



2023

SUSTAINABILITY REPORT

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LADIES AND GENTLEMEN,

GRI 2-22; 302/3-3;
303/3-3; 101/3-3;
305/3-3; 306/3-3

in 2023 we celebrated our 15th anniversary as a company and were delighted to report increasing passenger numbers and strong economic development. TUI Cruises has finally put the long shadow of the pandemic behind it. We therefore have every reason to take a positive view of the future – one that points to further growth, the expansion of our two fleets and above all the company’s consistent alignment with climate protection and sustainability.



Our goals in this respect are clear. We plan to offer the first climate-neutral cruises by 2030 – and by 2050 at the latest, the company’s entire ship operations are to be climate-neutral. To achieve this, we continue to invest in our fleets’ energy efficiency and to drive the transition towards lower-emission fuels. In just a few days, *Mein Schiff 7* will enter regular service – the first TUI Cruises ship with a methanol-ready propulsion system. *Mein Schiff Relax* will follow soon afterwards, establishing a completely new ship class at TUI Cruises that runs on liquefied natural gas (LNG), as well as on synthetic LNG.

I am especially pleased to confirm that our ships can now plug into environmentally friendly shore power at more and more ports. The corresponding energy available has more than quadrupled compared

to the previous year. Practically emissions-free port calls are therefore increasingly the norm, even if berths providing shore power are not yet available worldwide. We will therefore continue to support shore-power expansion in ports with our technical expertise.

We also want to make further progress in further sustainability dimensions, particularly in the protection of marine ecosystems and natural resources at our cruise destinations. Our ships now produce almost all their freshwater demand themselves via onboard desalination – and thus outperform the freshwater consumption of many hotels ashore. We are also helping minimise the environmental impact in the destinations through responsible waste management.

In parallel we are driving the sustainable design of shore excursions to actively create value for cruise destination ports and regions without impacting local ecosystems and habitats. We work together with associations and local stakeholders towards this and also contractually require our business partners to adopt sustainable standards and practices.

It is true that on our own we cannot make the world more sustainable. Nevertheless, at TUI Cruises we are convinced that we can contribute through our sustainability activities, particularly in climate protection. This report outlines what our contribution specifically looks like, what milestones we achieved in 2023 and what goals still lie ahead of us. Once again, our annual sustainability reporting references the standards of the Global Reporting Initiative (GRI).

In clear alignment with our sustainability strategy, we aim to make the impact of our sustainability activities even more transparent in future. To ensure this, we are progressively expanding our reporting scope and plan to add additional data and facts for our two fleets year after year. We see this year’s Sustainability Report as further milestone in a process to be completed by the 2025 reporting year, to ensure TUI Cruises meets the extensive reporting requirements of the EU Corporate Sustainability Reporting Directive.

As you can see, TUI Cruises consistently pursues new and ambitious sustainability goals. We have set a clear course and have a highly motivated crew, driven by the firm conviction that it is up to us to shape a positive future.

Thank you for joining us on this voyage. Welcome aboard!
I wish you an informative and insightful read.

Yours,



WYBCKE MEIER

CEO TUI Cruises

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COMPANY

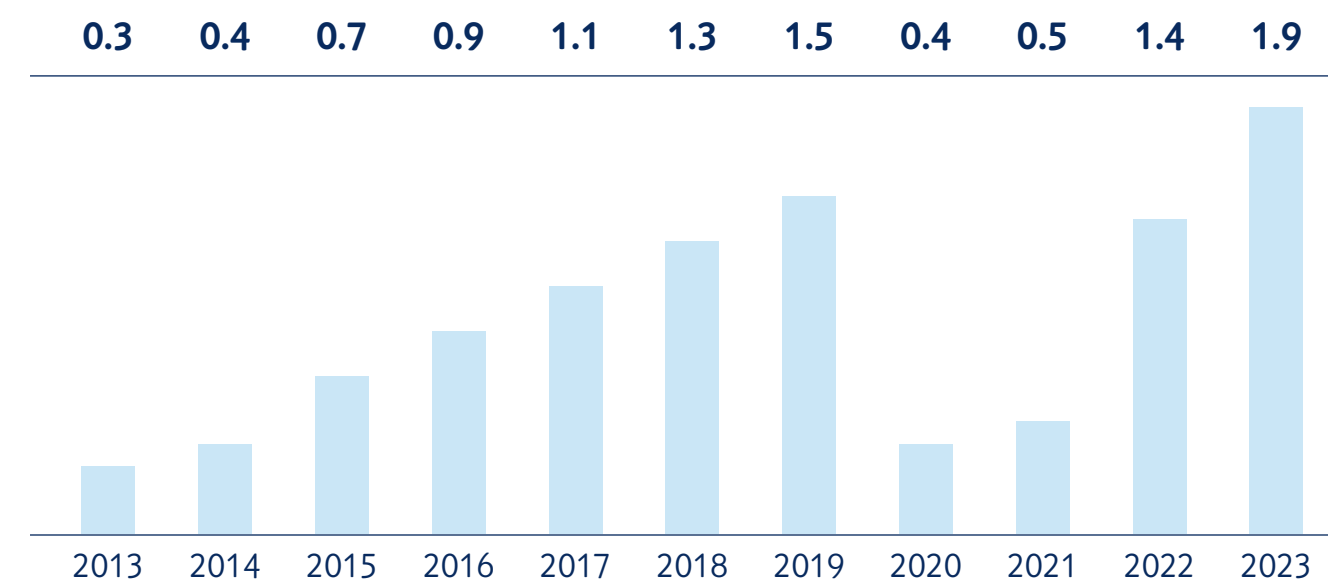
OUR COMPANY

TUI Cruises is one of the leading cruise operators in the German-speaking region. Founded in 2008 as a joint venture between TUI AG and Royal Caribbean Ltd., TUI Cruises maintains a growth trajectory that was only interrupted by the pandemic years. In the reporting year, the company generated gross sales revenues of € 1.9 billion, an increase of 38.3% year-on-year.

This successful development is driven by the strength of the company's two brands. TUI Cruises owns the brands *Mein Schiff*® and Hapag-Lloyd Cruises, which are active in the premium, luxury and expedition cruise segments with a complementary offering – all year round and on routes worldwide. TUI Cruises is the fleet operator of both brands' ships; in 2023 around 630,000 passengers took the opportunity to sail on one of them.

Six ships with around 15,900 beds are currently in operation under the *Mein Schiff*® brand, with three more vessels under construction. The first of these, *Mein Schiff 7*, will enter service in June 2024. With this new ship, TUI Cruises reemphasises the high climate protection standards that have characterised the company since its foundation. Throughout the company's history, TUI Cruises has continuously invested in modern and energy-efficient ships. *Mein Schiff 7* will be one of the first cruise ships able to run on methanol, meaning that practically CO₂-neutral operations will be possible in future.

01 | Gross sales revenues in a ten-year comparison in € billion



In 2025 and 2026, two further cruise ships will expand the *Mein Schiff*® fleet, also equipped with modern, environmentally friendly technologies to ensure the most climate-friendly operation possible.

Five ships are currently in operation for Hapag-Lloyd Cruises, including the EUROPA and the EUROPA 2 – the best cruise ships in the world according to the Berlitz Cruise Guide. Alongside these are the three expedition cruise ships HANSEATIC nature, HANSEATIC inspiration and HANSEATIC spirit.

