

Modern Slavery Statement 2019

This statement is made pursuant to section 54 of the UK Modern Slavery Act 2015. It sets out the steps TUI Group has taken to prevent acts of modern slavery and human trafficking from occurring in its business and supply chain, up to and during the 2019 financial year (1st October 2018 to 30 September 2019).

INTRODUCTION

The travel and tourism sector is one of the world's largest industries. Globally, it represents 10% of global GDP and 7% of exports*. As well as being responsible for one in 10 jobs globally,* it is the main source of foreign exchange for a third of developing countries**. In 2019, according to the United Nations World Tourism Organisation, international tourist arrivals grew by 4%, totalling 1.5 billion, as more people around the globe benefited from traveling.

It is important that the industry manages its social and environmental footprint and mitigates any risks that may arise, including in the area of human rights. At TUI Group we believe responsible tourism can be a demonstrable force for good – spurring economic growth and employment and improving cultural understanding and tolerance. Global responsibility for economic, environmental and social sustainability is therefore a mainstay of our corporate culture as reflected in our 'Better Holidays, Better World' strategy, and respect for universal human rights is a foundation of this strategy.

In recent years, modern slavery and its components of forced labour and human trafficking have emerged as an escalating global human rights concern. The ☹️ *Global Slavery Index* and the ☹️ *International Labour Organisation* (ILO) estimate there are 40.3 million victims of modern slavery and human trafficking. As a service-focused and people-centred sector, the fast-growing travel and tourism industry has a vital role to play in protecting human rights and managing risk of violations.

For TUI Group, it is a central priority to ensure that internationally proclaimed human rights – as laid out in the International Bill of Human Rights – are respected across our business, including by our suppliers and business partners, in accordance with applicable laws, conventions and regulations. TUI has been a signatory of the UN Global Compact's ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption since 2014 and to the UN World Tourism Organisation's (UNWTO) Global Code of Ethics since 2012.

In accordance with the UN Guiding Principles on Business and Human Rights, TUI has adopted several policies and initiatives to help prevent negative impacts on human rights, including taking remedial action where necessary.

In this fourth modern slavery statement, we outline our approach and initiatives for identifying and preventing modern slavery throughout our operations and supply chain. Key developments in 2019 include:

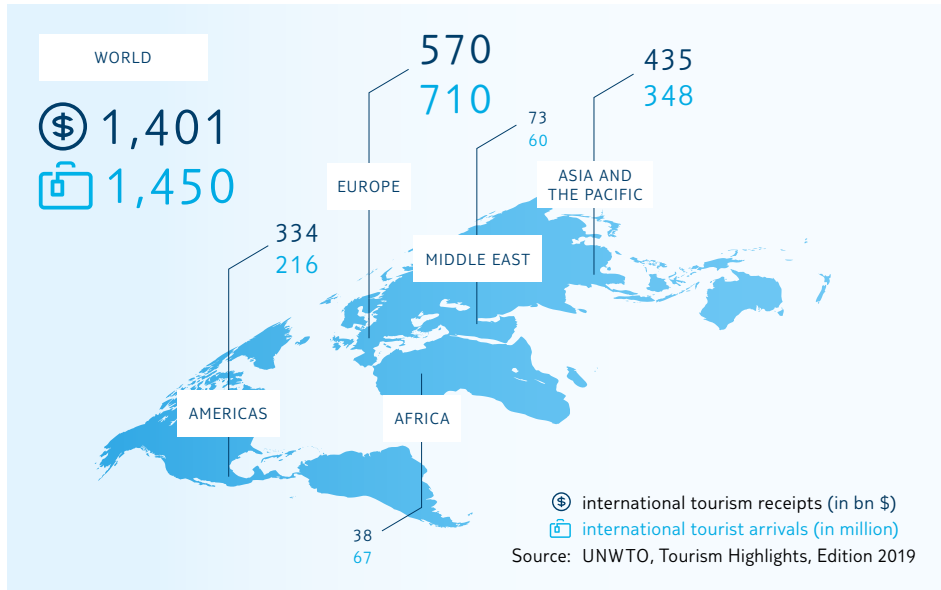
- Joining various collaboration initiatives such as the World Travel & Tourism Council (WTTC) Human Trafficking Task Force and Orphanage Tourism Taskforce.
- Delivering 10.3 million greener and fairer holidays and increasing the number of certified TUI hotels and hotel partners to 1688 – bringing the share of TUI hotels that are certified to 83%. Human rights and modern slavery were included in the audits done by certification bodies recognised by the GSTC.
- Rolling out our approach to assessing modern slavery risk in our non-accommodation supply chains.
- Expanding our staff training and awareness-raising, for example by launching a sustainability hotel online platform with a specific section on human rights and modern slavery.
- Engaging our stakeholders in modern slavery prevention and initiating new projects focusing on child protection and youth empowerment in some of our higher-risk destinations such as South East Asia, Africa & the Middle East and the Caribbean.

