

TUI Nederland and sustainability Report 2001 - 2002



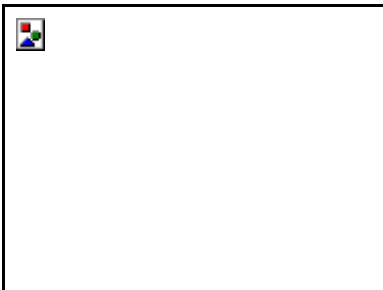
TUI Nederland and sustainability

Foreword

As tourism industry we depend heavily on the natural, environmental and social wellbeing of the holiday destinations that form the heart of our holiday products.

In the footsteps of TUI AG, TUI Nederland realizes that tourism and travel have an impact on our planet. Therefore we are not only committed to minimize negative impacts of our products on the planet; we are simply forced to act as our long-term commercial survival depends on this wellbeing. However, minimizing negative impacts is only one approach, a rather reactive one. On a proactive note, we would like to assist destinations to conserve their natural and cultural beauty along with their social integrity.

As Dutchmen we are known for our "hands-on" approach. We believe that this environmental report provides you with a compact and accessible overview of our activities to make our holiday products sustainable.



Louis J. Frankenhuis
CEO, TUI Nederland N.V.



"We would like to assist destinations to conserve their natural and cultural beauty along with their social integrity."

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Introduction

Before you lies the TUI Nederland report on sustainable tourism & environment. This report covers a two-year period from 1 January 2001 to 31 December 2002.

In broad lines it follows the sustainability reporting guidelines as proposed by the Global Reporting Initiative (GRI) and the tour operator specific supplement as developed in the framework of the Tour Operators Initiative (TOI).

Reporting on the sustainable performance of tour operators is a new phenomenon. As part of the service industry, it is not easy for a tour operator to quantify results of the drive for sustainability. We have therefore opted for a descriptive form of reporting providing you with good examples and practices on the side.

Throughout the report our environmental policy 2002 – 2004 forms the 'green thread'. Although the first period of the report is covered by our earlier environmental policy, we have chosen to use the current environmental policy as leading for the full report. This policy (in Dutch) can be found on our website www.tui.nl/milieu.

The overall structure of the report is provided by the four main elements of our policy:

- **Buy green**
The selection and purchasing of green accommodation, transport and activities, and the creation of sustainable programmes and formulas;
- **Sell green**
The awareness creation of and promotion towards (potential) customers and travel agents about the environmental policy of TUI Nederland and its travel brands;
- **Share green**
The cooperation of TUI Nederland with organisations in the field of sustainable (tourism) development;
- **Be green**
The internal environmental management of TUI Nederland.

As reader of the report TUI Nederland and sustainability 2001-2002, we wish you an interesting journey.

Buy green

Transport

Holiday products exist of three main components: transport, accommodation, and activities. These components are put together into packaged tours by the various TUI Nederland brands. These brands are focused on specific target clientele and divided on the basis of these target groups and destinations, as well as on their method of sales.

Of the three components of a holiday product, transport has the largest impact on the environment. Especially the CO² emissions caused by this component are of great concern in the fight against global warming due to the greenhouse effect.

According to NIPO (2002) the division of transport modes used for holiday packages of TUI Nederland by Dutch holidaymakers in 2001 and 2002 is as follows: aircraft +/- 75 per cent, car +/- 21 per cent, coach +/- 3.5 per cent and train +/- 0.5 per cent. The transport numbers of city trips, snow travels, sea cruises and Disneyland Resort Paris® are excluded.

The contribution of transport used for tourism purposes to global warming is limited to about three to six per cent. However, this percentage will grow due to the growth of tourism, unless measures are taken. Although, the Dutch government has signed the Kyoto agreement and thus the commitment to reduce the emission of CO², aircrafts are excluded from the agreement. In order to make a difference, it is therefore up to the aircraft users themselves, and so TUI Nederland, to take action.

Flying

TUI Nederland does not own any aircraft and thus relies on the Dutch regular (KLM) and seasonal carriers (such as Transavia and Martinair) as well as companies of destination countries for the transportation of our clients. Therefore, TUI Nederland can only marginally influence this transport mode and can only take more long-term and reactive actions to diminish CO² emissions.

Actions TUI Nederland takes are to seek for the latest generation aircraft to be contracted, and on the longer term, putting pressure on the airlines to come up with H² technology. When given a choice, TUI Nederland prefers to use chartered flights over scheduled ones. The reason for this is that the occupancy rates on charters are on average higher than on scheduled flights, and thus the emission per passenger per kilometre tends to be lower.

The main brands of TUI Nederland are:



Sustainability will be integrated into product management. TUI Nederland possesses information about the sustainability performance of its suppliers. This information is used as guideline in the purchasing process.

Other transport

Fortunately, there are two types of transport that TUI Nederland can influence: (1) the coaches of Arke-TAD touring cars, Holland International-Helligman and Gebr.Kras and (2) the canalcruise boats of Holland International Destination Management. Both coach companies have the independent certification for safe and green coaches 'KEMA Keurmerk'. This certificate consists of high environmental and safety criteria. The newest acquisition of the canalcruise boat fleet in Amsterdam operates on a low surplus diesel-electro combination, which is currently the most advanced propulsion technique. This boat is the prototype for our current fleet renewal.



The product development units Overland and City offer the possibility to customers to use alternative transport modes (e.g. train) over aircraft.

CO² compensation

ANVR, the Dutch tour operator association, has not yet approved the promotion of CO² compensation certificates to be handed out by the travel agencies. Therefore, it is up to the tour operators and holidaymakers themselves to reduce or compensate the CO² emissions.

TUI Nederland can – even as a market leader- only marginally influence the aircraft used for its holiday packages. Alternative modes of transport have to be focused upon.

It is up to the holidaymakers and tour operators to reduce or compensate their CO² emissions. ROBINSON starts in the summer of 2003 with CO² compensation.

CO²OL Flying

From summer 2003 onwards, ROBINSON will join the CO²OL Flying programme. In this way ROBINSON takes care of the CO² emissions caused by the holiday flights of its customers through the planting of sustainable forest.

Per customer ROBINSON orders the foundation FACE to plant three trees to compensate the CO² emissions of the aircraft. For each three trees ROBINSON pays €10, of which only €4 are passed on the charges to the customers. Furthermore, ROBINSON has joined the Triodos bank, a bank that invests in sustainable wood plantations.

The customer cannot choose on a voluntary basis for the CO² compensation; the compensation has been incorporated into the price.

Nieuw! CO²OL Flying

Vanaf zomer 2003 doet ROBINSON mee aan het CO²OL Flying programma. Daarmee zorgt ROBINSON ervoor dat de CO²-uitstoot van de vakantievluchten wordt gecompenseerd met de aanplant van duurzame bossen. Daarmee wordt de opwarming van de aarde, dat het gevolg is van het broeikaseffect, tegengestaan. Graag lichten we toe waarom wij aan het CO²OL Flying programma meedoen en hoe dat in zijn werk gaat.

Het gezaghebberende Intergovernmental Panel on Climate Change (IPCC) laat er geen twiffel meer over bestaan: de opwarming van de aarde zet zich in versneld tempo voort en de CO²-uitstoot van de Westerse wereld is hier de voornaamste oorzaak van. Daarnaast speelt ook de groei-schage ontbossing een rol doordat daarmee de natuurlijke bronnen van de aarde worden zwaarder. De gevolgen zijn op zijn minst verontrustend te noemen. De gemiddelde temperatuur op aarde zal met 1,4 tot maximaal 5,8 graden Celsius toenemen. De zeespiegel zal toenemen met 0,3 tot 50 cm plagen. En dat met de komende tienduizenden jaren, maar nu, deze eeuw! Het IPCC voorspelt verder dat de gevolgen die we al om ons heen zien, zoals smeltende gletsjers en extreme weer-omstandigheden, zich verder zullen verscherpen. De gevolgen zullen echter het grootst zijn voor ontwikkelingslanden. Bepaalde gebieden zullen verder verdrogen terwijl op andere plaatsen de vochtigheid en daarmee de kans op zekten en plagen zal toenemen. Maar ook in eigen land zullen de gevolgen steeds merkbaarder worden, met name in de vorm van wateroverlast.