02 | Company shareholdings

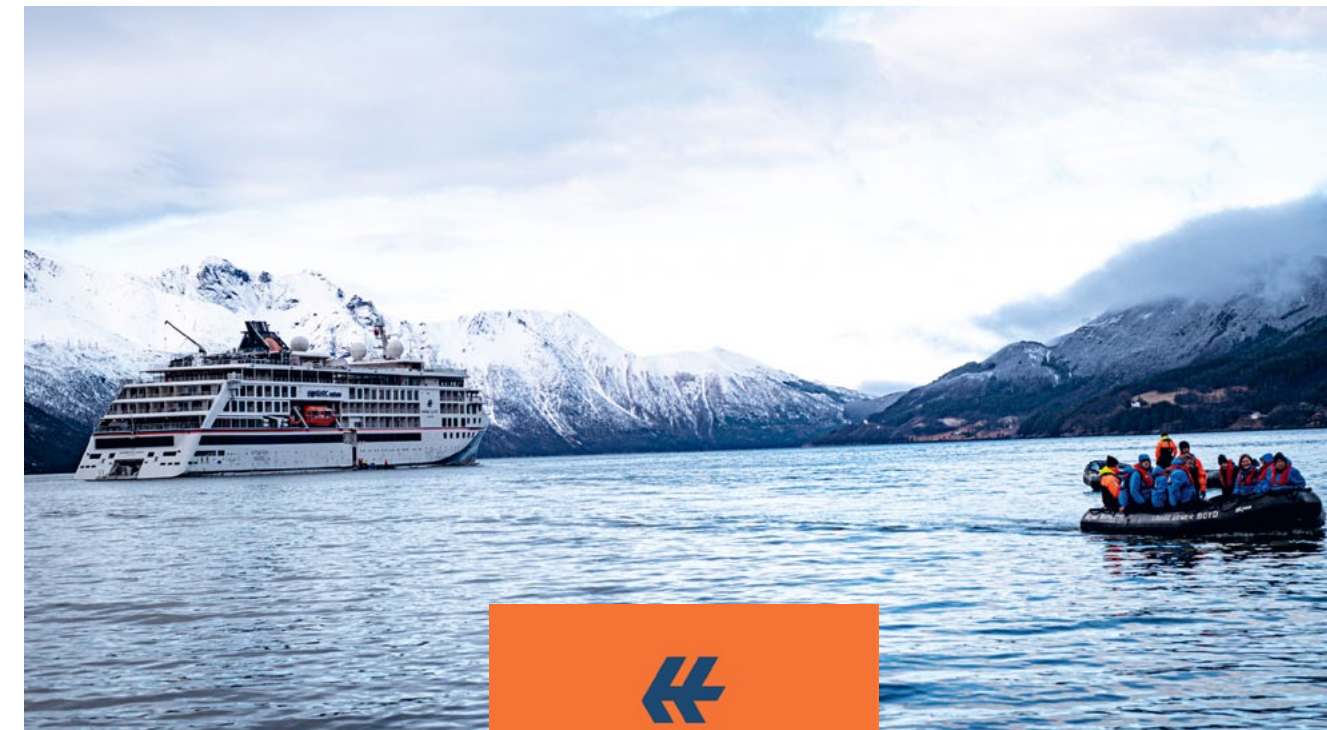


GRI 2-1; 2-2; 2-6;
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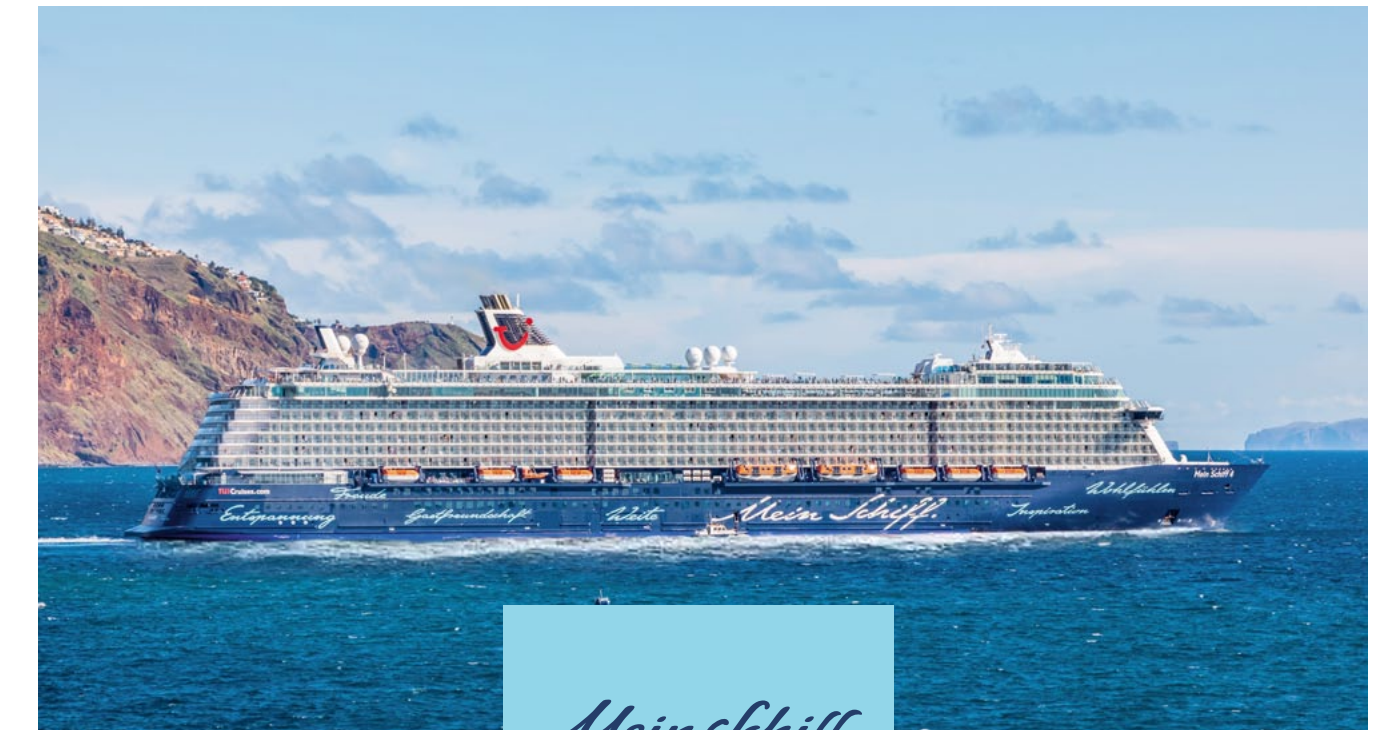
In total, over 900 people were employed at TUI Cruises as at the end of 2023, of whom 753 worked at the two office locations in Hamburg and Berlin, and 214 worked on the ships. Additionally, there is a pool of around 12,000 employees of sea chefs, a service provider responsible for the onboard hotel activities; of these, around 8,000 employees are active on board the fleets at any one time. The Royal Caribbean Group (RCG) is responsible for technical ship management. Around 678 crew members are employed in this area on TUI Cruises ships via sea chefs and 246 crew via the service provider Columbia Shipmanagement.

In the reporting year, both fleets' ships made more than 3,000 port calls, with the *Mein Schiff*® fleet calling at 204 different ports in 71 countries, while the Hapag-Lloyd Cruises fleet travelled to 95 countries and called at 734 different ports and landing sites. The cruise destinations benefitted from clearly positive economic impacts arising from the use of port services (incl. logistics, piloting and waste disposal), ground handling (incl. guest transfer and luggage logistics) as well as the provision of shore excursions by local tour operators (see also [Social Responsibility](#) chapter).

GRI 2-1; 2-2; 2-6; 2-7; 2-8; 201/3-3; 201-1; 401/3-3; 402/3-3



For over 130 years Hapag-Lloyd Cruises has been the leading luxury and expedition cruises brand in the German-speaking region and is considered the 'inventor of the cruise'. The brand's small and highly individual ships have repeatedly set standards. With the world's best luxury ships according to the Berlitz Cruise Guide, the EUROPA and EUROPA 2, as well as the three new expedition cruise ships, the fleet is at home on all seven seas.



Mein Schiff® stands for contemporary premium holidays at sea. Freedom of choice, individual service and modern design are at the core of the business concept. As waterborne holiday resorts, the ships offer their guests an extensive range of premium services. Carefree enjoyment of the numerous offers on board is a key success factor for the *Mein Schiff*® brand.

03 | Hapag-Lloyd Cruises destinations/ports

	2023
Port calls	1,723
Turnaround ports ¹	61
Ports	734
Transit ports	725
Countries	95

04 | Mein Schiff® destinations/ports

	2023
Port calls	1,458
Turnaround ports ¹	19
Ports	204
Transit ports	197
Countries	71

¹ Passenger exchange takes place in these ports.

SUSTAINABILITY AT TUI CRUISES

For TUI Cruises, sustainable business success means taking environmental, social and economic responsibility throughout the entire value chain. In many aspects, with its two brands the company is already a pioneer in social and environmental sustainability within the cruise industry. Alongside trust and mutual appreciation, sustainability is the company's third core value and therefore an integral part of the corporate culture.

Sustainability Management at TUI Cruises pursues a holistic approach comprising all stages of the value chain – from product planning and new-build projects, through procurement and ship operation, to waste management and disposal. These activities extend beyond the boundaries of the company to include upstream and downstream processes as well as the entire supply chain. To secure this, individual sustainability aspects are an integral part of the respective policies and guidelines at corporate and brand level (see also [Governance](#) chapter).

The central objective of TUI Cruises and its two brands is to continually minimise the environmental impact of the company's activities and to keep the environmental impact of its cruises as low as possible. For the company, in particular this means operating a modern fleet that meets the highest environmental standards and continually reduces its environmental footprint. This makes climate protection and emissions reduction the clear focus of sustainability activities. Aligned with

a detailed Roadmap to Decarbonization, the company intends to offer the first climate-neutral cruises by 2030 and become climate-neutral (net zero emissions) with all its ships by 2050 at the latest.

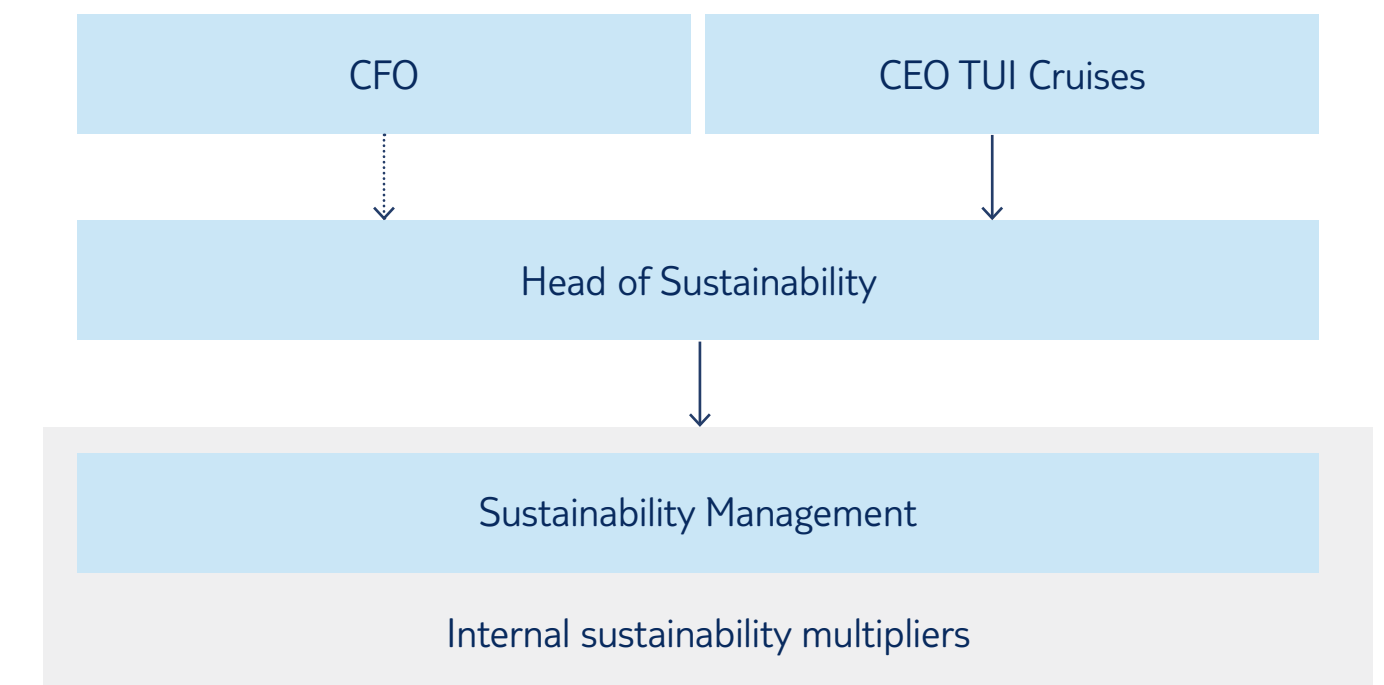
Sustainability organisation – shoreside and on the world's oceans

Organisationally, sustainability is anchored as a topic at Management level and is steered by a dedicated Sustainability Department at the corporate centre. The Head of Department reports directly on relevant topics to the TUI Cruises CEO on a monthly and an ad hoc basis. For product-related topics at Hapag-Lloyd Cruises or questions regarding finance and reporting, further reporting channels have also been established at Management level.

