



TUI Group

One of the world's leading tourism groups

TUI Group Overview



Global group -
headquartered in Germany

Cruise ships



16

Hotels



~400

Aircraft



~130

Travel Agencies



~1200

Revenue 2023:
20.7 bn €

Underlying EBIT 2023:
977 million €



TUI Care Foundation, initiated
by TUI, promotes the positive
effects of tourism in
25 countries



Through the TUI Workwide
Programme, TUI employees
have spent more than
16,380 days working abroad



Over **7 million**
TUI Collection
excursions have been
sold since the launch



Tourism remains a growth sector - fundamentals remain attractive

TRAVEL IS A MEGA TREND



Tourism growth above GDP –
a multi-year growth industry



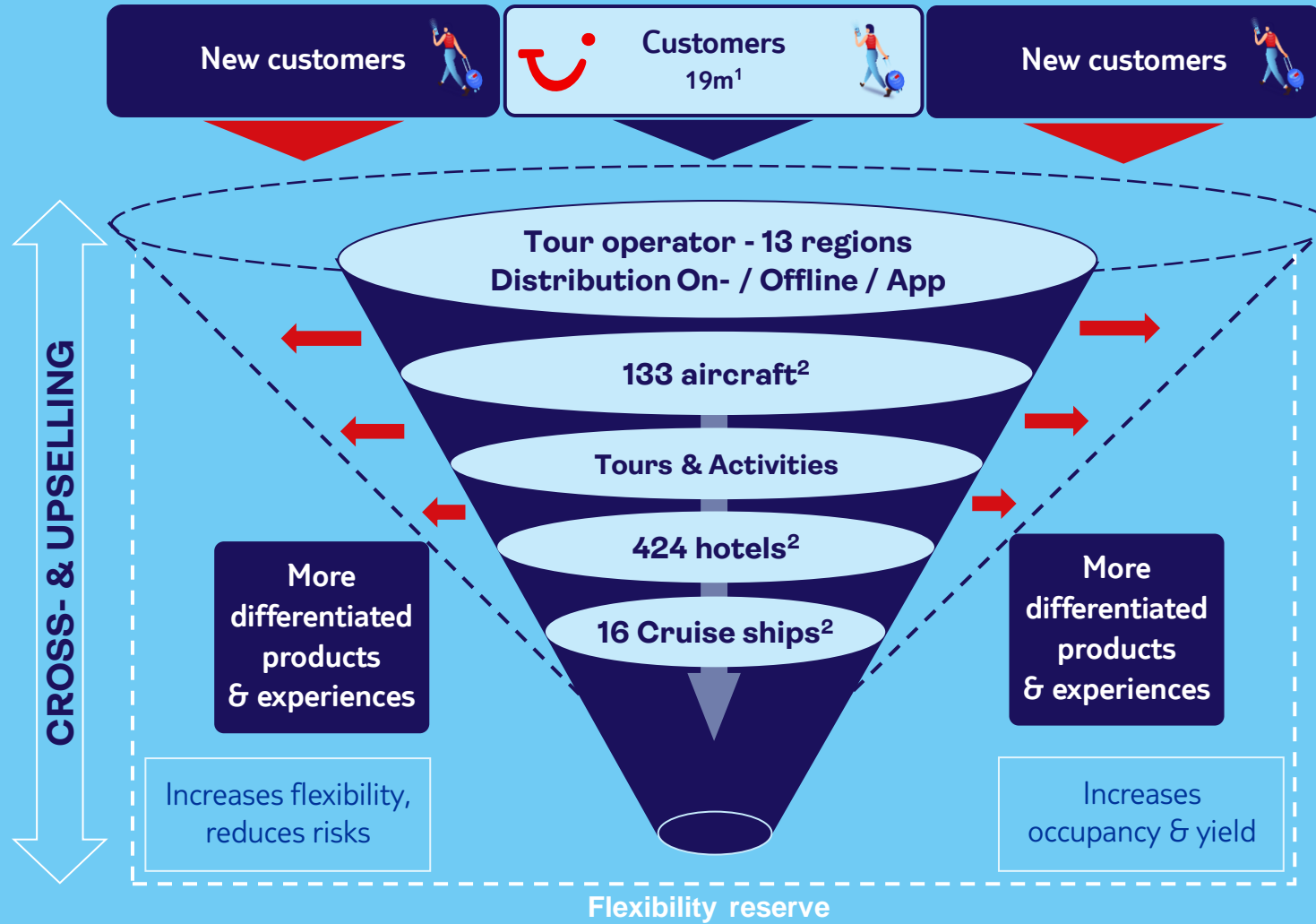
Favourable demographic
supported by high disposable
income and longevity



Experiences
The new lifestyle & global
trend in travel



Grow market share – Broadening the TUI funnel Attracting existing & new customers with more products...