Wat kunnen we daar nu aan doen? De overheid heeft zich aan het Kyoto-protocol gebonden en daarmee aan een reductie van de hoeveelheid CO² die we met elkaar uitstoten. Helaas zijn de overheidsoverheidsplannen te weinig ambitieus om het bij draaierlijk te komen en wordt het vlieg-verkeer buiten beschouwing gelaten. En dat is jammer, want het vlieg-verkeer vormt een zeer belangrijke bron van CO²-uitstoot. Al met al redde voor ROBINSON om zelf het liefst in handen te nemen. Want zoals u wellicht weet heeft ROBINSON de zorg voor natuur en milieu hoog in haar vaandel staan. We willen graag dat ook de toekomstige generaties nog kunnen genieten van al het mooie wat er op deze aarde te zien en te beleven valt!

Doelname van het CO²OL Flying programma is het in dat de CO²-uitstoot die niet aan vliegtuigen wordt veroorzaakt, wordt gecompenseerd met de aanplant van duurzame bossen. Bossen vormen de natuurlijke bronnen van de aarde en zorgen ervoor dat CO² wordt opgenomen in O²-diurstof. De O²-diurstof blijft vast in de bast van de bomen. Maar bomen doen meer dan alleen lucht verzuren! Ze bieden levens de natuurlijke leefomgeving van vele planten en dieren. Daarnaast wordt met het planten en behouden van duurzame bossen een stukje werkgelegenheid gecreëerd.

De bossen worden vooral geplant in landen waar de afgelopen decennia enorme hoeveelheden natuurlijke bossen zijn verloren, zoals in Ecuador en Oeganda. De oprichting van CO²OL door de nieuwe bossen wordt getoetst en gecertificeerd volgens het Greenhouse Gas Project Verification & Certification programma van SGS, een internationaal erkende certificatie. De aanplant wordt uitgevoerd door lokale partners die zijn geregistreerd en geadmireerd door het Climate Clearing House van Triodos Bank.

Natuurlijk biedt CO²OL Flying geen structurele oplossing voor het klimaatprobleem. In de eerste plaats veroorzaakt het vliegverkeer nog andere broeikasgasen dan alleen CO². Daarnaast is het zo dat het probleem niet bij de bron wordt aangepakt: het verbruik van fossiele brandstof. Maar toch. Het is een stap in de goede richting en we laten zien dat we het niet alleen bij mooie woorden laten maar ook concreet iets doen. Met ROBINSON bent u dus goed op weg.

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Buy green

Accommodation

The second component of the holiday package is the accommodation. Accommodations for TUI Nederland's main brands are contracted either by the product managers of the units Overland, Sun, City Trips and Long Haul, or via the international World of TUI Central Contracting department.

TUI Nederland's department for Sustainable Tourism & Environment, hand in hand with the product managers and purchasers, pays close attention to the direct contracting of accommodations done by the product managers of the different units. This is where environmental advice can impact on the decision-making / purchasing process of the product managers.

Every year the product managers scout new and existing destinations for accommodations. Based on the scouting, a product plan is written (including which accommodation, number of beds, etc.) and contracting starts. The majority of accommodation is contracted on a year-to-year basis. During the purchasing process important contributions can be made by the product managers towards the reduction of negative environmental impacts on the destinations. Preferably those accommodations are contracted which operate in a sustainable manner.

Environmental checklists

Before environmental advice can be given to the product managers, the internal environmental performance of the accommodations has to be researched and charted. Environmental performances of hotels are, to a certain extent, depending on destinations' environmental policies. Therefore destinations have to be screened for their environmental performance as well.

In 2000 TUI Nederland created already an environmental checklist. In 2002 the checklist was introduced in the purchasing process of the product managers. The checklists to screen the destinations were so far only introduced to the unit Sun. This unit accommodates about 40 per cent of our customers.

The information of the checklists (destination and accommodation) is fed into a database that is being used for benchmarking. On the basis of the findings the purchasing process is being steered towards the most sustainable portfolio in accommodations.

Suppliers who score below average, will be contacted by the environmental department of TUI Nederland about the willingness and possibilities for improving their environmental performance. TUI Nederland will support the accommodation by giving advice and by directing the accommodation towards local and national organisations that can provide support. If during the follow-up no improvements are made, a negative contracting advice will be given to the respective product managers. Product managers and purchasers are actively involved in this process.

In addition to a sustainable portfolio, the checklists activate the environmental awareness of the accommodations. They also show the point of view TUI Nederland has in environmental issues vis-à-vis the accommodations.

TUI Nederland counts on the integrity of her suppliers to fill out the list accurately; there is no external control to check the information. As a legal fallback however, a clause has been added to the accommodation contracts in March 2002, stating that the accommodation is obliged to cooperate with TUI Nederland regarding sustainability matters.

TUI Nederland honours existing national eco-labels in the system used. However, (future) international labels, like Visit and the EU Flower for accommodations, are preferred. Furthermore, the collaboration on checklists used by other tour operators, the Tour Operators Initiative checklist, facilitates the process.

The department for Sustainable Tourism & Environment has created an environmental performance database. In the future this database will be linked to the Apollo-project, a World of TUI purchasing database.

Exemplary accommodations

World of TUI owns or participates in several hotel companies, like Grecotel, RIU Hotels, Iberotels, Dorffhotels and ROBINSON Clubs. These hotels and resorts are recognised as leaders in environmental stewardship in their respective locations. The five TUI hotel brands named have their own environmental management systems. Local, regional and supra-regional synergies between hotel brands are systematically promoted (e.g. utility supplies and waste disposal) through the TUI environmental management.

Accor hotels

Several of TUI Nederland's brands collaborate with Accor hotels. The Accor hotel chain has committed itself to an ambitious, pro-active sustainable development policy. In 1998, Accor introduced the Hotel Environment Charter in 1,500 of the Accor group establishments. This charter is made up of 15 actions to be implemented in the hotels. It includes waste management and recycling, control of water and energy consumption, local involvement and employee training and awareness-raising.



Lions Dive and Beach Resort, Curaçao

The Lions Dive and Beach Resort proves that a green hotel does not need to cost more than a hotel that does not pay attention to environmental aspects.

TUI Nederland is actively involved in the activities of Lions Dive and Beach Resort on the island of Curaçao (Netherlands Antilles) to make its operations more environmentally friendly. In this hotel one of the hotel rooms is an ecoroom, in which a range of techniques is tested, regarding water- and energy saving and the minimization of waste. In the area of cooling and water and energy saving spectacular results have been booked.

The reactions of guests to the new techniques are monitored carefully, and when reactions are positive the new technique is applied throughout the entire 72-room hotel.

Often these adaptations do not only benefit the environment, but also the hotel economics. Being efficient with resources saves costs and the Lions Dive and Beach Resort proves that a green hotel does not need to cost more than a hotel that does not pay attention to environmental aspects. Lions Dive is presently aiming at Green Globe environmental certification in 2003. For more information: www.lionsdive.com

ROBINSON

TUI Nederland's brand ROBINSON can be seen as the forerunner in having an overall sustainable policy. The ROBINSON formula is based on sustainable criteria; within the ROBINSON Clubs locations an important role is dedicated to the environment. ROBINSON tries to draw the attention of the customers towards the environment through colourful publications of "ROBINSONATUUR" in both the brochure and the price list.

The implementation of the environmental checklists into the purchasing process is slow. The response of the first implementation in summer 2002 was about fourteen per cent. Therefore new ways are developed to increase the response in order to be able to advise product managers in their purchasing process. TUI Nederland has not yet been linked to the Apollo-project yet.



Buy green

Activities

As a third component of the holiday package, the activities selected and offered to our clients should also be sustainable. TUI Nederland monitors the activities offered by local operators in holiday destinations, and develops where needed new regulations. Only those activities, which are in compliance with our sustainability criteria, are selected and offered. Certain activities like diving and excursions with animals are subject to certain sets of rules, which are signed by the operators offering them. TUI staff plays an active role in this field and is being trained.

Evidently it is hard to keep control over all excursions that are being offered to our clientele in and around the hotels in the holiday destinations. Our policy therefore focuses on the activities that are directly being offered in our brochures or by our ground staff.

