

CDP 2009 Information Request

Respondent: TUI Travel

General introduction

TUI Travel PLC was formed on 3 September 2007.

TUI Travel PLC is a leading international leisure travel group which operates in approximately 180 countries worldwide and serves more than 30 million customers in over 25 source markets. Headquartered in Crawley, near Gatwick airport in the UK, the Group employs approximately 50,000 people and operates a pan-European airline consisting of over 150 aircraft. The company mainly serves the leisure travel customer and is organised and managed through four business Sectors: Mainstream, Specialist & Emerging Markets, Activity and Online Destination Services. In the financial year ended 30 September 2008 TUI Travel had revenues of £13.9bn [US\$23.1bn/€16.2bn] and an underlying profit before tax of £320m [US\$532m/€373m].

For more information visit www.tuitravelplc.com

Please note, TUI AG is the majority shareholder in TUI Travel PLC and has made a separate submission as part of CDP6 and also for CDP7 in 2009. First Choice Holidays PLC (previously listed on the London Stock Exchange) made a submission in 2007 for CDP5 and this can be viewed via the CDP website.

For more information about the organisational structure of TUI Travel PLC, please go to: <http://ara2008.tuitravelplc.com/tui-ar2008/pages/ourbusiness/source-markets>

This is a link to last ARA and provides a Sector Overview details of our Source Markets

Risk and Opportunities

1. Regulatory Risks: (CDP6 1(a)(i))

1.1 Is your company exposed to regulatory risks related to climate change?

We consider our company to be exposed to regulatory risks.

There are a number of regulatory proposals and legislative frameworks in development and/or at implementation phase that TUI Travel PLC is monitoring and preparing for as appropriate within the relevant source markets in which it operates around the world. It is worth noting that as a sizeable company, TUI Travel PLC is well placed to withstand the actual and potential climate change related fiscal measures that will/could be relevant.

EU Emissions Trading Scheme (EU ETS)

The EU ETS is a Europe-wide scheme which aims to reduce emissions of carbon dioxide and combat the threat of climate change. Phase 1 of the EU ETS has been in place since 2005 (for ground-based installations). The first cross-border scheme of its kind in the world, the EU ETS puts a price on carbon that businesses use and creates a market for carbon. The EU decided in 2008 to include aviation in the EU ETS from 2012 covering all flights in, arriving and departing the European Union.

The EU directive also includes non-European airlines flying to the EU in its planned scheme. The total number of airline emission allowances available will be capped in 2012 at 97% of the average emissions level in 2004-2006 and from 2013 at 95%. 3% of the allowances will be reserved for new entrants and fast growing airlines (18% growth in revenue passenger km p.a.). 15% will be auctioned by Member States. The remainder will be distributed as free certificates following a benchmarking process on the basis of a harmonised efficiency benchmark (e.g. using each operator's revenue tonne kilometres). Whilst the revenues from auctioning should be used for such purposes as reducing emissions further by e.g. investing in greener technologies and improvements in air traffic management, the EU Finance Ministers have presented the view that the monies raised will be used for general purposes.

TUI Travel PLC's airlines are preparing the required monitoring, reporting and evaluation [MRV] methodology documentation for the regulatory body in each Member State by 31 August 2009. Thomson Airways preparation document for EU ETS was held up as an exemplar by the UK competent body, The Environment Agency.

TUI Travel PLC explicitly supports the inclusion of aviation in an EU ETS. It could be the most cost-effective instrument for reduction in aircraft emissions as it meets most of the parameters TUI Travel PLC outlined in the CDP 6 [2008] response. However, the risk of failure to achieve a global system for aviation emissions could create a distortion of competition which in turn could potentially reduce the effectiveness of the EU's ETS.

UK Government's Climate Change Act 2008

The UK has passed legislation which introduces the world's first long-term legally binding framework to tackle climate change. The Climate Change Bill was introduced to Parliament on 14 November 2007 and became law on 26th November 2008. As it stands, this is the most ambitious carbon legislation in the G7 Group of Leading Industrialised Nations and it will drive £50 billion of green growth investment in the low carbon sector over three years. It builds on the Government's agenda to deliver a one-third reduction in CO2 emissions (from 1990 levels by 2020). Some of the other main features include:

- Regulations to require emission reporting by large companies to be in place by 2012.
- Raising the 2050 CO2 emissions reduction target to 80%

The latest timescale for implementation is as follows:

- 1 June 2009 - deadline for Government to set the first three carbon budgets through secondary legislation agreed by both Houses of Parliament
- Mid 2009: Government will publish policies and proposals to meet the first three carbon budgets

The Government will include international aviation and shipping emissions (and potentially commensurate reduction targets) in the Act or explain why not to Parliament by 31 December 2012 (if it has not done so which could affect TUI Travel PLC's Cruise Ship businesses in the future). Projected emissions from international aviation and shipping must be taken into account in making decisions on carbon budgets. The Committee on Climate Change is required to advise the Government on the consequences of including emissions from international aviation and shipping in the targets & budgets.

TUI Travel PLC is monitoring the next steps of this legislation for its applicability to its businesses in the UK.

UK Government Carbon Reduction Commitment [CRC] – Draft Proposals

The planned CRC is a mandatory cap and trade scheme that will apply to emissions not covered by existing Climate Change Agreements or EU Emissions Trading Scheme (EU ETS) for ground based emissions. It is primarily aimed at large, non-energy intensive organizations and does not include aviation emissions, just those from energy used by buildings. It is proposed that the first phase will commence from 2010 – 2012 initially and include those organizations that use more than 6,000MWh [6 million kWh] of electricity per year procured through the half-hourly meter market in Great Britain. If affected, organisations will need to participate in the scheme to be regulated by the UK Environment Agency. The scheme focuses on using financial incentives [as well as reputational drivers by publishing a league table of performance] to bring about electricity [and gas] reductions and therefore greenhouse gas emission across the obligated organizations. Whilst auctioning of allowances will take place, the recycling of auction revenue will be linked to performance and therefore offer high performing organizations the opportunity for those monies to be returned,

subject to the achievement of emission reductions. The UK Government consulted (for the third time) on the draft Regulations in Spring 2009 and it plans to lay the finalized legislation before Parliament in time for entry into force in April 2010. TUI Travel PLC is in the process of assessing whether its UK subsidiaries collectively meet the proposed threshold.

Aviation Passenger Duty [Aviation Duty which was mooted to replace APD] – UK Government

The proposed Aviation Duty “per plane tax” proposals were abolished in the UK Government Pre-Budget Report in November 2008, to be replaced with a modification of existing APD from November 2009 and beyond. The UK Government has introduced a banding approach and increased the scale of the existing APD over the next 3 years. TUI Travel PLC was disappointed with the UK Government’s decision to scrap the Aviation Duty proposals “emissions per plane tax” as it means that it has taken no account of the excellent fuel-efficiency per revenue passenger kilometre performance of Thomson Airways, TUI Travel PLC’s UK airline – for the 07/08 FY this was 75.70g CO₂/Revenue Passenger Kilometre.

EU Draft Plans to address NO_x emissions via an en route charging mechanism

The Aviation EU ETS Directive notes that by 31 December 2008, The EU Commission “will put forward a proposal to mitigate NO_x from aviation after a thorough impact assessment”. The European Commission awarded a contract to a consortium (with CE-Delft as main consultancy - a research body based in Holland) to conduct a study into legislative proposals and policy instruments to address Oxides of Nitrogen [NO_x] from aviation. A first stakeholder consultation meeting was organized by CE Delft in February 2008, focussing on a list of potential policy measures. The main areas of the draft policy developed were as follows:

- A Landing & Take-off [LTO] NO_x charge targeting local air quality, to be levied on all aircraft operators by all EU airports
- An LTO NO_x charge with a distance factor, targeting cruise altitude NO_x emissions
- A cruise NO_x charge, directly aimed at cruise altitude NO_x emissions and thus the climate impact of aviation NO_x.
- Including NO_x in the EU ETS, requiring aircraft operators to surrender NO_x allowances in the EU ETS, in relation to their surrendered CO₂ allowances.

The report was subject to delays in the second half of 2008, finally being published towards the end of 2008. CE Delft highlights in its summary that there is a need for further study and states that “it will take three to five years to design policy instruments that are both well-founded in scientific evidence and provide the right incentives to reduce emissions both in the short term and in the long term”. It adds that “in the meantime, the policy instruments that could be introduced would either have very limited environmental impacts but a solid scientific foundation, or a questionable scientific basis but a significant impact”.

EU Climate Package

The ‘EU 20/20/20’ package of legislation was agreed on 12 December 2008 after 11 months of intense debate on European Commission’s detailed proposals among EU leaders. It is aimed at:

- A 20% cut in emissions
- A 20% reduction in energy consumption; and
- 20% of the EU’s energy coming from renewable sources by 2020 (compared with a 1990 baseline).

Member States who fail to meet their targets should face strict fines and sanctions by paying an ‘excess emission penalty’ equivalent to the fines paid under the ETS- that is, €100/tonne of CO₂ equivalent. TUI Travel PLC is monitoring the next steps of this legislation for its potential future applicability to its businesses across its source markets in Europe.

Emissions Trading Scheme for Shipping

TUI Travel PLC understand that The IMO (International Maritime Organization) has also been working on a scheme to reduce emissions in the maritime sector, but nothing has been published to date. The European Commission has recently announced that it will regulate international shipping emissions from 2013 if the IMO fails to act.

UN Framework Convention on Climate Change – Copenhagen Climate Treaty Talks, Dec 2009

The next phase of the UN’s Framework Convention on Climate Change will be discussed and potentially agreed at the talks taking place in Denmark in December 2009. TUI Travel PLC will monitor the next steps of this process in due course.

Australia

The Australian Government is establishing a Carbon Pollution Reduction Scheme as part of an effective framework for meeting the climate change challenge. It has committed to reduce Australia’s carbon pollution to 25 per cent below 2000 levels by 2020 if the world agrees to an ambitious global deal to stabilise levels of greenhouse gases in the atmosphere at 450 parts per million CO₂-equivalent or lower by mid-21st century. The Australian Government is currently planning to introduce an ETS with the aim to table legislation for discussion in 2009 and an aspiration of a fully flexible trading scheme to commence introduction by July 2012.

United States of America

As President Elect, Barack Obama committed the United States to introduce a carbon reduction scheme, i.e. the now mooted Clean Energy and Security Act – to be introduced to establish a cap & trade system for curbing carbon dioxide emissions [similar to the EU ETS], the detail which is still to be worked out.

TUI Travel PLC will monitor the outcomes of both Australian and US legislation as it has businesses in both these jurisdictions.

Further information

Refer to Q3.1 with respect to TUI Travel PLC’s approach to managing sustainable development (incorporating climate change risk).

2. Physical Risks: (CDP6 1(a)(ii))

2.1 Is your company exposed to physical risks from climate change?

We consider our company to be exposed to physical risks.

Climate change could create medium to long-term changes in weather patterns thereby exacerbating existing seasonal extreme weather events, e.g. hurricanes as well as affecting the economic and social impact on destinations.

- Water scarcity - In the medium to long-term, pressure on water resources is likely to increase in some of TUI Travel PLC’s destinations and will therefore affect the provision of water resources for the host communities. In addition, this could also have an adverse impact on customer experience regarding availability of these water resources.

- Climate change could create medium to long-term changes in weather patterns thereby exacerbating existing seasonal extreme weather events, e.g. hurricanes. Extreme weather events cause problems in terms of aircraft routing - customers might be affected for example, at TUI Travel PLC’s long-haul destinations. However, as previously demonstrated in the aftermath of previous natural disasters, the tourism industry is a resilient one and capable of helping to rebuild infrastructure at locations quickly if required.

- Long-term global temperature increases may potentially alter customer’s choice of holiday destination at what are now typically peak months of the year for

European/Mediterranean holidays (i.e. June/July/August). Temperature increases in the longer term could potentially "extend the peak season" in either direction (earlier/later) to what is now referred to as the shoulder months. In addition, there is a long-term possibility of decreasing snow cover and snow reliability within lower altitude winter resorts within Europe which in turn could shorten the lengths of the winter seasons.

- Sea-level rise in the Mediterranean in the longer term – could be a real threat to low lying islands, e.g. in Greece and especially the Nile Delta as well as further afield in terms of some Small Island Developing States (SIDS) e.g. Maldives.

- Biodiversity is an important natural resource for tourism companies – species and the "environmental services" they provide are necessary to create and sustain habitats that TUI Travel PLC's guests go on holiday to experience. Some ecosystems are at risk of disruption (e.g. coral bleaching) which could have knock-on effects for local communities and customers, for example if a coral reef's ability to act as a revetment [natural tidal barrier] is limited, localized flooding could be a problem in these areas.

- Consumers will increasingly experience and understand the impact of climate change in their home countries and holiday destinations, and future holiday booking habits may be impacted by this.

As outlined in Q23.1, TUI Travel PLC has put in place a number of sustainable development workstreams to address the key challenges, including the impact on destinations by tourism.

