



TUI Group

Supplementary ESG Fact Sheet - FY2025

Environment

TUI Group Emissions per Scope

Science Based Targets

TUI has joined the Science Based Targets initiative (SBTi), committing to implement emission reductions on the basis of the latest findings in climate science. The SBTi is a global initiative enabling businesses to set ambitious emission reduction targets in line with the Paris Agreement goals to fight the effects of global climate change. Roadmaps for a significant reduction in emissions have been drawn up for each of our three business areas.

- Reduction of CO₂e-Emissions per revenue passenger kilometre from TUI Airline – 24 % by 2030¹
- Reduction of absolute CO₂e-Emissions from TUI's cruise business – 27.5 % by 2030¹
- Reduction of absolute CO₂e-Emissions from TUI Hotels & Resorts (owned) – 46.2 % by 2030²

¹ Base year 2019. Ambition level: well below 2°C. CO₂e = CO₂ equivalents. In addition to carbon dioxide (CO₂), these take into account the other five climate-impacting greenhouse gases according to the Kyoto Protocol: Methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs) and sulphur hexafluoride (SF₆). TUI Group's commitments to achieve science-based targets include well-to-wake emissions for our aviation and cruise activities (emissions from aviation and marine fuels, Scope 1 and Scope 3, Category 3). TUI considers flights from all own-fleet flying operations as well as sub-charter operations within the target scope. All vessels from TUI's Mein Schiff, Hapag-Lloyd Cruises and Marella Cruises fall within the cruise target scope.

² Base year 2019. Ambition level: 1.5°C. For our hotels, the SBTi commitment includes emissions from all energy sources plus emissions from refrigerant gases (Scope 1 and 2). All owned, managed and leased hotels within the TUI Hotels & Resorts portfolio fall within the target scope.

TOTAL CO ₂ e BY SCOPE [metric tonnes]	2025	2024	2023	2022
Scope 1	5,506,047	5,507,898	5,416,692	5,395,049
Scope 2 (location-based)	671,119	581,812	536,495	493,965
Scope 2 (market-based)	439,730	407,369	414,187	451,918
Scope 3	5,231,260	5,580,901	1,239,493	1,232,804
Total CO₂e (location-based)	11,408,426	11,670,611	7,192,680	7,121,818

Scope 3 emissions aligned with CSRD methodology in FY25. Scope 1 & 2 as per full Group – including joint ventures and associated companies beyond CSRD reporting

TOTAL CO ₂ e BY SCOPE 3 CATEGORIES [metric tonnes]	2025
Purchased goods and services	3,806,468
Capital goods	127,749
Fuel and energy related	1,023,596
Upstream transportation & distribution	106
Waste generated	55,388
Business travel	45,911
Employee commuting	52,652
Franchises	119,390
Total Scope 3	5,231,260



Additional Energy Data by Business Areas and Type

TOTAL ENERGY CONSUMPTION [MWh]	2025	2024	2023	2022
Non-renewable	22,719,900	23,093,576	22,583,707	22,165,040
Renewable	273,886	265,726	183,100	166,966
Total energy	22,993,786	23,359,302	22,766,807	22,332,006
ENERGY USAGE BY BUSINESS AREA [MWh]	2025	2024	2023	2022
Airlines	17,005,970	17,596,040	17,202,638	17,655,179
Cruises	3,606,463	3,537,917	3,507,396	2,962,423
Hotels	2,254,907	2,094,632	1,936,035	1,599,057
Major premises/shops	54,220	62,476	59,651	60,036
Ground Transport	72,226	68,237	61,087	55,311
Total energy	22,993,786	23,359,302	22,766,807	22,332,006

Energy consumption reported as per full Group – including joint ventures and associated companies beyond CSRD reporting

TUI's Sustainability Agenda

Tourism is one of the world's largest industries and a key contributor to development and prosperity in many parts of the world. TUI's ambition is to contribute to the long-term environmental, social and economic sustainability of the tourism sector. We use our scale and influence to support initiatives and partnerships that address sustainability challenges across the tourism value chain.

Together with our partners we strive to continue to positively contribute to local communities, reduce our environmental footprint and create experiences that are authentic and sustainable.

More information about our sustainability agenda and its 15 focus areas can be found in [our annual report](#). Current updates on sustainability-related activities can be found on [our website](#).