In 2001 TUI Nederland introduced regulations and guidelines regarding some activities:

- Diving schools that form part of our product have to sign a code involving eco diving standards;
- TUI Nederland does not offer excursions involving bullfights or other excursions leading to cruelty to animals;
- TUI Nederland does not offer jet skiing or helicopter skiing.

The Netherlands Antilles project

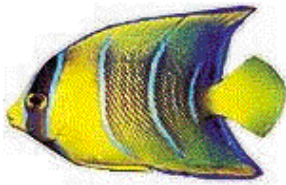
In Bonaire and Curaçao, two islands of the Netherlands Antilles in the Caribbean, the project "environmentally aware tourism" was started in 1999 in the framework of the UN Year of the Oceans.

The project aims at providing customers with information on responsible travel and sustainable products. Furthermore, it aims at improving the sustainability performance of local excursion operators, accommodations and activities. For these three groups, ad hoc guidelines have been developed within the framework of the project.

For dive-operators Eco Diving Standards have been developed. The Dive Operators on Curaçao must be a member of the Curaçao Dive Operator Association (CDOA) and actively support the CDOA voluntary dive-tag program benefiting marine life.

The Dutch touring club ANWB and the Antillean Department for the Environment coordinate the project, which is supported, among others, by the Netherlands Centre for Sustainable Development (NCDO) and TUI Nederland. For more information: www.tui.nl/milieu and www.natuurlijkantillen.info.





So far, TUI Nederland has developed eco-diving standards and has prohibited certain activities and excursions.

Eco Diving Standards for dive-operators

1. Guests must receive an orientation and explanation of eco diving standards:
 - Maintain good buoyancy control;
 - Practice good finning technique and body control;
 - Ensure all equipment is adequately secured;
 - Avoid all contact with the bottom and/or marine life;
 - Handling, manipulating and feeding of marine life to be conducted under expert guidance only;
 - Take notice except recent garbage out of the water;
 - Restricted use of gloves and knee-pads whilst reef diving.
2. Dive operation staff must practice eco-diving standards;
3. Corals and other marine life may not be offered for sale;
4. Environmental materials (e.g. marine life ID) must be available to guests and staff;
5. The dive operation must promote a strict "no contact" policy for reefing;
6. Pre dive briefings must be given reminding guests of eco-diving standards;
7. Dive boats must use moorings, drift dive or hand placed anchors in reef environments;
8. Dive boats must have adequate garbage facilities aboard;
9. Dive boats must have a "minimal discharge" policy in force;
10. Dive operation must be associated with the local, regional or national (marine) nature management organisation.

These standards form an integral part of the contract between TUI Nederland and the dive operator. Therefore a copy of these standards signed by the operator will be returned to TUI Nederland with the signed contract. For more information: www.tui.nl/milieu.

Buy green

Development of (new) sustainable products

The department for Sustainable Tourism & Environment can only to a certain extent carry the message of sustainable tourism and the care for the environment. It is up to TUI Nederland's travel brands to translate this message into holiday products. Every brand within TUI Nederland is working towards a degree of sustainability within its products; however, certain tour operators take sustainability to another level.

Besides the integration of sustainability into the existing contracting and tour operating processes, the department for Sustainable Tourism & Environment researches the possibilities to develop more and new sustainable holidays and is looking into the co-operation possibilities with non-governmental and non-profit organisations. The department facilitates these actions. The strive is to establish such co-operations for each brand (or each product unit). This development links up with the growing demand towards responsible holiday products.

Research information is gathered through co-operation with (Dutch) partners and through on site research in destinations; in the Spring of 2002 research was done in Tuscany in Italy to look into the environmental performance of different agriturismo - local farms which offer tourism accommodation, and whether the different agriturismo are suitable for and willing to work with TUI Nederland.

KRAS SterVakanties

KRAS SterVakanties and TUI Nederland collaborate with the Dutch outdoor company TIWA, and Brazilian national and regional authorities in the sustainable tourism project near Manaus in the Amazon region in Brazil. The project exists of the development of a sustainable resort with 32 double wooden bungalows in phase one. The Amazone Experience is bookable from winter 2002 / 2003. For more information: www.tiwa.nl and www.kras.nl.

De Boer & Wendel

De Boer & Wendel has developed a special travel formula 'Travellers Collection' in which criteria of sustainable development are taken into account. Several criteria are:

- Small groups of tourists;
- Trips last at least three weeks;
- At least two visits to 'awareness projects' which give insight in the situation of the country and support the local population (visit to orphanage e.g.);
- A minimum of four 'responsible leisure excursions' (visits to institutions that offer a tourism program and support nature or socio-cultural conservation);
- Locally owned accommodations or home-stays, and;
- A local tour leader.

There are eight different trips:

South Africa, Namibia, South Africa-Botswana - Namibia, Suriname, Thailand, Indonesia (Java and Bali), New Zealand and Costa Rica. In the future Malaysia, Vietnam, Japan and Iran will be added.



PortoMari

PortoMari is a former plantation on Curaçao, the largest island of the Netherlands Antilles. On this plantation a nature-oriented tourism and recreation project is currently being realised. TUI Nederland is actively involved in the careful preparation and realisation of this project that in its philosophy and hardware aims to take sustainable tourism to a higher level. Through the implementation and combination of new and tradition building and resources management techniques, the accommodations as well as the tourists' stay in them will have a minimal footprint. This concept development fits well into the Natural Antilles project in which TUI Nederland plays an active role. For more information: www.natuurlijkantillen.info.

Each brand and/or product unit develops one or more sustainable holiday products.

A number of TUI Nederland's brands have developed sustainable holiday products. De Boer & Wendel for instance has developed the travel formula 'Travellers Collection'. This formula will be extended. KRAS SterVakanties collaborates in a sustainable tourism project in the state Amazonas in Brazil and TUI Nederland in PortoMari on Curaçao. ROBINSON, Zeetours Cruises, Fit Vliegvakanties, Holland International and Arke have started national and/or international collaborations with foundations and organisations whose work forms an integrated part of the holiday product. For more information see the capital in this report 'Share green'.

Sell green

TUI Nederland customers' awareness

The creation of awareness is one of many important criteria for the implementation of sustainable tourism within TUI Nederland. Not only the staff of TUI Nederland has to get informed about the vision TUI Nederland has for future tourism but our customers, the tourists and travel agents have to be informed as well. Therefore, TUI Nederland uses several methods to inform these groups of people.

Brochures

TUI Nederland plays a prominent role in the Dutch travel industry with about 20 different brands; each with its own brochures. Brochures are important to customers; they make the holiday products more tangible.

In the brochures the following information can be found:

- A modestly sized (Dutch) text about sustainable tourism and the specific brand;
- For some destinations a destination specific text about nature, culture and sustainable development is included;
- A small text about the problem of sexual exploitation of children in brochures of destinations where the problem occurs. For more information see the capital in this report 'Share green'.

Besides the standard texts, our travel brands publish their sustainable holiday products, destinations and/or cooperation alliances with local NGO's in their brochures.

Specific destination text

MILIEUBEWUST OP REIS

De Alpen zijn een prachtige vakantiebestemming. Jaarlijks ruizen 2 miljoen Nederlanders voor hun zomer- of wintersportvakantie naar dit berggebied. Het is belangrijk dat deze streken bezocht in goede banen geleid wordt, zodat zij de Alpen geen schade doen. Steeds meer dorpen in de Alpen zijn zich bewust van de rol die zij kunnen spelen om het toerisme niet ten koste te laten gaan van de natuur, het milieu en de cultuur van de Alpen.

