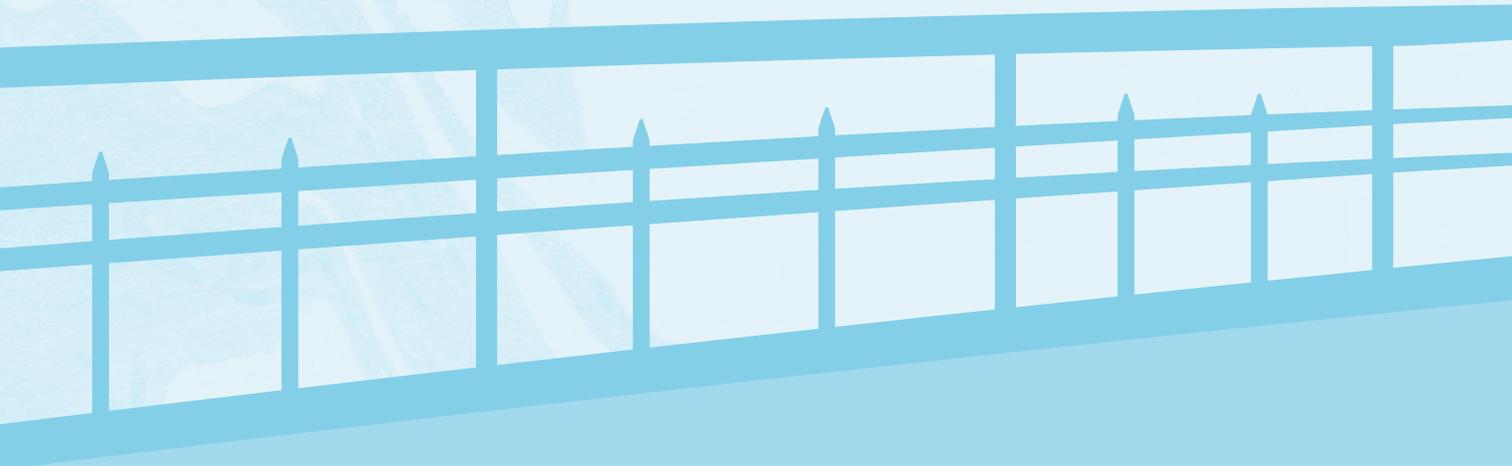




ENVIRONMENTAL REPORT 2019

INTERIM EDITION



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EDITORIAL

Dear Readers,

Actually, an entirely different text was originally planned for you here. After all, we are looking back on an eventful 2019. We wanted to report what significance the Fridays for Future movement and the subsequent broad social debate it has triggered about climate protection and reducing CO₂ has for us as a cruise company. We wanted to tell you about our new Environmental Advisory Board, which advises us on these issues. And we wanted to write about the long-term TUI Cruises goal of offering climate-neutral and emission-free cruises.

But now the world has been turned upside down. In March, we had to announce that we would temporarily suspend our cruise operations. The world has come to a stop, triggered by the rapid spread of the coronavirus pandemic. Almost our entire social life and large parts of the global economic and service sectors are at a standstill. In March, we brought 18,000 guests home at short notice, safe and sound. Part of our crew is still aboard our vessels, and both ashore and on board we are now preparing with all our strength to resume regular operations.

And then the issue of environmental protection will play a key role again – after all, it is firmly anchored in our corporate strategy. An important milestone this year will be the development of a new environmental and climate strategy applicable until 2030. It is important that we develop a strong strategy here that will make a decisive contribution to our sustainable corporate development moving forward and position us well for the future.

We set ourselves very ambitious environmental targets for 2019, and through numerous projects and initiatives, we were able to achieve a great deal last year. We have come a step closer to our goal of emission-free and climate-neutral cruises. This report will also outline the next steps we intend to take on this path. Transparently and comprehensibly – just as you are accustomed to in our communications with you.

I wish you all a stimulating read.



Wybcke Meier
Chief Executive Officer
Chairwoman of the Board of Management



TUI Cruises – the company at a glance.

The newly established Environmental Advisory Board, awards such as the CruiseCopenhagen Sustainability Award 2019, and the innovative features of the new *Mein Schiff 2* are all proof of the consistent environmental course that TUI Cruises has continued to steer in 2019.

On February 9, 2019, singer Carolin Niemczyk christened the *Mein Schiff 2* in Lisbon, the City of Explorers, thus completing the first expansion phase of TUI Cruises with a total of 6 new vessels in 6 years. With its 7 ships, the company today operates the youngest and most environmentally friendly cruise fleet in the world.

ENVIRONMENTAL ADVISORY BOARD ESTABLISHED

The central role of environmental protection in the company's development is also demonstrated by the establishment of an independent Environmental Advisory Board in November 2019.