The corporate Sustainability Department is responsible for the long-term, systematic management of all sustainability topics throughout the company and its two brands. In particular, the department's tasks include implementing the sustainability strategy and managing the related operational environmental and sustainability topics. This department also manages onshore and shipside ISO 14001 certification processes, as well as sustainability-related reporting. For example, this includes meeting the requirements of the EU Corporate

GRI 2-6; 2-9; 2-12;
 2-13; 2-14; 2-23;
 305/3-3; 306/3-3;
 401/3-3

05 | Organisation of sustainability



Sustainability Reporting Directive (CSRD). In addition, the Sustainability Department monitors compliance with Environmental, Social, and Governance (ESG) criteria and drives the development of a sustainable supply chain and innovative waste-management concepts, under the banner of the circular economy. When carrying out their tasks, Sustainability Department specialists work closely with internal multipliers in the other respective departments.

Sustainability is also a recurrent topic in TUI Cruises' internal communication. It forms part of the core content of the mandatory kick-off meeting for all employees at the beginning of the year; it is also repeatedly brought to the attention of managers ashore and on board as part of the annual Senior Officer Conference.

Sustainability aspects are regularly addressed within internal trainings. For example, all new hires complete mandatory online sustainability training at the start of their employment and must then refresh this every two years. There are also mandatory training courses on the topics of compliance, occupational safety, data protection, the Integrated Management System (IMS) (including environmental aspects), as well as on IT and information security.

GRI 2-9; 2-12;
 2-13; 2-14; 2-23;
 2-29; 3-1; 3-2;
 301/3-3; 305/3-3;
 306/3-3; 401/3-3;
 403/3-3; 403-5;
 404/3-3; 418/3-3

Sustainability on board

Since the company was founded more than 15 years ago, TUI Cruises has attached great importance to ensuring onboard sustainability is given the attention it requires. An Environmental Officer (see also Environment chapter) is assigned to every ship in the *Mein Schiff*® fleet to secure operational environmental processes and procedures. At Hapag-Lloyd Cruises, these tasks are performed jointly by several officers, in particular the Staff Captain and the Chief Engineer. Operational environmental management, including environmental compliance, is the responsibility of the Royal Caribbean Group, which is responsible for technical and nautical ship operation.

Material topics – the roadmap

As early as 2016, a *Mein Schiff*® materiality analysis identified the material environmental topics for TUI Cruises, which also shape the corresponding reporting. Material topics have been reviewed and updated annually since then and were also integrated in the formulation of the Environmental Strategy 2020. They now form an integral part of the Sustainability Strategy 2030.

Since the 2022 reporting year, TUI Cruises has also been guided by the Royal Caribbean Group's materiality analysis; this was carried out in 2021, covers material topics for a cruise line and can therefore be transferred to TUI Cruises. It is also the basis for this report.

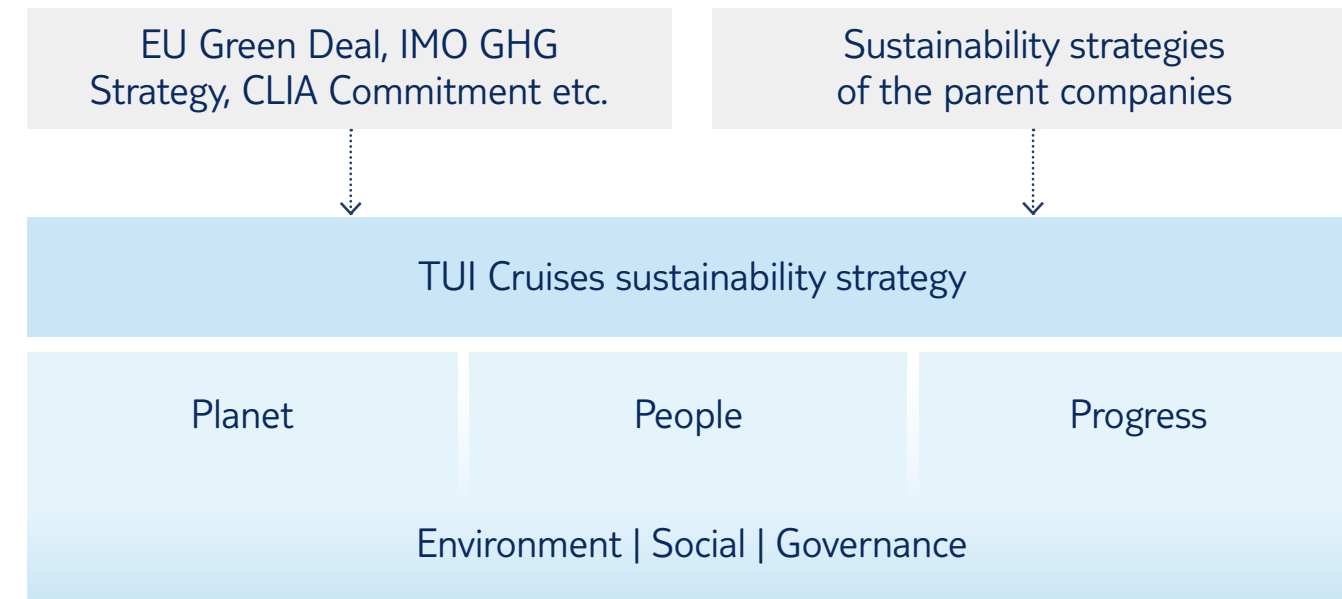
To be able to develop sustainability reporting continuously and adapt it to the new framework conditions of the CSRD, a new materiality analysis is planned for 2024 that meets the criterion of double materiality. It will also form the basis for mandatory reporting from the 2025 reporting year onwards.

Sustainability Strategy 2030 – the compass

TUI Cruises fully intends to continue to play a pioneering role in the sector regarding environmental protection and sustainability. A clear strategy has been derived from the topics that are material to the company; the strategy provides orientation for this role and serves as a compass for the progressive transition towards more sustainable business activity. The focus is on developing sustainable processes and products as well as striving to operate as a climate-friendly company for the long term.

The sustainability strategy comprises the entire company with its two brands. It is managed by the Sustainability Department in close cooperation with the TUI Group and the Royal Caribbean Group. The key strategic objectives are achieving climate-neutral business operations (net-zero emissions), creating socially responsible structures and a sustainable value chain, and establishing a business model aligned with the circular economy principle.

06 | Sustainability strategy at a glance



The strategy was developed in close coordination with the two parent companies TUI Group and Royal Caribbean Group. It has specific topical synergies with their respective sustainability activities, especially regarding ship operations. Synergies have been created and leveraged in numerous areas and initiatives, such as formulating the company's goals in alignment with the Science Based Targets initiative (SBTi), expanding the circular economy and designing shore excursions sustainably in alignment with the standards of the Global Sustainable Tourism Council (GSTC).

The strategic framework rests on the three pillars PLANET, PEOPLE and PROGRESS. These pillars structure TUI Cruises' sustainability activities and focus them on reducing the company's environmental footprint, embracing its social responsibility and achieving a sustainable

corporate transformation. At the same time, four key topics have been defined for each of the three pillars; the company plans to work intensively on these in the current decade.

By implementing the corresponding measures, TUI Cruises also supports the 17 Sustainable Development Goals (SDGs) of the United Nations. The SDGs aim at socially, economically and environmentally sustainable global development and are to be implemented by 2030. In this effort, TUI Cruises is focusing in particular on those destinations where the company can make a tangible contribution (see diagram on the next page).

For example, the SBTi targets and the adoption of environmentally friendly fuels both support climate protection (SDG 13). Circular economy activities and reducing the use of plastic are intended to protect ecosystems ashore and at sea (SDG 14 and 15). Last but not least,

TUI Cruises is helping achieve the SDGs by 2030 as planned via close cooperation with its parent companies as well as through various partnerships and association activities (SDG 17).

Consistent climate protection – setting the course

TUI Cruises' climate protection strategy was developed in 2022 and is a core element of this strategic framework. The Climate Protection Roadmap charts the course towards climate-neutral cruises and defines short, medium and long-term milestones in achieving the company's net-zero ambition. These include offering the first carbon-neutral cruise in 2030, achieving net-zero cruise operations by 2050, as well as the voluntary commitment to ambitious climate goals in alignment with the SBTi. At the very beginning of 2023, TUI Cruises reached an important milestone when the SBTi officially confirmed the climate targets that were developed. To achieve these goals and identify the corresponding levers, a Carbon Reduction Working Group began work in 2023. Further information on the climate protection strategy, the goals set and the milestones achieved so far can be found in the Environment chapter.

- Science Based Targets initiative (SBTi): <https://sciencebasedtargets.org/>
- TUI Group Sustainability Agenda: <https://www.tuigroup.com/en-en/responsibility/sustainability>
- Non-financial statement of the TUI Group: <https://www.royalcaribbeangroup.com/sustainability-2/>
- Royal Caribbean Group Seastainability Report 2023: <https://www.royalcaribbeangroup.com/wp-content/uploads/2024/04/Sustainability-Report-2023.pdf>

GRI 2-9; 2-12; 2-13; 2-23; 2-24; 2-25; 2-29; 3-2; 301/3-3; 303/3-3; 101/3-3; 305/3-3; 306/3-3; 401/3-3

07 | The three pillars of the sustainability strategy

PLANET



Minimising our environmental footprint

Decarbonizing cruise operations by 2050 as a long-term goal – and the circular economy as a guiding principle for our product development

Focus areas:

- Carbon reduction and Climate Protection Roadmap
- Fuel transition and energy efficiency
- Circular economy and waste reduction
- Protection of marine ecosystems



GRI 3-2; 301/3-3;
 302/3-3; 303/3-3;
 101/3-3; 305/3-3;
 306/3-3; 401/3-3;
 402/3-3; 405/3-3

PEOPLE



Promoting our social responsibility

Strengthening destination stewardship through sustainable shore excursion offerings, and the sustainable transformation of the supply chain

Focus areas:

- Sustainable shore excursions
- Responsible procurement and purchasing
- Educating customers and empowering employees
- Diversity and Inclusion



PROGRESS



Shaping a sustainable transformation

Driving sustainable transformation processes through innovation, and securing partnerships for a more sustainable cruise industry

Focus areas:

- Redesign of products and services
- Pioneering innovation in new-build projects
- Digitalisation as a key to success
- Integration of sustainability in core processes



STAKEHOLDER DIALOGUE

Transparency and open dialogue with all stakeholders are central elements in TUI Cruises' sustainability communication. The company's goal is to contribute to greater sustainability in all areas of fleet operation through fact-orientated dialogue. Sustainability reporting provides an important basis for this. For example, the Sustainability Report published for the 2022 reporting year was produced for the first time with reference to the globally recognised Global Reporting Initiative (GRI) standard – a key step in TUI Cruises' journey towards comprehensive reporting, especially with regard to the requirements of the EU CSRD.