Zo zet Neukirchen (Oostenrijk), aan de rand van het nationale park Hohe Tauern, haar beste been voor op het gebied van duurzaamheid: op 2100 m hoogte staat een zonnepaneel centrale om de 11 km in de Wildkogel arena van zonnenergie te voorzien, om voor de meeste wintersport worden erosie gevoelige plekken op de pistes bedekt met stro en riet, zodat de vegetatie gedurende het skiseizoen minder te leiden heeft van de ski's en pistenpreparatiemachines. Ook Bad Hofgastein (Oostenrijk), grenst aan het nationale park Hohe Tauern, en die gezonde werke op allerlei manieren getel mee om de natuur te beschermen. Hier is vooral veel aandacht voor de zog. 'aanfite mobiliteit': een uitstekend openbaar vervoer netwerk en milieuvriendelijke transportmiddelen en een auto-vrije dorpskern. Het dorp Raaris (Oostenrijk), grenst eveneens aan het Nationale park Hohe Tauern en is zelfvoorzienend op energiegebied. Men gebruikt waterkracht voor elektriciteit en houtskool voor de centrale verwarming die het hele dorp aangenaam warm houdt. Er wordt veel biologisch voedsel geproduceerd en geconsumeerd en in Raaris is het WNF actief met het beschermen van de lommetje die hier waar is uitgezet. Dorpen als Neukirchen, Bad Hofgastein en Raaris zijn zeker niet uniek: in Zwitserland is Grächen een goed voorbeeld van een dorp dat op een goede manier met toerisme bezig is. Intenzaams punten zijn a.o. de bereikbaarheid met de Alpen Express en het deels auto-vrije centrum, initiatieven van hotels om energie en water te besparen en de goede bescherming van natuurgebieden.

Voor meer informatie over Holland International en duurzame toerisme kunt u terecht op www.tui.nl/milieu.

Dutch text about sustainable tourism



Een prachtig landschap, overweldigende natuur, aardige mensen, heerlijk eten, unieke kunst, eeuwenoude cultuur, interessante steden zijn onderdelen van een onvergetelijke vakantie. Ook zaken om voorzichtig mee om te gaan, zodat toekomstige generaties daarvan nog op dezelfde manier kunnen genieten.

Holland International realiseert zich heel goed dat vakanties ook een belasting kunnen betekenen voor die zaken, die nu juist die vakantie zo onvergetelijk voor u maken. Daarom probeert Holland International daar zo voorzichtig mogelijk mee om te gaan, door zorgvuldig voor u bestemmingen, accommodaties en excursies te selecteren. Door samen te werken met lokale partners om het u zo goed mogelijk naar uw zin te maken, zonder dat natuur, milieu en cultuur daaronder lijden. Werken aan duurzaam toerisme noemen we dat.

Gelukkig staat Holland International daarin niet alleen. Inmiddels werken internationaal een flink aantal insorgorganisaties en drie VN organisaties (UNESCO, UNEP en WTO/OMT) samen in het kader van het Tour Operators Initiative for Sustainable Tourism Development. Aan de duurzame toekomst van ons toerisme. Voor meer informatie: www.tui.nl/milieu.

Travel documents

Every TUI Nederland customer, who has booked a holiday trip, receives a folder with travel documents before departure. This folder contains transport tickets, hotel vouchers and information about the destination in form of a booklet. The brands use this booklet as a tool to inform the customers about the destination. The department for Sustainable Tourism & Environment makes use of this medium as well through placing text in these booklets distributed by the tour operators or by enclosing brochures, like the folder 'Responsible travel' published by the ANVR, the Dutch tour operator association, or the folder "Watch, don't touch" of WWF Netherlands on forbidden souvenirs from nature. For more information see the capital in this report 'Share green'.



Website

Since the launch of World of TUI in the spring of 2002, TUI Nederland launched a website in the new house style. The department for Sustainable Tourism & Environment is represented in this website (www.tui.nl/milieu).

The department for Sustainable Tourism & Environment has created this TUI Nederland sustainability website to show and share TUI Nederland's activities and achievements in the field of sustainable (tourism) development in order to create sustainability awareness among clients, employees, suppliers and other interested parties visiting the site.

On this website information can be found on the environmental activities and achievements of TUI Nederland, policy reports and checklists can be downloaded, products and projects can be found, articles on sustainable tourism can be read, questions asked, and through websites (partner) organisations in the field of sustainable (tourism) development can be reached.

In November 2002 955 people and December 2002 800 people visited the sustainability website via www.tui.nl or directly via www.tui.nl/milieu.

The website is for the greater part in Dutch, a modestly sized English version will be available in 2003. The website is updated monthly.



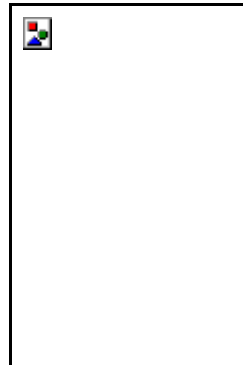
Media

The United Nations declared 2002 the International Year of Ecotourism. This triggered a remarkably high attention by the media for ecotourism in the first half year of 2002, and thus an increase of sustainable awareness among the people.

In 2002 about 100 articles were published on the subject sustainable tourism in daily, weekly and monthly newspapers and responsible magazines. In about 30 – 40 per cent travel market leader TUI Nederland was mentioned.

TUI Nederland is often used as an example to illustrate what the travel industry can do to make traveling more sustainable, or have fewer impacts. This demonstration role sets an example for other stakeholders, which at the same time puts a responsibility on TUI Nederland.

In preparing the Dutch general public for the World Summit on Sustainable Development in Johannesburg, South Africa in September 2002, a one-time edition of 250.000 copies of 'Strand' magazine was published in June 2002 for Dutch holidaymakers. The magazine contained information about how people in different destinations experience tourism. TUI Nederland is featured as a company that tries to incorporate natural and cultural aspects of tourism into her business processes. The magazine was distributed through travel agencies and shops of the Bodyshop and on the Dutch beaches.



TUI Nederland participated in a number of activities in the framework of the UN 2002 International Year of Ecotourism that was renamed in the Netherlands as the Year of Sustainable Tourism.

Vakantiebeurs 2003

The department of Sustainable Tourism & Environment was represented in the World of TUI stand during the tourism fair "Vakantiebeurs 2003" in Utrecht, the Netherlands from 7 – 12 January 2003. About 170.000 people visited the fair.

Ecotourism and sustainable tourism?

There is confusion between the terms ecotourism and sustainable tourism.

Sustainable tourism

applies to the entire tourism industry: the term relates to the need to change the existing industry and minimize the negative impacts of the entire range of travel products that a tourist can buy.

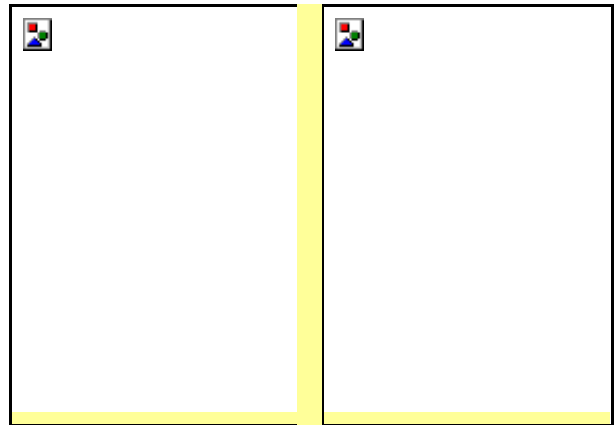
Ecotourism refers to a specific type of tourism product within the whole range of travel products. It is used to indicate sustainable travels in small groups to natural areas, which benefit the local population, conserve nature and where travellers are educated.

Within the companies of World of TUI, and in TUI Nederland, the focus lays on sustainable tourism. This is because of the scale of operations and the wide range of destinations that are offered, including for example destinations around the Mediterranean.

De Boer & Wendel

De Boer & Wendel participated in a project to link small-scale co-operative projects in Costa Rica with the tourism market in the Netherlands. This was the result of an interactive bilateral collaboration between Costa Rica and the Netherlands, in which De Boer & Wendel represented the Netherlands and the incoming agent Camino Travel represented Costa Rica.

This co-operation resulted in a new 20-day tour in Costa Rica, which can be found in the De Boer & Wendel travel brochure 2002-2003. In this trip a number of attractions, which took part in the project, is integrated: two community owned accommodations, and four attractions that support local nature and culture conservation initiatives.



“At De Boer & Wendel we do our best to integrate local sustainability aspects into our tours. We look for a balance between nature excursions, cultural excursions, visits to development projects and time for pure relaxation. After all, our customers are on their holiday. Therefore we try not to lecture about the effects of tourism, but we assemble our trips in a different way: in close co-operation with our local agents, who know we are looking for specific local ingredients of the destination. A great example of such a trip is the newest trip in our Travellers Collection: the tour in Costa Rica.”