Additional Waste and Water Data

TOTAL WASTE DISPOSAL [metric tonnes]	2025	2024	2023	2022
Recycled / re-used	38,524	34,359	31,707	25,335
Landfilled (total disposed)	91,944	92,403	96,258	90,594
TOTAL WATER CONSUMPTION [mio. m ³]	2025	2024	2023	2022
Water withdrawal	40.528	45.391	40.199	36.145
Water discharge	2.440	2.681	2.499	1.926
Total net freshwater consumption	38.088	42.709	37.700	34.219

Water and waste reported as per full Group – including joint ventures and associated companies beyond CSRD reporting

Circularity

One of our core targets in our sustainability agenda is to work towards a circular business model. The concept of a circular economy is about how we generate, use and recycle products and services. The goal is to keep resources and materials in the loop for as long as possible and prevent waste from arising in the first place.

TUI has entered into Circular Economy Commitments focused on changing the way we operate and use re sources. These commitments involve all areas of our business model. TUI cooperates with suppliers in order to capture relevant information about their sustainability performance so as to track and measure progress.

More information about our initiatives in this area are explained in our [annual report](#) and on [our website](#).



Additional Plastic Data

TOTAL PLASTIC WEIGHT [metric tonnes]	2025	2024	2023	2022
All plastic items	3,112	3,116	2,945	2,814

Deep dive: TUI podcast ‘Plastic when travelling – goodbye disposable items?’

From the aircraft cabin to the cruise ship – the episode of the TUI podcast „We're on it, right?“ explores the question of where disposable plastic is still part of the travel experience and what TUI is doing to reduce it. Presenter Rebecca Gerigk takes the audience behind the scenes and talks to crew members and experts about reuse, recycling and the real challenges on the road to becoming a circular company. The episode is available on **Spotify, Apple Podcasts** and other platforms. Find all episodes and platforms here: <https://www.tuigroup.com/en/were-on-it-right-podcast>

Plastic weight reported as per full Group – including joint ventures and associated companies beyond CSRD reporting

Plastic

In 2020, TUI joined the Advisory Group of the Global Tourism Plastics Initiative, led by UN Environment Programme and UN World Tourism Organisation, in collaboration with the Ellen MacArthur Foundation. The Global Tourism Plastics Initiative unites the tourism sector behind a common vision to address the root causes of plastic pollution. It enables businesses, governments, associations and NGOs to take concerted action, leading by example in the shift towards a circularity in the use of plastics.

We extended our co-operation in 2021 to become a signatory of the Global Tourism Plastic Initiative, endorsing the common vision and committing to eliminate the plastic items we don’t need; take action so all plastics we do need are designed to be safely reused, recycled, or composted; and collaborate with others to improve the recycling and composting rates for plastics.



Certified Environmental Management Systems

TUI Group ISO14001 certified

At TUI AG, environmental responsibility is anchored in a certified management approach. Our Group-wide environmental management system is certified according to ISO 14001, providing a framework through which we set objectives, monitor performance and continuously improve how we manage our environmental impact. Beyond the Group-level certification, several of our operating companies maintain their own ISO 14001 certifications, reflecting the specific environmental aspects of their business. TUI Airline and our cruises businesses hold their own ISO 14001 certification.

For our accommodation product strategy, we actively highlight hotels with independent sustainability certification on our booking platforms and in travel agency consultations. To qualify, certifications must align with the Hotel Standard of the Global Sustainable Tourism Council (GSTC). This includes sustainable management, environmental and climate protection, support for local communities and protection of cultural heritage. Independent audits ensure transparency and credibility and help guests make informed and responsible travel decisions. To support a credible and consistent approach across the industry, TUI recognises sustainability certification schemes that feature on the ABTA/ANVR list, these include the Travelife Standard for Accommodation, Green Key and Ecostars.

Taken together, ISO 14001 at Group, Airline and Cruise level and GSTC-recognised certifications for our hotels give us a coherent, sector-appropriate way to manage our environmental performance across the entire value chain.



Find our **ISO14001 certificates** and **environmental policies** in the Sustainability Download Centre on the TUI Group webpage: [TUI Group - Sustainability - Download Centre | TUI Group - One of the world's leading tourism groups](#)



Additional Biodiversity Information

As part of its commitment to protecting biodiversity, TUI undertook an external analysis of its value chain in partnership with WWF Deutschland. This work focused on identifying key areas of biodiversity impact across all four business divisions. Guided by recognised tools and frameworks, TUI is now developing a tailored strategy and action plan, embedding biodiversity considerations into wider sustainability and risk management processes.