As part of its routine business activities, TUI Cruises maintains regular contact with employees and their representatives, with customers, business partners and media representatives, as well as with the relevant environmental and industry associations. In addition, company employees are also frequently in touch with various stakeholders in the spheres of politics, business, society, and science. They maintain a continuous exchange with stakeholders in the environmental and social sectors, representing the company at stakeholder conferences and roundtable events held by governmental and non-governmental institutions.

Part of this stakeholder dialogue is institutionalised, i.e. it takes place within regularly recurring formats. For example, the monthly meetings of the Sustainability Committee of the German Travel Association, or

the bi-annual member events of the Futouris e.V. sustainability initiative, where the TUI Cruises Head of Sustainability is Chairwoman of the Board. Via this association, the company engages with numerous stakeholders on topics such as climate protection, biodiversity, waste and generally more sustainable tourism.

Through Futouris, the Cruise Lines International Association (CLIA) and the German Travel Association (DRV), TUI Cruises coordinates its activities within the German tourism industry, develops position papers and drives joint projects forward. In addition, TUI Cruises maintains dialogue with various environmental associations and non-governmental organisations (NGOs) on individual projects and regulatory developments. Through the regional port and cruise associations, TUI Cruises is also in contact with regional developments and monitors local interests. In some cases, there are additional discussions several times a year with local political stakeholders at the respective destinations, also within the framework of specialist conferences and panel discussions, to define sustainability-related goals and activities and make these transparent.

Last but not least, TUI Cruises is also a member of the industry dialogue 'Tourism for Sustainable Development', which is based at the German Federal Ministry for Economic Cooperation and Development.

Selected memberships (in 2023):

- Arqum GmbH
- B.A.U.M. e.V.
- Cruise Lines International Association (CLIA)
- German Travel Association (Head of Sustainability is Member of the Sustainability Committee)
- Futouris e.V. (Head of Sustainability is Chairwoman)
- Hamburg Cruise Center e.V.
- Hamburg Cruise Net e.V.
- German Shipowners' Association

GRI 2-6; 2-9;
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2-29; 303-1; 101/3-3;
101-2; 306/3-3;
401/3-3; 402/3-3;
415/3-3

2

TUI Cruises embraces its responsibility to make cruise operations as resource-efficient as possible and to continuously minimise its environmental footprint. The company is working towards offering its guests climate-neutral cruise operations in the future. Further, by operating its ships responsibly, the company aims to help preserve and protect marine ecosystems for generations to come.

ENVIRONMENT

Climate protection and decarbonization

Fuel consumption and energy
Resource consumption

CLIMATE PROTECTION AND DECARBONIZATION

Climate protection and emissions reduction are core priorities of TUI Cruises’ environmental management, as the company’s environmental footprint is mainly characterised by CO₂-intensive fleet operation. However, (upstream) goods and services procurement and (downstream) handling of freshwater, other resources and waste also play a major role in the company’s environmental footprint.

At the same time, TUI Cruises understands its particular responsibility towards its cruise destinations, which are often threatened by the impacts of climate change. Here the company acts both on its own ethical principles and in its own interest: a tourism company’s business model fundamentally relies on the ecosystems and infrastructure at its destinations as well as on the well-being of the local populations. Through its environmental management, TUI Cruises wants to contribute to securing local communities’ living conditions in order to make an active contribution to limiting global warming.

The ‘PLANET’ pillar of TUI Cruises’ sustainability strategy defines the key priorities of this effort: climate protection, the responsible use of resources, and protecting marine ecosystems. Specific measures in

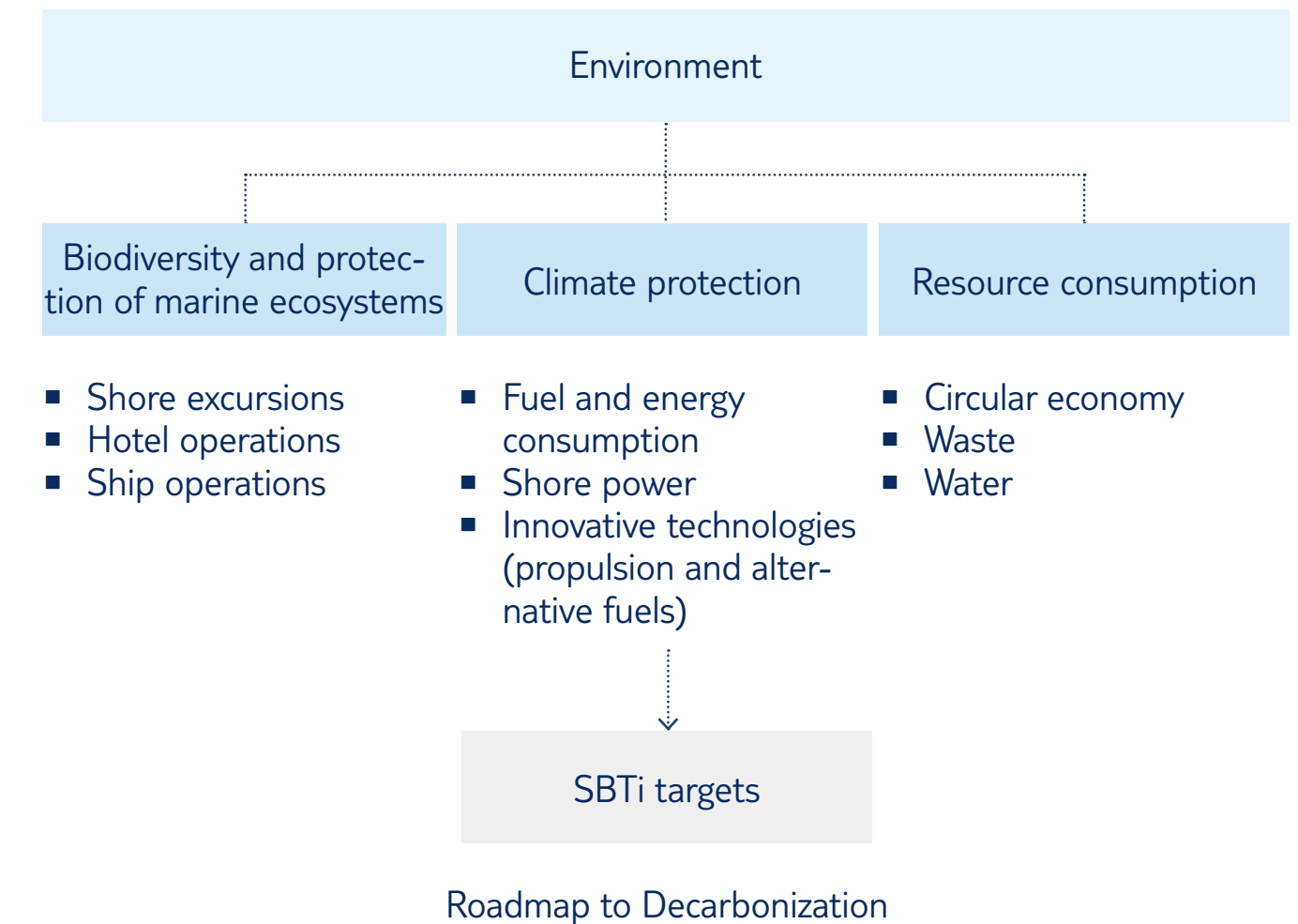
the respective fields of action focus on achieving the goals the company has set itself. This holds true for climate protection in particular, where TUI Cruises is following a detailed Roadmap to Decarbonization derived from science-based targets, which was reviewed by the SBTi and validated in 2023.

Clearly assigned responsibility for environmental topics

Responsibility for environmental topics is clearly regulated at TUI Cruises. As a central organisation, the Sustainability Department manages environmental topics for the company and its two fleets, coordinates corresponding measures and provides technical expertise to accompany their implementation by the operational departments. Short and medium-term objectives, such as those set out in the Roadmap to Decarbonization, provide the framework for each measure. In some projects, such as the WASTELESS programme, the Sustainability Department is also responsible for implementation.

When implementing climate protection and decarbonization measures, the relevant operational departments cooperate closely to make ship operations, fuel supply and itinerary planning as climate-friendly as

08 | Sustainability strategy – ESG | Environment



GRI 2-6; 2-13;
201/3-3; 201-2;
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303/3-3; 303-2;
101-2; 305/3-3;
306/3-3; 101/3-3

Climate protection and decarbonization

Fuel consumption and energy

Resource consumption

possible. The measures set out in the Roadmap to Decarbonization are managed and implemented by a specially established Carbon Reduction Working Group. This group coordinates closely with the officers and managers responsible on the respective ships – i.e. the Captain, Chief Engineer, Environmental Officer, General Manager and Hotel Manager.

Resource optimisation measures are managed by the Sustainability Department. In addition to waste prevention and disposal, these focus on topics such as recycling, reuse, and using materials that are as sustainable as possible. This way, TUI Cruises is working to support the development of a circular economy in as many areas of its business as possible.

The individual measures are then implemented as part of ship operations. For example, the Environmental Officer is responsible for onboard operational waste management. Ashore, Product Management and Procurement work to ensure waste avoidance, for example by giving suppliers clear guidelines for avoiding unnecessary packaging and disposable products. Hotel Management, the Environmental Officer and onshore Ship Management are particularly responsible for efficient water management on board.

The ship's leadership team and the onboard Environmental Officer are responsible for protecting the marine environment. They focus here mainly on the handling of ballast water, wastewater treatment and the corresponding systems. Ashore, Procurement, Destination Management and Product Management contribute to achieving the

Environmental Officer – the authority for environmental protection on board *Mein Schiff*®

Together with the Royal Caribbean Group's and TUI Cruises' shore-based Environmental Management teams, the Environmental Officers on board the *Mein Schiff*® fleet ensure operational environmental processes and procedures. These include waste management and wastewater treatment, chemicals handling, exhaust gas purification monitoring and increasing energy efficiency.

In addition, the Environmental Officers carry out environment-related training for the crew. On board, for example, the 'Save the Waves' environmental training course is mandatory for every crew member at the start of their contract. This course is part of the RCG's environmental protection programme of the same name. In addition, the Environmental Officers are the contact partners for the guests on board, for instance during the technical-nautical Question and Answer sessions and during ship tours.

Environmental Officers report directly to the Captain and are authorised to direct the crew to ensure environmental compliance and the professional handling of waste on board in particular. Ashore, they report to RCG's Environmental Stewardship and TUI Cruises' central Sustainability Management in Hamburg. Reporting scope and content are defined by the respective regulatory requirements, such as MARPOL documentation on the various types of waste and wastewater. In addition, event-related reports are

required on specific onboard environmental processes and as part of projects initiated ashore.