These highlights are further described in this statement. ☹️ [View our previous Modern Slavery statements here.](#)

* WTTC Travel & Tourism Economic Impact 2019

** United Nations Environment Programme, 2017

International tourist arrivals and receipts



The graph shows the scale and significance of tourism in 2018. The sector is a powerful driver of economic growth and development and therefore has a key role in managing modern slavery risks.

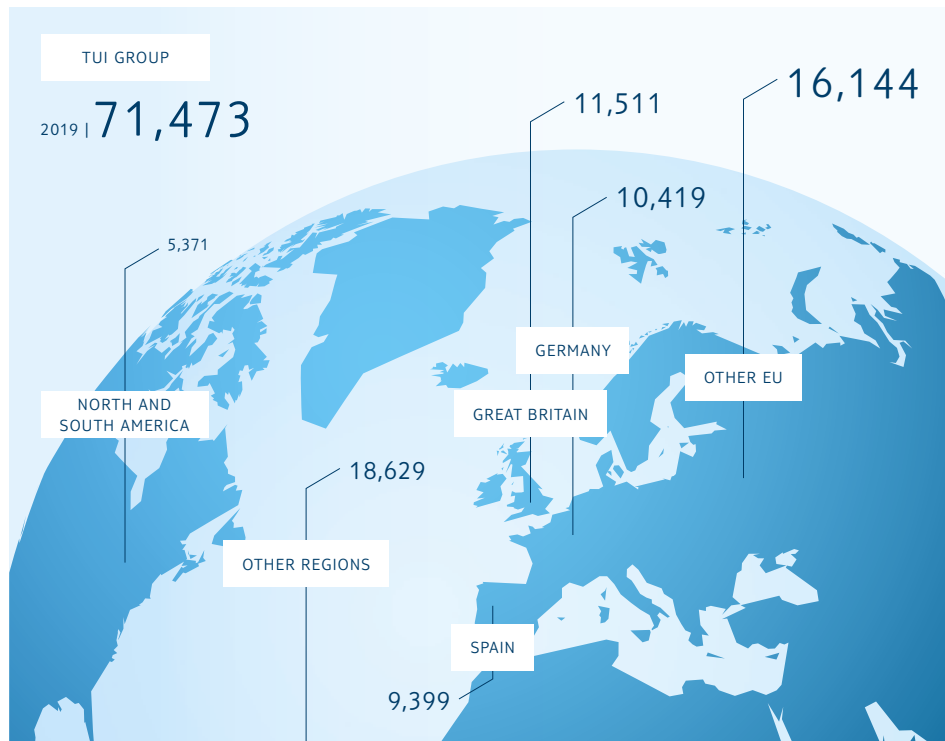
ABOUT TUI GROUP AND OUR SUPPLY CHAIN

TUI Group is the world's leading tourism group. Our portfolio encompasses tour operators, 1,600 travel agencies and leading online portals, including airlines with around 150 aircraft and destination management companies in holiday destinations around the globe. TUI operates around 400 hotels and 18 cruise ships globally through ownership, joint ventures, management contracts, leases or franchises, mostly in Europe, but also worldwide, for example in North Africa, Turkey and the Caribbean. This integrated offering and the dedication of our 70,000 employees enables us to provide memorable holiday experiences to 21 million customers annually across 115 destinations. To find out more about our business and Group structure, please click [here](#).



Further information on our business and performance in the 2019 financial year can be found in our [Annual Report 2019](#).