Our Approach

Public Biodiversity Risk Assessment: Conducted external analysis of TUI's value chain with WWF Deutschland

Location-Specific Approach: Assessed destinations based on relevance, urgency, and potential for positive impact

Use of Recognised Methodologies: Applied the SBTN Materiality Screening Tool to map and screen activities

Dependency Risks Considered: Analysis examined where TUI has direct influence and relies on ecosystem health

Impact Risks Assessed: Activities were categorised by pressure type to identify where TUI's operations exert biodiversity pressure with the WWF Risk filter

Integrated into Company Risk Thinking: Strategy development is shaping cross-divisional action plans and guided by the Nature Positive hierarchy

Framework Alignment: Biodiversity goals are aligned with the EU Taxonomy, cruise-sector guidance, and ESG expectations



Social

FOCUS ON WHAT REALLY MATTERS

We are streamlining and harmonising our global processes and ways of working, allowing personalisation where it adds value while ensuring overall consistency

BE DATA CENTRIC

We use high-quality data and focus on simple, scalable designs that enable fast, intelligent digitisation. We advance digital transformation by empowering colleagues to adopt and leverage AI.

BE BOLD, BE CONFIDENT, STAY HUMBLE

We take courageous decisions, drive innovation, and empower our people to shape and grow our business.

SUCCEED AS A TEAM

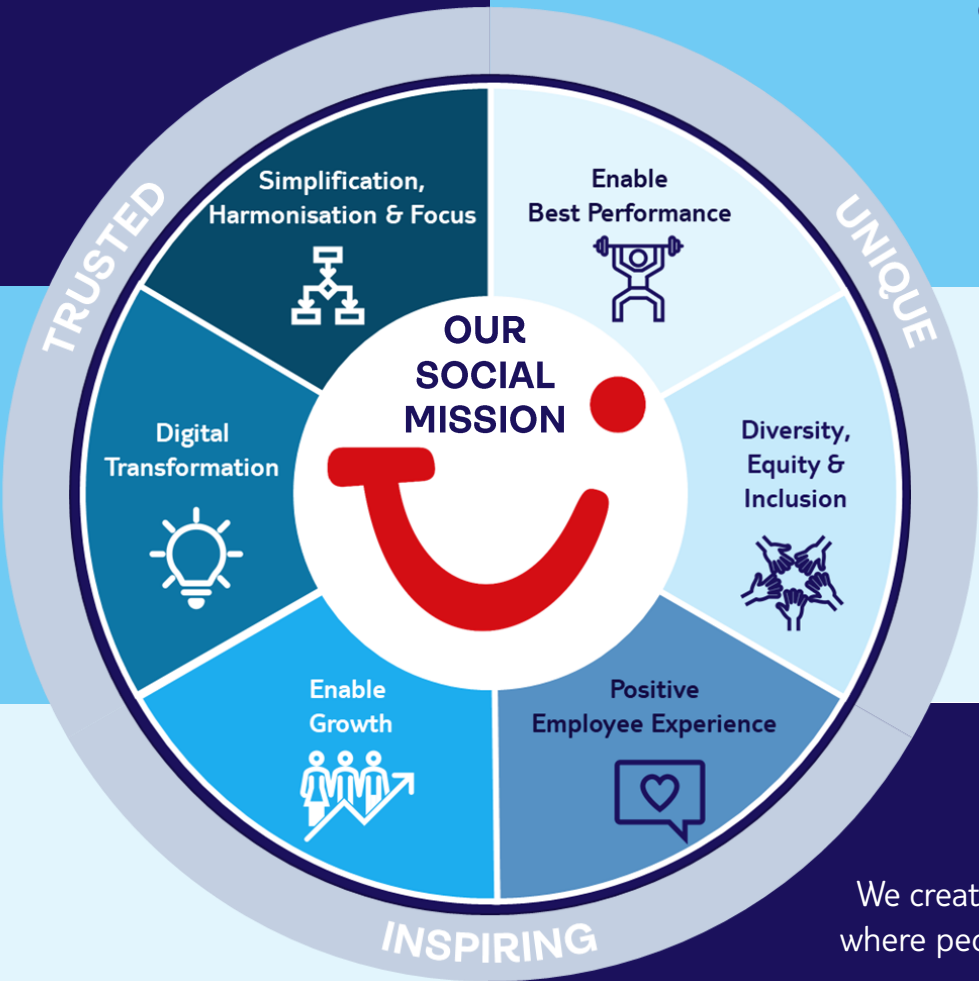
We develop strong leaders who can thrive in a changing business environment and create a culture where employees can give their best and shine as part of a team.