When filling related job vacancies, TUI Cruises places great importance on applicants' qualifications and professional competence. The fundamental prerequisite for employment is a corresponding university degree, for example in Environmental Sciences, Sustainability Management, Biology or Oceanography. Even before their first contractual assignment, future Environmental Officers are prepared thoroughly for their task in a one-week course (Level I training). This is followed by at least three weeks' induction by experienced colleagues on their first onboard assignment, as well as one week's on-the-job training with the Fleet Environmental Officer. Every 18 months, the Environmental Officers must take part in an extended training course (Level II training).

To ensure there is always an Environmental Officer on board, two Environmental Officers are on duty on each ship in the *Mein Schiff*® fleet in constant rotation and take turns every three months. Hapag-Lloyd Cruises is planning to appoint an additional Officer to take on around 50% of onboard operational environmental management tasks in addition to nautical tasks.

GRI 2-13; 2-29;
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101/3-3; 305/3-3;
306/3-3; 404-2

Climate protection and decarbonization

Fuel consumption and energy
Resource consumption

environmental goals, for example regarding species conservation, biodiversity and animal welfare aspects in the design of products as well as shore excursions. Here, TUI Cruises experts maintain close contact with the service provider sea chefs whenever necessary, with a special focus on food and hotel equipment.

Guidelines and voluntary commitments

Two central policy frameworks guide all TUI Cruises’ environmental management activities: the Environmental Policy and the Quality Policy. These summarise the environmental principles underpinning TUI Cruises’ business activities and thus formulate the company’s voluntary commitment – from the full preservation of nature and the efficient use of energy and resources, through consistent environmental protection and minimising the negative impact of business activities, to meeting guests’ quality and environmental requirements, and ensuring compliance with respective legal obligations.

Both policies are regularly updated and proactively communicated to all business partners. Due to the heavy workload during the pandemic, this communication was interrupted in the past three years; nevertheless, it will resume in 2024.

Within the company, policies are communicated to employees ashore primarily via a sustainability training course for new employees and an introduction to the Integrated Management System by the Quality Department. There is an Environmental Policy formulated by the Royal Caribbean Group for ships’ crews; this is actively communicated to crew members in mandatory environmental training and can also be viewed at any time on the ship’s environmental noticeboard.

Besides the above there are further corporate guidelines and position papers that go beyond legal requirements and describe TUI Cruises’ claim and voluntary commitment in the environmental area. In addition to the TUI Cruises Code of Conduct, these include the Shore Excursion Policy (see Social Responsibility | Responsibility for Society), the Guideline on Environmental Protection in the Workplace, and the Company Statement on Eliminating Products Containing Microplastics on board the *Mein Schiff*® Fleet. Additionally, there are various guidelines for sustainable procurement, for instance on procuring environmentally friendly paper products, and holding environmentally friendly events.

On board each ship, all environmental guidelines, standards and work instructions are bound together in the Environmental Manual of the Ship’s Safety and Quality Manual (SQM). The respective Environmental Officers are responsible for implementation; this ensures compliance with all environmental regulations for ship operations, especially with the MARPOL Environmental Convention, the Emissions Control Areas

(ECAs) areas defined by the International Maritime Organization (IMO) and the operation of exhaust-gas purification systems. Requirements for waste disposal and the documentation of all environmentally relevant processes and activities of a ship are also defined in the Environmental Manual.



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2-24; 301/3-3;
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404-2

Climate protection and decarbonization

Fuel consumption and energy

Resource consumption

The Roadmap to Decarbonization

Climate protection and decarbonization are the core topic areas within TUI Cruises' sustainability strategy. They represent the most effective lever for the company to reduce its environmental footprint and minimise its burden on the environment. TUI Cruises is convinced that the decarbonization of shipping can only be achieved holistically across the industry. With a share of approx. 0.6% of the total shipping sector, cruise shipping cannot drive decarbonization on its own; nevertheless, it has been setting standards in maritime environmental protection for years with technical innovations and therefore plays a pioneering role in climate protection within the shipping sector.

The TUI Cruises Roadmap to Decarbonization was developed in close consultation with the two parent companies and is being continuously developed further in collaboration with them. The target corridor is defined in particular by the European Union's climate targets, the IMO Greenhouse Gas Strategy and the Cruise Lines International Association (CLIA) climate protection commitments. Based on the overarching decarbonization strategies of the two parent companies, TUI Cruises Management provides the guidelines, which are specified by the Sustainability Department together with other relevant departments in the company.

GRI 2-13; 2-23;
2-25; 305/3-3

Roadmap to Decarbonization – on course for climate-neutral cruises

The Roadmap to Decarbonization was first defined in 2022. This was followed by the successful validation of TUI Cruises' climate target by SBTi at the beginning of 2023. Given this background, TUI Cruises has detailed its course towards achieving the SBTi target by 2030 in its internal Roadmap to Decarbonization. The technical and operational measures are usually defined across fleets but also on a ship-specific basis, depending on planned dry-dock periods, the respective sailing area and technical requirements.

The required measures and investments are determined based on the budgets approved annually by the Management and the respective CO₂ reduction plan; implementation is then continually monitored by the project lead. Management is informed monthly about the status of respective measures and so is the TUI Group, which has calculated the targets and officially submitted them to the SBTi.

A specially established working group consisting of experts from the relevant departments is driving the implementation of measures. Under the leadership of Sustainability Management, intensive work is being done to implement the numerous measures according to plan.

In addition, TUI Cruises is implementing a wide range of measures to achieve its short, medium and long-term climate targets. These range from retrofitting shore-power connections and using green shore power, through testing and blending biofuels, to innovative new propulsion technologies enabling the future use of climate-friendly fuels.

Climate protection and decarbonization

Fuel consumption and energy
Resource consumption

The Roadmap to Decarbonization is a core element within TUI Cruises' Sustainability Strategy 2030, and its implementation is therefore a key corporate goal. TUI Cruises has set itself specific short, medium and long-term targets for further operationalisation. For example, the *Mein Schiff*® fleet has the goal of reducing CO₂ emissions by 40% by 2025 compared to the 2015 baseline.

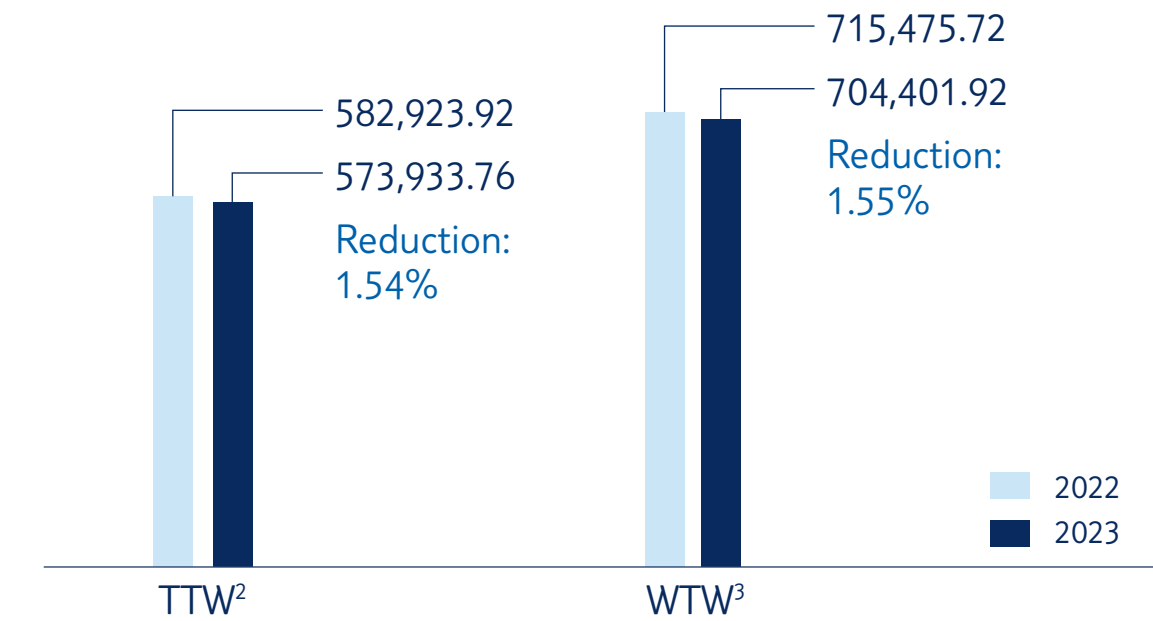
In the medium term, i.e. by 2030 at the latest, TUI Cruises wants to operate the first climate-neutral cruise. Together with Marella Cruises, a TUI Group cruise brand, TUI Cruises has also committed to reducing absolute CO₂e emissions by more than a quarter (27.5%) by 2030 compared to 2019. This target was validated by the SBTi in 2023 as part of a review of TUI Group's CO₂e reduction targets for its cruise sector – in addition to TUI Group's sector targets for airlines and own hotels. Along with Marella Cruises, TUI Cruises is thus one of the first cruise industry companies to have a scientifically based and independently audited CO₂e reduction target for fuel-related greenhouse gas emissions (Scope 1 and Scope 3, 'Well-to-Wake').

The Roadmap to Decarbonization is a specific action plan and was developed for the implementation of the SBTi target by 2030. It serves as a timetable for technical and operational reduction measures as well as for associated investments; it also models the corresponding CO₂e reductions.

In the long term, TUI Cruises' goal is to achieve climate-neutral operations by 2050 at the latest. The company is thus following the [IMO Greenhouse Gas Strategy](#) and the [CLIA climate target](#) of achieving net-zero emissions by 2050.

TUI Cruises is convinced that operating its ships sustainably and investing consistently in environmental protection will pay off in the long term – for the environment as well as for the company. Customers' expectations, the requirements of politicians and NGOs as well as legal regulations are also indicating a clear course towards climate-neutral ship operations. From a commercial perspective, the inclusion of shipping in the European Emissions Trading System in 2024 will also promote investments in low-CO₂ technologies and fuels.

09 | Greenhouse gas emissions from fuel consumption (CO₂e)
in metric tonnes¹



In 2022 the biofuel blend was not integrated in the emissions calculation. In 2023 the biofuel blend was integrated in the CO₂ TTW calculation.

