key aspects: TUI Nordic continued its year-long sponsorship of projects launched by the World Wildlife Fund, e.g. in Kenya, Thailand and on the Canary Islands. Zeetours initiated a project on albatross protection in cooperation with the Dutch BirdLife International organisation. TUI, RIU and Euronatur launched a joint project to support the recently founded marine national park of Zakynthos. Two local initiatives for the protection of whales and dolphins in the Mediterranean and off the Canary Islands were also sponsored.

Biosphere reserves

TUI environmental management also continued its support of the establishment and preservation of UNESCO biosphere reserves in 2002. In this context, TUI supported the application submitted by Canary Island La Palma, successfully concluded in December by the proclamation of the entire island as a biosphere reserve. In Mexico, the Tulum Robinson Club engaged in active cooperation and sponsorship initiatives to preserve the UNESCO biosphere reserve Sian Ka'an.

World heritage schemes

TUI tour operators also sponsored UNESCO world heritage schemes. Examples include sponsorship of a research project coordinated by the University of Cambridge to protect Aldabra atoll, a UNESCO world heritage, while Holland International and Arke sponsored the new UNESCO world heritage Jungfrau-Aletsch-Bietschhorn in Switzerland. TUI Nordic has been cooperating with the UNESCO World Heritage Center since 1997.

*Reduction of fuel consumption
in aircraft operations*

Environmentally compatible aircraft operation

In aircraft operations, central TUI Airline Management continued the further development of the environmental standards applied by Group airlines. Accordingly, Hapag-Lloyd Flug implemented a comprehensive programme to increase efficiency in aircraft operation and technology. For example, a special aircraft engine cleaning process was introduced to optimise fuel consumption, resulting in savings of approx. 2.8 million litres of aircraft fuel. The Boeing 737-800 fleet was fitted with winglet technology. Including other technical measures this brought about a 6.2% reduction in average annual cerosine consumption. Britannia Airways also continued to reduce fuel consumption of its fleet. In 2002, it achieved significant progress above all from an optimisation of flight planning and operation and the use of a new routing system.

Reports published

TUI engaging in environmental dialogue

In the International Year of Ecotourism, TUI reinforced its internal and external communication on environmental issues. In its publication series 'TUI in dialogue', it published the fourth environmental publication entitled 'Preserving diversity together', which was also included in several trade publications. To tie in with the UN World Summit on Sustainable Development in Johannesburg, TUI published the report 'Going beyond – development and sustainability'. In the follow-up to the summit, TUI environmental management organised an international workshop on the sustainable development of tourism attended by representatives from 14 third world countries.

*Cooperation with
international bodies*

Environmental policy and cooperation

At the European level, TUI AG cooperated with the environmental bodies of the EU Commission in Brussels. TUI participated in the consultations on the modernisation of the EU Bathing Water Directive and was involved in the process for the development of a European quality label for consumer protection through catalogue information. At the EU Commission's first 'European Tourism Forum', TUI played a prominent role with its technical presentations on employment and sustainability strategies.

At international level, TUI AG committed itself to 'Corporate Social Leadership in Travel & Tourism' as a member of the World Travel & Tourism Council and continued its efforts as a member of the 'Tour Operators' Initiative for Sustainable Tourism Development'. At national level, TUI contributed to the solution of questions related to tourism as a member of the 'Sustainable Development Forum' of the German Confederation of Industry (BDI).

Strict safety standards in logistics

Environmental protection also largely determined commercial operations in the logistics division. All companies of the Hapag-Lloyd Group comply with the principle to minimise the impact of commercial operations on people and the environment.

Central environmental management in container shipping

In order to achieve this objective, Hapag-Lloyd Container Linie established central environmental management to ensure global implementation of the principles and monitor compliance with the principles. The objectives of environmental management include the transfer of freight from trucks to rail or inland waterways, the reduction of no-load transport and optimisation of shipping operations and land-based organisation. The fleet is equipped in accordance with state-of-the-art environmental protection standards: all the container ships operated by Hapag-Lloyd are equipped with the latest generation of low-consumption and low-emission engines and state-of-the-art waste water and ballast water treatment. In operating the vessels, waste is avoided as far as possible or collected and sorted into recyclable and non-recyclable materials.

Safety management systems in logistics

The environmental management system operated by the VTG-Lehnhering Group focused on organisational measures to secure operations. All areas falling under the German Hazardous Incident Regulation operated certified safety management systems which are audited at regular intervals. The investments in environmental protection primarily related to the tank farms sector: in order to protect the ground and bodies of water, certain tanks were equipped with double-bottom structures with leakage monitoring while tank fields and filling stations were fitted with impermeable soil sealing systems.