COME AS YOU ARE

We aim to be truly inclusive – for our employees and our working culture. We support well-being and resilience for all employees.

LIVE THE TUI SPIRIT

We create a physical, cultural, and technological environment where people enjoy working together, feel connected, and are proud to be part of TUI.



Our Diversity, Equity and Inclusion (DE&I) ambitions

Diversity and Inclusion makes us stronger and opens a world full of possibilities, helping us to deliver excellence in leisure experiences for everyone, everywhere.



People & Culture



Internal Benchmark

We will have established our **internal benchmark** for diversity by 2026.

100%

Inclusion Training

100% of our employees will have access to **inclusion training** by 2025. (achieved in 2025)

85%

Internal DE&I Survey

TUI is recognised as an **inclusive employer**, achieving a score of 85%+ on an internal DE&I survey by 2030.

Inclusive Leadership



Internal Benchmark

We will have established our **internal benchmark** for diversity of our **leadership teams** by 2026.

35%

Women in Leadership

There will be a total of **35% women in leadership** positions by 2026. (achieved in 2025)



Equal Pay

There will be 100% transparency on **equal pay** by 2026.

Community



+5

DE&I Partnerships

We gain **5+** new accreditations for **DE&I partnerships** by 2026.



Diversity Index

We aim to be recognised as an organisation with a high ranking in a **Diversity Index** by 2030.



People Insights 2025 I/II



Colleagues of over **115 nationalities** work in TUI Group.



Our colleagues have been **working** for an **average of 10 years** with TUI Group.



Women are represented with **20% members in our Executive Board** and **25% members in our Supervisory Board** at TUI AG.



The proportion of **women in management and leadership positions** at TUI Group was **47.4%**.



3,615 employees used **TUI Workwide** and worked on an average of 6 days from another country.

People Insights 2025 II/II



TUI Group had a **pay ratio of 33:1** between its highest-paid employee and the median compensation of its workforce.



At TUI Group we are **paying adequate wages**.



The unadjusted **gender pay gap** at TUI Group was **21.78%**



TUI Group had a **turnover rate of 39.0%**, with 19.8% turnover resulting from seasonality of the business.



Our **TUI Engagement Index** is **80**, scoring highest in area of authenticity with a score of 84. ("I feel comfortable being myself at work")



Supply Chain Management

Human rights and environmental risk assessment 2025

Annual risk analyses are carried out to identify **human rights and environmental risks** in **own business area** and along the **supply chain**.

Scope: Consolidated group companies and direct suppliers

Figures 2025:

- **Own business area:** No consolidated group company classified as **high-risk**
- **Supply chain:** Over **36,500 direct suppliers**, of which **6% are considered high-risk**

Details results supply chain:



Prioritized risks:

- Slavery and forced labour
- Disregard of freedom of association
- Unequal treatment in employment
- Forced eviction
- Abuse of power by security forces



Risk regions supply chain:

- Southeast Asia & Indian Ocean
- Middle East & Mediterranean
- Latin America & Caribbean



High-risk industries supply chain:

- Accommodation
- Tour operators & travel agencies
- Air transport
- Food & beverage service activities



Governance



Data Privacy: Systems & Procedures

Our data privacy governance, aligned with the EU GDPR across TUI's entire operations.



Group Policy & Manual

Minimum data privacy requirements across TUI's entire operations.



Extends to suppliers

The Code of Conduct for Suppliers requires suppliers and their partners to comply.



Designated team

The Group Data Privacy Team and Data Protection Officers advise, monitor and report.



Risk & compliance

Embedded group-wide, with quarterly reporting to the Board and Audit Committee.



Zero tolerance & audits

Non-compliance may lead to disciplinary action; Group Audit gives independent assurance.
Breach notification process.



Training & awareness

Mandatory e-learning for all colleagues, refreshed every two years.
Regular privacy awareness communications to employees.



Customer Privacy Information

A standard privacy notice across our customer websites, compliant with Articles 13 & 14 of the EU GDPR.