Further information

Refer to Q3.1 with respect to TUI Travel PLC's approach to managing sustainable development (incorporating climate change risk).

3. Other Risks: (CDP6 1(a)(iii))

3.1 Is your company exposed to other risks as a result of climate change?

We consider our company to be exposed to other risks.

External reputation

Society in general and NGO's are likely to sustain pressure upon companies to responsibly manage their carbon footprints, among other stakeholder groups. There are also potential implications for tour operator's brand values which could influence customer loyalty and propensity to book with a specific airline and tour/cruise operator if they do/don't take appropriate action to address these issues. Future national and/or international greenhouse gas mitigation fiscal/taxation policies may have an impact on tourist movements in the medium to longer-term, especially with reference to aviation and the environment.

Internal reputation

Current and potential new employees put greater value in the environmental, social and community-based work carried out by their organisation, i.e. TUI Travel PLC. TUI Travel PLC will need to sufficiently demonstrate and communicate work to address its sustainable development challenges, to continue to attract and retain employees.

Colleague & property risks

The Group has adopted a risk management framework that is designed to provide a formal structure through which all parts of the business will:

- Endeavour to reduce the exposure of all its businesses to risk as far as possible.
- Seek to recognise and derive the maximum benefit from any opportunities identified through risk analysis.
- Seek to achieve excellence through managing risk effectively throughout the organisation.

In order to achieve the framework objectives, a dedicated Group risk management team has been established and is developing the appropriate policies and procedures to ensure that the risk management framework is embedded throughout the organisation on a consistent basis. This framework has been designed and tested in line with best practice and in accordance with Turnbull Guidance on corporate behaviour and conduct.

Certain common risks exist across the Group and therefore benefit from a Group approach to mitigation such as Customer and Employee Health and Safety, Business Continuity, Corporate and Social Responsibility including Sustainable Development and Incident Management response. Policy and mitigation for such Group-wide risks are facilitated and supported by subject experts at the centre such as the Sustainable Development team, but responsibility for managing such risks clearly lies within the businesses themselves.

Sustainable Development risk

Each of TUI Travel PLC's sectors has a Sustainable Development Coordinator to lead and co-ordinate sustainable development activity within their business area. The Coordinators meet three times a year as a group to identify Group and sector-specific targets, to discuss and then be responsible for implementing strategy within their sector and share good practice. For more information on the TUI Travel PLC governance structure for sustainable development, please refer to the latest Sustainable Development Report [to be launched Summer 2009] - www.tuitravelplc.com/sustainabledevelopment

Further information

4. Regulatory Opportunities: (CDP6 1(b)(i))

4.1 Do regulatory requirements on climate change present opportunities for your company?

Regulatory requirements present opportunities for my company.

TUI Travel PLC has colleagues in specific positions across the organisation e.g. Industry Affairs, Risk Management as well as the Sustainable Development Co-ordinators in each Sector and part of whose job description is to identify and understand what present and future opportunities might arise from climate change for TUI Travel PLC. Two specific examples are as follows:

UK Government Carbon Reduction Commitment [CRC] – Draft Proposals

As outlined in Q1.1, TUI Travel PLC is in the process of confirming its position vis á vis obligations for its UK subsidiaries in terms of whether they collectively meet the proposed threshold and will therefore need to register and comply accordingly. As outlined by the lead UK government department, Dept of Energy and Climate Change [DECC], there will be both winners and losers in the sense that obligated organisations will need to purchase emission credits and some organisations will receive more money back than others will depending on their ranking in the league tables (determined by their energy reduction achievements). A bonus or penalty payment will be assigned to each league table position. Initially, the maximum net financial incentive or penalty would be +/-10%, but the bonus/penalty limit will be successively scaled up to reach +/- 50% in 2015. However, according to the UK Government estimates, the maximum net financial incentive that this range could provide would be a +/- 1.5% change in an organisation's energy bill by 2010, increasing to +/- 8% change in 2015; DECC has implied that companies will be motivated to reduce their energy

demand and conserve energy helping to reduce the financial outlay anyway.

EU Emissions Trading Scheme (EU ETS)

As outlined in answer to Q1.1, the number of emissions permits to be issued to TUI Travel PLC's Airlines is not currently known. Whilst the EU ETS will be a key driver to generate emission reduction momentum for TUI Travel PLC's Airlines as well as the industry as a whole in the future, fuel conservation measures and fleet replacement are already a current top priority - reducing kerosene usage and therefore emission reductions also provides financial savings. TUI Travel PLC's airlines already operate more efficiently compared to budget and scheduled airlines, and this competitive advantage should be reflected in the impact of this legislation.

Further information

5. Physical Opportunities: (CDP6 1(b)(ii))

5.1 Do physical changes resulting from climate change present opportunities for your company?

Physical changes present opportunities for my company.

The potential consequences of climate change present TUI Travel PLC with the opportunity to develop new and differentiated products and experiences for TUI Travel PLC's customers and to highlight, where appropriate, how TUI Travel PLC is taking these issues seriously.

- In the medium term, the lengthening of the tourist season in certain geographical locations will potentially take the pressure off the peak season months effectively spreading the demand to the current shoulder seasons as well as changing the geographical spread of the destinations available.
- The economics and therefore the business case for incorporating new environmental technologies within e.g. the design of future hotel buildings will improve creating a virtuous circle in terms of helping to future-proof these buildings by designing in climate adaptation features – for example, specifying renewable energy-generation technology to minimize future electricity demand from fossil fuels and super-water efficient equipment to drastically minimize water usage [treating and pumping water has an embedded energy and therefore carbon element; this is typically provided by fossil fuels to provide this energy and also for heating water].
- Future investment in new infrastructure needs to be capable of addressing the impacts of extreme weather events and at the same time offering better facilities to guests – the market is capable of sending the right economic signals to accelerate the use of these technologies – green energy overtook fossil fuels in terms of attracting investment for power generation for the first time in 2008 (UN Report, 2009) with renewable power generation now standing at 6.2% of global capacity. TUI Travel PLC can successfully adopt these greener technologies for its new build properties to help future-proof its assets as well as helping to minimize its contribution to climate change when operating hotel properties – either exclusively or in partnership with hoteliers.
- Customers are likely to increasingly have greater trust in companies that can demonstrate their abilities to handle unforeseen natural disasters exacerbated by climate change reliably and bounce back from them as appropriate.

Further information

6. Other Opportunities: (CDP6 1(b)(iii))

6.1 Does climate change present other opportunities for your company?

Climate change presents other opportunities for my company.

TUI Travel PLC wants to continue to innovate and set the industry sector benchmark vis à vis carbon emission reductions and it has already taken the initiative to develop and respond to the needs of TUI Travel PLC's customers and other stakeholders by developing, among other things, products with low climate impact and by making changes to the way it operates its business to ensure minimal emissions – this has the benefit of providing financial savings and emission reductions. There will also be differentiated marketing benefits and brand positioning by communicating these new climate focused products as opportunities are developed.

TUI Deutschland Greener World CD-ROM/On-line brochure

Since September 2008 customers served by TUI Germany, TUI Austria & TUI Switzerland have been able to view a new Greener World brochure available in either CD-ROM or on-line to minimise paper usage of a traditional brochure format. The content offers customers the opportunity to sample ecologically based holidays including many that have a low carbon footprint, e.g. those that feature TUI Environmental Champion winning hotels.

TUI UK's Greener Holidays Brochure

First Choice Holidays launched a new online, Greener Holidays brochure in April 09. A first for the mainstream holiday industry in the UK, the brochure and dedicated section on the First Choice website features more than 30 hotels from across the world that have received a Travelife award; the Travelife Sustainability System is an independent scheme pioneered by ABTA/Federation of Tour Operators [more info at www.its4travel.com] that encourages environmental performance improvement.

Downloadable from the First Choice website (no hard copies of the brochure are available), the Greener Holidays brochure provides an easy way for holidaymakers to make a more sustainable choice when selecting a package holiday either in store or online. Hotels featured in the brochure meet specific sustainability criteria, which focus on people and communities as well as the environment. Not just focusing on hotels, it includes details on sustainable excursions available in certain destinations, and top tips on what holidaymakers can do to make a difference, both before and during their holiday. An update on projects supported by the World Care Fund [customer sustainable tourism contribution scheme] is also included as well as information on environmental initiatives onboard First Choice flights. More information from www.firstchoice.co.uk/greener-holidays

The Boeing 787 Dreamliner

Whilst there are currently limits to the alternative technologies available for air travel, TUI Travel PLC is due to be the European launch customer for the Boeing 787 Dreamliner (B787). TUI Travel PLC has ordered the super-efficient new B787s with a fuselage to be made out of composite material, therefore lighter and more durable than aluminium, creating less waste during the production process. The environmental credentials of the aircraft were a key factor in TUI Travel PLC's decision. Boeing has outlined and communicated the following info regarding the fuel & emission saving features of the B787:

- 20% less fuel burn than a comparably sized aircraft operating today
- Emissions per RPK range from 61 – 95g CO₂ - dependent on seating density used [for reference, Thomson Airways relative fuel-efficiency performance was 75.70g CO₂/Revenue Passenger Kilometre in 07/08 financial year].
- 28% less NO_x [oxides of Nitrogen] than 2008 industry regulatory limit
- Smooth wing technology (7% better aerodynamically than aircraft it replaces) & state-of-the-art raked tip (imitating a winglet)

Fleet replacement programme

TUI Travel PLC's fleet modernization programme will in due course help to reduce the average age of aircraft in TUI Travel PLC's fleet and therefore drive fuel-efficiency benefits from newer technology (currently the average age of TUI Travel PLC's fleet is 9.48 years - as at 31 May 2009). TUI Travel PLC's Aviation Management Team continues to monitor the aircraft within the fleet to ensure they are the most fuel-efficient and competitively-priced to maximise value for money and to minimise emissions. Fleet replacement is done on an on-going basis as required in addition to the larger B787 fleet replacement programme outlined above.

TUI Nordic Blue Train

TUI Nordic has developed a train product whereby customers from its Scandinavian source markets can travel to Southern Europe using the train instead of a plane. This has been particularly successful since the launch in summer 2007 and currently as well as looking to shorten journey times, increase comfort and offer more travel destinations and points of departure in the Nordic region, the product enables customers to dramatically reduce their carbon footprint compared to flying by plane.

TUI Nordic Blue Village Rhodes, Greece.

In May 2009, TUI Nordic opened a new hotel [working in partnership with Atlantica Hotels] known as the Blue Village in Rhodes. This hotel has many sustainable features designed in to reduce emissions in the operation phase and to minimise virtually all fossil fuel used on site. For example, on-site hot-water generation via solar thermal heating; re-capture of waste heat; power-saving switches & keycards for guest rooms; LED lighting; a Building Management System to monitor water & energy usage. The hotel is planning to take this a step further in terms of its aims to dramatically cut carbon emissions from the hotel operation - it will be able to benefit from the island of Rhodes developing a new major wind turbine farm to supply renewable energy. ISO14001 environmental certification of all Blue Village resorts within Europe is a current focus for TUI Nordic which is planned for completion by January 2010.

Further information

Greenhouse Gas (GHG) Emissions Accounting, Emissions Intensity, Energy and Trading

7. Reporting Year (CDP6 Q2(a)(ii))

Information about how to respond to this section may be found in "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)" developed by the World Resources Institute and the World Business Council for Sustainable Development ("the GHG Protocol"), see <http://www.ghgprotocol.org/>. ISO 14064-1 is compatible with the GHG Protocol as are a number of regional/national programme protocols. For more information see <http://www.ghgprotocol.org/> and use the guidance button above.

Please provide CDP with responses to questions 7, 8, 9, 10.1, 10.2, 11.1 and 11.2 for the three years prior to the current reporting year if you have not done so before or if this is the first time you have answered a CDP information request. Please work backwards from the current reporting year, so that you enter data for your oldest reporting period last.

Questions 10.1, 10.2, 11.1, and 11.2 are on subsequent webpages and the dates that you give in answer to question 7 will be carried forwards to automatically populate those webpages.

7.1. Please state the start date and end date of the year for which you are reporting GHG emissions.

Start date: 01 October 2007

End date: 30 September 2008

Financial accounting year: 01 October 2007

8. Reporting Boundary: (CDP6 Q2(a)(i))

8.1. Please indicate the category that describes the company, entities, or group for which Scope 1 and Scope 2 GHG emissions are reported.

Companies over which financial control is exercised – per consolidated audited Financial Statements.

8.2. Please state whether any parts of your business or sources of GHG emissions are excluded from your reporting boundary.

There are some omissions from this disclosure:

- Emissions associated with TUI Travel PLC's guests staying at hotels managed by 3rd parties where TUI Travel PLC has limited or no influence over the operation (and therefore the energy usage) of these properties

- Customers who book a holiday with TUI Travel PLC and fly on a scheduled airline. TUI Travel PLC is not currently in a position to collect this data

Note – as outlined Q10.1 – the majority of TUI Travel PLC's emissions come from the seven Airlines it operates.