***Martin van Amersfoort, product manager
Africa & Americas, De Boer & Wendel***

Arke

Arke acknowledges the growing importance of environmental protection for people in selecting holiday destinations. Seventy per cent of all tourists rate an unspoilt environment at their holiday destination as very important.

Today's guests expect environmental quality also in hotels and restaurants. Therefore, Arke collaborates with the Landidyll hotel chain to select small-scale family-run hotels in Germany, which are characterised by harmony between nature and hospitality. This Arke product is presented in the travel brochure 'Landelijk Genieten'.

The Landidyll hotels are of the opinion that an environment-conscious management in the hospitality trade should convince staff and all connected partners – be it suppliers or guests – of ecological thinking, doing and behaviour.

In order to protect the environment the hotels focus on the following points:

- Waste reduction;
- Waste separation;
- Energy saving;
- Water use reduction;
- Sewage water treatment;
- Environmentally aware purchasing and processing of food, drinks and materials;
- Environmentally aware construction.

All activities and excursions that are recommended in the direct or wider surroundings of the Landidyll hotels bring guests in a relax way in direct contact with nature without harming the natural environment.

Landidyll hotels



“Arke as well as ‘Landelijke hotels’ thinks that ‘harmony between ecology and economy’, ‘protection of our environment resources’ and ‘increase in economic efficiency’ should be practised. However a common target between Arke and ‘Landelijke hotels’ is Harmony between Nature and Business.”

*Jan Mensink, senior product manager
Arke*

Holland International and Arke

Holland International, Arke and UNESCO actively collaborate to promote the protection of the culture and nature of our planet specifically in the new World Heritage Site of Jungfrau-Aletsch-Bietschhorn in Switzerland. The collaboration is presented in the brochures of Holland International and Arke of summer 2003.

De Boer & Wendel also acknowledges the importance of the UNESCO World Heritage Sites in its travel brochure. De Boer & Wendel has included a number of these sites in its holiday products.

Furthermore, TUI Nederland collaborates closely with Canton Valais/Wallis in Switzerland in the field of quality improvement in the tourism industry using the programme Valais Excellence. For more information: www.valais-excellence.ch.

Each brochure has a page reserved for a sustainable holiday product. At the end of the planning period 50 per cent of the brochures has a product published. Besides these sustainable pages, the sustainable products will be published together into a separate flyer and/or offered through the TUI websites.

Next to the standard texts in the brochures and travel documents of all brands, De Boer & Wendel, Holland International, Arke and Robinson have devoted one or more pages to sustainable development or a sustainable product.



"At both Holland International and Arke, we believe it is important to inform clients about sights and activities at our destinations. Especially, when it combines tourism with environmental & cultural sustainability, as has been done in the UNESCO project Aletsch - Jungfrau - Bietschhorn in Switzerland. This in order to give guests maximum enjoyment with the least of negative impact."

*Barry Harzevoort, contract manager
Switzerland, Holland International and Arke*

*Try out and withdrawal
of the Green Thumb*



Green thumb

In 2000 TUI Nederland had developed a mode by means of a logo to share with the customers the information gathered about the environmental performances of accommodation suppliers. During the one season try out period the logo and regular accommodation information was placed in brochures in the text of the accommodation suppliers who had scored positively on a set of environmental criteria. The Green Thumb was published in the winter brochures of 2000/2001 of Fit Vliegvakanties for Turkey, of Isropa Reizen for Egypt and Cyprus, of Arke and Holland International for snow destinations and of Arke and Holland International for the Caribbean.

It was expected that the Green Thumb would trigger conscious customers to choose accommodations with a good environmental performance. However, when a customer research was done, reactions to the use of the logo proved to be negative:

- People did not trust a logo coming from a tour operator as there was no independent certification organisation involved;
- People thought that the hotels with a Green Thumb were more expensive, as all eco-labels;
- People expected the luxury level to be less of the hotels involved than in other hotels;

As a result, less green hotels were sold instead of more. Therefore, it was decided to withdraw the Green Thumb, which was meant as positive means of selection, from the brochures after the first season.

For more information on environmental checklists see "Buy green".

Share green

Co-operation

TUI Nederland co-operates on national and international level in the field of sustainable tourism development for securing the tourism future. Co-operation does not only take place in theory through membership in organisations, but as well in practice. The active practical collaboration is demonstrated by for instance the reporting, selecting and managing of suppliers and by joint on site sustainable tourism development. TUI Nederland also has alliances to support small-scale projects.

International co-operation

Tourism is almost by definition an international activity. TUI Nederland has about 1.3 million customers each year travelling the world supported by some 2450 employees in and outside the Netherlands. TUI Nederland is also a leading incoming tour operator. Therefore, international co-operation on matters of sustainability is a conditio sine qua non.

The international co-operation starts already within World of TUI, where the national TUI companies assist one another in defining sustainable holiday destinations, transport, accommodations and activities. Checklists for health, safety and environment are developed between TUI partners, information is shared and social, cultural and natural projects in destinations are supported jointly.

Tour Operators Initiative

The other framework of international co-operation in which TUI Nederland actively co-operates is the Tour Operators Initiative for Sustainable Tourism Development (TOI).

Award for responsible tourism

De Boer & Wendel collaborates under the brand name 'Discovery' with specialist partners in the field of adventurous holiday products. Some of the partners are Guerba, The Imaginative Traveller, Intrepid and G.A.P Adventures. Guerba was recently awarded the highly commended Award for Responsible Tourism from the Association of Independent Tour Operators (AITO).

Tour Operators Initiative



TUI Nederland is actively involved in the Tour Operators Initiative for Sustainable Tourism Development (TOI), which provides a good platform for co-operation in matters of sustainability. The tour operator members of the TOI are active in destinations, in the supply chain, in developing sustainable reporting criteria and in communication. TOI is supported by the United Nations agencies UNEP, UNESCO and WTO/OMT. TOI proves to be a very effective forum for tour operators to work towards a sustainable business environment.

A number of important initiatives have already been produced by TOI such as an international framework for tour operators to report on their sustainability performance and a common checklist on the performance of accommodations. For more information: www.toinitiative.org.



National co-operation

On the national level TUI Nederland works closely with other tour operators under the umbrella of ANVR, the Dutch branch organisation for tour operators. TUI Nederland is an active member of ANVR's working group on sustainable tourism and is one of the tour operators that function as an example for the development of the so-called PMZ system. PMZ is a product oriented environmental care system, which will be adopted by all tour operator members of ANVR in November 2003. For more information see the capital in the report 'Be green'.

TUI Nederland also participates in the Initiative for Sustainable Tourism (IDUT), a platform with representatives of the government, NGOs, education institutes and the private sector.

This platform organizes the annual National Conference on Sustainable Tourism, the so-called Groeneveld conferences, named after the castle where the first conference was held in 1995. The 5th edition focused on 'the future of holiday destinations, the 6th on consumer behavior: 'how do tourists relate to sustainability issues?' Both conferences took place at the NHTV University for Professional Education in Breda, the Netherlands.

NHTV and TUI Nederland

TUI Nederland has strong connections with the NHTV University for Professional Education in Tourism, Transport and Leisure.

- Students can choose to be part of the annual TUI class. These students will do their internships within different departments of TUI Nederland.
- Employees of TUI Nederland are often guest lecturing in different courses at the NHTV. TUI Nederland representatives give presentations about how TUI Nederland deals with sustainability issues for students in the specialization programme Sustainable Tourism.
- Annually TUI Nederland awards a prize of €1000 to the best thesis on sustainable tourism. In 2001 the award winning theses were (1) 'Successful collaboration factors between local communities and protected areas in Europe', (2) 'Tour operators, ecolabels and tourists: a connection' and (3) 'The lodge and its environment'. In 2002 the award-winning thesis was 'Tour operators with a human face'. The theses can be found on: www.sustainabletourism.nl or www.duurzaamtoerisme.com.



ECPAT is a network of organisations and individuals working together for the elimination of child prostitution, child pornography and trafficking of children for sexual purposes.