¹ Gases included: CO₂, CH₄, N₂O; source for the emissions factors/values applied for the global warming target: DEFRA 2023 – GHG Conversion factors
² TTW: Tank-to-Wake (Scope 1). This calculation exclusively comprises greenhouse gas emissions arising from onboard fuel combustion (also known as 'downstream emissions').
³ WTW: Well-to-Wake (Scope 3). This calculation applies the Life Cycle Analysis methodology and comprises the greenhouse gas emissions of a fuel that arise from its production, transportation and then its use onboard a ship.

10 | Emissions intensity (CO₂e)
in kilogrammes/APCD¹

	2022	2023
TTW ²	89.80	88.10

¹ Available Passenger Cruise Days
² TTW: Tank-to-Wake (Scope 1). This calculation exclusively comprises greenhouse gas emissions arising from onboard fuel combustion (also known as 'downstream emissions').

GRI 2-23; 2-24;
2-25; 305/3-3;
305-1; 305-3;
305-4; 305-5

FUEL CONSUMPTION AND ENERGY

The decisive levers for reducing CO₂ emissions and other air pollutants are the reduction of fuel consumption, the most efficient use possible of onboard energy, and the use of alternative low-CO₂ fuels. TUI Cruises is taking targeted measures to access all of these.

Fuel consumption is already influenced during the itinerary planning by selecting the route and speed. For example, routing adjustments and optimal port arrival and departure times enable a lower speed between two destinations – and the lower engine load reduces fuel consumption correspondingly. Furthermore, TUI Cruises developed and implemented guiding principles for ship management in the reporting year, which contain specific instructions for energy-efficient operation and navigation.

Consumption by onboard technical systems, such as air conditioning, lighting and electrical appliances in the galley sector, can be reduced by selecting models that are as energy-efficient as possible. In addition, using the waste heat of the engines can also lower specific energy consumption.

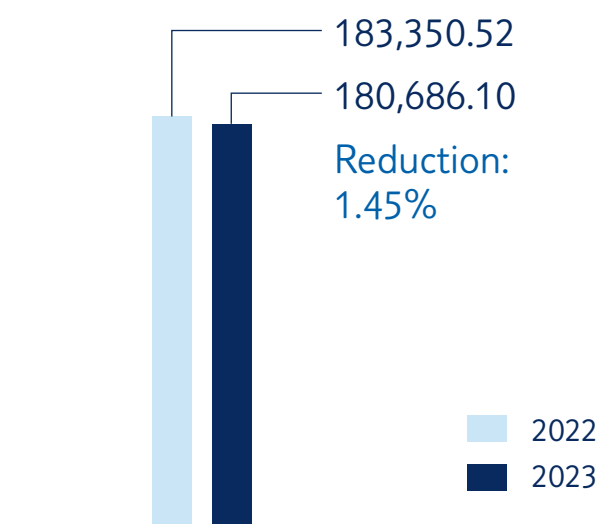
Last but not least, technical measures such as the use of alternative low-CO₂ fuels and a corresponding ship design, in particular hull design, make a major contribution to minimising fuel consumption. In addition, exhaust gas purification measures are in place to effectively limit the emission of air pollutants (see subchapter [Innovative Technologies](#)).

Dry-dock periods are often used for ship optimisation. In the reporting year, *Mein Schiff 1*, *Mein Schiff 5* and HANSEATIC nature were given new underwater coatings. According to the manufacturer, this measure alone should lead to average annual fuel savings of around 8% over the next five years.

Improved planning – higher efficiency

Fuel and energy consumption at TUI Cruises has so far been evaluated on a ship and fleet basis. Since 2023 this process has received additional organisational support: in future, the newly created position of Fleet Energy Performance Manager will monitor fuel and energy consumption in even greater detail, for instance on the basis of individual voyages, to be able to provide direct feedback to the ship's command team. Furthermore, the development of specific measures and concepts, for example introducing new fuel-saving technologies, is one of the tasks of this new role.

11 | Fuel consumption on board in metric tonnes



12 | Breakdown of fuel types used in metric tonnes

	2022	2023
HFO	110,543.45	116,394.48
MGO	51,955.67	46,579.95
VLSFO	20,780.73	17,609.26
Biofuel-Blend (Biofuel, MGO)	70.68	102.40

HFO = Heavy Fuel Oil
MGO = Marine Gasoil
VLSFO = Very Low Sulphur Fuel Oil

GRI 2-13; 2-25;
302/3-3; 302-1;
302-4; 305/3-3

The introduction of various data platforms is scheduled for 2024 that will enable real time energy-data analysis. In addition, TUI Cruises plans to introduce a range of tools for operational optimisation. Furthermore, the company intends to pilot robot-assisted outer hull cleaning and to test a new underwater hull coating. Measures such as these lower ships' hull water-resistance and therefore have a direct effect on fuel consumption.

Even though the potential for CO₂ reduction in ship operations is disproportionately greater, TUI Cruises also monitors energy consumption at its shoreside office sites very carefully. This is mainly determined by the consumption of electricity and heating energy. Within a cluster procedure with the TUI Group, regular energy audits are carried out at the two leased locations in accordance with Section 8a EDL-G. For example, the Berlin location was audited in 2023, and the most recent audit in Hamburg took place in 2019.

Shore power

The consistent use of shore power is an effective lever in reducing atmospheric emissions and a decisive factor in being able to offer climate-neutral cruises in future. This is because cruise ships spend around 40% of their operating time in port. If a ship is supplied with shore power during its port call, the main engines can largely be shut down during this period, significantly reducing emissions.

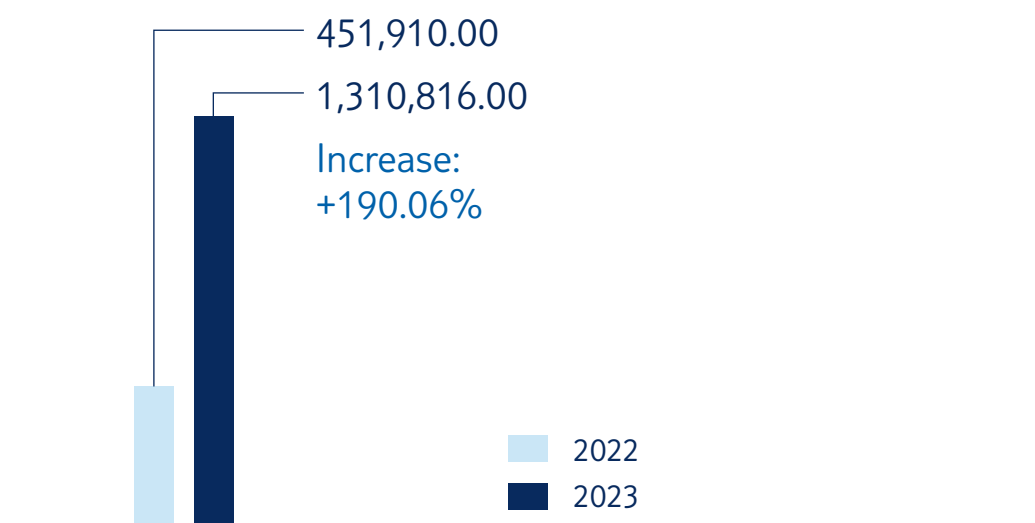
For example, the fleet's continuous shore power capability is an integral element of TUI Cruises' Roadmap to Decarbonization. The company is pursuing its voluntary commitment to using shore power for both fleets wherever available. Even during itinerary planning, ports with shore power supply are especially considered and included in the company's cruise routes. However, the availability of shore power remains a challenge. The European Union has decided that shore power for cruise ships should be available in all major ports of the Union by 2030. But even in 2023, shore power installations in ports still numbered just under a dozen, most of them in Northern Europe.

TUI Cruises continues to follow EU requirements and provides concrete support for shore power projects with expertise, technical specifications, port call forecasts and letters of intent in order to provide ports with planning security. This is always under the premise that the electricity provided locally is climate-friendly, i.e. generated from renewable sources, and thus actually makes a positive contribution to climate protection.



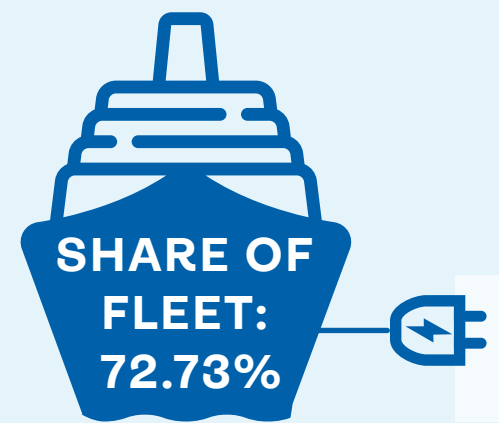
GRI 2-25; 302/3-3; 302-1; 305/3-3

13 | TUI Cruises fleet consumption of shore power in kilowatt-hours



SHORE POWER CAPABLE FLEET

- HANSEATIC nature**
- HANSEATIC inspiration**
- HANSEATIC spirit**
- EUROPA 2**
- Mein Schiff 1**
- Mein Schiff 4**
- Mein Schiff 5**
- Mein Schiff 6**



RETROFITTING FOR SHORE-POWER CAPABILITY

- Mein Schiff 2** — 2024
- Mein Schiff 3** — 2025

All new TUI Cruises new-build ships are consistently equipped with shore-power connections. Ships already in service are being retrofitted progressively, mostly as part of routine lay-up periods. In the reporting year, fleet retrofitting continued as planned; as at the end of 2023, eight of eleven ships were equipped with shore-power connections. The company's goal remains to operate a fully shore power-capable fleet by 2030.

Innovative technologies

Consistent climate protection also means always using the best technologies in each case to reduce CO₂ emissions and air pollutants. This applies both to ship new-build projects and to the consistent retrofitting of existing fleets. In this regard, TUI Cruises is following a long tradition with both its fleets. In 2013, for example, the EUROPA 2 was one of the first cruise ships to be delivered with a shore power connection and selective catalytic reduction system (SCR). All HANSEATIC expedition ships have also been delivered with SCRs.

In 2014 *Mein Schiff*[®] also set industry-wide standards with the first new build, *Mein Schiff 3*. The combined onboard exhaust-gas purification system of hybrid scrubbers and SCRs reduces sulphur emissions by up to 99%, nitrogen emissions by around 75% and particulate emissions by up to 60%. All ships in the *Mein Schiff*[®] fleet are now equipped with such a system.

Existing fleet

By using lower-emission fuels, such as marine gas oil (MGO) for the Hapag-Lloyd Cruises fleet, as well as implementing exhaust-gas purification systems consistently across both fleets, TUI Cruises has already significantly reduced ship operation emissions.