9. Methodology: (CDP6 Q2(a)(iii))

9.1. Please describe the process used by your company to calculate Scope 1 and Scope 2 GHG emissions including the name of the standard, protocol or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 GHG emissions.

Please provide your answer in the text box. In addition to this description, if relevant, select a methodology from the list of published methodologies. This will aid automated analysis of the data.

TUI Travel PLC has principally used the following methods and reference materials to calculate emissions for Scope 1 and Scope 2 GHG emissions, these are as follows:

- The GHG Protocol [Revised Edition] available at <http://www.ghgprotocol.org>
- The UK Government's Environment Department [DEFRA] "Guidelines for Company Reporting on Greenhouse Gas Emissions" and the supplementary emission factor tables (which were last updated in June 2008 – more info from <http://www.defra.gov.uk/environment/business/reporting/carbon-report.htm>)

DEFRA's "Guidelines to Greenhouse Gas Conversion Factors" [Annexes updated June 2008] were used to obtain carbon dioxide emission factors for gas, aviation fuel, ground-based fuels and electricity etc used in the UK and beyond as appropriate. In addition, reference was made to The International Energy Agency [IEA]'s 2008

Edition of "CO2 Emissions from Fuel Combustion" to obtain the electricity emission factors [kg CO2/kWh] for TUI Travel PLC's operations around the world.

Select methodologies:

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)
The UK Government's Environment Department [DEFRA] "Guidelines for Company Reporting on Greenhouse Gas Emissions"

Please also provide:

9.2 Details of any assumptions made.

Scope 2 emissions - electricity data

Since CDP6 [2008], TUI Travel PLC has improved the accuracy of the calculations made – this has been achieved by, for example, reducing the number of assumptions made compared to the 2008 submission when calculating electricity used globally within TUI Travel PLC's premises and therefore also the carbon dioxide emissions calculation component. TUI Travel PLC used its propriety global financial reporting system to issue a request to all the businesses across the Group [currently around 210] with respect to identifying monies spent on electricity in 2007/08 financial year.

This cost when reported (along with the local cost per unit of electricity e.g. €/kWh – if this was not reported, the EU's commercial/industrial electricity & gas price portal were used available at <http://www.energy.eu/#industrial>) was used as a proxy for actual electricity consumption data – the kWh has then been cross-referenced to The IEA's 2008 Edition of "CO2 Emissions from Fuel Combustion table of emission factors". Trying to get actual data from each of the premises for this many businesses is currently too difficult, time-consuming and not guaranteed to yield the required results. This was a dramatic improvement on CDP 6 (2008), however, there are some sites where TUI Travel PLC is not able to separately identify the charges for electricity [and gas – Scope 1] and therefore the unit cost of energy because the service charge is not broken down separately.

There are a few exceptions to this – for example, environmental management systems [EMS] are in place to capture the important data or there are already other monitoring systems in place to record this data at TUI Travel PLC's major Head Office premises. All in all, this is a significant improvement on TUI Travel PLC's 2008 [CDP6] submission whereby a series of actual data and calculations from the TUI UK Office Estate were used as the basis for extrapolation for the rest of Travel PLC's worldwide operations on the basis of emissions per head.

9.3 The names of and links to any calculation tools used.

As outlined in Q9.1 above, DEFRA's GHG Reporting Guidelines was source made reference to. In addition, these sites:

- <http://www.ghgprotocol.org>
- <http://www.defra.gov.uk/environment/business/reporting/carbon-report.htm>
- The International Energy Agency [IEA] <http://www.iea.org>

Select calculation tools:

9.4 The global warming potentials you have applied and their origin.

CO2 emissions have been calculated using an effective GWP of 1.

9.5 The emission factors you have applied and their origin.

The principal factors used in the calculation methodology were as follows:

Scope 1

- Gasoline/petrol – a multiplication factor of 2.315 was used to convert litres used into kg CO2 [DEFRA's Guidelines for Company Reporting on Greenhouse Gas Emissions, April 2008].
- Diesel - a multiplication factor of 2.63 was used to convert litres used into kg CO2 [DEFRA]
- Kerosene [Jet A1] - a multiplication factor of 3.15 was used to convert kg Jet A1 used into kg CO2 [DEFRA]
- Heating gas – a multiplication factor of 0.206 kg CO2/kWh was used to convert gas used into kg CO2 [DEFRA]
- Liquid Petroleum Gas (LPG) - a multiplication factor of 1.495 was used to convert litres used into kg CO2 [DEFRA]
- Heating Oil - a multiplication factor of tonnes [x3150], kWh [x0.258] and litres [x 2.518] were used as appropriate [DEFRA]
- Marine Fuels [MDO/MGO/IFO] - a multiplication factor of 3.11 was used to convert kg used into kg CO2 [University of California, Berkeley Astronomy Department - http://astro.berkeley.edu/~wright/fuel_energy.html]

Scope 2

- UK electricity – the current Grid Rolling Average of 0.53702 kg CO2 per kWh electricity [DEFRA – as above]
- Overseas electricity - The IEA's 2008 Edition of "CO2 Emissions from Fuel Combustion" was used to obtain the electricity emission factors [kg CO2/kWh] for TUI Travel PLC's operations around the world was used.

DEFRA's "Guidelines to Greenhouse Gas Conversion Factors" [Annexes updated April 2008] were used to obtain carbon dioxide emission factors for electricity used in the UK [see Scope 2 above for the detail]. In addition, reference was made to The International Energy Agency [IEA]'s 2008 Edition of "CO2 Emissions from Fuel Combustion" to obtain the electricity emission factors [kg CO2/kWh] for TUI Travel PLC's operations around the world as appropriate. In addition

Scope 3

Business travel by air – using DEFRA Guidelines:

- Domestic - 0.1753 kg CO2 per km [from 1km to 463km per sector]
- Short Haul - 0.0983 kg CO2 per km [from 464km up to 3699km per sector]
- Long Haul - 0.1106 kg CO2 per km [from 3670km upwards per sector]

All multiplication factors cited above were then subject to a 9% "uplift factor" which comes from the IPCC Aviation & the Global Atmosphere Report [8.2.2.3], which states that 9-10% should be added to take into account non-direct routes (i.e. not along the straight line great circle distances between destinations) and delays/circling. This "uplift factor" as well the multiplication factors were from DEFRA's Guidelines for Company Reporting on Greenhouse Gas Emissions, April 2008.

Further information

10. Scope 1 Direct GHG Emissions: (CDP6 Q2(b)(i))

Instructions for question 10 and question 11 (following page)

When providing answers to questions 10 and 11, please do not deduct offset credits, Renewable Energy Certificates etc, or net off any estimated avoided emissions from the export of renewable energy, carbon sequestration (including enhanced oil recovery) or from the use of goods and services. Opportunities to provide details of activities that reduce or avoid emissions are provided elsewhere in the information request.

Carbon dioxide emissions from biologically sequestered carbon e.g. carbon dioxide from burning biomass/biofuels should be reported separately from emissions Scopes 1, 2 and 3. If relevant, please report these emissions in question 15. However, please do include any nitrous oxide or methane emissions from biomass/biofuel combustion in your emissions under the three scopes.

Please answer the following questions using Table 1.

Please provide:

10.1. Total gross global Scope 1 GHG emissions in metric tonnes of CO₂-e

Please break down your total gross global Scope 1 emissions by:

10.2. Country or region

Please provide CDP with responses to questions 10.1 and 10.2 for the three years prior to the current reporting year if you have not done so before or if this is the first time you have answered a CDP information request. Please work backwards from the current reporting year, so that you enter data for your oldest reporting period last. Table 1 (below) and table 5 (Q11.1 and 11.2) will be automatically populated with the dates that you give in answer to 7.1.

Electric utilities should report emissions by country/region using the table in question EU3.

Table 1 - Please use whole numbers only. Use the "Other" option in the drop down menu to enter the name of a region.

Reporting year Q7.1 Start date	01/10/2007	01/10/2006
Reporting year Q7.1 End date	30/09/2008	30/09/2007
10.1 Total gross global Scope 1 GHG emissions in metric tonnes CO ₂ -e	6564026	7173814
10.2 Gross Scope 1 emissions in metric tonnes CO ₂ -e by country or region		

Your answer to question 10.1 will be automatically carried forward to tables 2 and 3 below if you add a country or region in answer to 10.2 or press "Save" at the end of the page.

Please tick the box if your total gross global Scope 1 figure (Q10.1) includes emissions that you have transferred outside your reporting boundary (as given in answer to 8.1). Please report these transfers under 13.5.

Where it will facilitate a better understanding of your business, please also break down your total global Scope 1 emissions by:

10.3. Business division

and/or

10.4. Facility

10.3. Business division (only data for the current reporting year requested)

Table 2 - Please use whole numbers only.

Business Divisions - Enter names below	Scope 1 Metric tonnes CO ₂ -e
Total gross global Scope 1 GHG emissions in metric tonnes CO ₂ -e - answer to question Q10.1	6564026
TUI Airlines - see note below	6016083
Cruise Ship operations	265528
Activity Sector operations – i.e. use of liquid fuels	42663
Specialist & Emerging Market Sector operations – i.e. use of liquid fuels	15875

Accommodation & Destinations Sector [previously known as ODS] - Portfolio Incoming division use of liquid fuels	87607
Group wide use of natural [heating] gas for providing domestic hot water, space heating etc.	4429

10.4. Facility (only data for the current reporting year requested)

Table 3 - Please use whole numbers only.

Facilities - Enter names below	Scope 1 Metric tonnes CO ₂ -e
Total gross global Scope 1 GHG emissions in metric tonnes CO ₂ -e - answer to question Q10.1	6564026

10.5. Please break down your total global Scope 1 GHG emissions in metric tonnes of the gas and metric tonnes of CO₂-e by GHG type. (Only data for the current reporting year requested.)

Table 4 - Please use whole numbers only.

Scope 1 GHG Type	Unit	Quantity
CO ₂	Metric tonnes	
CH ₄	Metric tonnes	
CH ₄	Metric tonnes CO ₂ -e	
N ₂ O	Metric tonnes	
N ₂ O	Metric tonnes CO ₂ -e	
HFCs	Metric tonnes	
HFCs	Metric tonnes CO ₂ -e	
PFCs	Metric tonnes	
PFCs	Metric tonnes CO ₂ -e	
SF ₆	Metric tonnes	
SF ₆	Metric tonnes CO ₂ -e	

10.6. If you have not provided any information about Scope 1 emissions in response to the questions above, please explain your reasons and describe any plans you have for collecting Scope 1 GHG emissions information in future.

Further information

TUI Travel PLC's – Scope 1 emission [6,564,026 tonnes]

Note - this number has been generated as a result of TUI Travel PLC's carbon accounting procedures. However, TUI Travel PLC accepts that this provides an estimate rather than an accurate absolute value.

Note with regard to 10.2 [Country or Region]

The majority of TUI Travel PLC's emissions are dispersed, rather than being point source emissions i.e. on account of emissions coming from aircraft, cruise ship operations & ground transport fleets. It is therefore not possible to outline the emissions on this basis, therefore, please refer to Q10.3 for more details.

Note with regard to 10.3 [Business Division]

The principal sources of emissions are as follows:

- TUI Travel PLC's Airlines flying its customers on holiday using kerosene [Thomson Airways (UK); TUIfly (Germany); TUIfly Nordic (Scandinavia); JetAirfly (Belgium); Corsairfly (France); Arkefly (Holland); Jet4You (Morocco)]
- 6,016,083 Tonnes
- TUI Travel PLC's Cruise Ship operations sailing its customers on holiday using IFO/MGO fuels [Thomson Cruises; Island Cruises; Quark Expeditions]
- 265, 528 Tonnes
- TUI Travel PLC's Activity Sector operations – i.e. use of liquid fuels from marine & overland tour operations
- 42,663 Tonnes
- TUI Travel PLC's Specialist & Emerging Market Sector operations – i.e. use of liquid fuels from marine, aviation & overland tour operations
- 15,875 Tonnes
- TUI Travel PLC's Accommodation & Destinations Sector [previously known as ODS] Ground Transport operations – i.e. use of liquid fuels from operating coaches under the Portfolio Incoming operations part of the business in resort to take customers to and from their arrival airport to hotels as well as emissions from running transport for excursions etc.
- 87,607 Tonnes
- Group wide use of natural [heating] gas for providing domestic hot water, space heating etc.
- 4,429 Tonnes

Note with regard to 10.5 [Other GHG Emissions]

The majority of TUI Travel PLC's emissions are dispersed, rather than point source emissions i.e. on account of coming from aircraft, cruise ship operations & ground transport fleets. Therefore, it is not possible to outline the emissions for this question – therefore, please refer to Q10.3.

http://cdp.cdproject.net/attachedfiles/Responses/55529/11972/TUI_Travel_PLC_Company_Structure.pdf

11. Scope 2 Indirect GHG Emissions: (CDP6 Q2(b)(i))

Important note about emission factors where zero or low carbon electricity is purchased:

The emissions factor you should use for calculating Scope 2 emissions depends upon whether the electricity you purchase is counted in calculating the grid average emissions factor or not – see below. You can find this out from your supplier.