Since then, 4 accredited experts from the fields of science, shipping, and politics have been advising TUI Cruises on environmental and climate protection issues. Having set the initial course for collaboration at the inaugural meeting, the Environmental Advisory Board will in future regularly exchange information with the management in order to move toward the vision of emission-free and climate-neutral cruises.

CRUISECOPENHAGEN SUSTAINABILITY AWARD

The intensive work on this vision did not go unnoticed by the public in 2019 either. Besides numerous awards for its cruise services, TUI Cruises received the CruiseCopenhagen Sustainability Award in September 2019, for its commitment to the development of sustainable cruises and its efforts to reduce environmental pollution. The award was developed by over 60 stakeholders to recognize initiatives and companies for their contribution to a more sustainable cruise industry.

VOLUNTARY COMMITMENTS

Since taking up its business activities, TUI Cruises has committed itself to environmental issues far beyond the statutory requirements with a range of voluntary initiatives and self-imposed standards. Against this background, the company signed local environmental commitments for sustainable cruise operations in Cannes ("Commitments for Sustainable Cruise Operations") and Marseille ("Blue Charter Global Agreement") in the year under review.

TUI Cruises GMBH

Foundation of the company:
TUI AG and Royal Caribbean Cruises Ltd. (RCCL) established the joint venture in 2008

Employees in 2019: 540 on shore, *Mein Schiff*® fleet crew: approx. 7,000

Concept: Premium all-inclusive on around 80 routes worldwide to 167 destinations in the Caribbean, the Mediterranean, the Canary Islands, the Orient, the North Sea and Baltic Sea, Asia, South Africa, Namibia, and Central and North America

Fleet in 2019: 7 vessels in service, three vessels in the planning



On February 9, 2019, *Mein Schiff 2* was christened in Lisbon.

The Environmental Advisory Board at its inaugural meeting (from left to right): Ole von Beust, Wybcke Meier (CEO, TUI Cruises), Prof. Dr.-Ing. Horst Harndorf, Prof. Dr. Stefan Gössling, Lucienne Damm (Senior Environmental Manager, TUI Cruises), and Ferdinand Strohmeier (Vice President Operations, TUI Cruises). Prof. Dr. Lucia Reisch does not appear in the picture.





ENVIRONMENTAL MANAGEMENT

On board the *Mein Schiff*® fleet and at the shoreside offices, the continuous development of structures, topics, and goals ensures more sustainable corporate development.

In its current environmental strategy, TUI Cruises identified specific need for action and defined the priorities for its operating activities from 2018 to 2020. Thematically, the environmental strategy focuses on the three key themes: "Active climate protection and reduction of harmful air pollutants," "Comprehensive waste management and ocean protection," and "Stakeholder involvement and sustainable destination development."

TUI Cruises set 17 targets for 2019 to implement its environmental strategy. Thanks to a large number of initiatives and projects, the company achieved 13 of these goals, in some cases significantly exceeding the defined improvements.

CERTIFIED MANAGEMENT SYSTEM

Environmental protection is an integral part of TUI Cruises' corporate strategy. Against this background, an integrated management system certified in accordance with ISO 14001 and ISO 9001 combines the areas of environmental protection and quality.

In the year under review, the system was recertified as regularly scheduled. The company also conducted training on ISO 14001, focusing on the consideration of environmental factors in the individual departments.

ENVIRONMENTAL OFFICERS CONFERENCE

In August 2019, TUI Cruises held a two-day

conference in Hamburg for the second time with the aim of strengthening the exchange among the environmental officers of the *Mein Schiff*® fleet and between them and the shoreside environmental department. The whole team jointly discussed topics such as the optimization of waste disposal and environmental training for the crew, future newbuild and retrofitting projects, and questions regarding upcoming regulatory changes in the area of maritime environmental protection. Additionally, the increased need of communicating environmental topics on-board for the guests was reviewed with the team and the RCL Director of Environmental Programs. The next environmental officers conference is planned for summer 2020.



PROGRESS IN THE YEAR UNDER REVIEW

In 2019, TUI Cruises...

- held another environmental officers conference.
- conducted a supplier audit prioritizing quality and the environment.
- successfully and, for the most part, completely implemented its internal environmental program. Of the 18 environmental targets for 2019, one target was cancelled during the year: "Development of a new concept for the continuous reduction of water consumption on board the *Mein Schiff*® fleet." Of the remaining 17 targets, the company has achieved 13.

TUI Cruises ENVIRONMENTAL STRATEGY 2018 – 2020



Active climate protection and reduction of harmful air pollutants



Comprehensive waste management and ocean protection



Stakeholder involvement and sustainable destination development



NEW BUILDS

TUI Cruises is consistently working toward the long-term goal of climate-neutral and emission-free cruises. Alternative fuels will play a key role here.