Personnel by region*

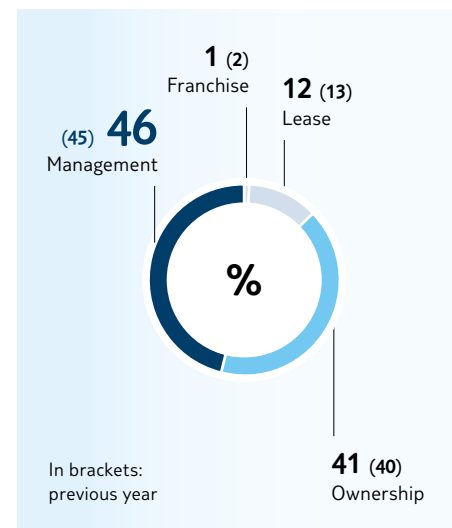


* By domicile of company

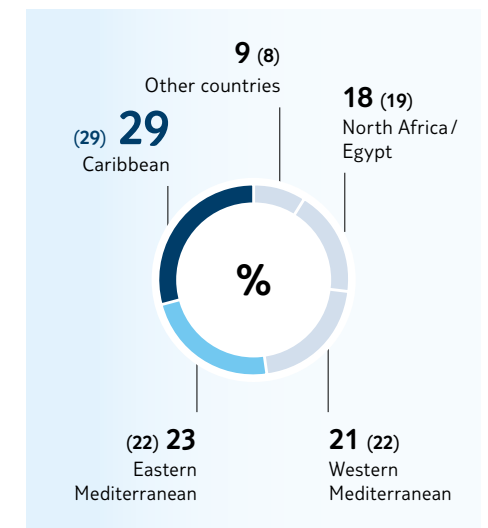
As shown in the graph we employ people from all around the world. In addition to our direct employees, our diverse business encompasses an extensive supply chain, with thousands of suppliers in more than 90 countries – from manufacturers of aircraft and cruise ships to hotel laundry services and tourist guides and other destination services used by our customers. Our biggest supplier category is comprised of hotel partners, representing over half of our direct operating costs. Accommodation suppliers are therefore a central focus of our due diligence.

The Hotels & Resorts segment comprises TUI Group's diversified portfolio of Group hotel brands and hotel companies. The segment includes hotels majority-owned by TUI, joint ventures with local partners, stakes in companies giving TUI a significant influence, and hotels operated under management contracts. A list of the hotels we work with is available on our customer websites, which can be further found [here](#).

Hotels & Resorts financing structure %



Hotels & Resorts beds per region %



Although our ability to influence, provide training and certify is evidently greatest in the hotels we own, as described further in the statement we also work closely with our partners to address modern slavery and human trafficking. Geographically, heightened focus is directed at high-risk areas such as South East Asia, Africa & Middle East and the Caribbean. More details about these geographical areas are provided in the following sections.

The full list of TUI companies can be seen on pages 275-282 of the [Annual Report 2019](#).

ENGAGING WITH OUR STAKEHOLDERS

TUI Group recognises the importance of collaborating with others to address human rights and modern slavery in our industry. In our financial year 2019, we engaged with a wide range of organisations as demonstrated through the following activities and initiatives:

- To support industry-wide progress we continued to sit on the boards of the Global Sustainable Tourism Council (GSTC) and Travelife, both of which are addressing these issues through sustainability certification standards for hotels.
- TUI Group and the RIU Hotels & Resorts are signatories of the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism and submit an annual report to the Code. In 2019 we took part in the Annual General Meeting to discuss next steps for the coming years.

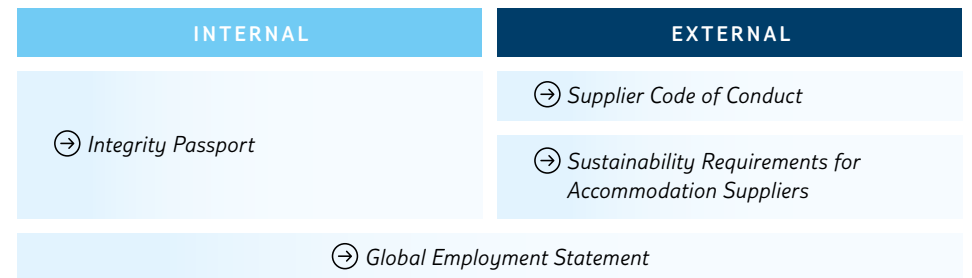
- TUI presented its approach to child protection at a seminar “Prevention of sexual abuse of children in travel and tourism” at the Norwegian Parliament organised by ECPAT, a world-wide network of organizations working to end the sexual exploitation of children.
- We gave a presentation at the 7th United Nations Forum on Business and Human Rights in Geneva in November 2018, which focused on industry action to address child sexual exploitation and modern slavery in tourism-related areas.
- TUI was the founding member of the World Travel & Tourism Council Human Trafficking Task Force, formed to combat human trafficking and the first global industry-wide initiative to assert zero tolerance and share best practice. For more information please click [👉 here](#).
- TUI participated in the development of the Hospitality Protocol, driven by Shiva Foundation, a corporate foundation aimed at preventing human trafficking and modern slavery, and the UK’s Gangmasters and Labour Abuse Authority. The protocol, launching in 2020, brings organisations together to fight modern slavery and share best practice.
- TUI Group also joined the Orphanage Tourism Taskforce set up by the international charity Hope and Homes for Children and ABTA – the UK Travel Association, in response to the global issue of orphanage tourism.
- As part of the development of Germany’s National Action Plan on Human Rights and Business, TUI participated in monitoring and publicly reporting on human rights and modern slavery including in the Annual Report.