What we capture

The categories and sources of personal data we collect are clearly set out.



How data is used

Clear purposes for processing and the legal basis for each are explained.



Your choices & rights

Withdraw consent and exercise access, rectification, erasure, portability and objection.



Retention & security

Retention periods are explained, with appropriate security measures – including by suppliers.



No secondary use

Disclosures, recipients, and transfers abroad are explained; we don't sell customer personal data.



Transparency & access

Version-dated notices explain how to complain to us or a data protection authority.



Cybersecurity

In addition to statements made regarding Cybersecurity in TUI's Annual Report, the following are key elements of the programme.



Individual Responsibilities: Secure Behaviours Become Second Nature

Policies establish clear information security responsibilities for every member of TUI's workforce.



Incident Escalation Process

Employees can report security incidents, vulnerabilities or suspicious activities through a clear and confidential escalation process.



Third-Party Requirements

Information security requirements extend to suppliers and partners through contractual obligations and our Supplier Code of Conduct.



Business Continuity Planning

Information security business continuity plans ensure operational resilience and recovery across TUI's operations.



Internal Audits

Internal audits of IT infrastructure and information security management systems provide independent assurance of compliance.



External Audits

External audits of IT infrastructure and information security management systems are conducted where required by regulatory authorities (e.g. aviation authorities).

TUI Responsible AI Approach

We ensure responsible, scalable, sustainable and impactful AI

1. GOVERNANCE & RISK

How do we maintain oversight?

We ensure responsible AI usage across TUI through a group-wide AI policy and centralized governance, covering privacy, fairness, bias mitigation, transparency, accountability and human oversight.

target: 100% of AI use cases aligned with AI Policy and AI Lab

2. PEOPLE & ADOPTION

How do we enable responsible use?

We enable all employees to adopt AI responsibly through structured learning formats (e.g. AI Learning Weeks, e-learnings, targeted AI trainings (like Copilot trainings), in-person events, Own AI@TUI initiatives, AI Literacy) including building awareness of ESG risks and responsible usage.

target: All employees enabled with AI learning offer

3. ENVIRONMENTAL FOOTPRINT

How do we mitigate environmental risks?

We reduce IT-related CO₂ emissions while enabling AI growth through efficient architecture, green energy usage and sustainable sourcing, while engaging AI providers to improve transparency and environmental performance.

target: CO₂e intensity: -30% by FY30

4. SUSTAINABILITY INNOVATION

How do we drive TUI's Sustainability Agenda¹?

We leverage AI to accelerate TUI's sustainability agenda by identifying, prioritizing and scaling high-impact use cases in collaboration with the AI Lab and business teams.

target: Deliver 3 AI-powered sustainability innovation MVPs by FY26



**TUI Responsible
AI Approach**

¹: [TUI Group - Sustainability](#) | [TUI Group - One of the world's leading tourism groups](#)



1. Governance: How do we maintain oversight?

Governance, risk management and responsible AI principles

We ensure full oversight of AI usage across TUI through a structured governance and risk management framework. Clear principles, responsibilities and centralized control mechanisms ensure that all AI use cases are compliant, ethical and aligned with business objectives. This creates the foundation for safe and scalable AI adoption.

AI Governance Framework

Define principles, responsibilities and guardrails for responsible AI usage across TUI

- Group-wide **AI Policy**¹ in place since November 2025, covering privacy, fairness, bias, transparency and accountability, with controls to restrict sensitive AI applications, ensure transparency of AI-generated content and decisions, and require human oversight for significant decisions concerning individuals.
- Clear ownership across **AI Lab**², **Legal**, **Sustainability** and **business teams**

AI Risk & Control Mechanisms

Ensure risks are identified, assessed and managed across all AI initiatives

- Centralized **AI Portfolio** to track, prioritize and govern all initiatives
- Alignment of AI use cases with **approved tools and platforms**
- Oversight through **AI Lab** and **CIO governance structures**

Transparency & Decision Support

Enable visibility, informed decisions and controlled scaling of AI

- **AI Portfolio** provides transparency across initiatives
- **AI Tech Radar** guides technology selection and maturity decisions
- Avoids duplication and ensures responsible scaling

1: [Link to AI Policy](#); 2: AI Lab: A central IT team overseeing all AI activities across decentralized teams



2. People: How do we enable responsible use?

Awareness, training and responsible AI adoption

We enable our people to adopt AI responsibly and confidently in their daily work. Through targeted learning, awareness building and community-driven formats, employees understand both the opportunities and risks of AI. This ensures consistent, safe and value-creating use across TUI.