SUSTAINABLE TEXTILES

TUI Cruises already uses sustainable textiles as the standard in the cabins on *Mein Schiff 1* and *Mein Schiff 2*. Now the entire fleet is successively being equipped with towels, bathrobes, and bed linen made of organic cotton certified by GOTS and Fairtrade.



See here for yourself how sustainable the cabins on board the *Mein Schiff*® fleet are!

With the 6 new ships already in service, TUI Cruises already operates the youngest and most environmentally friendly cruise fleet in the world. In the case of the ships currently in the planning stage, the latest technological developments are being included in the development phase. In 2019, for example, TUI Cruises worked intensively on the preparation of the technical environmental concepts for *Mein Schiff 7*, which will be delivered in 2023 and will be built by Meyer Werft in Turku as the sister ship of *Mein Schiff 1* and *Mein Schiff 2*.

FOCUS ON SHORE POWER

Against the background of its own environmental protection efforts, TUI Cruises also welcomes the funding program announced by the German government in the fall for the expansion of the shoreside electricity supply in German ports. If ships use shore power, the auxiliary generators can be switched off in port and the emission of nitrogen oxides, particulate matter, and sulfur can be reduced to almost zero. However, in order to avoid

merely transferring emissions, the electricity used to supply the ships must come from renewable sources.

By 2023, the entire *Mein Schiff*® fleet will have been retrofitted and be able to use shore power. *Mein Schiff 4* will be appropriately equipped already in 2020. TUI Cruises is thus making an active contribution to climate protection during berthing periods. So far, however, only Hamburg and Kristiansand have shore power facilities available for cruise ships. Additional shoreside electricity connections are under construction in Kiel, Rostock, and Bergen, for example. TUI Cruises intends to drive this development forward and strengthen demand for low-emission supply concepts during berthing periods.

CATALYTIC CONVERTERS FOR LOCAL EMISSIONS REDUCTION

Employing SCR (Selective catalytic converters) technology is another measure for reducing emissions in ports and coastal areas.



In 2014, TUI Cruises became the first cruise operator to voluntarily use catalytic converters in ports and coastal areas worldwide, thus reducing local nitrogen oxide emissions by around 75%. The two ships *Mein Schiff 1* and *Mein Schiff 2* not only have catalytic converters on the auxiliary engines but for the first time also on the main engines. Through this investment, TUI Cruises is making an additional contribution to improve local air pollution that exceeds legal requirements.

LOW-EMISSION LNG SHIPS

In 2024 and 2026, TUI Cruises will commission two ships equipped with dual fuel engines that can be operated with liquefied gas. As far as reducing air pollutants is concerned, although fossil liquefied natural gas (LNG) does have major advantages over conventional marine fuels, studies show that no significant improvement in emissions reduction can be achieved in terms of reducing greenhouse gases. In light of this, TUI Cruises is already examining the possibilities of adding LNG from renewable sources to fossil liquefied natural gas or of replacing it with this more environmentally friendly fuel in future.

In its efforts for environmental protection, TUI Cruises always pursues the vision of achieving emission-free and climate-neutral cruises.



PROGRESS IN THE YEAR UNDER REVIEW

In 2019, TUI Cruises...

- equipped *Mein Schiff 1* and *Mein Schiff 2* with catalytic converters on the auxiliary and main engines.
- prepared the technical environmental designs for *Mein Schiff 7*.
- introduced GOTS- and Fairtrade-certified organic cotton as the standard on *Mein Schiff 1* and *Mein Schiff 2* and made the decision to provide the entire fleet with sustainable textiles.



SHORE POWER CONNECTION

While at the shipyard in February 2020, Mein Schiff 4 was equipped with a shore power connection.





ENERGY & EMISSIONS

Through a wide range of voluntary, self-imposed measures that go well beyond the statutory requirements, TUI Cruises has been committed from the start to reducing emissions and air pollutants in its ship operations.

MOST ENVIRONMENTALLY FRIENDLY CRUISE LINE

The Norwegian ports of Bergen, Stavanger, and Trondheim introduced the Environmental Port Index (EPI) in 2019, which records the actual emissions of ships while at berth. According to the EPI, the *Mein Schiff*® fleet was the most environmentally friendly fleet in Trondheim in 2019.



Photo: Trondheim Port Authority

TUI Cruises is actively exploring alternative fuels derived from residual materials or renewable energies. Since intensive research is still required before such biofuels reach market maturity, TUI Cruises is currently concentrating on identifying projects to develop alternative fuels and harness them for maritime applications. The aim is to supply the entire fleet with low-emission and climatefriendly fuels in the long term – in liquid form for the diesel engines on *Mein Schiff 1* to *Mein Schiff 6* and in gas form on the future LNG ships.