Electricity that IS counted in calculating the grid average emissions factor:

Where electricity is sourced from the grid and that electricity has been counted in calculating the grid average emissions factor, Scope 2 emissions must be calculated using the grid average emissions factor, even if your company purchases electricity under a zero or low carbon electricity tariff.

Electricity that is NOT counted in calculating the grid average emissions factor:

Where zero or low carbon electricity is sourced from the grid or otherwise transmitted to the company and that electricity is not counted in calculating the grid average, the emissions factor specific to that method of generation can be used, provided that any certificates quantifying GHG-related environmental benefits claimed for the electricity are not sold or passed on separately from the electricity purchased.

[Click here](#) to see the instructions from the previous page on answering question 11.

Please answer the following questions using Table 5.

Please provide:

11.1. Total gross global Scope 2 GHG emissions in metric tonnes of CO₂-e.

Please break down your total gross global Scope 2 emissions by:

11.2. Country or region

Please provide CDP with responses to questions 11.1 and 11.2 for the three years prior to the current reporting year if you have not done so before or if this is the first time you have answered a CDP information request. Please work backwards from the current reporting year, so that you enter data for your oldest reporting period last. Table 5 will be automatically populated with the dates that you gave in answer to 7.1.

Table 5 - Please use whole numbers only. Use the "Other" option in the drop down menu to enter the name of a region.

Reporting year Q7.1 Start date	01/10/2007	01/10/2006
Reporting year Q7.1 End date	30/09/2008	30/09/2007
11.1 Total gross global Scope 2 GHG emissions in metric tonnes CO ₂ -e	53472	95021
11.2 Gross Scope 2 emissions in metric tonnes CO ₂ -e by country or region		

Your answer to 11.1 will be automatically carried forward to tables 6 and 7 below if you add a country or region in answer to 11.2 or press "Save" at the end of the page.

Where it will facilitate a better understanding of your business, please also break down your total global Scope 2 emissions by:

11.3. Business division

and/or

11.4. Facility

11.3. Business division (only data for the current reporting year requested)

Table 6 - Please use whole numbers only.

Business Divisions - Enter names below	Scope 2 Metric tonnes CO ₂ -e
Total gross global Scope 2 GHG emissions in metric tonnes CO₂-e - answer to question Q11.1	53472
Mainstream Sector operations – i.e. use of electricity across Northern, Western & Central Europe	14402
Activity Sector operations – i.e. use of electricity	7646
Specialist & Emerging Market Sector operations – i.e. use of electricity	1305
Accommodation & Destination Services Sector [previously known as ODS] operations – i.e. use of electricity	5347
Group Functions – e.g. Head Offices – i.e. use of electricity	555
TUI Travel PLC's Hotels where either ownership/control enables the influence of energy usage & data can capture [Nordotel; Atlantica Hotels & Gran Resort Hotels]; Blue Villages – TUI Nordic; TUI Ski Chalets and Lodges – TUI Activity Sector – i.e. use of electricity.	24218

11.4. Facility (only data for the current reporting year requested)

Table 7 - Please use whole numbers only.

Facilities - Enter names below	Scope 2 Metric tonnes CO ₂ -e
Total gross global Scope 2 GHG emissions in metric tonnes CO ₂ -e - answer to question Q11.1	53472

11.5. If you have not provided any information about Scope 2 emissions in response to the questions above, please explain your reasons and describe any plans you have for collecting Scope 2 GHG emissions information in future.

Further information

Note to accompany 11.3 - Business Division

The principal sources of emissions are as follows:

- TUI Travel PLC's Mainstream Sector operations – i.e. use of electricity across Northern, Western & Central Europe
• 14,402 tonnes
- TUI Travel PLC's Activity Sector operations – i.e. use of electricity
• 7,646 tonnes
- TUI Travel PLC's Specialist & Emerging Market Sector operations – i.e. use of electricity
• 1,305 tonnes
- TUI Travel PLC's Accommodation & Destination Services Sector [previously known as ODS] operations – i.e. use of electricity
• 5,347 tonnes
- TUI Travel PLC's Group Functions – e.g. Head Offices – i.e. use of electricity
• 555 tonnes
- TUI Travel PLC's Hotels where either ownership/control enables the influence of how energy is used and data can be captured [Nordotel; Atlantica Hotels & Gran Resort Hotels]; Blue Villages – TUI Nordic; TUI UK Ski Chalets and Lodges – TUI Activity Sector –i.e. use of electricity.
• 24,218 tonnes

Note - this number has been generated as a result of TUI Travel PLC's carbon accounting procedures. However, TUI Travel PLC accepts that this provides an estimate rather than an accurate absolute value.

http://cdp.cdproject.net/attachedfiles/Responses/55529/11971/TUI_Travel_PLC_Company_Structure.pdf

12. Contractual Arrangements Supporting Particular Types of Electricity Generation: (CDP6 Q2(b)(i)- Guidance)

12.1. If you consider that the grid average factor used to report Scope 2 emissions in question 11 does not reflect the contractual arrangements you have with electricity suppliers, (for example, because you purchase electricity using a zero or low carbon electricity tariff), you may calculate and report a contractual Scope 2 figure in response to this question, showing the origin of the alternative emission factor and information about the tariff.

Mainstream Sector - Central Europe [TUI Deutschland]

TUI Deutschland (for its Head Office Building in Hannover, Germany) purchased its electricity (2007/08 financial year) from Naturenergie, a supplier of green electricity sourced from 100% hydro-electric power. If the electricity used [8,755,909 kWh] by TUI Deutschland was procured on a standard "brown energy" contract, using the grid electricity figure from The IEA's 2008 Edition of "CO₂ Emissions from Fuel Combustion" to obtain the electricity emission factor [0.415kg CO₂/kWh] then 3,633,702kg or 3,634 Tonnes CO₂ would have been emitted'.

Mainstream Sector - Northern Europe [TUI UK & Ireland]

Republic of Ireland

The Falcon Head Office [Dublin] and all Falcon Travel Shops (17 spread across the Republic of Ireland) procure electricity on a 100% green energy tariff from supplier Energia [A Viridian Company] using wind power as the source. If the electricity used [51,663 kWh for the Head Office and 354,587 kWh for the Travel Shops] by the Republic of Ireland Estate was procured on a standard "brown energy" contract, using the grid electricity figure from The IEA's 2008 Edition of "CO₂ Emissions from Fuel Combustion" to obtain the electricity emission factor [0.564kg CO₂/kWh] then 229,125kg or 229 Tonnes CO₂ would have been emitted'.

TUI UK

At present, 231 First Choice Travel Shops within TUI UK's retail estate are on green energy contracts, equating to 28% of the total retail estate [i.e. Thomson Shops – in addition, there are 40 First Choice Holiday Hypermarkets not included in this calculation]. If the electricity used [3,497,961 kWh] by the First Choice Travel Shops was procured on a standard "brown energy" contract, using the grid electricity figure from DEFRA's "Guidelines for Company Reporting on Greenhouse Gas Emissions" [0.53702 kg CO₂/kWh] then 1,878,475kg or 1,878 Tonnes CO₂ would have been emitted'.

TUI Nordic [Scandinavia]

Whilst TUI Nordic businesses do not currently procure electricity on green tariffs per se, by virtue of much of Scandinavia's electricity being generated from renewable sources, the kg CO₂/kWh is extremely low; for example, Sweden is 0.048kg CO₂/kWh and Norway is 0.006kg CO₂/kWh.

TUI Nederland

TUI Nederland procures green energy for its two main Head Office Buildings in Holland [in Rijswijk en Enschede & the main building in Ammerzoden] as well as all TUI owned travel agencies called Arke and has done since January 2008. The green energy of Arke travel agencies comes mainly from natural and sustainable energy sources, e.g. wind power and water power. The energy from the two main Head Office buildings comes mainly from biomass sources.

12.2. If you retire any certificates (eg: Renewable Energy Certificates) associated with zero or low carbon electricity, please provide details.

Not applicable

Further information

13. Scope 3 Other Indirect GHG Emissions: (CDP6 Q2(c))

For each of the following categories, please:

- Describe the main sources of emissions,
- Report emissions in metric tonnes of CO₂-e,
- state the methodology, assumptions, calculation tools, databases, emission factors (including sources) and global warming potentials (including sources) you have used for calculating emissions.

Notes about question 13

When providing answers to question 13, please do not deduct offset credits, Renewable Energy Certificates etc, or net off any estimated avoided emissions from the export of renewable energy, carbon sequestration (including enhanced oil recovery) or from the use of goods and services. Opportunities to provide details of activities that reduce or avoid emissions are provided elsewhere in the information request.

Carbon dioxide emissions from biologically sequestered carbon e.g. carbon dioxide from burning biomass/biofuels should be reported separately from emissions Scopes 1, 2 and 3. If relevant, please report these emissions in question 15. However, please do include any nitrous oxide or methane emissions from biomass/biofuel combustion in your emissions under the three scopes.

13.1 Employee business travel

Describe the main sources of emissions

TUI Travel PLC has provided data for a number of its key source markets Head Office Operations with respect to business travel by aircraft on third party carriers (i.e. not TUI Travel PLC's own airlines) which is deemed to be the main source of emissions. Please note - this data has not been disclosed before as part of the CDP process so by virtue of including it, it's an improvement in the breadth of data submitted.

Emissions in metric tonnes CO₂-e.

Data received for calculation as follows:

TUI Travel PLC's Mainstream Sector - UK & Ireland [business travel by Head Offices in Crawley, including TUI Travel PLC Group Functions, TUI Specialist UK Division and First Choice Airways].

- 1,458 tonnes

Specialist & Emerging Market Sector operations - European, US Expedition & US Leisure parts of the business

- 1,877 tonnes

TUI Travel PLC's Mainstream Sector – Central Europe Division [business travel by Head Offices in Germany, Austria & Switzerland].

- 2,368 tonnes

Total TUI Travel PLC – business travel = 5,703 tonnes [for data collected].

TUI Travel PLC continues to try and improve the data collection systems as well as the breadth each year to make the data more meaningful for stakeholders.

Note - this number has been generated as a result of TUI Travel PLC's carbon accounting procedures. However, TUI Travel PLC accepts that this provides an estimate rather than an accurate absolute value.

State the methodology, assumptions, calculation tools, databases, emission factors (including sources) and global warming potentials (including sources) you have used for calculating emissions.

The following method was applied:

- Information received from Business Travel Services was copied to MS Excel for analysing
- Distance in nautical miles were established for each journey (e.g. MAN - LGW) using a website for calculating great circle distances [<http://www.airrouting.com/content/TimeDistanceForm.aspx>]
- nM distances were converted to km
- A calc. was made using a carbon dioxide co-efficient for each journey multiplied by the number of passengers (if applicable) and the return distance (km) or single sector if it was sector-based trip [e.g A-B, B-C, C-A]
- DEFRA emission factors were used for domestic, short & long-haul travel journeys as appropriate
- A correction factor of plus 9% was used (as recommended by DEFRA GHG site)

These factors used as stated in Q9.5.

Business travel by air – using DEFRA Guidelines:

- Domestic - 0.1753 kg CO₂ per km [from 1km to 463km per sector]
- Short Haul - 0.0983 kg CO₂ per km [from 464km up to 3699km per sector]
- Long Haul - 0.1106 kg CO₂ per km [from 3670km upwards per sector]

All multiplication factors cited above were then subject to a 9% "uplift factor" which comes from the IPCC Aviation & the Global Atmosphere Report [8.2.2.3] , which states that 9-10% should be added to take into account non-direct routes (i.e. not along the straight line great circle distances between destinations) and delays/circling. This "uplift factor" as well the multiplication factors were from DEFRA's Guidelines for Company Reporting on Greenhouse Gas Emissions, April 2008.

13.2. External distribution/logistics

Describe the main sources of emissions

- A key data centre that hosts mainframe servers for TUI Travel PLC in the UK;
- Third party transport providers (employee commuter transport services)

Please note - this data has not been disclosed before as part of the CDP process so by virtue of including it, it's an improvement in the breadth of data submitted.

Emissions in metric tonnes CO₂-e.

The electricity usage attributable to TUI UK's data centre servers usage in the UK – 330,456 kWh
This equates to 177 Tonnes of carbon dioxide

Employee Coach and Bus Services for UK & Palma Head Office
This equates to 2 Tonnes of carbon dioxide

Employee Coach and Bus Services for UK Head Offices
This equates to 219 Tonnes of carbon dioxide

Total = 398 Tonnes.

Note - this number has been generated as a result of TUI Travel PLC's carbon accounting procedures. However, TUI Travel PLC accepts that this provides an estimate rather than an accurate absolute value.

State the methodology, assumptions, calculation tools, databases, emission factors (including sources) and global warming potentials (including sources) you have used for calculating emissions.