... driving profitable & de-risked growth as we strengthen occupancies & yields in our assets

1 As per FY23 | 2 As per FY23



Our Markets and Airlines operate under one brand across Europe



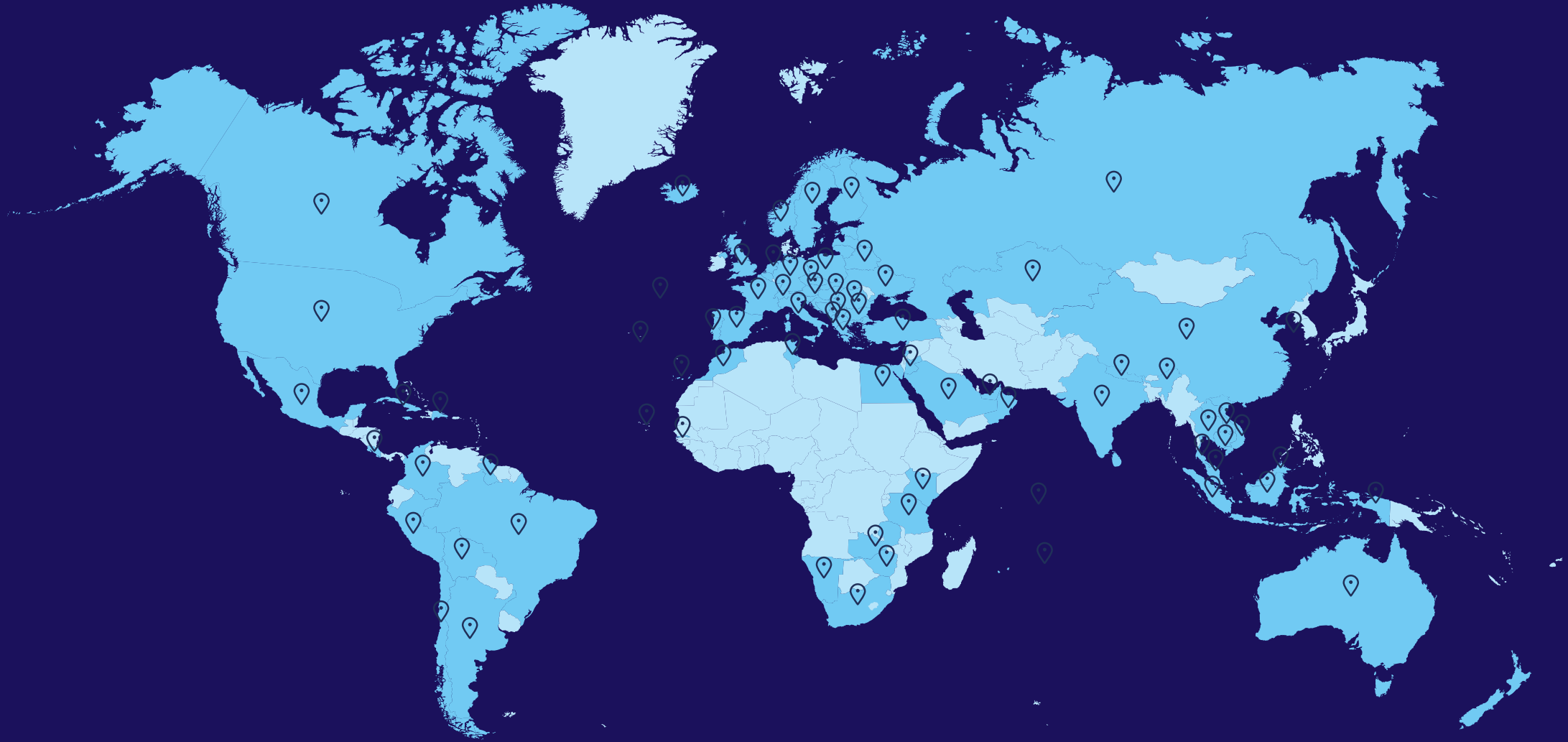
Northern
Region

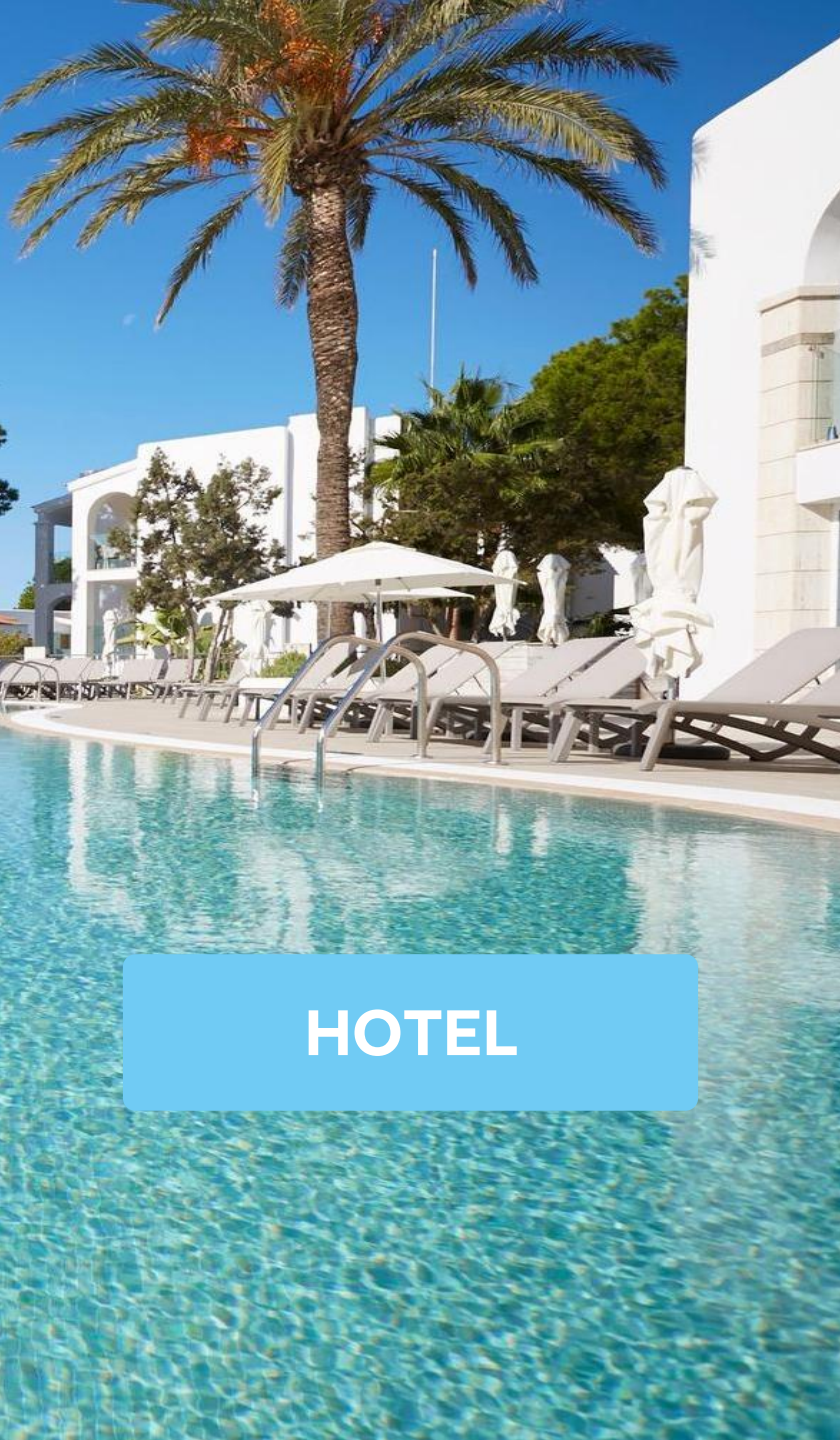
Central
Region

Western
Region

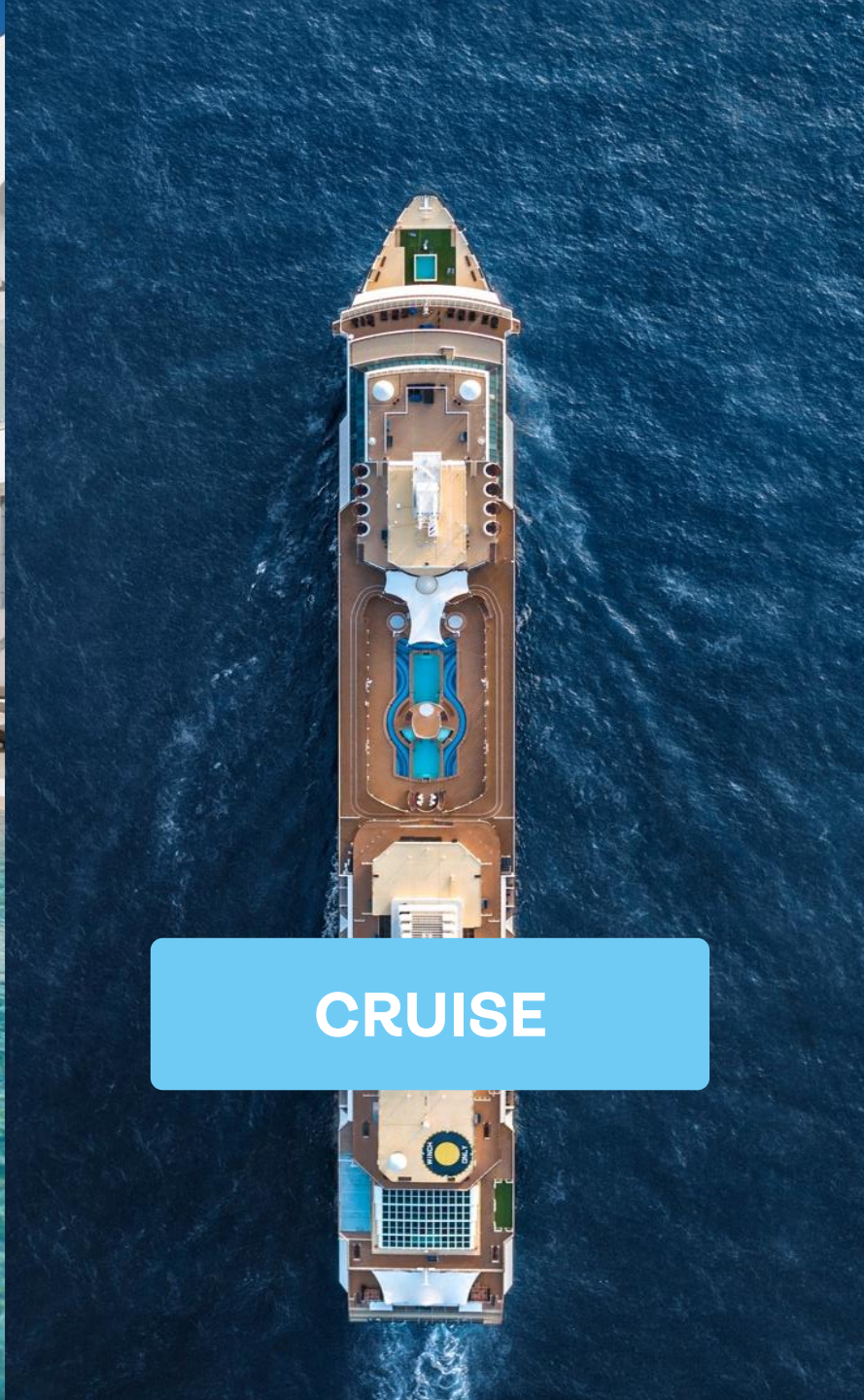


**Operating worldwide –
serving more than 180 destinations**

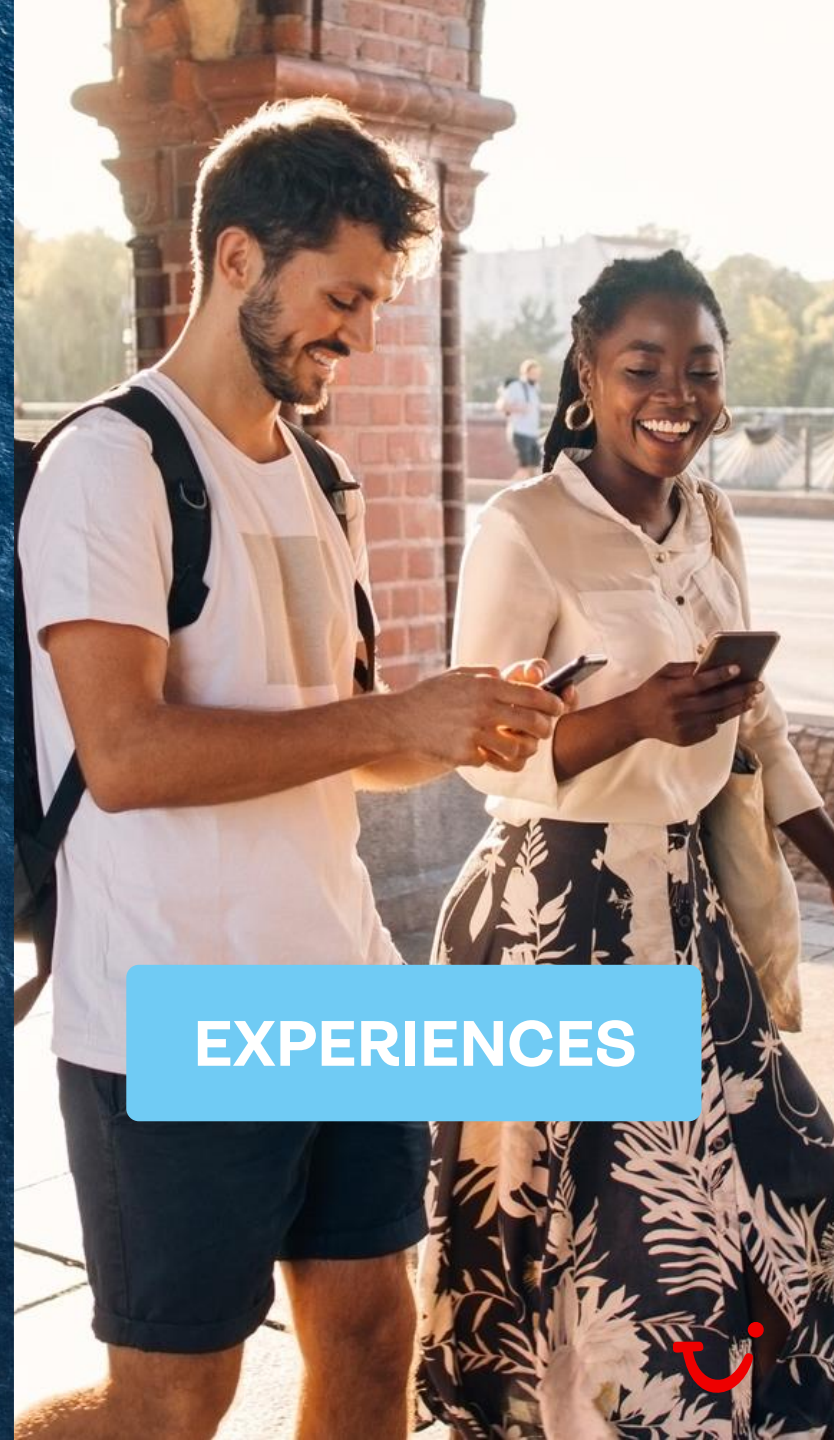




HOTEL



CRUISE



EXPERIENCES



TUI Hotels & Resorts

Luxury

the
mora

Royalton
Luxury Resorts

Global

RIU
HOTELS & RESORTS

ROBINSON

TUI BLUE

TUI MAGIC LIFE

Regional

ATLANTICA
HOTELS & RESORTS

GRUPOTEL
HOTELS & RESORTS

IBEROTEL

AKRA
HOTELS

Price-conscious

TUI SUNEО

AQI

12
Brands

~ 350
Leisure Destinations

~ 35
Countries

Royalton offers luxurious, all-inclusive accommodations in the Caribbean and Mexico.

The Mora hotels combine laid-back, contemporary luxury with a highly tailored experiences.

RIU Hotels & Resorts is a renowned hotel brand with proven quality and excellent service.

ROBINSON is one of the leading providers of club holidays in the premium segment.

TUI BLUE is a global hotel brand for experience-oriented lifestyle travellers.

TUI MAGIC LIFE is an all-inclusive club brand with great value for money.

Atlantica Hotels & Resorts is one of the leading hotel companies in Greece and in Cyprus.