POLICY AND MANAGEMENT FRAMEWORK

At TUI Group, our efforts to address human rights and modern slavery are underpinned by the following governance structure:



TUI has a number of policies in place that set out how we and our partners respect human rights. As described in our previous [👉 Modern Slavery statements](#), topics addressed include responsible recruitment, discrimination, forced labour, child labour, salaries and benefits, freedom of association and collective bargaining, health and safety, diversity as well as people development and a feedback culture. Please click on the individual policies to learn more.



Integrity Passport is TUI's Employee Code of Conduct. Initially launched in 2018, it was fully rolled out across the organisation in 2019, with all employees receiving their new passport document, and events and roadshows held to raise awareness. The Code strengthens our human rights commitments associated with preventing modern slavery, including forced labour, trafficking of persons and inhumane treatment of employees. Our support for freedom of association is also reinforced.

We believe that everyone should be treated with respect and dignity. We do not accept discrimination based on origin, ethnicity, gender, gender identity, sexual orientation, marital status, religion, world view, disability, age or social origin, and we are committed to constantly improve diversity and inclusion across our growing business. In 2019, we created the role of Global Lead Diversity & Inclusion to help us further promote and manage diversity, inclusion and equal opportunities. We have taken a clear commitment with our TUI Global Employment Statement: decisions about hiring, salary, benefits, training opportunities, work assignments, advancement, discipline and termination must be based solely on objective reasons. This is explored in greater depth in our [☞ Diversity Purpose](#). We are also undertaking initiatives to sensitise our colleagues around these issues and ensure that no discrimination occurs. This includes additional training modules covering topics related to exploitation and responsible recruitment. These activities are overseen by a cross-functional Diversity Action Group.

In 2019, we continued to operate our SpeakUp Line to ensure a confidential reporting channel is available for all our employees and to raise awareness through various communication means to encourage our colleagues to report any infringement of our policies. The whistleblowing system is currently available in 53 countries. Last year 83 reports were received, none of which related to modern slavery. [☞ More information is available in the 2019 Annual Report on p129.](#)

RISK ASSESSMENT AND DUE DILIGENCE

In 2019, we continued to assess our operations and supply chain to improve our understanding of modern slavery risks, by taking into consideration product and industry risks, supply chain complexity and workforce characteristics. The highest risk continued to be in areas of our business and supply chain where there are migrant, low-skilled labour, young workers and outsourced workers.

In 2019, new and growing destinations were assessed through our newly rolled out Destinations Sustainability Risk Assessment method, which involves both desk research and field assessment. We created a detailed assessment of Albania, Kenya and Zanzibar (Tanzania). Through the assessment of the two African countries we became aware of child exploitation as a risk area to focus on. In addition to sustainability seminars, we held half-day training for our hotel partners, conducted by ECPAT, on prevention of child sexual exploitation in the tourism sector.

As a result, our hotel partners strengthened their human trafficking and modern slavery processes and training in the hotel.

ACCOMMODATION SUPPLIERS

One of our key areas of focus continues to be hotels – the largest component of the holiday experience. Our hotel partners are expected to commit to social and environmental good practice and implement credible third-party GSTC-recognised sustainability certifications, such as Travelife. [☞ You can view all these standards here.](#)

In 2019, the number of customers staying in a certified hotel increased by 12% to 10.3 million customers in 1,688 hotels, exceeding our 2020 target of 10 million. TUI actively supported Travelife seminars in Montenegro, Thailand, Kenya and Zanzibar to promote the benefits of certification.