ECPAT

In May 2002 TUI Nederland's CEO Louis Frankenhuis signed ECPAT's Code of Conduct against Sexual Exploitation of Children in Travel and Tourism. TUI Nederland was the first tour operator in the Netherlands to sign the ECPAT Code.

By signing the Code of Conduct TUI Nederland committed itself to take, in the course of one year following the signing of the Code of Conduct, the following steps:

1. Formulate an ethical corporate policy against the exploitation of children in tourism;
2. Create awareness with suppliers, by giving a statement and discussing consequences;
3. Educate and train the staff;
4. Inform travellers;
5. Contact 'key persons' at the destinations;
6. Report annually.

Already before the signing of the Code activities have been conducted to fulfil to the Code of Conduct.

The corporate policy concerning the sexual exploitation of children at holiday destinations can be found in TUI Nederland Beleidsplan 2002 –2004 at www.tui.nl/milieu.

Supplier awareness has been created through a mailing via incoming agents to the accommodation suppliers.

In 2001 TUI Nederland representatives overseas filled out a questionnaire concerning the problem at their destination. An internal reporting procedure has been facilitated but, fortunately, no misconduct of TUI customers has been reported so far.

Furthermore, the representatives received a manual with information about the problem and guidelines on how to act. In 2002 the reps received an update. Tour leaders contracted by the incoming agents are instructed by their agents.

In order to inform TUI Nederland customers the following actions are taken (1) a short informing text about the co-operation with ECPAT has been published in the brochures in which problem destinations are stated, (2) in travel documents of several tour operators a text has been placed to warn customers about the fact that sexual exploitation of minors is punishable by law at the destination and in the Netherlands, (3) TUI representatives inform customers during the introductory talk about the issue, and (4) an information leaflet can be found in the hotel books of several tour operators.

TUI Nederland has chosen three pilot destinations to concentrate TUI Nederland's actions on for informing 'key persons' at the destinations. The pilot destinations are Costa Rica, Thailand and the Dominican Republic. In May 2002 a representative of TUI Nederland visited Costa Rica. A workshop was organised, TUI Nederland's activities presented, and it was indicated how incoming operations can help to fight this problem in relation to tourism.

The workshop was attended by representatives from TUI's incoming agent Camino Travel as well as representatives from 15 other incoming agents in San José. The participants recognized the need to take action, and have agreed to follow up this workshop by making a concrete action plan to fight this problem in Costa Rica.

TUI has implemented the steps set in the Code of Conduct. Fortunately, the contact person within TUI Nederland has not received any charges of customers sexually harassing children and adolescents in holiday destinations.

Because of the introduction of our new World of TUI house style, a large amount of Holland International and Arke tour leaders' clothing was outdated. These uniforms were donated to St. MINO, a foundation that helps people in need in Eastern Europe. The foundation supports a children's department of a hospital in Bicz, Moldavia.



Small-scale projects

At local level certain small-scale projects have been supported in which both TUI Nederland staff and customers get in touch with good initiatives. Some brands have chosen to include these charity projects into the travel itinerary. For instance, customers of De Boer & Wendel's South Africa Travellers Collection can visit a dancing academy for children in townships, and those of KRAS Sterprodukties can support a sea turtle project in Praia do Forte, Brazil by adopting a baby turtle. Furthermore, De Boer & Wendel was main sponsor of a charity gala organised by Libra Films in December 2002. The money raised will be donated to Krüger National Park in South Africa for the education of indigenous game rangers.

The donations given to the small-scale projects do not structurally alter the sustainable performance of TUI Nederland. However, they do create support for good causes. Furthermore, they create enthusiasm with TUI Nederland staff to integrate sustainable components into the daily work and they provide our customers with an opportunity to directly support good causes in holiday destinations.

Zeetours Cruises

Since the end of 2002 Zeetours Cruises actively participates in the campaign "Save the Albatross" of Vogelbescherming Nederland, the Dutch partner of Birdlife International. Brochures are distributed together with the travel documents among its customers. For more information: www.reddealbatros.nl, www.vogelbescherming.nl.



De Boer & Wendel

De Boer & Wendel collaborates with Vogelbescherming Nederland, the Dutch member of Birdlife International and with other organisations in the destination.



Kras Stervakanties and De Boer & Wendel

Since the end of 2002, Kras SterVakanties and De Boer & Wendel collaborate with Wereldmuseum Rotterdam, a museum that exhibits world cultures through objects and multimedia. Holidaymakers travelling with these two brands receive free or reduced entrance tickets to the museum. In this way, they can get acquainted with the country's (ancient) cultures visited or get inspired for a new trip.

wereldmuseumrotterdam

Holland International and Arke

In order to create awareness among people to hand in empty batteries instead of collecting them at home, the Dutch Battery Foundation organised together with Holland International and Arke a campaign with which people can win a dream holiday by handing in ten empty batteries. The batteries should be dropped off at a spent battery drop-off site, like the municipal depot, supermarkets and stores. Participation was agreed due to TUI Nederland's environmental concern and the sales of Holland International and Arke travel cheques. The campaign lasts a year and will end in May 2003. For more information: www.stibat.nl.



Fit Vliegvakanties

In 2001 Fit Vliegvakanties financially supported the Cliniclowns, a foundation that brings entertainment to children in hospitals. For more information: www.cliniclowns.nl.



Watch, don't touch



At the start of the summer season 2001 WWF Netherlands started a campaign to inform Dutch travelers about illegal holiday souvenirs.

Information was given about souvenirs that are prohibited to import to the Netherlands. Furthermore, the tourists were warned about the consequences for the natural environment and for the tourists themselves when illegal souvenirs would be imported.

The campaign was launched at Schiphol Airport in the Netherlands, and information was given through flyers, in-flight videos and ads in magazines.

TUI Nederland actively supported the campaign, which was still on-going in 2002. The "Watch, don't touch" flyers were distributed in several ways to guests: (1) by TUI Nederland hostesses, (2) by the travel agents in the Netherlands, (3) enclosed in the travel documents, and (4) enclosed in the hotel books at the destination.

The awareness of Dutch tourists was tested before and after the first holiday season of the campaign, and results were noticeable: more travellers could name several illegal souvenirs, and more travelers were aware that the import of illegal souvenirs is punishable by law.

Sri Lanka

At headquarters of KRAS SterVakanties, personnel support a local hospital in Arachikande in Sri Lanka. With the help of a KRAS SterVakanties' tour guide the hospital has acquired in 2002, a new watertank, chairs and 100 bed sheets. The tour guide reports the 40 people of KRAS SterVakanties, who donate monthly €2.50, on the accomplishments of their donations so far.

St. MINO and Faith Wanjohi

The department for Sustainable Tourism & Environment collaborates with several organisations. In 2002 when the house style of World of TUI was introduced, the old tour leaders' clothing of Holland International and Arke has been donated to St. MINO, a foundation which helps people in need in Eastern Europe (Moldavia and Romania) and to the orphanage of Faith Wanjohi in Kenya.



The Netherlands Antilles project

The Netherlands Antilles project aims at informing the Dutch tourists to the isles Bonaire and Curaçao about the preferred behaviour towards the environment, nature, culture and people and their social structures of these two islands.

The project actively involves all stakeholders in the tourism chain including the Dutch carrier KLM, which is preferred to this destination by TUI Nederland. The project has indirectly led to an increase in the environmental awareness of the hotels on the islands. The hotels have collectively started an environmental improvement program leading to certification and eco-labelling.



Hohe Tauern Ferien Region

Hohe Tauern Ferien Region is situated in the northern flank foothills of the Hohe Tauern National Park in Salzburgerland, Austria. It forms an ideal partner for co-operation in sustainable tourism.

All 19 villages in the Austrian region meet the sustainable criteria that TUI Nederland uses in selecting destinations; in a number of cases the villages even go beyond. For instance, Rauris and Neukirchen are CO² neutral and Bad Hofgastein has a car free town centre with a well-run public transport system.

In the case of the Hohe Tauern region emphasis is put on the positive elements of the various destinations in the presentation in TUI Nederland's travel brochures.