Grupotel offers more than 40 hotels mainly in the Balearic Islands and the Canary Islands.

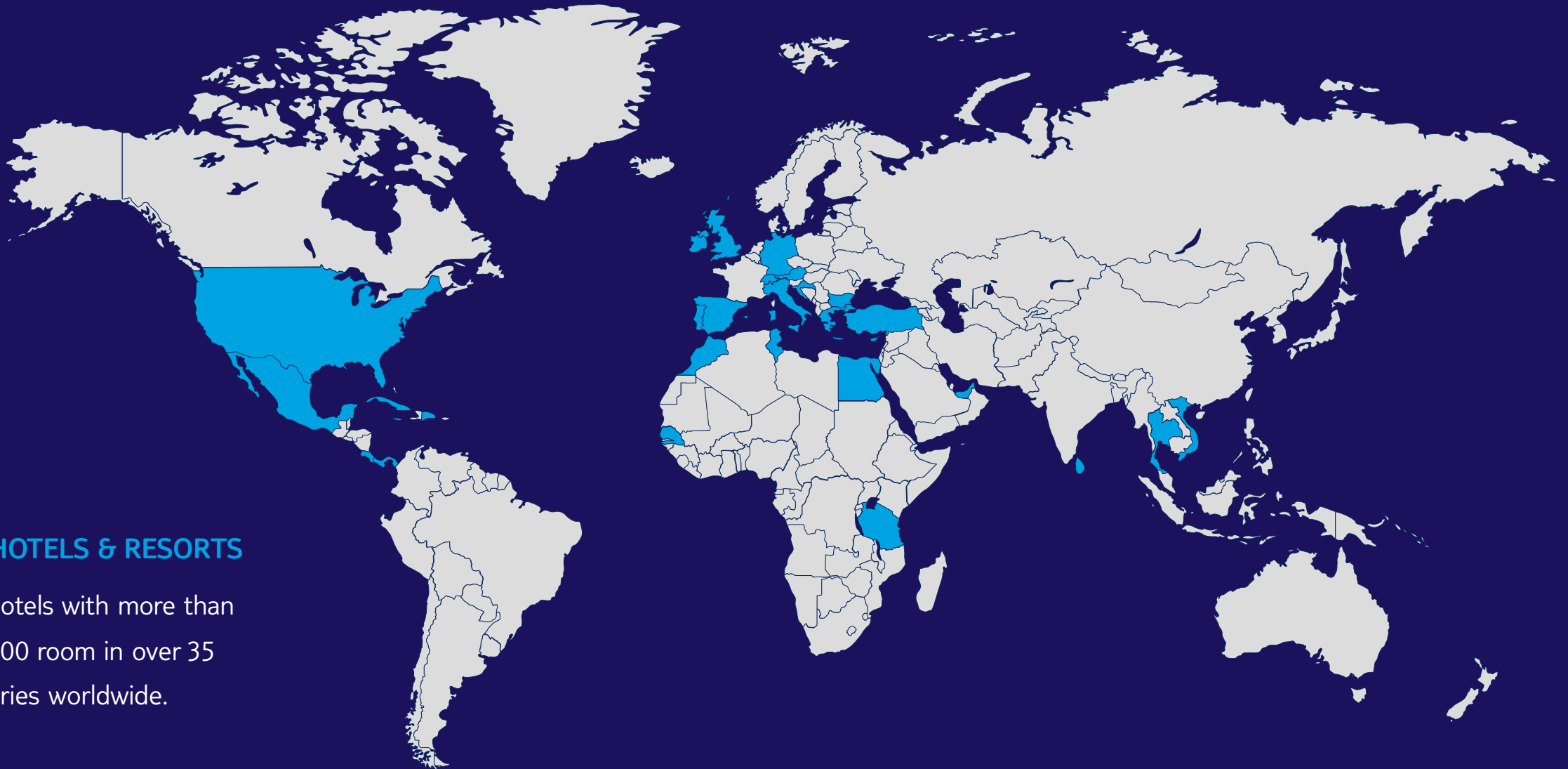
Iberotel provides a high level of comfort in Egypt and the United Arab Emirates.

Akra is a premium hotel brand that combines modern design and personalized service.

TUI SUNEО offers holiday experiences with great value for money and good quality.

AQI focuses on the essence of hospitality in terms of quality, health & safety and sustainability.





 **TUI HOTELS & RESORTS**

424 hotels with more than
140.000 room in over 35
countries worldwide.





CRUISE



- The joint venture TUI Cruises is German market leader for premium cruises.
- The feel-good fleet offers every passenger the premium all-inclusive package: most F&B and use of the spa area are included in the travel price.
- In Summer 2018 former Mein Schiff 1 was transferred to Marella Cruises. In 2019 the new Mein Schiff 2 joined the fleet.
- The delivery of the Mein Schiff 7 is scheduled for 2023.

Vessels: 6



- Hapag-Lloyd Cruises is the leading provider of expedition and luxury cruises in the German-speaking market.
- Its fleet includes the well-known 5-star luxury vessels MS EUROPA and MS EUROPA 2 and the expedition ships HANSEATIC nature and HANSEATIC inspiration
- From the Arctic to the Amazon: the fleet's small ships are ideally fitted for travel to exceptional places.
- In May 2019, the "HANSEATIC nature" was added to the fleet. The "HANSEATIC inspiration" joined in October 2019. In 2021 the "HANSEATIC spirit" completed the fleet.