THE HIGHEST STANDARD OF EXHAUST GAS CLEANING

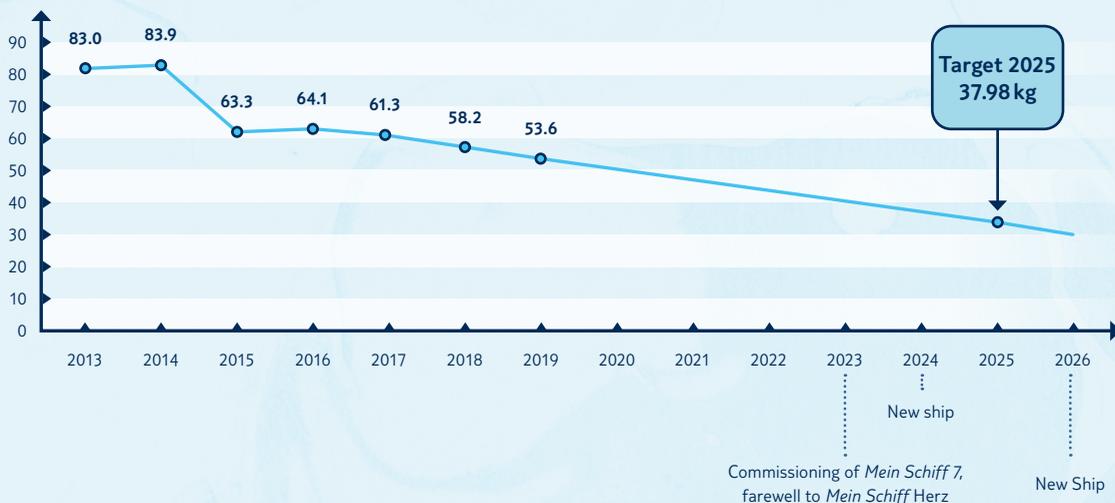
Since 2014, TUI Cruises has been voluntarily using scrubber technology for exhaust gas cleaning around the clock worldwide. As a result, TUI Cruises reduced the sulfur con-

tent of the exhaust gas to 0.1% on all new ships. A global sulfur limit of 0.5% has been mandatory only since January 1, 2020, and the 0.1% sulfur limit may not be exceeded in European ports as of 2010. In particularly sensitive ecosystems such as the Baltic Sea and the Norwegian fjords, TUI Cruises operates the hybrid scrubber in closed loop as part of its consistent zero-discharge policy, with the treated wash water being discharged exclusively on shore.

TUI Cruises also uses SCR catalytic converters worldwide as part of its voluntary commitment. The new *Mein Schiff 1* and *Mein Schiff 2* are equipped with catalytic converters on both the auxiliary engines and the main engines, ensuring a high reduction in nitrogen oxide emissions.

CO₂ emissions

in kg per person per night, development until 2019 and target 2025



NEW ENVIRONMENTAL PROTECTION INDICES

In recent years, an increasing number of ports have been using special indices to measure the environmental performance of incoming ships. TUI Cruises welcomes this development and participates in a range of reporting activities. These include the Environmental Ship Index (ESI), for which TUI Cruises successfully certified 4 ships, and the Clean Shipping Index (CSI) used by Swedish ports, in which TUI Cruises achieved the second-highest class with *Mein Schiff 1* and *Mein Schiff 4* in the year under review. Three Norwegian ports introduced the Environmental Port Index (EPI) in 2019 as a continuation of the ESI, in which TUI Cruises participates with 4 of its ships.



PROGRESS IN THE YEAR UNDER REVIEW

In 2019, TUI Cruises...

- reduced fuel consumption per person per night (pppn) by 4.24 %, exceeding the reduction target of 3.5 %.
- reduced CO₂ emissions by 7.87% pppn, significantly exceeding the reduction target of 4 %.
- reduced sulfur oxide emissions by 38.95 % pppn, significantly exceeding the targeted 25 % reduction.
- reduced nitrogen oxide emissions pppn by 13.41 % compared to the previous year.
- reduced particulate emissions pppn by 14.61 %.



Learn more about energy savings on board the *Mein Schiff*® fleet in this short film.



See here how the exhaust gases are cleaned on board the *Mein Schiff*® fleet.

ENERGY & EMISSIONS

Key figures

ENERGY:	2018	2019	+/- prev. year
Fuel consumption per person per night	17.58 kg	16.83 kg	-4.24%
Energy consumption (fuel consumption) on board	129,616.16 t	149,344.71 t	15.22 %
thereof heavy oil	123,680.31 t	141,802.08 t	14.65 %
thereof marine gasoil	5,935.85 t	7,542.63 t	27.07 %
EMISSIONS:	2018	2019	+/- prev. year
CO₂ emissions per person per night	58.22 kg	53.64 kg	-7.87%
CO ₂ emissions (from use of fuel and refrigerants on board)	429,258.64 t	475,858.62 t	10.86 %
NO _x emissions per person per night	1.06 kg	0.92 kg	-13.41 %
SO _x emissions per person per night	0.30 kg	0.18 kg	-38.95 %
Particulate matter emissions per person per night	0.07 kg	0.06 kg	-14.61 %

Deviations may occur due to rounding. | Fleet capacity increased by 21%.