NON-ACCOMMODATION SUPPLIERS

In 2019, we fully implemented enhanced due diligence tools and processes in procurement to enable us to categorise high-risk services and suppliers in relation to modern slavery. This allowed us to undertake comprehensive risk assessment of those suppliers and their operations, including via an enhanced Modern Slavery questionnaire. The new questionnaire was pilot tested in a tender for uniforms and provided us with valuable learnings.

In 2020, our Corporate and Social Responsibility Questionnaire (including the modern slavery questions) will be fully launched as part of our eTendering system, making it accessible to all procurement colleagues across TUI Group. This is expected to drive our approach in awarding business to non-accommodation suppliers that demonstrate high sustainability standards. As we continue to strengthen our approach, in 2020 we plan to create a clear heatmap of goods and services classified as high risk in relation to modern slavery. In the coming year we intend to undertake independent audits of high-risk suppliers.

TUI Destination Experiences continued to expand our processes to safeguard human rights, including risk assessment and training in new areas of business, such as Hotelbeds Destination Management and the technology platform Musement.

Integrity & Compliance performs software based screenings of selected suppliers against international sanctions, terrorists and wanted persons lists at regular intervals. In 2019, this process was used in particular to check business partners of Group Purchasing (hotel partners as the key business partner group) and other business partners in countries with a sanction or corruption risk against Compliance criteria. In critical cases, the business organisations cooperating with the business partners in question were briefed about the results of the review, enabling them to implement further precautionary measures.

STAKEHOLDER CAMPAIGNS

Non-governmental organisations (NGOs) are important partners in the fight against modern slavery, forced labour and human trafficking around the world and play a vital role in raising awareness. TUI takes these campaigns seriously and is committed to addressing any issues raised.

MIGRANT LABOUR

Following publication of a report in 2017 by a human rights NGO on alleged poor working conditions for migrant staff in the hotel industry in Thailand, we strengthened risk assessments of our local hotel partners. In April 2018 we co-organised Travelife seminars in Thailand to discuss modern slavery and influence more hotels to achieve sustainability certifications. The Institute of Human Rights and Business (IHRB) also participated, holding a session on responsible recruitment to help prevent forced labour and trafficking. Over 150 participants attended these sessions. In 2019 we continued to engage our hotel partners in Thailand to increase the number of hotels that are audited by a certification body and to strengthen their safeguarding processes.

A third-party hotel in Thailand was audited by Travelife and found to be discriminating against migrant workers. Key issues included sub-standard staff accommodation compared to staff accommodation for Thai and other foreign employees and different contracts and terms & conditions. The hotel was marked as non-compliant for these criteria. Travelife worked with the hotel to change their processes and provide evidence that they were complying with their standard in the key areas of concern. Once this process was complete, a senior auditor went to the property to verify that the steps the hotel promised to take were in fact implemented. As a result, the certification body was satisfied that the issues were addressed and that they received enough compliance evidence to certify the property. The



partnership between TUI and Travelife helped turn this situation around for workers at the hotel, with both organisations being able to use their influence to affect changes in hotel operations.

ORPHANAGE TOURISM

The global issue of a burgeoning orphanage 'industry' - in other words the active recruitment of children into orphanages for the purpose of profiting from foreign aid and volunteerism - is a form of child trafficking and modern slavery. Orphanage visits do not form part of our excursions portfolio: TUI Destination Experiences prohibit orphanage visits (and school visits during school hours) in the Service Manuals.

Additionally, as noted earlier, The Orphanage Tourism Taskforce, a taskforce to encourage well-meaning tourists and volunteers to stop visiting overseas orphanages, was launched in August 2019. According to the task force, misdirected donations, holidaymaker visits and volunteer projects in orphanages can help to fuel a corrupt orphanage business that tears families apart, exploits children for commercial gain and exposes them to abuse.

TRAINING AND AWARENESS

Raising awareness of human rights and modern slavery across our business continues to be a key focus area for TUI Group. In 2019, we developed and rolled out additional training sessions and communication material on modern slavery, including TUI Destination Experiences launching new internal child protection guidelines featuring the following improvements:

- More detailed explanation of the wider issues surrounding child protection around the world and how it links to the tourism industry
- Further description of the issue of volunteering (voluntourism) and visits to schools and orphanages
- Suggestions of what can be done to help and the steps TUI is taking – including reporting protocols and protocols for products & excursions

TUI Destination Experiences colleagues completed child protection training 7,849 times over the past two years and in 2019, 2,639 colleagues completed the compulsory modern slavery e-learning module. This training includes information on reporting mechanisms, which have also been shared with other stakeholder groups, such as hotel partners & customers.