TUI UK's data centre servers usage in the UK – 330,456 kWh [then multiply by the current Grid Rolling Average factor of 0.53702 kg CO₂ per kWh electricity care of DEFRA]

Employee Coach and Bus Services for UK & Palma Head Office
Fuel used multiplied by DEFRA's multiplication factor of 2.63 for diesel was used to convert litres used into kg CO₂ [DEFRA]

13.3 Use/disposal of company's products and services

For auto manufacture and auto component companies – please refer to the additional questions for these sectors before completing question 13.3.
Describe the main sources of emissions

Not applicable

Emissions in metric tonnes CO₂-e.

Not applicable

State the methodology, assumptions, calculation tools, databases, emission factors (including sources) and global warming potentials (including sources) you have used for calculating emissions.

Not applicable

13.4 Company supply chain

Describe the main sources of emissions

Please note - this data has not been disclosed before as part of the CDP process so by virtue of including it, it's an improvement in the breadth of data submitted.

- TUI Travel PLC's key hotel partners - Sensatori & Holiday Villages [TUI UK] i.e. use of electricity and other fossil fuels e.g. LPG & gas.
- TUI Travel PLC's key hotel partners – Paladien Hotels & Marmara Hotels - TUI Western Europe source markets i.e. use of electricity and other fossil fuels e.g. LPG & gas.

Emissions in metric tonnes CO₂-e.

- TUI Travel PLC's key hotel partners - Sensatori & Holiday Villages [TUI UK] i.e. use of electricity and other fossil fuels e.g. LPG & gas.
- 29,957 tonnes

- TUI Travel PLC's key hotel partners – Paladien Hotels & Marmara Hotels - TUI Western Europe source markets i.e. use of electricity and other fossil fuels e.g. LPG & gas.
- 34,539 tonnes

TOTAL = 64,496 tonnes

Note - this number has been generated as a result of TUI Travel PLC's carbon accounting procedures. However, TUI Travel PLC accepts that this provides an estimate rather than an accurate absolute value.

State the methodology, assumptions, calculation tools, databases, emission factors (including sources) and global warming potentials (including sources) you have used for calculating emissions.

To calculate CO2 emissions from:

Gas
Electricity
LPG
Gas

emission factors were obtained for the 2007/08 FY. Reference was made to DEFRA's "Guidelines to Greenhouse Gas Conversion Factors" [Annexes updated June 2008] to obtain carbon dioxide emission factors for electricity used in the UK [refer to Q9.5 for details] In addition, reference was made to The International Energy Agency [IEA]'s 2008 Edition of "CO2 Emissions from Fuel Combustion" to obtain the electricity emission factors [kg CO2/kWh] for TUI Travel PLC's operations around the world as appropriate.

13.5 Other

If you are reporting emissions that do not fall into the categories above, please categorise them into transferred emissions and non-transferred emissions (please see guidance for an explanation of these terms).

Please report transfers in the first three input fields and non-transfers in the last three input fields.

Transfers
Describe the main sources of emissions

Not applicable

Transfers
Report emissions in metric tonnes of CO₂-e.

Not applicable

Transfers
State the methodology, assumptions, calculation tools, databases, emission factors (including sources) and global warming potentials (including sources) you have used for calculating emissions.

Not applicable

Non-transfers
Describe the main sources of emissions

Not applicable

Non-transfers
Report emissions in metric tonnes of CO₂-e.

Not applicable

Non-transfers
State the methodology, assumptions, calculation tools, databases, emission factors (including sources) and global warming potentials (including sources) you have used for calculating emissions.

Not applicable

13.6 If you have not provided information about one or more of the categories of Scope 3 GHG emissions in response to the questions above, please explain your reasons and describe any plans you have for collecting Scope 3 indirect emissions information in future.

Further information

This is not applicable (as questions in this section have been completed above as required). However, TUI Travel PLC continues to try and improve the data collection systems as well as the breadth each year to make the data more meaningful for stakeholders.

http://cdp.cdproject.net/attachedfiles/Responses/55529/11969/TUI_Travel_PLC_Company_Structure.pdf

14. Emissions Avoided Through Use Of Goods And Services (New for CDP 2009)

14.1. If your goods and/or services enable GHG emissions to be avoided by a third party, please provide details including the estimated avoided emissions, the anticipated timescale over which the emissions are avoided and the methodology, assumptions, emission factors (including sources), and global warming potentials (including sources) used for your estimations.

Not applicable

Further information

15. Carbon Dioxide Emissions from Biologically Sequestered Carbon: (New for CDP 2009)

An example would be carbon dioxide from burning biomass/biofuels.

15.1. Please provide the total global carbon dioxide emissions in metric tonnes CO₂ from biologically sequestered carbon.

Emissions in metric tonnes CO₂ - Please use whole numbers only

30494

Further information

TUI UK & Ireland

World Care Fund - in April 2008, the First Choice World Care Fund was launched across all TUI UK & Ireland brands for departures from May 2009 onwards. At the point of sale, customers are asked to donate £1 per adult (50p per child) towards carbon reduction [using Gold Standard carbon offsetting VERs] and sustainable tourism projects overseas, and TUI UK & Ireland matches their contribution in full. Before April 2008, only First Choice customers were offered the opportunity to donate: they contributed £1.50 per adult (75p per child), and TUI UK matched the amount with £1 per person. Around 30% of customers currently contribute to the World Care Fund, raising a total of £1.7 million in 2007/08 [funding 250,000 tonnes of Gold Standard carbon offsets through ClimateCare, equivalent to 20% of First Choice Airways' carbon emissions for one year]. For further information, visit www.firstchoice.co.uk/worldcarefund or www.thomson.co.uk/worldcarefund

An example of one of the WCF Projects, India Earthstoves

The WCF Earthstoves project in Chandigarh, Punjab, Northern India provides micro-finance to dhaba owners (low cost food stalls) for Earthstoves to replace fossil fuel stoves. The Earthstoves use biomass material (agricultural waste and dung), which are quicker, cheaper and less smoky than fossil fuel stoves they are trying to replace, and production of the biomass briquettes provides employment opportunities, mainly for local women and other groups. The Earthstoves each displace between 7-41 tonnes per year over traditional stoves (powered by fossil fuels), and in 2008 offset 2,294 tonnes of CO₂-equivalent emissions, with this set to grow as the project extends its reach.

TUIfly Nordic

One of TUIfly Nordic's carbon offset projects, in Tonk, Rajasthan, India, funds a biomass plant using residues from mustard cultivation supplied by several 1000's of local farmers, for which this represents a new income stream. The plant produces clean energy, offsetting 19,700 tonnes of CO₂ in 2008 (generating CERs), creating 150,000 man days of employment per annum and building technical skills in the community.

TUI Western Europe

TUI Belgium, TUI Nederland and First Choice Netherlands take part in the climate offset programme GreenSeat, available to customers when they book their holiday. In 2008, approximately 19% of First Choice Netherlands passengers chose to offset their flight through the integrated opt-out carbon offset option in the booking system, offsetting more than 8,500 tonnes of carbon. First Choice Netherlands also offset its carbon emissions from business travel with credits coming from mixed projects e.g. reforestation and sustainable energy projects. One of TUI Nederland's tour operating brands, Robinson Clubs, has integrated carbon offset costs into the price of its package holidays; the carbon offset costs are based on actual km flown & km to the Clubs, and Robinson buys its Gold Standard credits through ClimateCare.

Total - 30494 Tonnes

http://cdp.cdproject.net/attachedfiles/Responses/55529/11973/TUI_Travel_PLC_Company_Structure.pdf

16. Emissions Intensity: (CDP6 Q3(b))

16.1. Please supply a financial emissions intensity measurement for the reporting year for your combined Scope 1 and 2 emissions.

Please describe the measurement.

A specific metric is:

1. Turnover per tonne of CO₂ emissions [scope 1 & Scope 2 combined]

16.1.1. Give the units. For example, the units could be metric tonnes of CO₂-e per million Yen of turnover, metric tonnes of CO₂-e per US\$ of profit, metric tonnes of CO₂-e per thousand Euros of turnover.

A specific metric is:

• Turnover [£sterling] per tonne of CO₂ emissions

16.1.2. The resulting figure.

Use a decimal point if necessary. Please use a "." rather than a "," i.e. please write 15.6 rather than 15,6

16.2. Please supply an activity related intensity measurement for the reporting year for your combined Scope 1 and 2 emissions.

Please describe the measurement.

Emissions intensity measures as follows - three listed to reflect the variety of the business. TUI Travel PLC operates in different sectors of the tourism industry (e.g. cruises, hotels, airlines, etc.), therefore several activity related intensity measurements are applicable in order to provide meaningful indicators. These indicators include only direct CO₂ emissions (i.e. Scope 1 & 2 in case of electricity usage) of its operations.

TUI Travel PLC's Airlines

- Grams of carbon dioxide emitted per revenue passenger kilometre [aviation part of the business – TUI Airlines].

TUI Travel PLC Cruise Operations

- kg CO₂/100pkm (pkm = passenger kilometre; it means the distance [in km] covered by the passengers on the cruise ships) [Distance * No. of passengers]

TUI Travel PLC Hotels

- kg CO₂/guest/night (this figure show the amount of direct CO₂ emission caused by a guest staying one night in a hotel as an average).

16.2.1. Give the units e.g. metric tonnes of CO₂-e per metric tonne of output or for service sector businesses per unit of service provided.

TUI Travel PLC's Airlines

- Grams of carbon dioxide emitted per revenue passenger kilometre [aviation part of the business – TUI Airlines].

TUI Travel PLC Cruise Operations

- kg CO₂/100pkm (pkm = passenger kilometre; it means the distance [in km] covered by the passengers on the cruise ships) [Distance * No. of passengers]

TUI Travel PLC Hotels

- kg CO₂/guest/night (this figure show the amount of direct CO₂ emission caused by a guest staying one night in a hotel as an average).

16.2.2. The resulting figure.

Use a decimal point if necessary. Please use a "." rather than a ",", i.e. please write 15.6 rather than 15,6

79.9

Further information

The 79.90 figure above refers to Grams of carbon dioxide emitted per revenue passenger kilometre and it is the fleet average for the TUI Airlines in the 2007/08 FY.

In addition, the details of the other metrics are as follows:

TUI Travel PLC Cruise Operations

- 360g CO₂/passenger km

TUI Travel PLC Hotels [as outlined in Scope 2 in Q11.3]

- 16kg CO₂/guest/night [typical emission value per guest night across TUI Travel PLC hotel chains].

NOTE:

TUI Travel PLC Airlines' fuel/ CO₂ efficiency performance compares favourably to that of budget and scheduled airlines. TUI Travel PLC's analysis of other airlines' data in the public domain showed UK budget airlines' performing at 87-95 CO₂/RPK flown and scheduled UK airlines performing at 95-133 CO₂/RPK flown.

17. Emissions History: (CDP6 Q2(f))

17.1. Do emissions for the reporting year vary significantly compared to previous years?

Yes

The emissions have decreased between 2007 & 2008 by:

609,788 Tonnes for Scope 1 - 9% reduction

41,546 Tonnes for Scope 2 - 44% reduction

A significant reduction in TUI Airlines fuel burn has been achieved by reducing capacity as well as fuel saving measures.

As outlined in Q9.2, since CDP6 [2008], TUI Travel PLC has improved the accuracy of the calculations made – this has been achieved by, for example, reducing the number of assumptions used in the 2008 submission when calculating electricity used globally within TUI Travel PLC's premises. In 2008 [CDP], extrapolation was completed based on an average emissions calculation per head then multiplied by the headcount for a specific business unit.

In 2008 [CDP6], Scope 3 data was not calculated, it has been in 2009 [CDP7]. Therefore, taking into account the totals for each year, the variance is 580,738 tonnes or a decrease of 8% year-on-year.

If the answer to 17.1 is Yes:

17.1.1. Estimate the percentage by which emissions vary compared with the previous reporting year.

This box will accept numerical answers containing a decimal point. Please use "." not "," i.e. write 10.6, not 10,6.

8 %

Have the emissions increased or decreased?

Decreased

Further information

18. External Verification/Assurance: (CDP6 Q2(d))

18.1. Has any of the information reported in response to questions 10 – 15 been externally verified/assured in whole or in part?

None of the information provided in response to question 10-15 has been externally verified/assured in whole or in part. Please go to question 18.6.

It would aid automated analysis of responses if you could select responses from the tick boxes below. However, please use the text box provided if the tick boxes menu options are not appropriate.

18.2. State the scope/boundary of emissions included within the verification/assurance exercise.

Please use the text box below to describe the scope/boundary of emissions included within the verification/assurance exercise if the tick box menu options above are not applicable.

Not applicable

18.3. State what level of assurance (eg: reasonable or limited) has been given.

Not applicable

18.4. Provide a copy of the verification/assurance statement.

Please attach a copy/copies.

18.5. Specify the standard against which the information has been verified/assured.

Not applicable

18.6. If none of the information provided in response to questions 10-15 has been verified in whole or in part, please state whether you have plans for GHG emissions accounting information to be externally verified/assured in future.

