TUI Group
Stakeholder Engagement Commitment

July 2026

TUI Stakeholder Engagement Commitment

We, TUI AG, and all Group companies managed by TUI AG (collectively "TUI" or "TUI Group"), are committed to structured and responsible stakeholder engagement across our operations and value chain. This commitment establishes a consistent approach to stakeholder engagement and supports alignment with external standards and stakeholder expectations. It contributes to maintaining our social licence to operate and credibility.

TUI is committed to engaging with local stakeholders to support responsible, ethical, and sustainable operations. This engagement helps minimise reputational risks, improves operational efficiency, and strengthens collaboration with local communities and authorities.

Sustainability is a fundamental management principle across economic, environmental and social dimensions and is critical to long-term business success. Stakeholder engagement informs strategic decision-making and sustainability priorities. Stakeholder input supports the identification and management of key impacts, risks and opportunities.

Identification of Stakeholders

TUI identifies relevant local stakeholders, including local communities, authorities, industry associations, media, and non-governmental organisations and business partners, who may be affected by its operations.

This identification is systematically embedded within TUI's materiality assessment, where the company analyses impacts, risks and opportunities related to its activities.

TUI not only identifies its relevant stakeholder groups but also involves them in the evaluation of strategic priorities. The identification of stakeholders is an ongoing process that supports a clear and up-to-date understanding of TUI's operating environment.

Building on this, TUI recognises the importance of identifying vulnerable stakeholders within local stakeholder groups, including marginalised communities, Indigenous groups and low-income populations that may be disproportionately affected by its activities. Through materiality assessment and due diligence processes in its value chain, TUI evaluates impacts, risks and opportunities in relation to affected communities and workers. This approach supports the systematic identification and consideration of the specific needs and concerns of vulnerable groups in decision-making and engagement processes.

Engagement Approach

TUI engages with stakeholders through structured, participatory and context-specific formats that support mutual understanding and trust. Engagement takes place through a range of formats, including meetings, surveys, customer service channels, social media interactions and targeted initiatives.

These interactions provide stakeholder input for informed decision-making and the management of business activities. Stakeholder perspectives are integrated into relevant management approaches, policies and actions.

Grievance Mechanism

TUI Group investigates potential violations of applicable laws, internal policies, Integrity Passport principles, and environmental and human rights due diligence requirements. The company promotes a culture of open communication and trust by encouraging affected stakeholders to raise concerns. The TUI Speak Up Line, a whistleblower system hosted by an external service provider, enables concerns to be reported anonymously and confidentially to the TUI Group's Integrity & Compliance Team at any time, with further information and access available online. Reports are processed and investigated by the Integrity & Compliance Team in coordination with relevant departments, and the effectiveness of the complaints procedure is reviewed regularly and continuously adapted in line with legal requirements.

Governance and Accountability

A defined governance framework ensures the consistent implementation of stakeholder engagement across the organisation, with roles and responsibilities embedded in existing management and sustainability structures.

The Group Sustainability Team coordinates implementation, while senior management provides strategic guidance. This ensures that stakeholder perspectives are integrated into decision-making and that engagement practices are regularly reviewed and improved. The Supervisory Board monitors sustainability-related matters and reviews relevant disclosures.

This Stakeholder Engagement Commitment has been approved and signed by the TUI Executive Board and the Group Executive Committee on July 22, 2026.