WASTE

Waste prevention is a key element of environmental management at TUI Cruises. Through a variety of projects and measures, the company has once again succeeded in reducing the amount of waste produced in 2019 and increasing the recycling rate.

In terms of waste prevention and waste management, TUI Cruises again gave high priority to reducing plastic waste in the year under review, in particular in the hotel and restaurant sector aboard the ships.

SUCCESS RECORD FOR WASTELESS

In fall 2019, the WASTELESS plastics reduction program celebrated its first anniversary – with a balance sheet to be proud of. Across the fleet, TUI Cruises eliminated 30 million plastic and other disposables in this period through the pilot project. Numerous individual measures contributed to this. For instance, by introducing butter dispensers across the entire fleet, the

company can now eliminate the waste of 10,220,000 individual packages per year.

In November 2019, a test run for the replacement of plastic bottles with high-quality stainless-steel bottles was launched on *Mein Schiff 2*. The guests found two stainless steel bottles in their cabins, which they could buy and fill at the water dispensers in the cabin gangway or in the bars. They can use these both on board and on shore excursions. In the test run alone, the concept already eliminated the use of around 6,000 plastic water bottles. A fleet-wide rollout will save around 200,000 plastic water bottles every year



125 CUBIC METERS

In 2019, TUI Cruises donated sofas, sofa tables, bar chairs, sofa beds, and 18 desks from the suites and exclusive areas in Germany and France to the non-profit organizations Der Hafen hilft, Emmaüs, and Armée du Salut.

WASTE Key figures

	2018	2019	+/- prev. year
Waste per person per night	7.29l	7.11l	-2.51%
Waste. total	53,776.07 m ³	63,086.67 m ³	17.31%
thereof solid waste for landfill	10,151.01 m ³	11,297.12 m ³	11.29%
thereof incinerated on board	17,754.88 m ³	20,235.45 m ³	13.97%
thereof shredded food waste	6,734.82 m ³	8,271.70 m ³	22.82%
thereof hazardous waste	547.00 m ³	789.86 m ³	44.40%
thereof treated by thermal waste processing	3,311.04 m ³	5,676.39 m ³	71.44%
thereof recycling	15,277.32 m ³	16,816.15 m ³	10.07%
Proportion of total waste recycled and thermally processed	34.57%	35.65%	1.09%

Deviations may occur due to rounding. | Fleet capacity increased by 21%.



in future. Other project measures implemented in the year under review include changing over to soap dispensers in the Junior Suites and Suites right across the fleet, which will replace around 214,000 small plastic bottles per year, as well as ordering plastic-free sets of cotton swabs, cosmetic pads, and nail files for the cabins. Furthermore, the onboard shops changed over from plastic and paper bags to exclusive *Mein Schiff*® beach bags made of recycled PET or reusable *Mein Schiff*® jute bags. Fleet-wide, this allowed elimination of approximately 200,000 disposable bags per year.

On board *Mein Schiff 5* in the year under review, TUI Cruises organized a “No Plastic Bags Challenge” in the crew area and implemented the best proposal. Whereas in the past, newspapers that had been ordered were hung in a plastic bag on the cabin door, the company now uses a reusable hemp rope handmade by the sailors on board. In the current year, the company is prioritizing the logistics chain and suppliers in the WASTELESS program in order to tap further potential for eliminating plastics and implement plastic-saving measures.

VOLUNTARY COMMITMENT TO AVOIDING PLASTIC

The International Tourism Plastic Pledge – a voluntary commitment by the tourism industry to join forces in the fight against plastic waste – is also about avoiding plastic. In the year under review, the TUI Group and more than 100 other signatories signed the agreement initiated by the organization MVO Nederland, and is therefore taking part in the development of a concrete plan to reduce the use of plastic and avoid plastic waste at the destinations served. By the end of 2019, the TUI Group had already eliminated 140 million disposable plastic articles. By the end of 2020, this figure should increase to 250 million disposable plastic items having been eliminated. TUI Cruises contributes to achieving this goal through the WASTELESS program.

PLASTIC-FREE HOLIDAYS ON BALEARIC ISLANDS

The current Futouris industry project “Plastic-free holidays on Balearic Islands” has set itself the goal of reducing the amount of plastic waste generated by tourism on the Balearic Islands in 2019 and 2020 and improving recycling. In the first stage, a feasibility study identified the status quo and where there



INDUSTRY DRIVER

Following the completion of the pilot project launched in 2016 as part of its membership in Futouris, TUI Cruises and United Against Waste e.V. published a guide to reducing food waste on cruise ships in summer 2019, providing a strong driver for the entire industry.