As part of implementing sustainability processes into the programme at TUI Tours, all guides must complete the TUI Tours academy through e-learning and face-to-face training. The modules incorporate a number of sustainability elements including various human rights topics such as exploitation and child protection.

Our airlines in the UK and Nordics continued with the vulnerable children and human trafficking training module, and our German airlines rolled out a similar training module, which encourages our colleagues to raise any concerns through the internal reporting processes. In TUIfly Germany, our crew member raised a concern about a suspected incident of trafficking (which after an investigation by German law enforcement was not substantiated).

The industry-wide guidance and e-learning on reducing modern slavery, particularly forced labour, labour trafficking and hidden third-party worker exploitation, developed by ABTA and Stronger Together in collaboration with TUI, was used by more than 70 ABTA members and is available [here](#).

In 2019 we also developed the TUI Sustainable Hotel Area, an internal online platform for owned or managed TUI hotels to raise awareness and share best practice on sustainability topics including human rights and eradicating modern slavery. Materials include for example our Supplier Code of Conduct, the [Shiva Foundation's Blueprint](#), [our modern slavery training video](#), [etc](#).

Aktiv für Kinderschutz im Tourismus

Laila aus Delhi kommt davon, zur Schule zu gehen und mit anderen Kindern zu spielen, zu lernen und zu lachen. Mit diesem Traum ist sie nicht allein. Weltweit leben über 150 Millionen Kinder im Armut, müssen Kinderarbeit verrichten und können nicht zur Schule gehen. Gemeinsam mit Ihnen können wir von einer Welt, in der Kinder sicher und frei aufwachen. Deshalb engagiert sich Gebeco für die Rechte der Kinder. Helfen auch Sie mit und machen Sie Verdachtsfälle, wenn Ihnen Fälle von ausbeuterischer Kinderarbeit, Menschenhandel oder sexueller Ausbeutung von Kindern auffallen. Damit können Sie einen wichtigen Beitrag, dem Kinderschutz in Urlaubsländern zu leisten.

Vielen Dank für Ihre Unterstützung,
Ihr Thomas Böhlander und für City Sternweg

Handel mit Kindern ...
... ist ein weltweiter Problem und ist nicht auf einzelne Länder beschränkt. Überall auf der Welt fallen Kinder dem Menschenhandel zum Opfer. Minderjährige gelten sich selbst am liebsten als Betroffene zu erkennen. Menschenhändler geben Kindern falsche Geschichten vor, die sie betören und täuschen müssen. Dabei können Ausbeuter-Systeme entstehen.

Kinder auf der Flucht ...
... sind das größte Problem für unsere Gäste. Sie verfügen über Ausbildung und Minderjährige zu werden. Dies betrifft sowohl die Reise als auch den Aufenthalt nach der Ankunft. In allen Urlaubsländern müssen daher Kinderschutzmaßnahmen ergriffen werden, um unbegleitete Kinder generell besser schützen zu können.

Ausbeuterische Kinderarbeit ...
... ist in der Tourismusbranche in vielen Bereichen verbreitet. Kinder, die nicht zur Schule gehen, in der Nacht oder unter gesundheitlich bedenklichen Bedingungen arbeiten, werden in ihrer körperlichen und seelischen Entwicklung gefährdet. Mangelnde Bildung wiederum führt dazu, dass diese Kinder auch als Erwachsene ihren Lebensunterhalt nur als Tagelöhner verdienen können.

Sexuelle Ausbeutung ...
... passiert nicht nur im Kontext des Tourismus in Thailand, Brasilien oder China, sondern genauso in europäischen Ländern. Es gibt keine „sicheren Oasen“. Mädchen und Jungen können der sexuellen Ausbeutung zum Opfer fallen. Geben Sie mit 16 Jahren, während Minireisen oder anderen Gruppen an Urlaubsorten in Armut.