5



- Marella Cruises offers several formats in the UK market.
- From family holidays via city breaks to luxury cruising, the company caters for a diversity of segments.
- In April 2019 the newest member, the "Marella Explorer 2" has joined the fleet.
- Marella Cruises' concept is based on balance and diversity and attracts a very broad audience. From full day family activities all the way to casino and bar evenings – all passengers can fashion their cruise trip to
- suit their individual needs at affordable rates.

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TOURS & ACTIVITIES

TUI Musement: A global Tours & Activities business

TUI Musement combines a highly curated product portfolio, scalable digital platforms and in-destination service by local teams, to source, develop, distribute and deliver:

- *Experiences:* Excursions, activities & attraction tickets
- *Transfers:* Between airports, hotels and ports
- *Tours:* Multi-day itineraries including accommodation, transport, experiences and guides

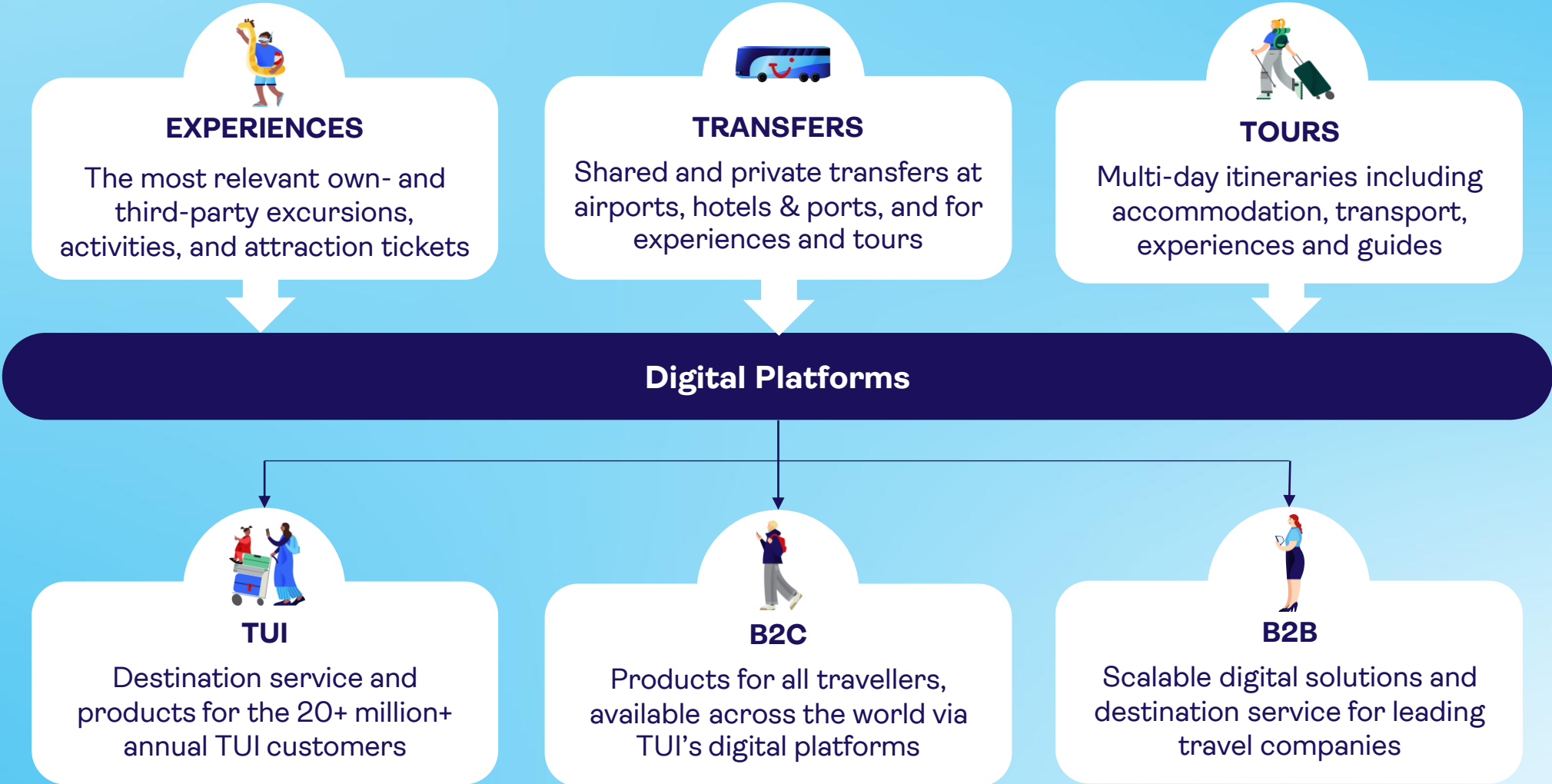
Available in all major beach and city destinations, products are sourced from leading travel businesses or developed in-house by TUI teams, including the *TUI Collection*, the flagship experiences portfolio of TUI Group

Products are distributed to customers, including the 19+ million TUI customers, through TUI websites and apps, as well as in-destination local teams and B2B partners, including some of the world's leading OTAs, tour operators, airlines, hotels, travel agencies and cruise lines.

