

# TUI SUSTAINABILITY LABELS AND AWARDS

## TUI ENVIRONMENTAL CHAMPION

Sustainability is important to TUI and to our customers. That is why TUI Germany has been honouring hotels that are committed to protecting the environment and social responsibility with the annual TUI Umwelt Champion ("Environmental Champion") label established in 1996. Since that year the TUI Environmental Champion label was one of the ways we did highlight more sustainable hotels to customers.

As we have done before, we will continue to recognize our hotel partners for their outstanding sustainability commitment. As described in the previous letter from David Burling and Sebastian Ebel we have grown together as one global TUI. Sustainability also needs a truly global approach and that's why we will, under the roof of the TUI Global Hotel Awards, introduce the new

## BETTER WORLD SUSTAINABILITY AWARD

### What does that mean for the TUI Environmental Champion?

Within a transitional period, we will for the last time in December 2019 select the TUI Environment Champion for our German-speaking source markets (for the CSQ return period 01.11.2018-31.10.2019) to secure that our customers and travel agencies have the full transparency during the search and selection process. From 2021 onwards (for the CSQ return period 01.11.2019-31.10.2020) the TUI Global Hotel awards - including the Better World Sustainability Award - will be the only set of awards across TUI Group.

The "best of the best" Better World Sustainability Award winners will be announced for the first time at the TUI Global Hotel Awards event in March 2020 in Berlin and consist of three category winners with one of these being the overall winner. The award will

showcase hotels with outstanding sustainability performance. Beyond our simplified process (TUI will check your valid GTSC certification and CSQ scores), we need your help here to welcome you on the stage.

### How do I get on the stage?

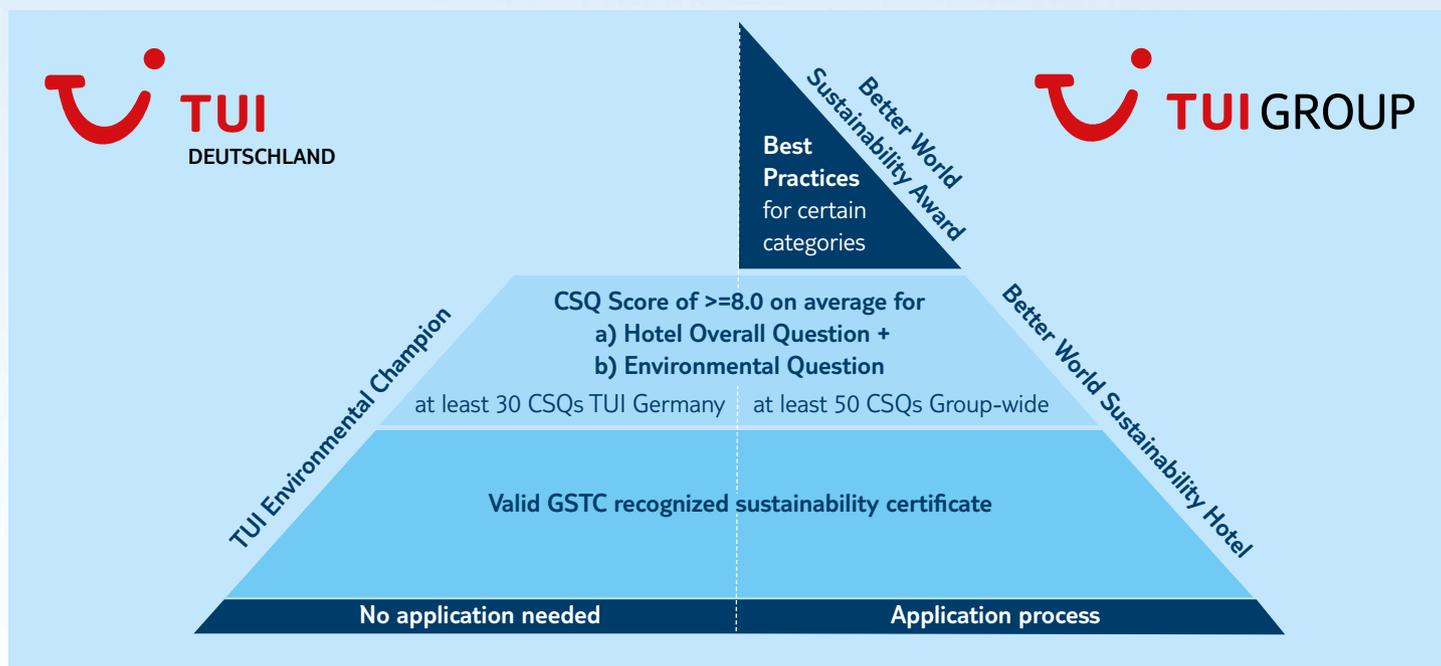
If you hold a GSTC recognized certification and fulfill our criteria regarding CSQ scores, please hand in your leading best practice example!