The short environmental film produced in the fall of 2019 explains the topic of waste management at TUI Cruises.

30 MILLION

plastic and other disposables were eliminated from use by TUI Cruises within one year through the WASTELESS program.



may be any potential. Building on the results, the participating hotels, representatives of the tour operators, local NGOs, and the waste management industry will jointly develop practical measures. These will be implemented as pilot projects at hotels. TUI Cruises, other cruise companies, and the ports will cooperate to develop specific programs for reducing plastic waste and improving recycling in the port environment. Communication materials for hotels and cruise ships will inform holidaymakers about the project and opportunities for participation. After the trial phase, Futouris will provide a free practical guide to all tourism companies, outlining concrete recommendations for action, best practice examples, and suggestions for alternative, plastic-free products.



PROGRESS IN THE YEAR UNDER REVIEW

In 2019, TUI Cruises...

- reduced the quantity of waste pppn by a further 2.51 % compared with the previous year, but did not achieve the target of a 4.5 % reduction.
- increased the waste recycling rate by 1.09 % compared with the previous year.
- continued the WASTELESS plastics reduction program, drawing a positive balance on the occasion of its first anniversary.
- postponed the planned audit of at least one waste management company until early 2020 for staffing reasons.
- consolidated the project "Reduction of food waste" through crew training.

PLASTIC-FREE CRUISES

With WASTELESS – the plastic reduction program by TUI Cruises



Sipping without plastic

Use of **straws made of glass and cane sugar** instead of plastic.



More sustainable cooking

Use of **cotton aprons** instead of plastic disposable aprons in our galleys on board.



Avoidance of plastic and paper bags

Use of **official Mein Schiff® shopping bags** made of recycled PET in our shops on board.



Plastic-free drinks

General **elimination of cocktail sticks** and exclusive use of **wooden cocktail stirrers**.



Body care without microplastics

Offer of **microplastic-free care products** in all cabins through **dispenser systems**, thus **eliminating the use of disposable packaging**.



Butter without disposable packaging

Use of **automated butter dispensers**.

WASTE
LESS



WATER

In its commitment to this vital element, TUI Cruises has voluntarily imposed extensive standards on itself, uses water as sparingly as possible, and avoids microplastics on board.

From black and gray water to liquids from food, TUI Cruises treats all wastewater to standards well above the statutory regulations. All new vessels are equipped with the "Advanced Water Purification" system, a modern wastewater treatment system. As part of its voluntary commitment, the company always only discharges treated wastewater into the sea outside port and coastal areas and disposes of it almost exclusively ashore in the Baltic Sea.

AVOIDING MICROPLASTICS

TUI Cruises has prioritized the issue of microplastics and carefully examined its wastewater treatment processes and suppliers to prevent harmful microplastics from entering the sea. For several years now, there has been an agreement with partners in shops, spas, and hairdressing salons not to offer or use cosmetics that contain microplastics. In freshwater treatment, the membrane technology used by TUI Cruises

reliably prevents microplastics present in the sea from entering the drinking and fresh water on board.

LONG-TERM REDUCTION IN WATER CONSUMPTION

Although water consumption increased in the reporting year compared to the very low value of 2018, especially due to the very hot destinations served during the winter months, water consumption aboard the *Mein Schiff*® fleet is developing very positively in the long term thanks to a wide range of measures, and was again below 200 l pppn in 2019.



PROGRESS IN THE YEAR UNDER REVIEW

In 2019, TUI Cruises...

- did not reach the reduction target, with water consumption rising by a good 6% to 194.33 l pppn.

88 PERCENT

of the fresh water required by the *Mein Schiff*® fleet is produced by TUI Cruises on board via reverse osmosis systems. The fleet thus operates largely autonomously, conserving scarce water resources in many regions of the world.



WATER

Key figures

Fresh water	2018	2019	+/- prev. year
Water consumption per person per night	181,84 l	194,33 l	6,87 %
Total water consumption	1,340,719.10 m ³	1,724,072.70 m ³	28.59 %
thereof water consumption seawater treatment on board	1,175,317.30 m ³	1,529,336.30 m ³	30.12 %
thereof water consumption fresh water supply from land	165,401.80 m ³	194,736.40 m ³	17.74 %
Wastewater	2018	2019	+/- prev. year
treated gray and black water	1,338,597.54 m ³	1,470,812.99 m ³	9.88 %
untreated gray water	4,445.70* m ³	1,439.20* m ³	-67.63 %
untreated black water	303.00* m ³	1,129* m ³	272.61 %

* Deviation in delivery due to, e.g., maintenance work. | Deviations may occur due to rounding. | Fleet capacity increased by 21%.