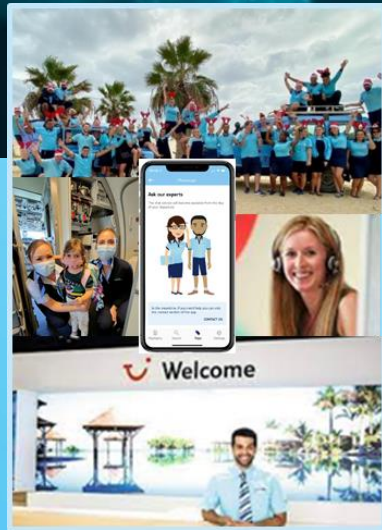


TUI Musement has a unique business model

Scalable digital platforms, multiple product categories and customer groups, and service delivery



We continuously improve the Customer Experience



CUSTOMER EXPERIENCE

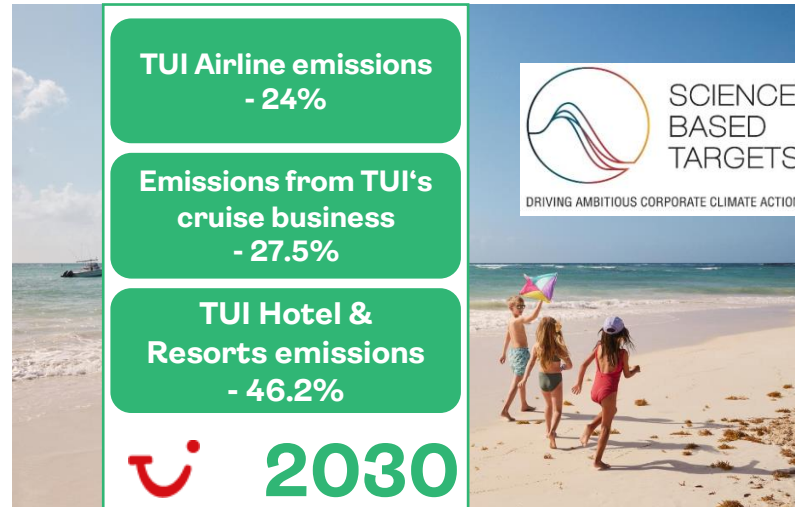
We know that no guest is the same. Within TUI we smartly personalize experiences. With our broad offering and a unique blend of human & digital interactions, we deliver experiences tailored to different customer needs, across different customer journeys.

In the countries we operate, TUI has the highest brand awareness and consideration. We actively listen & act on customer feedback. We continuously monitor what drives satisfaction and customer loyalty, and offer 24/7 support for customers travelling around the globe.

We continuously engage our colleagues on customer feedback, training staff to deliver TUI signature experiences, based on our core values: **Trusted, Unique & Inspiring.**



TUI Sustainability Agenda: Reduce our environmental footprint significantly, maximise the socio-economic impact of tourism



People



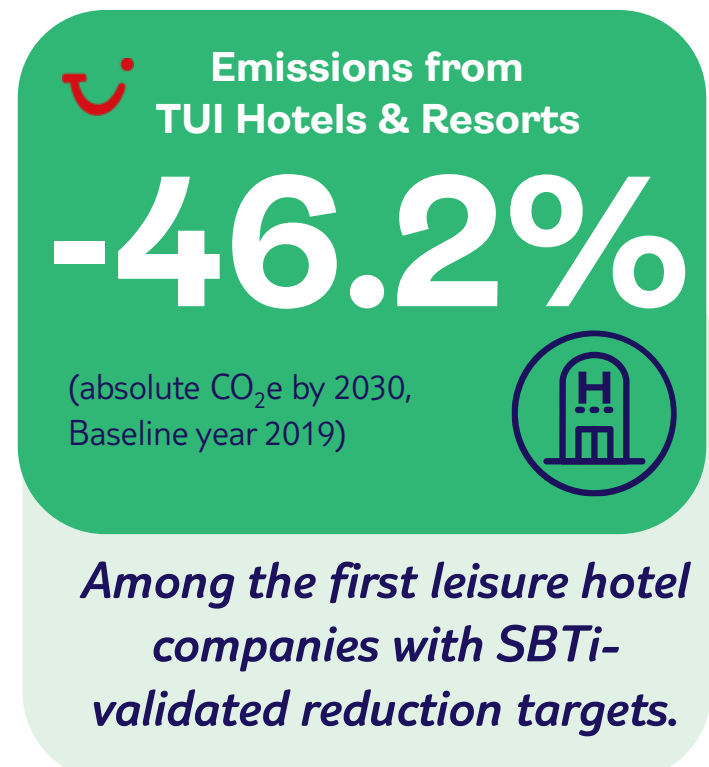
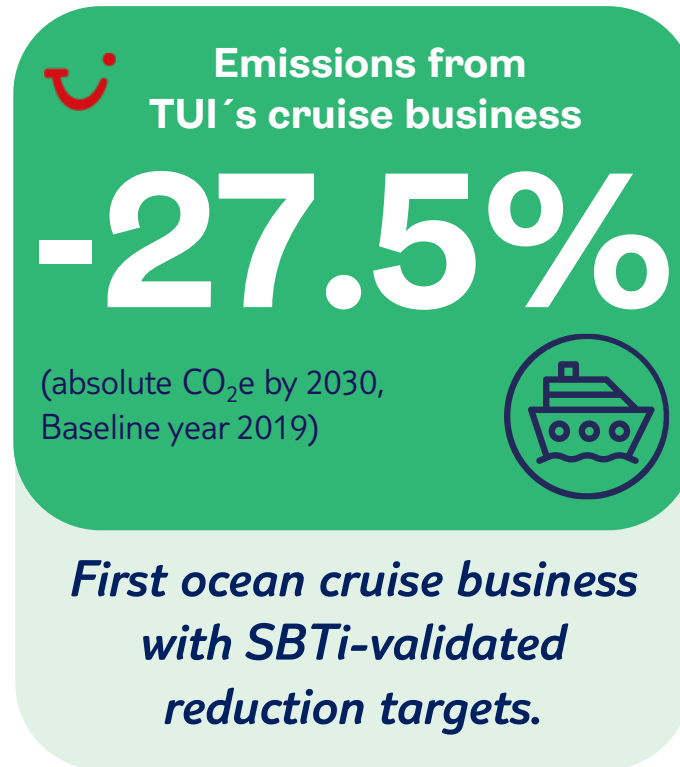
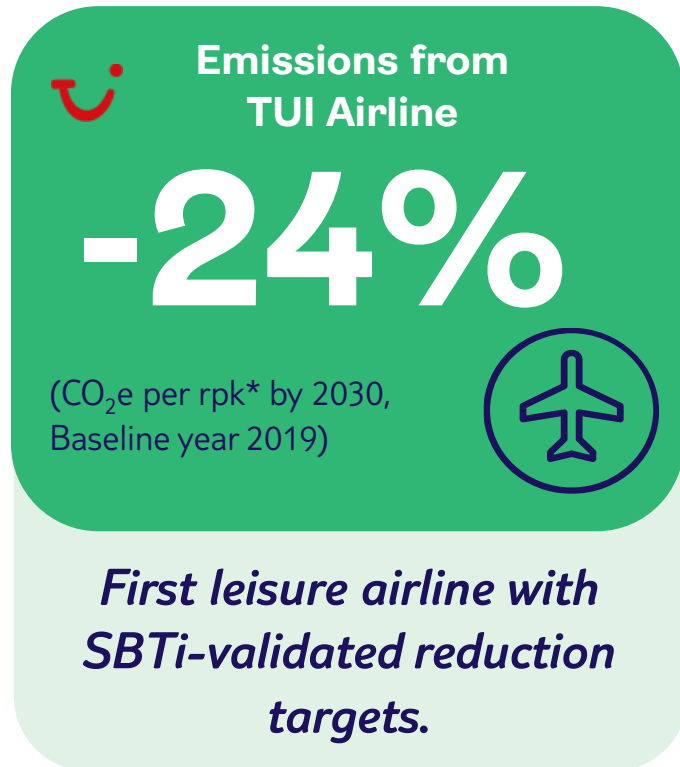
Planet