The corresponding ship operation standards go significantly beyond legal requirements. For example, MGO (0.1% sulphur content) and scrubbers (*Mein Schiff*[®] fleet, also adjusted to 0.1% exhaust gas sulphur content) operate well below the international IMO standard, which specifies an exhaust-gas sulphur limit of 0.5%.

In addition, TUI Cruises' fleet-wide guideline specifies the use of SCRs in all coastal regions and at piers worldwide. Legally, this is only required for the two Nitrogen Oxide Emission Control Areas (NECAs) on the coasts of the USA and Canada as well as the North Sea and Baltic Sea.

TUI Cruises continues to work consistently on the transformation of the fuels it uses. Theoretically, all TUI Cruises ships can currently be operated on a biodiesel mixture; only synthetic e-fuels cannot be used without technical modifications to engines and tanks, for example. Due to the cost and limited availability of sustainable biodiesel, only isolated tests have been carried out so far. However, the company plans to increase its consumption share of this fuel progressively.



As an example, in summer 2023 a biodiesel blend was successfully tested on the ship's engines of *Mein Schiff 4* for the first time. The biodiesel blend tested comprised used cooking oil residues and was blended at a ratio of 30 to 70 (30% biodiesel/70% marine diesel). In contrast, biofuel bunkering at Hapag-Lloyd Cruises planned for September 2023 had to be cancelled due to the supplier's delivery difficulties.

GRI 2-23; 2-24;
2-25; 302/3-3;
305/3-3

New buildings

The TUI Cruises fleets are among the youngest and most energy-efficient fleets on the international ocean cruise market. All ships meet the requirements of the IMO Energy Efficiency Design Index (EEDI) when they are put into service, and in most cases these requirements are even far exceeded.

When planning new-build projects, TUI Cruises participates in the research and development work of the Royal Caribbean Group, whose experts have researched next-generation propulsion systems for many years. Other key development partners are the engine manufacturers for existing TUI Cruises ships and the shipyards commissioned.

Going forward, TUI Cruises will continue to focus consistently on technical innovations in ship propulsion. While it is currently impossible to predict exactly which low-emission fuels will dominate in the long term, especially on a global scale, TUI Cruises has decided to pursue two technical approaches for its two current new-building projects

(*Mein Schiff 7* and the InTUltion ship class): *Mein Schiff 7* will be one of the first cruise ships designed with a methanol-capable propulsion system (four-stroke engine) so it can use green methanol in future. This can dramatically reduce greenhouse gas emissions. The first methanol propulsion projects are currently in the planning and implementation phase for two-stroke engines in commercial shipping.

With the InTUltion class, TUI Cruises is pursuing the use of liquefied gas as a fuel. With dual-fuel engines, fossil LNG can still be used during the transition. The use of synthetic LNG, e.g. E-LNG, is also possible without technical adjustments; this will enable ships to use more climate-friendly fuels and run on blends of these in the near future – an important prerequisite for TUI Cruises in achieving its own climate targets by 2030 and beyond. The challenge, especially in the years to come, will be to drive the development, production and distribution of low-emission synthetic fuels – so-called ‘future fuels’. Similar to air transport, ocean shipping is also highly dependent on these fuels becoming market-ready and available on an international scale.



The newest ship in the fleet, *Mein Schiff 7*, on its first visit to the port of Kiel meeting its sister ship *Mein Schiff 1*.

GRI 2-23; 2-24;
2-25; 302/3-3;
305/3-3

RESOURCE CONSUMPTION

Promoting the circular economy

To use resources as responsibly as possible and permanently relieve the burden on the environment and climate, materials and products need to be kept in the cycle for as long as possible. Based on this understanding, TUI Cruises supports the emergence of the circular economy and follows a holistic approach that shapes the value chains as an overarching principle – from product design, through production and use, to disposal or recycling. As a tourism company, TUI Cruises can contribute here primarily through its procurement approach and targeted supply-chain management. The company is therefore establishing processes to promote environmentally friendly product design and product recycling, to establish sustainable consumption structures, and to use products made from recycled or bio-based materials in a targeted way.

Initial measures for a sustainable circular economy approach (circularity concept) have already been developed or are already being implemented:

- Supply-chain analysis and further training on the circular economy topic area
- Identification of key products and suppliers
- Definition of procurement guidelines for circular products and packaging
- Definition of guidelines for the procurement of suitable materials
- Optimisation of onboard sorting and recycling processes.

Furthermore, on board there are already several specific examples of the circular economy principle today. The focus here is on using sustainable materials in the hotel area, the offer of appropriate products and food for guests, as well as the design of cabins and furniture in which more and more recycled materials are used. For example, the Grööne Bar on *Mein Schiff 3* was redesigned according to sustainable principles during a dry-dock in 2022. The conversion was awarded the Cruise Ship Interiors Award in 2023 in the 'Most Sustainable Interior' category.

As a further measure, the protective panels on walls, floors and windows were collected during HANSEATIC nature's dry-dock in Bremerhaven and returned to the manufacturer, who uses them to manufacture new protective products, thus closing the materials cycle. Old carpet was also collected and processed into new products such as clipboards, which will be used on *Mein Schiff 7* in future.

Last but not least, regular furniture donations such as TUI Cruises' support of 'DER HAFEN HILFT! e.V.' ('The Harbour Helps') contribute to extending furniture product life and also serve a social purpose: this charity organises well-preserved material donations for further use to people with limited resources in and around Hamburg, as well as to other social charities.



Furniture is selected and designed to be as recyclable as possible. Furnishings and carpets are later up- or recycled.

GRI 2-23; 2-25;
 301/3-3; 306/3-3;
 306-2; 404/3-3

Focus on waste and water

Especially for a cruise company such as TUI Cruises, the responsible use of natural resources is a core environmental management topic. The focus is on the waste and water topic areas. TUI Cruises pursues a clear strategy in both areas, with specific objectives. For instance, the company works with various stakeholder groups to reduce the use of plastic, in collaboration with Futouris e.V. and [Travel without Plastic](#). At the same time, the company also involves its guests in related activities and shows them ways to contribute to reducing onboard waste and water consumption.

GRI 2-24; 2-25;
2-29; 301/3-3;
303/3-3; 303-1;
303-2; 306/3-3;
306-1; 306-2

Waste

TUI Cruises' waste management follows the principle of 'avoiding before reducing before recycling'. The goal is to avoid onboard waste as far as possible, for example by purchasing large containers of goods instead of single-portion packaging and by applying reusable solutions such as refillable cabin water carafes.

TUI Cruises proactively seeks dialogue with partners and suppliers as early as the procurement stage in order to source products and materials that are as environmentally friendly as possible. The company engages in a particularly close exchange with sea chefs, as this service provider procures a major share of products for the ships' hotel operations.

Unavoidable onboard waste is collected, separated into different types, and whenever possible recycled and disposed of in port in an environmentally friendly way. Even during shore excursions, care is taken not to leave any environmentally harmful traces: any waste is collected and disposed of correctly.

Onboard waste separation is comparable to shoreside processes: paper, glass, food waste, plastic, packaging material, cans as well as hazardous waste and hazardous substances are carefully separated. Some of these are shredded and pressed into cubes on board and then handed over to waste disposal companies in ports for environmentally friendly recycling or disposal, e.g. thermal recovery.

Waste sorting and disposal are carried out in accordance with MARPOL regulations. The quantities and types of waste generated are documented accordingly in the onboard Garbage Record Book and recorded centrally via the Royal Caribbean Group in an online database. TUI Cruises' Sustainability Management then collates and evaluates this data for the two fleets. The respective disposal companies' waste receipts form the basis for this. In some ports (e.g. Barcelona), TUI Cruises has direct contracts with waste management companies, but in most ports the waste management service providers are contracted by the Port Authority.

Currently, related measures focus on avoiding plastic waste and transportation packaging as well as reducing the amount of paper. For example, TUI Cruises is replacing print products such as onboard training materials with digital media, thereby reducing paper consumption.



Waste recycling in port



Refillable soap/skin-cream dispensers, glass grinder in the Waste Depot

In future, TUI Cruises intends to further expand its waste reduction measures and assign ambitious targets to these with a view to achieving a higher recycling rate as well as reducing waste packaging materials.

A specific target has already been set for the *Mein Schiff*® fleet: compared to the 2019 base year, waste volume is to be reduced by 20% by 2025. As at the end of the reporting year, this target had already been significantly exceeded, and a reduction of more than 30% had been achieved.

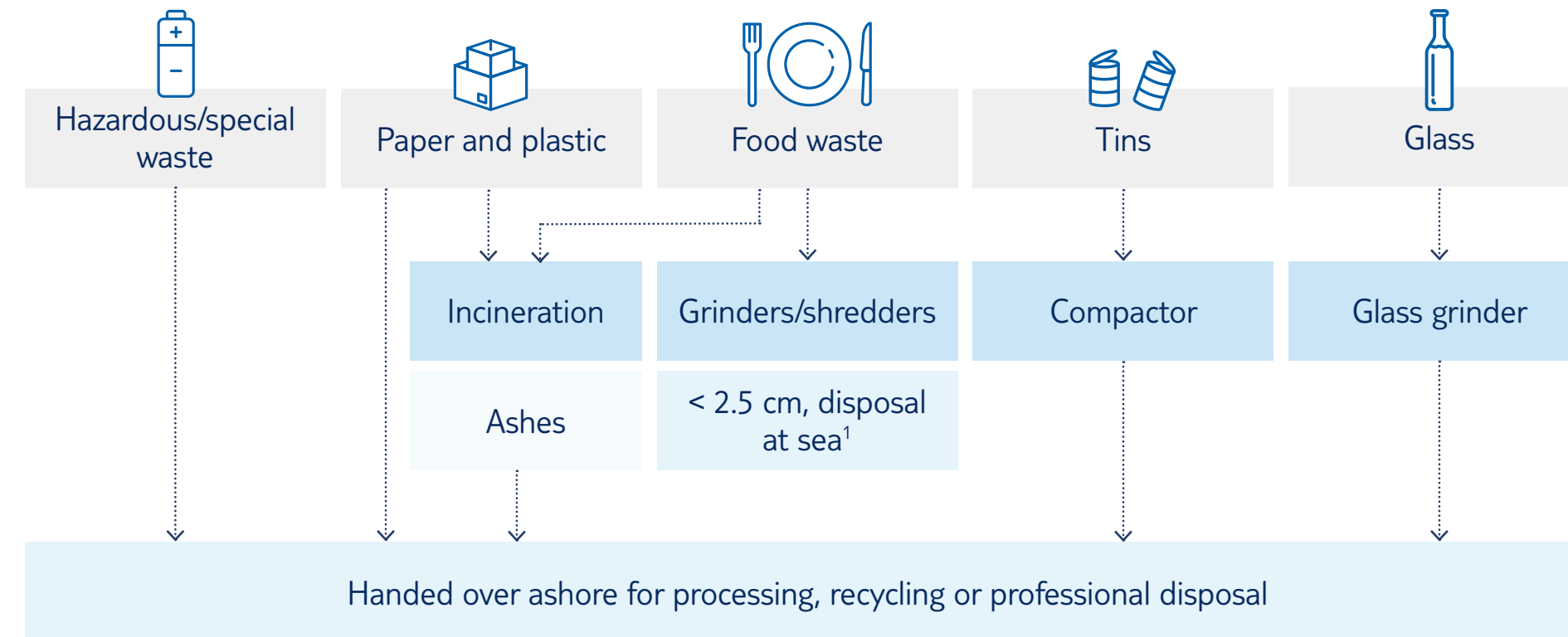
GRI 2-25; 301/3-3;
 306/3-3; 306-1;
 306-2; 306-3