BIODIVERSITY

TUI Cruises is committed to preserving ecosystems and biodiversity through a wide range of projects. The company also sensitizes guests on board the *Mein Schiff*® fleet to these issues through a variety of initiatives.

Through a wide range of shore excursions, the diversity of species at the destinations served becomes an integral aspect of the guests' world of experience as they travel with the *Mein Schiff*® fleet. Preserving the diverse and unique ecosystems around the globe is an integral part of the corporate identity of TUI Cruises. It is against this background that TUI Cruises already launched the Green & Fair excursions program in 2013, which it continues to expand even today. In the year under review, a total of around 170 excursions were on offer to guests. These excursions are designed to be particularly environmentally friendly and socially responsible, and to support the conservation of species and nature at the respective destinations via the integrated donation program. In the year under review, TUI Cruises collected

“

*With TUI,
the shore excursions
on offer do not
contradict our aim of
protecting species.*

”



Lucienne Damm
Senior Environmental Manager

a total of €194,820 for projects run by SECORE International, the children's charity Terre des hommes, and the TUI Care Foundation. The donations benefit projects that work toward marine and species protection at the destinations served. Among these are the coral restoration project funded by SECORE and the initiative launched by Terre des hommes to combat plastic waste on the coasts of Indonesia. In addition, for the first time in 2019, TUI Cruises offered a shore excursion for which guests made a targeted donation to a specific project. All of the donations for the excursion "Watching whales and dolphins in Dominica" went to the association Pottwale e.V., which is engaged in the research and preservation of the habitats of sperm whales on Dominica.





TUI Cruises funds initiatives like the coral restoration projects of SECORE International through the Green & Fair excursions donation program.
Photo: Barry Brown

SPECIFIC SPECIES PROTECTION INITIATIVES: TUI TURTLE AID

To protect sea turtles, the TUI Care Foundation launched the integrated TUI Turtle Aid initiative in 2018. It is one of the most important environmental programs of the TUI Care Foundation and set itself the goal of protecting one million hatchlings of this globally threatened population by the end of the year. Sea turtles live in the sea, but lay their eggs with their hatchlings on beaches. Both in the water and on land they are exposed to countless threats. These range from plastic bags, which they confuse with the jellyfish on which they regularly feed, to reckless human behavior, death as by-catch, and the consequences of climate change, to consumption and illegal trade. In its commitment to sea turtles, the TUI Care Foundation prioritizes concrete measures for the protection of beaches, the networking of local stakeholders, raising public awareness, and supporting targeted research projects. In the year under review, TUI Cruises provided the TUI Care Foundation with €50,000 to support and promote this and other projects.

SPECIES CONSERVATION CONTRACTS FOR SHORE EXCURSIONS

For the year under review, TUI Cruises set itself the goal of integrating guidelines on species protection into contracts for shore excursion operators in order to legally enshrine high standards for species protection in the shore excursion program. The species protection guidelines drawn up last year have been a binding component of all contracts with land excursion providers since 2019.

The TUI Cruises Animal Welfare Guidelines are based on the “Global Welfare Guidance for Animals in Tourism” laid down by the Association of British Travel Agents (ABTA). ABTA developed these guidelines to promote best practice in the area of animal welfare.



PROGRESS IN THE YEAR UNDER REVIEW

In 2019, TUI Cruises...

- integrated guidelines on species protection into contracts for shore excursions and into calls for tender for shore excursion organizers.

194,820 EUROS

was donated by TUI Cruises through Green & Fair excursions to projects run by SECORE International, Terre des hommes, and the TUI Care Foundation in 2019.





COMMITMENT

By supporting a wide range of international and local initiatives, TUI Cruises continued to shoulder social responsibility at corporate sites and the destinations served worldwide in the year under review.



Employees from Hapag-Lloyd Cruises and TUI Cruises after the Hamburg clean-up day "Hamburg räumt auf!"

In 2019, TUI Cruises supported charitable trusts like the family cancer support foundation phönikks...



...and the humanitarian aid organization Terre des hommes.



A special focus in 2019 was once again activities devoted to eliminating the worldwide problem of plastic waste. Besides implementing its own program, WASTELESS, in the previous year, since June 2019 TUI Cruises has been supporting the NOPLASTIK! project launched by the children's rights organization Terre des hommes.

COMBATING PLASTIC WASTE IN INDONESIA

In a joint project of five partner organizations, Terre des hommes has declared war on plastic waste in Indonesia. The country is struggling to deal with the growing mountains of plastic waste, which particularly affect children in coastal villages. For example, microparticles of plastic can be found in fish, which is one of their staple foods. The project NOPLASTIK! aims to reduce plastic waste through a nationwide campaign.

TUI Cruises CEO Wybcke Meyer presented Terre des hommes with a check for €100,000 from donations made to Green & Fair shore excursions in 2018/2019 to go toward the campaign.