Sexuelle Ausbeutung über online Medien ...
... hat stark zugenommen. Das Internet und mobile Technologien haben die Zunahme der sexuellen Ausbeutung von Kindern auf Reisen und im Tourismus verstärkt. Die neue Ausbeutungsformel ermöglicht potenzielle TäterInnen leichter Kontakt zu Kindern aufzunehmen können.

WENN SIE ETWAS AUFFÄLLES BEOBSACHTEN, ZÖGERN SIE NICHT, DIES ZU Melden. WWW.NICHT WESSENEN.NET

Gebeco, TUI Group's specialist tour operator based in Germany, is a founding member of the [Roundtable on Human Rights in Tourism](#), a non-profit association and international multi-stakeholder initiative promoting human rights. The Roundtable acts as an open network to support tourism businesses in respecting human rights. If Gebeco guests identify concerns during their trip, they are requested to notify the company via a specially created email address. Tour guides are also made aware of the importance of respect for human rights during regular training courses in Germany and abroad, as well as through a separate chapter in the comprehensive tour guide. In 2019 Gebeco introduced a child protection flyer available [here](#).

CUSTOMERS

Eliminating modern slavery is a shared effort, so raising awareness among our customers of how to spot this crime is also very important. The examples of TUI Netherlands and Gebeco, TUI Group's specialist tour operator (see case study), illustrate some of the ways we approach this. TUI Netherlands, for example, has produced a flyer communicating responsible traveller tips including how to spot concerns of child sexual exploitation and sharing advice from NGO [Stop Kinderarbeid](#).

DESTINATION STAKEHOLDER INITIATIVES

An important aspect of protecting young children and adolescents at risk of trafficking, commercial sexual exploitation and/or exploitative labour practices is giving them the tools and support they need to help prevent and identify exploitation before it happens. In addition to policy, auditing and training, through our corporate foundation, the [TUI Care Foundation](#), we invest in prevention by taking proactive steps to support young people. Examples of projects include:

- [TUI JUNIOR ACADEMY Mexico \(Cancun\) and Thailand \(Phuket\)](#): Since 2017, TUI Care Foundation, together with the Dutch Ministry of Foreign Affairs, has supported Defence for Children – ECPAT Netherlands and local ECPAT partners to improve the protection of (migrant) children from sexual exploitation in these prime tourism destinations. In 2018, two local assessment reports on the risks of sexual exploitation of children in tourism were presented to local stakeholders. As a result, 10 large tourism companies (including some 50 hotels) were assisted in developing strategies, policies and protocols, and over 300 employees were trained on how to recognize and report these issues. Multi-stakeholder cooperation between the tourism sector, governmental institutes, law enforcement agencies, and community organizations was initiated to prevent sexual exploitation of children. In light of this, an international forum of experts, travel and tourism industry, governments and NGOs was held in 2019 to discuss the protection of children, in Cancun, Mexico. The forum successfully achieved an expressed commitment of the Mexican local and state governments to protect children via further training in schools and a renewed *Pact for Children* at the Municipality level.



TUI Care Foundation aims to improve the life chances of over 100,000 children and youth by 2020 through their 'Empowering young people' field of engagement pillar.



- ➞ **TUI ACADEMY Dominican Republic:** In partnership with Plan International and Blue Diamond Resorts, TUI Care Foundation aims to empower disadvantaged youth in Punta Cana who are at risk of commercial sexual exploitation and/or early marriage by offering them a career in the tourism sector. In the TUI ACADEMY, youth participate in a training programme, consisting of vocational training, life skills and an internship. Both professional and soft skills are offered as part of the first three months' classroom training, including conflict management, personal development, gender equality and reproductive health. In 2019, 42 students, including 33 young women, celebrated their graduation from the TUI Academy Dominican Republic in hotel reception & administration, bartending, housekeeping or as kitchen assistants. To date, over 100 vulnerable youth have received their certificates.
- ➞ **TUI ACADEMY Vietnam:** In Vietnam, TUI Care Foundation and Plan International empower children, youth and parents to reduce the risk of exploitation in Thua Thien Hue province. In July 2018, a social enterprise restaurant called TRE (bamboo) opened its doors in Hue city, where youth at risk of exploitation receive practical training in addition to classroom vocational learning. In 2019, over 100 students finished their training programme, of which 80 were trained in the TRE restaurant. The project also provided support to youth through business plan development skills and small loans to set up or improve their small businesses. In 2019, over 50 disadvantaged youths received job counselling to prepare them for the world of work.