TUI Travel PLC plans to have its carbon data & information externally verified/assured in future, i.e. financial year 2008/09 which could be used for CDP8 [2010].

However, for information about the current data:

TUI Deutschland

TUI Deutschland has an in-house EMS for its Head Office building in Hannover, Germany. It is certified to ISO 14001, the international management system standard. However, whilst the ISO auditor has verified the process of data collection to be satisfactory and consistent, the data provided on an annual basis (for environmental reporting purposes) is not currently externally verified.

TUI Nordic

TUI Nordic uses Agenda 2100, a web based report system [<http://www.keepfocus.dk/en/keepfocus>] that uses remotely placed meters to feed information direct from the buildings to a website for recording and analysis.

TUI UK & Ireland

Bureau Veritas had previously reviewed the First Choice Holidays PLC data [now part of TUI UK & Ireland] used in the CDP6 [2006/07 financial year]. The methods were based on current best practice, such as that detailed in the Institute of Social and Ethical AccountAbility Standard AA1000, the Global Reporting Initiative framework, and other auditing standards such as ISAE 3000 [International Standard On Assurance Engagements 3000].

Further information

19. Data Accuracy: (CDP6 Q2(e) – New wording for CDP 2009)

19.1. What are the main sources of uncertainty in your data gathering, handling and calculations e.g.: data gaps, assumptions, extrapolation, metering/measurement inaccuracies etc?

If you do not gather emissions data, please select emissions data is NOT gathered and proceed to question 20.

Emission data is gathered.

Please refer to Q9.2. In addition, the Group Environment Manager prepared this submission in partnership with the Group Strategy Dept - this provided a form of internal control and verification with regard to the qualitative and quantitative data presented.

Each TUI Travel PLC Sector Financial Controller (e.g. one per Sector, Mainstream – northern Region etc) was contracted and asked to make a return for electricity and gas usage for the 07/08 FY. However, an area of uncertainty relates to the compilation of this data as some “non-returns” were made – the reasons for this could be numerous – for example, at the time of this disclosure preparation, the Accommodation and Destinations Services Sector was being restructured. In addition, the sector has a geographically disparate network of offices rather than a small number of main sites as is the case in the other Sectors making the task more difficult.

In contrast, detailed questionnaires were used across TUI Travel PLC’s Hotels & Cruise Ships to collect sustainable development data and information as well and on account of the cost of fuel, sophisticated reporting systems are in place across the business to capture this data which then forms the majority of the emissions profile.

19.2. How do these uncertainties affect the accuracy of the reported data in percentage terms or an estimated standard deviation?

TUI Travel PLC continues to try and improve the data collection systems each year to make the data more meaningful for stakeholders, but it is not currently in a position to estimate in percentage terms of these inaccuracies.

19.3. Does your company report GHG emissions under any mandatory or voluntary scheme (other than CDP) that requires an accuracy assessment?

No (Please go to question 20.)

19.3.1 Please provide the name of the scheme.

19.3.2. Please provide the accuracy assessment for GHG emissions reported under that scheme for the last report delivered.

Further information

20. Energy and Fuel Requirements and Costs: (New for CDP 2009)

Please provide the following information for the reporting year:

Cost of purchased energy

20.1. The total cost of electricity, heat, steam and cooling purchased by your company.

15368104

Select currency

20.1.1. Please break down the costs by individual energy type.

Table 8 - The “Cost” column will not accept text. Please use whole numbers only.

Energy type	Cost	Currency
Electricity	15368104	British pound
Heat		British pound
Steam		British pound
Cooling		British pound

Cost of purchased fuel

20.2. The total cost of fuel purchased by your company for mobile and stationary combustion.

1276903159

Select currency

British pound

20.2.1. Please breakdown the costs by individual fuel type.

Table 9 - The cost column will not accept text. Please use whole numbers only.

Mobile combustion fuels	Cost	Currency
Kerosene	1220405652	British pound
Marine Fuels [IFO]	22967200	British pound
Marine Fuels [MGO]	5730307	British pound
Diesel	25800000	British pound
Gasoline / petrol	2000000	British pound

Stationary combustion fuels	Cost	Currency
-----------------------------	------	----------

Energy and fuel inputs

The following questions are designed to establish your company's requirements for energy and fuel (inputs). Please note that MWh is our preferred unit for answers as this helps with comparability and analysis. Although it is usually associated with electricity, it can equally be used to represent the energy content of fuels (see CDP 2009 Reporting Guidance for further information on conversions to MWh).

Purchased energy input

20.3 Your company's total consumption of purchased energy in MWh.

Please use whole numbers only.

130353 MWh

Purchased and self produced fuel input

20.4. Your company's total consumption in MWh of fuels for stationary combustion only. This includes purchased fuels, as well as biomass and self-produced fuels where relevant.

Please use whole numbers only.

21499 MWh

In answering this question and the one below, you will have used either Higher Heating Values (also known as Gross Calorific Values) or Lower Heating Values (also known as Net Calorific Values).

Please state which you have used in calculating your answers.

The figures above are as follows:

130,353 MWh = electricity

21,499 MWh = natural gas

No distinction has been made between Higher Heating Values (also known as Gross Calorific Values) or Lower Heating Values as this was not known.

20.4.1. Please break down the total consumption of fuels reported in answer to question 20.4 by individual fuel type in MWh.

Table 10 - Please use whole numbers only

Stationary combustion fuels	MWh
Natural gas	21499

Energy output

In this question we ask for information about the energy in MWh generated by your company from the fuel that it uses. Comparing the energy contained in the fuel before combustion (question 20.4) with the energy available for use after combustion will give an indication of the efficiency of your combustion processes, taking your industry sector into account.

20.5. What is the total amount of energy generated in MWh from the fuels reported in question 20.4?

Please use whole numbers only.

20.6. What is the total amount in MWh of renewable energy, excluding biomass, that is self-generated by your company?

Please use whole numbers only.

Energy exports

This question is for companies that export energy that is surplus to their requirements. For example, a company may use electricity from a combined heat and power plant but export the heat to another organisation.

20.7. What percentage of the energy reported in response to question 20.5 is exported/sold by your company to the grid or to third parties?

Please use whole numbers only.

20.8. What percentage of the renewable energy reported in response to question 20.6 is exported/sold by your company to the grid or to third parties?

Please use whole numbers only.

Further information

The total energy generated from the combustion of the 21,499 MWh of gas is not known.

NOTE with regard to liquid fuel costs in Table 9 [Q20.2.1]

An average of the market rates was used for the 07/08 FY period for both kerosene & marine fuels. This is to protect the commercially sensitive nature of the prices TUI Travel PLC had paid during this period through fuel trading and hedging.

Rates used – based on average monthly market prices for 2007/08 FY:

- Kerosene/JET A1 was £639/US\$1,062/€745 per tonne for 07/08 financial year
- Marine Fuels MGO was £583/US\$969/€680 per tonne for 07/08 financial year
- Marine Fuels IFO was £304/US\$506/€355 per tonne for 07/08 financial year

An example exchange rate has been used in this CDP submission based on a rate taken in April 2009:

- £/US\$ = 1.66 making 1US\$ worth 60.2p
- £/€ = 1.165 making 1€ worth 85.8p

21. EU Emissions Trading Scheme: (CDP6 Q2(g)(i) – New wording for CDP 2009)

Electric utilities should report allowances and emissions using the table in question EU5.

21.1. Does your company operate or have ownership of facilities covered by the EU Emissions Trading Scheme (EU ETS)?

No (Please go to question 22.)

Please give details of:

21.2. The allowances allocated for free for each year of Phase II for facilities which you operate or own. (Even if you do not wholly own facilities, please give the full number of allowances).

Table 11 - Please use whole numbers only.

	2008	2009	2010	2011	2012
Free allowances metric tonnes CO2					

21.3. The total allowances purchased through national auctioning processes for the period 1 January 2008 to 31 December 2008 for facilities that you operate or own. (Even if you do not wholly own facilities, please give the total allowances purchased through auctions by the facilities for this period).

Total allowances purchased through auction

21.4. The total CO₂ emissions for 1 January 2008 to 31 December 2008 for facilities which you operate or own. (Even if you do not wholly own facilities, please give the total emissions for this period.)

Total emissions in metric tonnes

Further information

22. Emissions Trading: (CDP6 Q2(g)(ii) - New wording for CDP 2009)

Electric utilities should read EU6 before answering these questions.

22.1. Please provide details of any emissions trading schemes, other than the EU ETS, in which your company already participates or is likely to participate within the next two years.

[We participate or anticipate participating in trading schemes other than the EU ETS in the next two years.](#)

[Refer to Q1.1 \[regulatory risks for more info\].](#)

[It is too early to state publicly what TUI Travel PLC's emission trading strategy will be as the two schemes likely to affect the business are still not completely finalised \[EU ETS & UK Government's CRC\].](#)

[TUI Travel PLC explicitly supports the inclusion of aviation in an EU ETS. It could be the most cost-effective instrument for reduction in aircraft emissions as it meets most of the parameters TUI Travel PLC outlined in the CDP 6 \[2008\] response.](#)

22.2. What is your overall strategy for complying with any schemes in which you are required or have elected to participate, including the EU ETS?

[It is too early to state publicly what TUI Travel PLC's emission trading strategy will be as the two schemes likely to affect the business are still not completely finalised \[EU ETS & UK Government's CRC\].](#)

Further information

22. Carbon credits

22.3. Have you purchased any project-based carbon credits?

[Yes. \(Please answer the following questions\)](#)

Please indicate whether the credits are to meet one or more of the following commitments:

[Carbon offset programmes for TUI Travel PLC's customers](#)

Please also:

22.4 Provide details including the type of unit, volume and vintage purchased and the standard/scheme against which the credits have been verified, issued and retired (where applicable).

[CER credits have been realised via carbon offset programmes with Atmosfair \(TUI Nordic\) and My Climate \(TUI fly Germany\) but have been retired by the offset provider on TUI Travel PLC's behalf, as appropriate for carbon offset schemes.](#)

22.5. Have you been involved in the origination of project-based carbon credits?

[No. \(Please go to question 22.7\)](#)

22.6. Please provide details including:

- Your role in the project(s),
- The locations and technologies involved,
- The standard/scheme under which the projects are being/have been developed,
- Whether emissions reductions have been validated or verified,
- The annual volumes of generated/projected carbon credits,
- Retirement method if used for own compliance or offsetting.

22.7. Are you involved in the trading of allowances under the EU ETS and/or project-based carbon credits as a separate business activity, or in direct support of a business activity such as investment fund management or the provision of offsetting services?

[No. \(Please go to question 23\)](#)

22.8. Please provide details of the role performed.

Further information

Performance

23. Reduction plans & goals: (CDP6 Q3(a))

23.1. Does your company have a GHG emissions and/or energy reduction plan in place?

Yes. (Please go to question 23.3)

23.2. Please explain why.

It would aid automated analysis of responses if you could select a response from the options below as well as using the text box. However, please just use the text box provided if the options are not appropriate.

If the menu options above are not appropriate, please answer the question using the text box below:

Goal setting

23.3. Do you have an emissions and/or energy reduction target(s)?

Yes. (Please answer the following questions)

23.4 What is the baseline year for the target(s)?

The TUI Travel PLC Financial Year 2007/08 and in some cases the current TUI Travel PLC Financial Year, i.e. 2008/09

23.5. What is the emissions and/or energy reduction target(s)?

TUI Travel PLC currently has targets at the Sector business level [Mainstream, Activity etc]. The details are below followed by our programme of work to set group-wide reduction targets.

Airlines

Nordic

TUIfly Nordic has two goals with respect to fuel [and therefore carbon emission] reductions

- Reduce aircraft fuel consumption/ CO2 passenger km by 5% by 2010/11 [compared to 2007/08 baseline]
- Reduce aircraft fuel consumption/ CO2 passenger km by 10% by 2014/2015 [compared to 2007/08 baseline]
- Fit 'winglets' to all Boeing 767s in the fleet before end of 2009. [target to achieve this finalized end of May 2009]
- In the longer term, TUIfly Nordic will be the first airline in the region launch the Boeing 787 Dreamliner, which promises a 20% reduction in carbon dioxide emissions and 60% noise reduction compared to comparable aircraft operating today.

TUI UK & Ireland

- Thomson Airways will be the first airline in the UK to launch the Boeing 787 Dreamliner, which aspires to deliver a 20% reduction in carbon dioxide emissions and 60% noise reduction compared to comparable aircraft operating today.
- In 2009/10, Thomson Airways will develop and implement an Environmental Management System (EMS) in line with ISO14001 to manage the environmental impacts of aircraft maintenance activities and reduce carbon dioxide emissions in the Hangar and UK Line Stations.

Flagship Hotel Properties

TUI Nordic [Tour Operator]

Within destinations, TUI Nordic has a target as follows:

- Reduce the CO2 emissions at TUI Nordic Blue Village Hotels in Europe from 1.5 kg CO2/guest night to 1.35 kg 2010/11, equivalent to a 10% reduction.