Other international partners and projects of TUI Nederland entail hotels such as the Lions Dive and Beach Resort on Curaçao and the Grecotels on the Rethymmon Coast of the Greek island Crete. Furthermore, TUI Nederland co-operates with local and international nature conservation organisations.

From experiences shown by other tour operators and from TUI Nederland's own experiences, TUI tries to share and collaborate as much as possible in the field of sustainable (tourism) development.

TUI Nederland collaborates on:

- International level with the national World of TUI concerns and Tour Operators Initiative (TOI).
- National level with ANVR, Initiative for Sustainable Tourism (IDUT), ECPAT and the Breda university NHTV.
- Project level with WWF Netherlands, CO²OL Flying, local projects, Save the Albatross, Vogelbescherming Nederland, Wereldmuseum Rotterdam, Dutch Battery Foundation, Clini Clowns, St. MINO and Faith Wanjoi
- Destination level in the Antilles, Hohe Tauern Ferien Region, the Canton Valais/Wallis and the state of Amazonas.

Be green

Internal Environmental Management

TUI Nederland does not only focus on sustaining the holiday products and destinations, it is also concerned about the internal environmental management. The internal environmental management concentrates on 6 main subjects: waste, energy, transport, housekeeping, office supplies and construction.

TUI Nederland has two headquarters; one in Rijswijk and one in Enschede. Smaller offices of the specialist tour operators are situated throughout the country. TUI Nederland has about 220 'World of TUI Reisbureau' travel agencies (including franchise). The internal environmental management described in the following sections mainly relates to the management in the headquarters, from which the main brands Arke, Holland International and Fit Vliegvakanties operate as well. Specialist brands have adopted selective elements of the internal environmental management. These specialists do however participate in the environmental team.

The environmental team

The internal environmental management is coordinated by the department for Sustainable Tourism & Environment and is to a greater degree carried out by the department Facility Management. The environmental team supports this process. This team's composition exists of people from all areas of TUI Nederland. It has on a regular basis meetings to initiate, improve and implement new ideas for the improvement of the internal environmental performance.

■ Waste

The paper used within TUI Nederland can be divided into two sections: paper used for (1) brochures and (2) office purposes and mailings.

TUI Nederland and its brands produce each year about 75 brochures for which between 3,000 and 3,500 tons of paper are used. The paper used is chlorine-free, but not per se recycled. For the production of the price list, which is attached to most of the brochures, recycled paper is used. The brochures, which are not distributed at the end of the season, are offered for paper recycling.

The amount of brochures printed is based on the number of expected customers, which differs per product; to sell one pax (= one person travelling) to the Greek Island Crete five brochures are needed. When 250,000 paxes are the target, 1,250,000 brochures are printed.

Fortunately, the use of paper has decreased in 2001 - 2002, mainly due to:

- the digitalisation of a number of mailings through Intranet and the Daily Post;
- the digitalisation of travel brochures on websites;
- the selective direct mailing promotion of 'World of TUI Reisbureau' travel agencies;
- the introduction of a new machine for preparation of travel documents;
- new copy machines with the option double-faced printing.

"I work for the ICT department of TUI NL. We support the development and implementation of automated processes, and in doing this we also look at sustainability issues like diminishing use of paper, toners and energy. What we've improved recently is the process of handling the travel documents that we send out to customers. One single machine now handles travel documents for all destinations, which has resulted in much more efficiency and less paperwork. This is also the case with the new central printing system for all employees in our new office in Enschede."

**Jeanette van Oeveren,
ICT & Technical Support**



Double-faced printing



In 2001 and 2002 the department for Sustainable Tourism & Environment sent a digital Christmas card to all its contacts in order to reduce paper waste and costs.

Of all used paper 95 per cent is collected separately (separated in white and coloured paper) and offered for recycling. As a result of this procedure the amount of waste decreased 75 per cent.

- Energy

Energy is used for lighting, heating, air-conditioning and electronic appliances. In June 2001 electronic light sensors were placed in all offices in Rijswijk, which turn the lights on when someone enters the room and turn them off when no movement is detected for 15 minutes. During the construction of the new TUI Nederland headquarters in Enschede in May 2001 these sensors were also placed in the offices. Furthermore, the heating system is set on room temperature on meso-level. Moreover, all copy machines have a powersave option. These applications reduce the use of energy.

In January 2001 a new contract with an energy supplier was made for the whole of TUI Nederland; in this contract all TUI Nederland travel agencies throughout the country now use 'green' energy.

- Transport

TUI Nederland tries to reduce the number of kilometres personnel drive by car (diesel/gas) in favour of less harming transport modes like public transport, bicycle and carpooling.

Company bicycles are introduced in Enschede and Rijswijk and a private bicycle can be bought through a fiscal support programme in exchange for other arrangements concerning commuter-traffic. Furthermore, video-conferencing rooms are used regularly. 'Home-office' is an accepted phenomenon, but does not occur on a regular basis.

- Housekeeping

The environmental performance of TUI Nederland's internal suppliers (cleaning, catering, etcetera) is of importance to TUI Nederland as well. Therefore, a clause has been included in their contracts on the environmental performance of these suppliers. This clause includes rules and regulations about, for example, the use of detergents, waste management, etcetera.

In the tender procedure for suppliers TUI Nederland specifically asks for the environmental policy of the candidate companies. The environmental performance of the candidates is weighed when choosing a new supplier. For both cleaning and catering services the greenest supplier was chosen.

- Office supplies

Of the assortment of office supplies used in the TUI Nederland headquarters, approximately 50 per cent have an eco-certification.

- Construction

Environmental aspects are included into the planning phase from the beginning on. The same is done for furnishing. In the end of 2002 all 220 'World of TUI Reisbureau' travel agencies received a makeover into World of TUI house style. In the choice of the various products used, like carpeting and furnishing attention was paid to the environmental aspects of these products.



"As facility manager I am responsible for a.o. the purchasing of office products like paper, toners, etcetera. When purchasing we look for products with ecolabels. Of course the price also plays an important role, but when prices are comparable, or somewhat higher yet reasonably so, we put our efforts into buying the alternative with certification."

*Frank van Hees,
Facility Management,
and chairman of the
environmental team*

PMZ

PMZ is a product oriented environmental care system, which has to be integrated into the internal and external environmental management of each tour operator.

From November 2003 on, every tour operator in the Netherlands, which is member of the VRO, the association of tour operators, part of ANVR, is obliged to fulfil the requirements of PMZ system. Through this new policy every tour operator will have a certain degree of sustainability in its company.

TUI Nederland already fulfils all the internal and external environmental management requirements set by ANVR, which will be in force in the end of 2003. For more information: www.anvr.nl and www.duurzaamtoerisme.com.

TUI Nederland's headquarters, travel agencies and (specialist) tour operators record their environmental performance and reduce these were possible.

So far, the focus has been upon the internal environmental management of the central part of our business in the headquarters in Enschede and Rijswijk. The development of Station Centraal gives new insights into improved internal management possibilities for other travel agencies as well.

Station Centraal, the paperless experience



In December 2002 Station Centraal opened in a test phase its doors in Amersfoort, the Netherlands. In March 2003 it will have its 'grand opening'. This travel store is the first of its kind of the offline distribution formula 'experience'.

Station Centraal is situated in an old monumental train station where the atmosphere of authenticity is combined with the use of multimedia and the newest technologies and processes.

Next to the innovation of customer approach and holiday product presentation, the innovation comes forward out of the programme Alexandria that enables the employees of Station Centraal to have a paperless administrative recording. Alexandria is a programme created by Acklin. It is developed to replace files and other paper documents through saving all information digital. Instead of having a paper customer file, all customer information is kept in a digital file in the computer.

Furthermore, Station Centraal plans to implement the process: printing-on-demand. Large amounts of brochures are unnecessary due the tailor-made information and this will reduce the use of expensive brochures and thus the use of paper substantially.

The paper waste reduction due to paperless recording is estimated on 37.500 pages, which is about 187 kilos. No estimations have been made so far concerning the reduction of the amount of travel brochures.

It has to be said that the paperless working process is still in its infancy. For more information: www.stationcentraal.nl.

Appendices

Environmental checklists

Accommodation level

Destination level

Code of Conduct against Sexual Exploitation of Children in Travel and Tourism.