ECOTROPHEA FOR TEN YEARS OF FUTOURIS

In 1987, the German Travel Association (DRV) launched EcoTrophea, an international award for environmental protection and social responsibility in tourism. In the year under review, Futouris e.V. received this renowned award for exceptional achievement for its ten years of commitment to sustainable tourism. In 2010, TUI Cruises was the first cruise company to join the initiative, which is committed to improving living standards, preserving biological diversity, and protecting the global environment and climate. The company has appointed Lucienne Damm, Senior Environ-



mental Manager, as Vice Chair of the board of the association and is actively involved in a variety of projects. Among the initiatives that TUI Cruises sponsored is a coral protection project on Curaçao, with a special focus on sustainable diving, run by the organization SCORE from 2013 to 2015. In the years 2016 to 2019, TUI Cruises participated in a unique pilot project to reduce food waste on cruise ships. The Futouris project, implemented in cooperation with United Against Waste e.V., was also awarded the DRV EcoTrophea environmental prize in 2017.

PHÖNIKKS FOUNDATION SPONSORSHIP PROJECT

Every year since 2014, the company has provided support through the TUI Cruises sponsorship scheme to an association selected by its employees. For the year under review, the employees chose the charitable foundation phönikks e.V., which has been caring for families affected by cancer since 1989. In its Hamburg counseling center, the foundation offers an outpatient counseling and support service with a focus on systemic, psycho-oncological work. Through this work, the therapists help stabilize the living situation of families in this very difficult time and give them more courage to face life again. Through various employee campaigns and fundraising activities on board the ships, a sum of €55,000 was raised in the year under review, which Wybcke Meier handed over to Can Sinirlioglu from the phönikks foundation on January 31, 2020.

In the year under review, TUI Cruises provided financial support for the Terre des hommes NOPLASTIK! project in Indonesia. Photo: Terre des hommes

TUI Cruises CLEANS UP

On March 22, 2019, a group of TUI Cruises employees joined forces with colleagues from Hapag-Lloyd Cruises once again to collect waste in the vicinity of the company headquarters on Heidenkampsweg as part of the Hamburg clean-up day campaign "Hamburg räumt auf!". In 2019, a total of 82,488 citizens of Hamburg collected around 170 metric tons of waste during the campaign.



PROGRESS IN THE YEAR UNDER REVIEW

In 2019, TUI Cruises...

- supported local environmental projects at the various destinations served through donations to the amount of €194,820, which the company generated through the Green & Fair excursions program.



ENVIRONMENTAL TARGETS

Each year, TUI Cruises formulates environmental targets in order to monitor progress constantly and transparently. The company set itself 19 environmental targets for 2020.

AREA	TARGET
Environmental management	Performance of at least one supplier audit with a focus on the environment and quality
	Development and introduction of a Code of Conduct for suppliers
	Expansion of environmental communication on board and ashore
New builds	Preparation of the technical environmental designs for <i>Mein Schiff 7</i>
Energy & emissions	Reduction of fuel consumption per person per night by 2 % compared to 2019
	Reduction of CO ₂ emissions per person per night by 1 % compared to 2019
	Reduction of SO _x emissions per person per night by 20 % compared to 2019
	Reduction of air pollutant emissions of NO _x and particulates compared to 2019
	Compensation of CO ₂ caused by business trips
	Final installation of shore power connection on <i>Mein Schiff 4</i> and use of shore power if available in port and ecologically produced
Waste	Increase in waste recycling rate compared with 2019
	Reduction of the amount of waste per person per night by 2 % compared to 2019
	Reduction of paper consumption on shore and on board
	Continuation of the WASTELESS plastics reduction program
	Development of an onboard measurement concept as part of the "Reduction of food waste" project
Water	Reduction of water consumption per person per night by 4 % compared to 2019
Biodiversity	Promotion of species protection in the context of shore excursions by integrating GSTC standards into the excursion program
	Support for local environmental organizations through donations generated during the Green & Fair excursions
Commitment	Support of a local sponsorship project at TUI Cruises sites

This is not an exhaustive list, as many smaller environmental goals and measures, both internal and external, cannot be included here for reasons of space.

FURTHER INFORMATION

IN DIALOG WITH US

Suggestions? Criticism? The TUI Cruises environmental team will be happy to provide feedback and answer any questions you may have about this environmental report and its contents. Please contact us to discuss your views at: umwelt@tuicruises.com

ABOUT THIS REPORT

We see ourselves as responsible for more than just the content and design of this environmental report. Our responsibility includes its production. That is why we have consciously chosen to use only 100% recycled paper for both the cover and the inside pages. In addition, we have completely dispensed with adhesives (e.g., for binding or cover design) and only use environmentally friendly, water-based, and mineral-oil-free printing inks.



This report is also available for download in both German and English at
www.tuicruises.com/nachhaltigkeit

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