Progress

Milestone 2030 with firm commitments and roadmaps for emission reductions.
On our way to net-zero emissions and a circular business by 2050 the latest.

Science Based Targets initiative has confirmed that TUI's emission reduction targets are in line with the latest climate science



TUI's Sustainability Agenda: A force for good



People

Empower to drive development

- Buy local first
- Community for changemakers
- Socially fair
- Upskilling
- Support TUI Care Foundation



Planet

Reduce our footprint: from investments in state-of-the-art aircraft to ambitious energy savings

- Emission reduction roadmaps
- Green & clean energy sources
- Circular business
- Water management
- Biodiversity



Progress

Accelerate the transformation

- Destination Co-Lab
- Empowering consumers
- Driving certification
- Green tech & data-driven
- Net-zero travel accelerator

TUI Care Foundation Long-term Programmes



Youth and Education

The TUI Academy programme provides education and practical training for vulnerable young people and opens up new career opportunities in tourism. The TUI Junior Academies empower children to become environmental ambassadors in their communities.



Natural Environment

The TUI Care Foundation's nature programmes focus on safeguarding the beauty of holiday destinations by using resources more efficiently, protecting the marine environment and promoting animal welfare with a focus on turtle and elephant protection.



Economic Development

The TUI Cares programme supports innovative tourism entrepreneurs with a clear social and environmental mission. It aims to protect a destination's cultural and gastronomic heritage, strengthen local added-value and employment and drive the sustainable development of the local tourism sector.

Corona Response Activities

Supporting communities in holiday destinations badly affected by the crisis



100 Helping Hands
Support for **100 local aid organisations** in holiday destinations

Food Security Initiative
Providing communities in holiday destinations with food and hygiene packages

COVID-19 Relief Programme for Tourism

Empowering 150 innovative tourism businesses in four countries with financial support, individual mentoring and business training



The work of TUI Care Foundation is made possible by donations from TUI guests and employees worldwide

TUI Group Executive Committee



SEBASTIAN EBEL
Chief Executive Officer



MATHIAS KIEP
*Executive Board Member;
Chief Financial Officer*



PETER KRUEGER
*Executive Board Member;
Chief Strategy Officer & Chief Executive
Officer Holiday Experiences*



SYBILLE REISS
*Executive Board Member;
Chief People Officer / Labour Director*



DAVID SCHELP
*Executive Board Member;
Chief Executive Officer Markets &
Airlines*



ELIE BRUYNINCKX
Chief Executive Officer Western Region



THOMAS ELLERBECK
*Group Director Corporate & External
Affairs & Chief Sustainability Officer*



PIETER JORDAAN
Chief Information Officer



PETER ULWAHN
Chief Executive Officer TUI Musement



FLORIAN LENSER
*Group Director Legal, Compliance &
Board Office*



MARCO CIOMPERLIK
Chief Airline Officer





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