Appendix: Environmental checklist on accommodation level



Health & Environment Accommodation Audit

Why are we doing this? We are concerned about the environment in holiday destinations. The information you are providing us with informs us about the environmental performance of our suppliers. It will be used as guidance for future purchasing.

A digital version of this checklist can be downloaded from <http://www.tui.nl/milieu>

(to be filled in by management of property, pls use block letters)

- Destination/resort:
- Hotel: No of beds:
- Name of manager and contact details:

<p><u>Environmental Management System</u></p> <p>Does the hotel have any environmental certificates? (ISO 14001, EMAS, Green Globe 21, other) <input type="checkbox"/> 1 No <input type="checkbox"/> 2 Yes, : _____</p> <p>Does the property have an environmental system? <input type="checkbox"/> 3 No <input type="checkbox"/> 4 Yes</p> <ul style="list-style-type: none"> • Do you have an environmental policy? <input type="checkbox"/> 5 No <input type="checkbox"/> 6 Yes • Do you have a monitoring and management system? <input type="checkbox"/> 7 No <input type="checkbox"/> 8 Yes • Do you commit to continuous improvement? <input type="checkbox"/> 9 No <input type="checkbox"/> 10 Yes • Do you train staff on environmental and social issues? <input type="checkbox"/> 11 No <input type="checkbox"/> 12 Yes • Do you provide information to customers about environmental and social issues? <input type="checkbox"/> 13 No <input type="checkbox"/> 14 Yes <p>(If yes to any of the above, please attach materials involved)</p> <p><u>Energy</u></p> <p>Have actions been taken to reduce energy consumption? <i>(E.g. low energy light bulbs, key cards etc)</i> <input type="checkbox"/> 15 No <input type="checkbox"/> 16 Yes, _____ % reduction since action If yes, how: :</p> <p>Does the property use any kind of renewable resources? <i>(Solar power, wind, etc.)</i> <input type="checkbox"/> 17 No <input type="checkbox"/> 18 Yes, _____ % of consumption If yes, which type: :</p> <p><u>Water</u></p> <p>Is wastewater from the property treated: <input type="checkbox"/> 19 No <input type="checkbox"/> 20 Yes, by municipality or self:</p> <p>Have actions been taken to reduce water consumption? <input type="checkbox"/> 21 No <input type="checkbox"/> 22 Yes, _____ % reduction since action If yes, how: :</p> <p><u>Waste</u></p> <p>Have any actions been taken to reduce waste? <input type="checkbox"/> 23 No <input type="checkbox"/> 24 Yes, _____ % reduction If yes, how: :</p>	<p>Is waste separated and recycled? <input type="checkbox"/> 25 No <input type="checkbox"/> 26 Yes, _____ % recycled</p> <p><u>Purchasing</u></p> <p>Does the property take steps to source products and services that have environmental attributes? (E.g. bulk, green suppliers) <input type="checkbox"/> 27 No <input type="checkbox"/> 28 Yes</p> <p>If yes, how:</p> <p>Does the property take steps to source products and services locally? <input type="checkbox"/> 29 No <input type="checkbox"/> 30 Yes</p> <p><u>Use of detergents and chemicals</u></p> <p>Does this property minimize the use of hazardous chemicals and purchase environmentally friendly alternatives (e.g. cleaning, pool)? <input type="checkbox"/> 31 No <input type="checkbox"/> 32 Yes, _____ % alternatives of total</p> <p><u>Contribution to Biodiversity / Nature Conservation</u></p> <p>Does the property support biodiversity/nature conservation efforts (e.g. local conservation projects, maintain diverse natural habitat on property)? <input type="checkbox"/> 33 No <input type="checkbox"/> 34 Yes If yes, how: :</p> <p><u>Contribution to Community Development</u></p> <p>Does the property support community development efforts (e.g. provide training, prioritize employment of local workforce, support local projects)? <input type="checkbox"/> 35 No <input type="checkbox"/> 36 Yes If yes, how: :</p> <p><u>Legionella</u></p> <p>Does the accommodation comply with the prevention plan against legionella infections as explained in the TUI-brochure Safety First - The 11 Point Action Plan? <input type="checkbox"/> 37 No <input type="checkbox"/> 38 Yes</p>
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Thank you for giving us insight in the environmental performance of your property
 We look forward to further collaboration on these issues.



Health & Environment Destination Audit

Why are we doing this? We are concerned about the environment in holiday destinations. The information you are providing us with informs us about the environmental performance of our suppliers and the destination they operate in. It will be used as guidance for future purchasing.

(to be filled in by incoming agents, pls use block letters)

- Country:
- Destination/resort:
- Name of agent:
- Date of Audit:

Water Management

Does the municipality provide:

- public sewerage? 1 Yes 2 No
- access to public waste water treatment plant? 3 Yes 4 No

Is treated water reused? 5 Yes 6 No

Are water saving programs propagated? 7 Yes 8 No

- if yes, please describe: _____

Energy Management

Does the municipality provide energy supply? 9 Yes 10 No

Which techniques are used?

- 11 Coal
- 12 Natural gas
- 13 Nuclear energy
- 14 Alternative: _____

Are energy saving programs propagated? 15 Yes 16 No

Waste Management

Does the municipality provide:

- disposal possibilities (public containers, bins, etc.) 17 Yes 18 No
- if yes: separate and in which fractions? 19 glass 20 paper
- 21 organic 22 chemicals
- 23 tins 24 other: _____

- waste collection 25 Yes 26 No

- if yes: separate and in which fractions? 27 glass 28 paper
- 29 organic 30 chemicals
- 31 tins 32 other: _____

Is the destination regularly cleaned from litter? 33 Yes 34 No

Transport & Emissions

Is there a public transport system? 35 Yes 36 No

Does the municipality take measures to decrease traffic? 37 Yes 38 No

- if yes, please describe: _____

(continuation of Transport & Emissions)

Is cycling facilitated? 39 Yes 40 No

Is there monitoring of air quality? 41 Yes 42 No

Landscapes & Planning

Does the municipality take care of public areas? 43 Yes 44 No

Are there planning and building laws & regulations? 45 Yes 46 No

Does the municipality plan tourism development? 47 Yes 48 No

Are the plans, rules and regulations maintained? 49 Yes 50 No

Nature

Are there protected areas within the destination? 51 Yes 52 No

- if yes, which: _____

Are data on bio diversity collected? 53 Yes 54 No

Are there conservation programs? 55 Yes 56 No

- if yes, which: _____

Are there organisations, which organise nature-related activities? 57 Yes 58 No

- if yes, what kind of activities?

- 59 guided excursions
- 60 educational courses
- 61 hikes/bike rides
- 62 other: _____

Culture

Are there protected cultural heritage sites within the destination? 63 Yes 64 No

- if yes, which: _____

Are there cultural programs for visitors? 65 Yes 66 No

- if yes, which: _____

Are there organisations, which provide activities/care for the local population? 67 Yes 68 No

- if yes, which organisations and what kind of activities: _____

Thank you for giving us insight in the environmental performance of the destination!
We look forward to further collaboration on these issues.

Name:

Organisation:

Contact information:



Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism

In a growing number of holiday destinations sexual exploitation of children occurs. TUI Nederland declares that she will strive to combat this phenomenon, by signing the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism.

TUI Nederland will take, in the course of one year following the signing of the Code of Conduct, the following steps:

1. Formulate an ethical corporate policy against the exploitation of children in tourism
2. Create awareness with suppliers, by giving a statement and discussing consequences
3. Educate and train the staff
4. Inform travellers
5. Contact 'key persons' at the destinations
6. Report annually

Implementing the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism is part of TUI Nederland's policy for Sustainable Tourism.

Rijswijk
May 16, 2002

TUI Nederland


Louis Frankenhuis
CEO

ECPAT Nederland


Theo Noten
Code of Conduct campaign leader

Green greetings

Thank you for showing interest in the internal and external sustainability activities and achievements of TUI Nederland. We hope you had an interesting journey. If you have any further questions concerning sustainability matters, please do not hesitate and contact the department for Sustainable Tourism & Environment, or visit our website www.tui.nl/milieu.

Nico Visser and Elise Allart



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