Responsible AI Awareness in AI Learning Formats

Build awareness of ESG risks and responsible AI usage across all employees

- Dedicated **Sustainable AI e-learning** covering environmental and ethical AI topics
- Integration of **responsible AI** into AI learning formats (Learning Week & Events, Own AI@TUI Initiatives)

10.6K

Employees trained during Learning Week & Embrace AI Tour¹

AI Upskilling & Adoption

Enable employees to apply AI responsibly in their daily work

- AI Learning Weeks with **100+ virtual sessions** across business and IT topics
- AI on Tour Events in **7 different locations** & additional Copilot Escape Rooms on-site
- Monthly **Copilot Trainings** with 11.6k participants
- **AI Mentoring** with 64 AI Mentors
- **AI Literacy Framework & Own AI @TUI**

44 K

Participants in GenAI elearnings²

Community & Culture Building

Embed responsible AI into TUI's culture and daily collaboration

- Global **AI community** established across business and IT functions
- Community formats to share **best practices** and **use cases**

60+

AI Champions as local ambassadors across business³

1: as of June 2026 (since FY2025); 2: as of June 2026 (since FY2024) 3: as of June 2026



3. Environment: How do we mitigate env. risks?

Environmental impact, CO₂ reduction and supplier transparency

We actively manage and reduce the environmental impact of AI across our operations and supply chain. By measuring our footprint, improving efficiency and engaging with providers, we ensure AI is deployed in a resource-efficient and transparent way. This allows us to scale AI responsibly while mitigating environmental risks.

IT Footprint Measurement

Measure and monitor environmental impact of IT including AI

- **Tech Carbon Footprint** covering cloud, data centers, end-user devices and purchased services
- Actively improving **integration of AI-related emissions**, while acknowledging limited visibility esp. from third party providers

FY19

Baseline year against which we compare our yearly measurement

CO₂ Emission Reduction

Reduce emissions while enabling AI-driven growth

- **Emissions reduction** target by IT Board: Maintain at least -30% by 2030 despite AI growth
- **Green energy usage** across major data centers and cloud providers
- **Green Software & Hardware circularity**

-33%

IT carbon intensity¹ in FY25 vs. FY19 (baseline year)

Supplier Engagement

Increase transparency and sustainability performance of AI providers

- Active engagement with hyperscalers on **emissions transparency**
- Collaboration via **industry initiatives**² and direct supplier dialogue

Continuous Dialogue

with key AI providers

1: tCO₂e per billion revenue; 2: industry networks such as SustainableIT.org and Reply IT Sustainability User Group



4. Impact: How do we drive sustainability?

AI-driven innovation and sustainability value creation

We leverage AI to accelerate TUI's Sustainability Agenda and drive measurable impact. By identifying and scaling high-impact use cases, we ensure AI contributes directly to environmental and operational improvements. This turns AI from a risk into a driver of sustainability value.

Business Impact & Application

Overview of AI solutions implemented to drive TUI's Sustainability Agenda or to improve sustainability management processes.



GRACE

Award-winning¹ Chatbot
providing AGM ready answers

Uses AI to screen 32k suppliers
for risk monitoring



Smart AI bins rolled out in hotels
to reduce food waste²

Sustainability AI Accelerator

What

- Target by IT Board: Deliver **3 AI-powered sustainability innovation MVPs in FY26** with at least **1 live conversion**

How

- A structured **program to identify and scale AI use cases** aligned with the priorities of **TUI's Sustainability Agenda**

Who

- Joint initiative by **Group Sustainability**, the **AI Lab**, **Sustainability Technology** and the **AI Rapid Prototyping** team

1: Responsible AI Impact Award 2025 by SustainableIT.org; 2: [Turning waste into value | tuigroup.com](https://tuigroup.com)





Further ESG Information

In addition to the KPIs and information stated in this supplementary fact sheet more information on governance, data and initiatives is provided in the [TUI Group Annual Report 2025 including the Non-financial Declaration](#) and the [TUI ESG Investor Presentation](#).

An introduction to the Sustainability Agenda, it's 15 Focus Areas and current new developments is given on our [website](#).

In case of questions please send an email to sustainability@tui.com.
Thank you.