The TUI ACADEMY programme aims to create new opportunities for disadvantaged youth living in and around holiday destinations by means of professional education and training.



First initiative of the TUI Care Foundation in Sri Lanka builds on the potential of international tourism for the country - sixth addition to the international TUI ACADEMY programme.

- ➞ **TUI ACADEMY Sri Lanka:** In December 2019, the TUI Care Foundation and the International Tourism Partnership's Youth Career Initiative launched the TUI ACADEMY Sri Lanka, aiming to give 150 vulnerable young people the skills and experience to take the first step in their hospitality career. From 2020, students will receive a two-month training course in hospitality, English and life skills at the Aitken Spence School of Hospitality, followed by a three-month practical training in a world-leading hotel, such as RIU, Aitken Spence Hotels, Hilton and Taj. After graduation, students are supported to find potential employment at these hotels or other tourism-related employers. Within the local community, SOS Children's Villages reaches out to young people who have grown up without parents, in a difficult family setting or who may have experienced other challenges in life, to join the project.
- ➞ **TUI JUNIOR ACADEMY Jordan, Germany and Sweden:** In 2019, TUI Care Foundation and Mentor International launched a mentoring program to empower more than 800 young people from vulnerable communities in Jordan, Germany and Sweden. The mentoring program will be offered in schools in socially vulnerable areas and targets especially students (13-17 years old) who are refugees or youth who are struggling to integrate. Workshops designed to strengthen self-esteem, social inclusion and parental involvement will support the young people's development, aiming to reduce isolation, improve school results, strengthen school-to-work transition and motivate and support the young people to thrive. Mentor and TUI Care Foundation will recruit some 100 volunteers from the local community, including employees from across TUI Group, to engage in inspirational and motivational workshops.

PERFORMANCE MEASUREMENT IN MODERN SLAVERY PREVENTION

	PERFORMANCE MEASURE	PROGRESS IN 2019	FOCUS FOR 2020
A	Number of customers staying in hotels certified to a GSTC-recognised certification	10.3 million customers (12.0% increase year on year) staying in 1,688 certified hotels (11.1% increase yoy).	We achieved our 2020 target of accommodating 10 million customers per year in certified hotels a year early, by end 2019. We will continue to increase the number of hotels with sustainability certification.
B	Number of colleagues trained on human rights in tourism	Over 10,000 customer-facing colleagues trained on human rights in tourism over past two years. We expanded our training in TUI fly Germany and continued to raise awareness on various internal and external channels such as the TUI Sustainable Hotel Area.	We will continue expanding our training to new destinations and across our hotels and airlines. We will set up specific training content for HR colleagues to reinforce messaging about responsible recruitment and exploitation.
C	Actions taken to strengthen our policies	Global Employment Statement and Employee Code of Conduct rolled out.	In line with our commitment to continuous improvement, we will continue to communicate and strengthen our policies.
D	Steps taken to initiate and strengthen supply chain management	We worked to bolster our risk assessment and due diligence approach to identify and address potential modern slavery issues across our Group Procurement departments. We expanded a new destination risk assessment approach which covers modern slavery to growing destinations.	We will continue to standardise and refine our risk assessment and due diligence approaches. Our Group Procurement department will create a heat map to better assess the risk of modern slavery within our procurement activities.
E	Number of modern slavery cases reported and actions taken in response	In response to child protection concerns in Kenya and Zanzibar we organised supplier workshops with Travelife and ECPAT. Through hotel certification we were able to address discrimination of migrant workers in a hotel in Thailand.	We will continue to raise awareness of reporting mechanisms, address stakeholder concerns and take appropriate actions.
F	Projects and partnerships in place to uphold human rights in our destinations	TUI Care Foundation projects in eight countries (Dominican Republic, Mexico, Thailand, Vietnam, Sri Lanka, Jordan, Germany and Sweden). We joined various collaboration initiatives such as the WTTC Human Trafficking Task Force and Orphanage Tourism Taskforce.	TUI Care Foundation will continue to work on and expand projects, with a focus on youth empowerment to help prevent exploitation in the first place. We will continue to join partnerships such as the Shiva Foundations Hospitality Protocol, to learn and share best practice.

THIS STATEMENT WAS APPROVED BY
THE TUI EXECUTIVE BOARD AND
THE TUI GROUP EXECUTIVE COMMITTEE



Friedrich Joussem

Friedrich Joussem
CEO, TUI Group
March 2020