## TUI Environmental Champion becomes Better World Sustainability Award

### The process 2019:

We have simplified the process - TUI will evaluate the average ratings of the CSQs at the end of the period (November 2019) and check whether you hold a valid GSTC-recognised certification.

- In transition: At least 30 evaluations from the TUI guest survey (German speaking markets only) within twelve months (Nov. to Oct.)
- A minimum average rating of 8 out of 10 possible points on the environmental question **and** the accommodation overall question, to be aligned with the new TUI Group award criteria
- A valid sustainability certificate from our partner Travelife or another certificate recognised by the GSTC (Global Sustainable Tourism Council)
- For those who want to go for the "best of the best": Hand in your leading sustainability initiative already in 2019! Then you will also be, additionally, evaluated based on at least 50 CSQs Group-wide.



## NEW: THE BETTER WORLD SUSTAINABILITY AWARD AS OF 2020 ONWARDS

TUI Group will host the first TUI Group Sustainability Awards to celebrate hotels that demonstrate exceptional commitment to sustainability and go the extra step to lead the way in sustainable tourism.

Hotels can submit initiatives demonstrating outstanding sustainability performance in one of three categories. In each category, three hotels will be shortlisted with one winner per category. One overall winner will be chosen from the category winners.

### The criteria:

- ✓ A minimum score of 8.0 for both 'Environmental' and 'Accommodation Overall' questions in the TUI Customer Satisfaction Questionnaire (CSQ) from at least 50 completed CSQs within twelve months (November to October) over all source markets, not only Germany.
- ✓ A valid GSTC-recognised sustainability certification, such as Travelife Gold, valid at least until 31<sup>st</sup> October. A full list of all recognised schemes can be found [here](#).
- ✓ Input and evidence of sustainability initiatives the hotel is currently undertaking, or has undertaken since January 2018, in one of the specified categories.

All submissions will be reviewed and judged by a panel consisting of external and internal industry experts. Judges will be looking for examples which demonstrate exceptional sustainability performance rather than just business as usual practices. Initiatives will be assessed based on KPIs, impact data and innovation.

### The application process:

The online application form will be available [here](#) as of 15<sup>th</sup> August 2019. (<http://tuigroup.com/awards>)

You will be asked to fill in the compulsory fields and the category specific questions.

Self-submission needs to be completed by the hotel no later than 31<sup>st</sup> October 2019.

### The categories:

To prepare for the category specific questions, here is an overview of the three categories.

1. Lower carbon	2. Waste reduction	3. Celebrating local
<p>The industry needs to address the challenges of climate change and move towards a lower carbon future. What is the hotel doing to meet these challenges?</p> <p><b>Examples include:</b></p> <ul style="list-style-type: none"> <li>■ Energy reduction and use of renewable energy</li> <li>■ Sustainable construction &amp; development/ lower carbon building</li> <li>■ Air-conditioning, heating, ventilation system</li> <li>■ Transport (customers, staff, hotel fleet)</li> </ul>	<p>Hotels produce a lot of waste and unfortunately much of it still ends up in landfill or gets burned. Single-use plastics must also be phased out. What is the hotel doing to manage this in a better way so that less waste is produced and more is recycled?</p> <p><b>Examples include:</b></p> <ul style="list-style-type: none"> <li>■ Overall waste reduction – including work towards or achieving a 'zero waste' hotel</li> <li>■ Reduction of (single-use) plastics</li> <li>■ Recycling</li> <li>■ Food waste reduction</li> <li>■ Managing and treating water</li> </ul>	<p>What is the hotel doing to support the local community, train and develop their staff, and engage their customer into the local 'sense of place' of their destination?</p> <p><b>Examples include:</b></p> <ul style="list-style-type: none"> <li>■ Training staff and providing great working conditions, employee engagement programmes and talent development</li> <li>■ Creating opportunities for the local community and supporting the next generation</li> <li>■ Sourcing locally and celebrating local food</li> <li>■ Highlighting and empowering local culture, tradition, history / engaging customers</li> </ul>