Head Office Premises

TUI UK & Ireland

- Reduce overall energy use in 2008/09 by 5% compared to 2007/08 including all TUI UK & Ireland premises

TUI Nordic

Within its Head Offices in the Nordic Source Markets, TUI Nordic will:

- Procure CO2 free electricity [renewable] in all offices and shops in the Nordic area.
- Reduce total power consumption by 15% by 2012/2013 [against a baseline of 2007/08]. Note – the CO2 emissions per /kWh used from the grid in Sweden is 0.048kg [CO2/kWh] and Norway is 0.006kg CO2/kWh [Source: IEA].

Specialist & Emerging Markets Sector

- Businesses in the Specialist & Emerging Markets Sector do not usually have direct influence over reducing the carbon footprint of the airlines their passengers use. Therefore, this Sector's strategy focuses on reducing carbon emissions from office premises, offsetting carbon emissions from holidays, and running pilot projects of more efficient ground transport operations. Targets 2008/09 include some specific climate change targets, i.e.
- Develop and pilot a template for measuring the cost savings and environmental benefits from energy-saving activities, with a view to setting targets in 2009/10
- All Sector businesses will be engaging customers in sustainability issues, updating brochures and websites and each initiating one campaign

TUI Central Europe

Targets 2008/09 relating to climate change are as follows:

- Scope a project to offset all carbon emissions from TUI Deutschland business trips - if the scoping is successful, the project will begin in 2009/10
- Start to plant the first TUI forest in the east of Majorca, Balearic Islands
- Pick up the discussion and training process with TUI Central Europe Travel Agents in order to raise customers' awareness of TUIfly's carbon offset programme

In addition, TUI Travel PLC is in the process of finalising a group-wide GHG reduction target (with five separate targets/initiatives for the five carbon intensive areas of the business) for completion in 2008/09 financial year.

TUI Travel PLC is currently finalising appropriate group-wide carbon reduction targets. TUI Travel PLC is in the process of implementing nine Sustainable Development workstreams to address different issues across the business - five of these workstreams address climate change in the different carbon intensive sectors of TUI Travel PLC:

1. Airlines
2. Cruise ships
3. Head Office Premises
4. Ground Transport
5. Flagship Hotel Properties

Integrated into the organizational structure of TUI Travel PLC, employees with relevant expertise attend these Workstream meetings in order to develop reduction plans and the exposure to climate change in each sector. The workstream members are currently developing strategies for each Workstream including GHG reduction goals, implementing practices to improve data collection, sharing good practice and creating greater crossover between disparate parts of the business to feed into the overall

23.6. What are the sources or activities to which the target(s) applies?

The targets address climate change in the different carbon intensive sectors of TUI Travel PLC:

1. Airlines
2. Cruise ships
3. Head Office Premises
4. Ground Transport
5. Flagship Hotel Properties

23.7. Over what period/timescale does the target(s) extend?

Various - refer to Q23.5 above

Further information

Note – please refer to the attached organigram to explain how the business is arranged with respect to the parts of the organisation referenced here

http://cdp.cdproject.net/attachedfiles/Responses/55529/11982/TUI_Travel_PLC_Company_Structure.pdf

23. GHG emissions and energy reduction activities

23.8. What activities are you undertaking or planning to undertake to reduce your emissions/energy use?

Whilst TUI Travel PLC finalises its plans for a group-wide GHG emission reduction goals, it is worth highlighting what progress has been made since CDP6 [2008] and what is ongoing across the business e.g. at a Sector level.

Airlines

TUI Airlines Group-wide

TUI Airlines commenced a programme of retrofitting winglets to its Boeing fleet, with TUIfly Nordic re-engineering a B767. The upward curved wing ends had their international breakthrough as a feature for the B737 series and are now also available for B757 and B767 models. This investment really pays off - an aircraft with winglets uses up to six percent less fuel depending on the flight distance. Step by step, it is planned now to fit all B757s and B767s of the TUI airlines with winglets.

TUI Airlines - Sustainable Aviation Fuel Users Group (SAFUG)

SAFUG was founded by Boeing and Honeywell subsidiary UOP in September 2008 and already comprises some of the most important global airlines such as Air France/KLM, Air New Zealand, Virgin Atlantic and now TUI Airlines [representing all seven TUI Airlines]. It is an international initiative helping to research and commercialize new sustainable aviation fuels to reduce greenhouse emissions with strong cooperation with the World Wildlife Fund (WWF) and the Natural Resources Defence Council (NRDC). The group has launched two major programmes to explore the opportunities of African jatropha oil as well as sea algae as additives to normal jet fuel. A first test flight was already completed successfully in December 2008 when an Air New Zealand B747-400 took off with a 50/50 blend of jatropha and A1 kerosene.

The four key aims of SAFUG are as follows:

1. Jet fuel plant sources should be developed in a manner which is non-competitive with food and where biodiversity impacts are minimized: in addition, the cultivation of those plant sources should not jeopardize drinking water supplies.
2. Total lifecycle greenhouse gas emissions from plant growth, harvesting, processing, and end use should be significantly reduced compared to those associated with jet fuels from fossil sources.
3. In developing economies, development projects should include provisions or outcomes that improve socio-economic conditions for small-scale farmers who rely on agriculture to feed them and their families, and that do not require the involuntary displacement of local populations.
4. High conservation value areas and native eco-systems should not be cleared and converted for jet fuel plant source development.

These criteria should be consistent with, and complementary to emerging internationally-recognized standards such as those being developed by the Roundtable on Sustainable Biofuels.

TUI Travel PLC believes that a global network convened under SAFUG can achieve far more than a single player, allowing projects to progress much faster. The

exchange of knowledge between engaged parties helps promotes progress: for example, issues such as logistical challenges or other critical success factors can be discussed and solved within the User Group. As a leading international leisure travel company with fleets in several European countries, TUI Travel PLC believes that it can bring significant added value in to the discussions of developing biofuel technology for aviation.

TUI Western Europe - Airlines:

- Corsairfly (France) has a fuel efficiency programme in place
- Jetairfly (Belgium) has recently renewed its fleet to include more fuel-efficient and less noisy aircraft and in 2008 it saved more than 3,000 tonnes of jet-fuel by fuel-saving measures corresponding to more than 9,000 tonnes of CO₂.
- ArkeFly (The Netherlands) has a sustainable development policy and action plan, of which a fuel saving program is part

In late Spring 2009, ArkeFly signed a three-year agreement for Pratt & Whitney EcoPower engine washes for its fleet of PW4060 and CFM56-7 engines. The engine washes will begin immediately at P & W's service center at Amsterdam's Schiphol Airport. The engine wash programme cuts fuel burn by as much as 1.2 percent saving fuel, emissions and money.

TUIfly Nordic

TUIfly Nordic is constantly enhancing its environmental engagement and is to be the first TUI airline with an ISO 14001 certification EMS. This internationally recognized standard for industries and organisations foresees reviewing and improving all sectors in administration and planning to direct aircraft operation towards new environmental protection targets. Furthermore, it also goes hand in hand with the Emission Trading Scheme requirements introduced by the EU [from 2012], as almost the same data is collected in both systems. TUIfly Nordic has already successfully established its internal fuel efficiency programme and plans to complete the ISO certification process in September 2009.

In addition, some other specific carbon-saving actions have included:

- Environmental assessment of airline programme and routings e.g. available seat kilometres and revenue passenger km.
- In 2007/08, TUIfly Nordic undertook an environmental assessment of their air traffic programme in order to identify fuel savings, and removed the relatively inefficient Boeing 747 from the fleet. It then continued with TUI Travel PLC's fuel saving programme, reducing TUI Travel PLC's fuel use by approximately 140-180 tonnes per year.

TUIfly – TUI Central Europe

The TUIfly Climate Initiative was established in 2007/08, aiming to offset the carbon emissions of its aircraft operations. In partnership with the Swiss carbon offset provider myclimate, passengers flying with TUIfly have the opportunity to offset the carbon emissions caused by their flight or package holiday at the time of booking their holiday. To date, more than €600,000 has been invested in climate projects in Eritrea and Madagascar saving more than 30,000 tonnes of carbon. Along with a reduction in carbon emissions, the projects contribute to long-term economic and social development in these regions, reducing air pollution, creating jobs and increasing quality of life. All the projects are set up as VER (Verified Emission Reductions) projects and are applicants for the internationally recognised Gold Standard [VGS] for climate protection initiatives.

TUI Mainstream Sector - Northern Region: Canada

TUI Canada works closely with SkyService [its airline partner] to provide its tour operator customers with transport from home to their holiday destinations. These are the highlights of the 2007/08 FY:

- SkyService equipped its Boeing 757 in November 2007 with winglets, saving over 360,000 litres of fuel annually which translates into a reduction of 765 tonnes of CO₂ emissions per year.
- SkyService has introduced state-of-the-art flight planning system (FWZ) that helps pilots plot their flight plan along the route with the least wind resistance [saving fuel and emissions].
- SkyService instituted single engine taxiing on arrival, whenever possible to save fuel and emissions
- SkyService – in its Head Office, all old CRT-based computer monitors were migrated to energy-efficient LCD screens

Specialist & Emerging Markets Sector

YMT Vacations is a US-based Specialist & Emerging Markets company and in 2007/08, switched to an environmentally-friendly bus fleet in California through MTR Western which was awarded the United Motorcoach Association's inaugural Green Highways award.

TUI Mainstream Sector - Central Europe Region: Germany [TUI Deutschland]

TUI Deutschland, which has one of the largest office buildings (in Hannover) within TUI Travel PLC in terms of colleague numbers has completed many energy reduction activities and continues to do so in its offices; everything from the most basic, "please remember to switch off..." messages which flash-up to users when a PC is shutdown at the end of the day right up to the more sophisticated substitution of old heat exchangers with new energy efficient models. Other highlights in recent years include:

- Rolling out energy-efficient PC's and swapping CRT Monitors for energy-saving flat screens (2007)
- Exchanging all Head Office printers & copiers with ones that have greater functionality to enable users to save power and paper (Kyocera machines, introduced 2009)
- Installing a new, more energy-efficient chiller [air-conditioning plant] for the in-house print & publishing facility
- Awareness-raising to all colleagues at the beginning of the autumn/winter season to remind them about sensible use of heating
- Employing an infra-red camera to survey the building to identify heating leaks & thermal bridges in the outer walls of the building and then addressing these.
- Exchange of incandescent lightning with energy-saving bulbs [e.g. compact fluorescent bulbs]
- Installation of infra-red motion detectors within communal areas of the Head Office building to minimise "human error" in leaving unnecessary equipment/lighting on.

TUI Mainstream Sector - Northern Region: TUI UK & Ireland

Initiatives deployed by TUI UK & Ireland in 2008/09 to meet the reduction target as outlined in Q23.1 include the following:

- Energy-saving schemes have been initiated in Head Offices, including energy efficient motion-sensor lighting, improved air conditioning controls & energy-efficient hand driers in refurbished bathrooms.
- Refurbishments are taking place across the Retail Estate including a review of lighting, and air conditioning.
- In the financial year 2007/08, a server consolidation and virtualisation project took place at First Choice House (previously the Group HQ for First Choice Holidays PLC) reducing the power consumption dramatically – it was estimated that from the c. 90% power reduction achieved an annual saving of more than 500,000 kWh was saved.
- An automated overnight shutdown PC process was rolled out in April 2009 for TUI UK Head Office & Retail Estates which is scheduled to save around 5M kWh energy annually when fully rolled out, saving in excess of 2,500 tonnes of CO₂ each year.
- In the financial year 2007/08, First Choice Airways and Thomsonfly saved a total of 34,000 tonnes of carbon dioxide through fuel efficiency activities
- In early 2009, Thomson Airways appointed a dedicated Airline Environment Manager
- Employee awareness programme, which includes introduction of Green Charter for retail staff, awareness days for HQ colleagues and internal communication activities.

TUI Mainstream Sector - Western Europe Region

The ISO14001-certified Paladien hotels of Nouvelles Frontières, TUI Belgium and TUI Nederland have a management system in place to monitor waste, water and energy, certified by a third party. The headquarters of Nouvelles Frontières & Marmara (France) and First Choice Netherlands have internal procedures in place to reduce water, energy and paper. In 2009, TUI Nederland began a pilot of the Milieubarometer ('environmental barometer') system and Belgium works according to the guidelines of West Flanders Charter for Sustainable Development.

Further information

23. Goal evaluation

23.9. What benchmarks or key performance indicators do you use to assess progress against the emissions/energy reduction goals you have set?

These performance indicators are being rolled out across the business along with the inauguration of the Climate Change Workstreams. Data is already being collected and communicated to match some of these – e.g. refer to Q16.2.2

Airlines

- CO2 emissions for the TUI Airlines as a whole (absolute metric)
- CO2 emissions for each TUI Airline (absolute metric)
- CO2 emissions per Revenue Passenger Kilometre [RPK] - Airline/Group basis (relative metric)

Cruise Ships

- CO2 emissions for the TUI Cruise Ships as a whole (absolute metric)
- CO2 emissions for each TUI Cruise Ship operation (absolute metric)
- CO2 emissions per Passenger Kilometre – Group Cruise Ships (relative metric)

Major Premises

- CO2 emissions for the Major Premises/Retail Networks as a whole (absolute metric)
- CO2 emissions/person – for each major premises/territory area (relative metric)

Ground Transport

- CO2 emissions for the Major Ground Transport fleets as a whole (absolute metric)
- CO2 emissions/vehicle km – for each major transport fleet (relative metric)

Flagship Properties

- CO2 emissions for the Exclusive/Flagship Properties as a whole (absolute metric)
- CO2 emissions/guest night – for each Exclusive/Flagship Property (relative metric)

Further information

23. Goal achievement

23.10. What emissions reductions, energy savings and associated cost savings have been achieved to date as a result of the plan and/or the activities described above? Please state the methodology and data sources you have used for calculating these reductions and savings.

As outlined above in Q23.1, TUI Travel PLC is in the process of finalising a group-wide GHG reduction target (with five separate targets/initiatives for the five carbon intensive areas of the business). However, due to the timing of the planned SD Report (July 2009) it is not possible to state these before the 31 May 2009 deadline for CDP7 [2009]. However, TUI Travel PLC has provided detailed information at the Sector business level [Mainstream, Activity etc].

More detail has been provided in Q23.8, but some specific examples are provided here.

TUI Travel Airlines

The group-wide Fuel Conservation Programme coordinated by TUI Airline Management produced a 57,000 tonnes of CO2 avoidance in 2007/08 [fuel saved multiplied by the factor of 3.15 to calculate CO2 emissions]. This was achieved by implementing efficiency measures in the areas of Flight Planning, Flight Management, Engineering and Maintenance as well as Ground Operations.

TUI Activity Sector

This sector's international Headquarters for its Marine Division in Clearwater, Florida was designed and commenced construction in 2007. At the time of opening in June 2008, it was the first new office building in the Tampa Bay area to receive a Leadership in Energy and Environmental Design (LEED) Gold certification award. Of the many green features incorporated into the building to achieve the LEED Gold certification. A number of these measures are energy efficiency ones (and therefore carbon reduction) focused including the building typically using 20% less energy [and more than 40% less potable water than the LEED baseline]. The site provides several alternative transportation options to the internal combustion car and the building has a much lower embodied energy value by incorporating materials with more than 35% recycled content.

23.11. What investment has been required to achieve the emissions reductions and energy savings targets or to carry out the activities listed in response to question 23.8 and over what period was that investment made?

Table 13 - The "Investment number" column will not accept text. Please use whole numbers only.

Emission reduction target/energy saving target or activity	Investment number	Investment currency	Timescale
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Further information

This information is commercially sensitive and TUI Travel PLC is not in a position to release this as part of the CDP questionnaire.

23. Goal planning & investment

Electric utilities should read the table in question EU3 for giving details of forecasted emissions.

23.12. What investment will be required to achieve the future targets set out in your reduction plan or to carry out the activities listed in response to question 23.8 above and over what period do you expect payback of that investment?

Table 14 - The "Number" column will not accept text. Please use whole numbers only.

Plan or action	Investment number	Investment currency	Payback
----------------	-------------------	---------------------	---------

23.13. Please estimate your company's future Scope 1 and Scope 2 emissions for the next five years for each of the main territories or regions in which you operate or provide a qualitative explanation for expected changes that could impact future GHG emissions.

If possible, please use table 15 below to structure your answer to the question or alternatively use the text box below.

This information is commercially sensitive and TUI Travel PLC is not in a position to release this as part of the CDP questionnaire. However, as more information enters the public domain relating to EU ETS & UK Government CRC, for example, then TUI Travel PLC will be in a position to release this as it will be required.

Scope 1 forecasted emissions in Table 15 below are in the following units.

Scope 2 forecasted emissions in Table 15 below are in the following units.

Table 15 - The "Scope" columns will not accept text. Please use whole numbers only. Type in the name of the territory or region for which you are giving data and then press "Add Territory/Region". If giving a global figure instead of separate figures for regions or territories, please write "global" in the box labelled "Enter name of territory or region".

[Click here to see a sample table.](#)

Future reporting years:										
End date for year end DD/MM/YYYY										
Emission forecasts	Scope 1	Scope 2	Scope 1	Scope 2	Scope 1	Scope 2	Scope 1	Scope 2	Scope 1	Scope 2

23.14. Please estimate your company's future energy use for the next five years for each of the main territories or regions in which you operate or provide a qualitative explanation for expected changes that could impact future GHG emissions.

If possible, please use table 16 below to structure your answer to the question or alternatively use the text box below.

This information is commercially sensitive and TUI Travel PLC is not in a position to release this as part of the CDP questionnaire. However, as more information enters the public domain relating to EU ETS & UK Government CRC, for example, then TUI Travel PLC will be in a position to release this as it will be required.

Table 16 - Please use whole numbers only. Type in the name of the territory or region for which you are giving data and a description of the data you are giving e.g. electricity consumption. Then press "Add Row". If giving a global figure instead of separate figures for regions or territories, please use the word "global". This table will also accept different types of units e.g. units of volume or mass.

[Click here to see a sample table.](#)

Future reporting years:										
End date for year end DD/MM/YYYY										
Energy use estimates for territory/region	Number	Units	Number	Units	Number	Units	Number	Units	Number	Units

23.15. Please explain the methodology used for your estimations and any assumptions made.

Not applicable

Further information

24. Planning: (CDP6 Q3(c))

24.1. How do you factor the cost of future emissions into capital expenditures and what impact have those estimated costs had on your investment decisions?

This information is commercially sensitive and TUI Travel PLC is not in a position to release this as part of the CDP questionnaire.

Further information

Governance

25. Responsibility: (CDP6 Q4(a))

25.1. Does a Board Committee or other executive body have overall responsibility for climate change?

Yes. (Please answer question 25.3 and 25.4)

25.2 Please state how overall responsibility for climate change is managed and indicate the highest level within your company with responsibility for climate change.

25.3. Which Board Committee or executive body has overall responsibility for climate change?

Johan Lundgren, Managing Director of TUI Travel PLC Northern Region, is responsible for reporting on sustainability to the TUI Travel PLC Board. Dermot Blastland, Managing Director of TUI UK & Ireland, has responsibility for sustainability on the Group Management Board.

The senior level Sustainable Development Steering Committee, chaired by Dermot Blastland, agrees headline policy and objectives. The Committee meets once a year and is composed of all sector MDs and a nominated sector Board member responsible for driving sustainability within each sector. The Group Management Board also regularly reviews Sustainable Development issues.

TUI Travel PLC has a dedicated Sustainable Development team of four people, reporting directly to Dermot Blastland, whose role is to drive Group sustainability performance towards FTSE100 best practice. This team works closely with TUI UK & Ireland to guide sustainable development strategy and build capacity and with all the business sectors (which include Mainstream, Activity, Specialist & Emerging Markets and Accommodation & Destinations) to drive forward TUI Travel PLC's commitment to Sustainable Development.

Each of the business sectors has a Sustainable Development Coordinator to lead and co-ordinate sustainable development within their business area. The Coordinators work closely to identify Group and sector-specific targets, and to implement strategy within their sector and it is with their assistance that TUI Travel PLC will endeavour to meet the aspirations of its sustainable development strategy and achieve carbon reductions.

25.4. What is the mechanism by which the Board or other executive body reviews the company's progress and status regarding climate change?

Johan Lundgren, Managing Director of TUI Travel PLC Northern Region, is responsible for reporting on sustainability to the TUI Travel PLC Board. Dermot Blastland, Managing Director of TUI UK & Ireland, has responsibility for sustainability on the Group Management Board.

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Further information

For more information on the TUI Travel PLC governance structure for sustainable development, please refer to the latest Sustainable Development Report [to be launched Summer 2009]: <http://www.tuitravelplc.com/sustainabledevelopment>

26. Individual Performance: (CDP6 Q4(b))

26.1. Do you provide incentives for individual management of climate change issues including attainment of GHG targets?

Yes. (Please go to question 26.2)

26.2. Are those incentives linked to monetary rewards?

As appropriate, individuals across the Group have energy efficiency/carbon reduction targets as part of their formal objectives, achievement of which is linked to remuneration.

26.3. Who is entitled to benefit from those incentives?

One example is TUI UK Retail employees who are targeted to engage customers in contributing to the World Care Fund (for more detail see Q15.1 above) Those retail colleagues who achieve the highest conversions are rewarded with an educational trip to one of the sustainable tourism or carbon offset projects funded by the scheme

Further information

27. Communications: (CDP6 Q4(c))

27.1. Do you publish information about the risks and opportunities presented to your company by climate change, details of your emissions and plans to reduce emissions?

Yes.

For more information on the TUI Travel PLC's approach please refer to the latest Sustainable Development Report [to be launched Summer 2009]

www.tuitravelpc.com/sustainabledevelopment

If so, please indicate which of the following apply and provide details and/or a link to the documents or a copy of the relevant excerpt:

27.2. The company's Annual Report or other mainstream filings.

Yes

TUI Travel PLC published its most recent Annual Report & Accounts in December 2008 [for the financial year ending 30 September 2008]. Within the hard copy as well as the on-line version, there is a dedicated Responsible Leadership [Sustainable Development] section - please refer to the link

<http://ara2008.tuitravelpc.com/tui-ar2008/pages/responsibleleadership/sustainable-development>

27.3. Voluntary communications (other than to CDP) such as Corporate Social Responsibility reporting.

Yes

For more information on the TUI Travel PLC's approach please refer to the latest Sustainable Development Report [to be launched Summer 2009]

www.tuitravelpc.com/sustainabledevelopment

Further information

28. Public Policy: (CDP6 Q4(d))

28.1. Do you engage with policymakers on possible responses to climate change including taxation, regulation and carbon trading?

Yes

TUI Travel PLC's Airlines

TUI Travel PLC's UK airline Thomson Airways (formed by a merger of First Choice Airways and Thomsonfly) continue to work closely with the UK Government's Department for Transport [DfT] and Department for Environment, Food & Rural Affairs [DEFRA] both directly and in conjunction with BATA [British Air Transport Association] and with the EC via IACA [International Air Carrier Association] on how best to include aviation in the planned EU Emissions Trading Scheme, among other issues for example. Thomson Airways has worked particularly closely with the Environment Agency to develop the tools for submission of monitoring & emissions plans for the EU ETS to the effect that the Environment Agency has used the Thomson Airways draft plan as the exemplar for the rest of the UK industry in how to complete these necessary plans.

TUI Travel PLC's UK Approach [where it is both head-quartered and listed on the London Stock Exchange]

TUI Travel PLC's UK Airline colleagues aim to educate UK Government officials about current operation of the industry and the impact that future policy will have on the operation of the UK industry. TUI Travel PLC's colleagues also aim to ensure that the steps being taken to improve TUI Travel PLC's fuel efficiency are communicated to policy makers who otherwise may not learn of the efforts being undertaken by the industry.

TUI Travel PLC's European-wide approach

TUI Travel PLC's European Airline colleagues aim to educate Members of the European Parliament and EU officials (within various Directorates (including e.g. Transport and Environment) as well as officials in TUI Travel PLC's European source markets (e.g. transport and environment ministries within Germany, the home of TUIfly), about current operation of the industry and the impact that future policy will have on the operation of the European industry. TUI Travel PLC's colleagues also aim to ensure that the steps being taken to improve TUI Travel PLC's airline fuel efficiency, for example, are communicated to policy makers who otherwise may not learn of the efforts being undertaken by the airline industry.

Within the last year TUI Travel has appointed an internal manager with the specific remit to engage with politicians and officials within the EU Parliament, and the EU Commission on matters affecting TUI Travel PLC.

Advocacy for sustainability

TUI Travel PLC aspires to lead industry and to lobby for sustainability to be embraced as a business issue on which the future health of the industry depends. TUI Travel PLC senior management colleagues are regular public advocates for more sustainable tourism; a few examples are listed below.

- World Travel Market, (London Nov 2007): UNWTO Tourism & Climate Change event - TUI UK & Ireland Managing Director Dermot Blastland presentation to 90 Ministers for Tourism
- PATA CEO Challenge, Bangkok (April 2008): Confronting Climate Change - TUI Travel PLC Head of Sustainable Development presentation
- Responsible Tourism Conference, Toronto (Oct 2008) - TUI UK & Ireland MD Dermot Blastland presentation
- The Economist Sustainability Summit [The New Climate], London (Feb 2009) - TUI Travel PLC Group Environment Manager presentation
- Committed to Sustainable Development, presentation made at a Swiss Investor Forum (Apr 2008) - TUI Travel PLC Chief Executive Peter Long presentation 'Sustainable & Successful'
- Bangkok Travel Fair (scheduled for Jun 2009): Importance of Social Responsibility - TUI Nordic Product Director presentation
- Airport Council International, Manchester (scheduled for Jun 2009) - TUI Travel PLC Director Aero-Political Affairs: Sustainable Biofuels presentation

Further information

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