WASTELESS – reusable instead of disposable

Along with the TUI Group, TUI Cruises has joined the Global Tourism Plastic Initiative and made a voluntary commitment to avoid plastic. The objective is to eliminate problematic or unnecessary plastic packaging and items on board. With the WASTELESS program, TUI Cruises is already setting an example for the avoidance and reduction of plastic and single-use products on board its ships. For example, in 2022 paper straws were replaced by glass drinking tubes that can be cleaned and reused. This way the company saves around ten million plastic straws per year and relieves the environment of around ten metric tonnes of plastic*. Reusable and BPA-free ice-cream cups are now used in all ice-cream bars in the *Mein Schiff*® fleet. Since 2023, ice-cream spoons are no longer made of wood but of stainless steel and can therefore also be reused. Stainless steel will also be used for chopsticks in future,

* Estimate by TUI Cruises, assuming a plastic straw weighs approx. 1 gramme.

14 | Onboard waste disposal

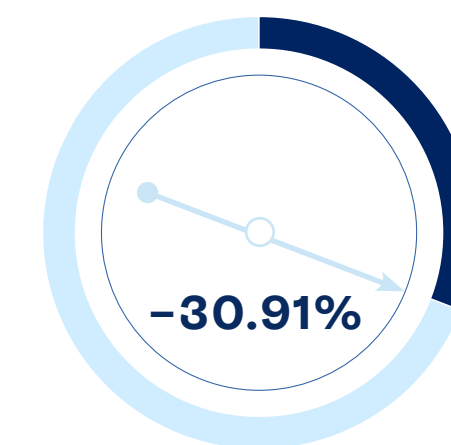


¹ At more than 12 nautical miles from shore (1 nautical mile = approx. 1.85 km)

15 | TUI Cruises fleet waste volume
 in cubic metres

	2022	2023
Waste volume	54,593.47	56,615.42

16 | Reduction of waste volume
 Base year 2019; *Mein Schiff*® fleet



meaning that around 30,000 wooden sticks can be eliminated every year. Since 2023, TUI Cruises has also dispensed with rubbish bags in the main cabin rooms across the entire *Mein Schiff*® fleet, saving around 1.6 million bags a year. Rubbish bags are currently only used in the bathrooms. In total, the measures implemented in 2023 will reduce the burden on the environment by a further 3.6 million disposable items. Since the launch of the WASTELESS program, these savings add up to more than 34 million plastic and disposable items.

Numerous plastic-reduction measures have also already been implemented in the Hapag-Lloyd Cruises fleet. Plastic drinking straws have gone, biodegradable coffee capsules are provided in the suites and disposable tableware is avoided on shore excursions such as beach barbecues.

Water and wastewater

Using water responsibly is a matter of course for a cruise company such as TUI Cruises. Ship operations are in focus here too, while the very low water consumption at the rented shoreside office sites is largely negligible.

TUI Cruises aims to reduce onboard water consumption continuously and to promote the responsible use of sea and freshwater through targeted measures. From black and grey water to the liquids in food waste, all wastewater is treated using state-of-the-art treatment technologies* which perform far beyond legal requirements. In addition,

both fleets’ ships produce the majority of their freshwater demand on board with their own seawater desalination systems; this significantly reduces the need for freshwater to be bunkered in ports, which is particularly important in water-scarce destinations.

Freshwater

Freshwater can either be bunkered ashore in ports or generated on board by a seawater desalination plant. For this purpose, seawater is taken on outside the twelve nautical mile zone and transformed into freshwater on board via reverse osmosis. Following various mineralisation stages this water can then also be used as drinking water.

Water is consumed in various ways onboard the fleets, just as it would be in a hotel ashore – and the water-saving measures are also very similar. Reduced towel and linen changes, infrared trigger taps, vacuum toilets, efficient dishwashers and washing machines all contribute to making onboard freshwater consumption lower in some cases than at hotels ashore.

TUI Cruises intends to reduce water consumption further. However,

17 | Freshwater production and bunkering

	2022		2023	
	in m ³	in %	in m ³	in %
Freshwater production on board	1,508,069.60	90.67	1,732,546.40	89.97
Freshwater bunkering ashore	155,248.40	9.33	193,094.20	10.03

the technical possibilities for this are limited because the comparatively new ships in both fleets already use state of the art water-saving systems. Further improvements must therefore be achieved primarily through behavioural changes in water consumption.

Wastewater

To ensure consistently responsible wastewater management, TUI Cruises has implemented efficient water management processes on all its ships. The Environmental Manual of the SQM contains a separate chapter on wastewater and bilgewater as well as ballast water, which describes the individual standards and processes for treatment and discharge in detail.

Regarding wastewater management, TUI Cruises complies with MARPOL requirements as well as local laws which are sometimes more stringent; these are documented centrally in the Environmental Matrix for each port. In accordance with these specifications, the Environmental Officers, or the Staff Captain at Hapag-Lloyd Cruises, carry out wastewater discharge planning together with the ship’s command and the respective Port Authority. All wastewater discharges (ashore and at sea) must be precisely documented and proven during port inspections.

Beyond this, TUI Cruises has joined the voluntary commitment of the CLIA industry association, which goes beyond existing statutory requirements. According to this, TUI Cruises treats all wastewater, including greywater, during regular ship operations. According to MARPOL, the treatment of greywater is not mandatory.

GRI 2-23; 2-24;
 2-25; 2-29; 301/3-3;
 303/3-3; 303-1;
 303-2; 303-3;
 306/3-3; 306-1;
 306-2

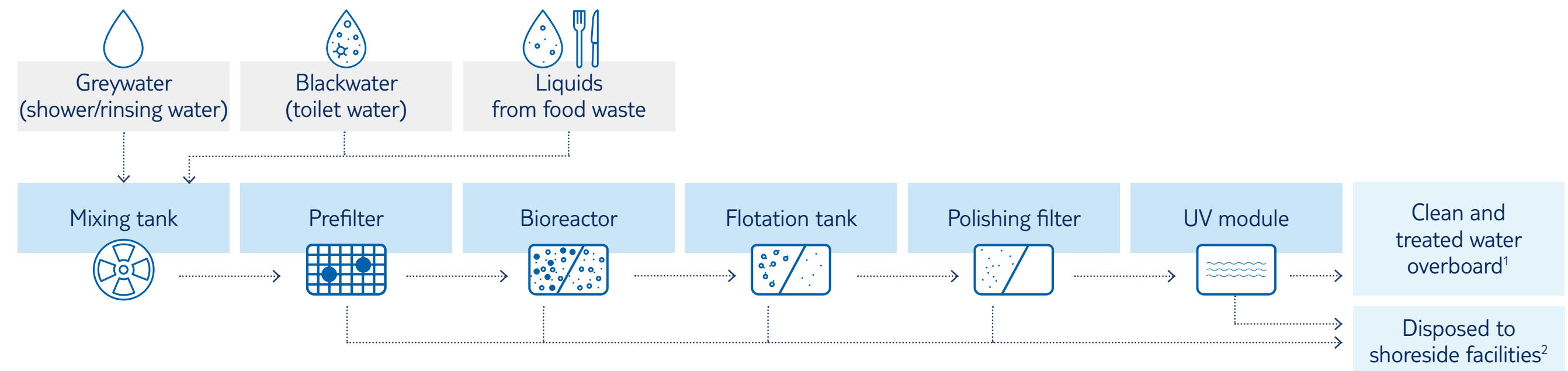
* Except the EUROPA

TUI Cruises has also committed itself to a stricter limit for the treatment of bilgewater: the oil content in bilgewater is limited to a maximum of 5 ppm, while the international limit is 15 ppm. Compliance is ensured by an oil separator that separates oil from engine-room bilgewater until the oil content is no more than 5 ppm. This limit is continuously monitored until the treated water is discharged into the sea. TUI Cruises offloads the oily residues exclusively to qualified waste-disposal companies ashore.

All TUI Cruises ships are equipped with wastewater treatment systems. In most cases these are latest-generation of AWP (Advanced Wastewater Purification) systems. Only the EUROPA still used a simplified wastewater treatment plant in 2023. However, retrofitting this ship with a hybrid system is planned for 2024.

On almost all ships, all wastewater generated on board is treated via UV disinfection in a five-stage wastewater treatment system; the treatment standard is comparable to that of onshore wastewater treatment plants. All treated wastewater is either discharged outside the three or twelve nautical mile zone at sea or disposed of via port reception facilities ashore. In particularly sensitive areas such as the Great Lakes or the Baltic Sea, disposal is carried out exclusively ashore.

18 | AWP wastewater treatment on board



¹ At more than 3 nautical miles from shore and at a minimum speed of 6 knots (1 nautical mile = approx. 1.85 km)

² Solids captured in the treatment stages are disposed of ashore.

Uncompromising wastewater treatment

In ships fitted with AWP systems, all wastewater generated on board is discharged from the various onboard collection and generation points into a mixing tank. When the tank reaches capacity, the wastewater is first freed from larger solids and impurities such as plastics or paper in an upstream coarse filtration step via a high-pressure system. TUI Cruises collects the solids and stores them until they can be disposed of ashore.

The next treatment stage takes place in a 'bioreactor' with the aid of bacteria; these settle on a biofilm carrier and decompose the organic components of the wastewater. The AWP then pumps the

wastewater into the flotation tank. There, the remaining solids rise to the surface through the addition of oxygen and polymer compounds and can be skimmed off for incineration or disposal. The wastewater then passes through the 'polishing' filter, which filters out even the smallest particles.

The final purification stage consists of UV disinfection to kill germs and bacteria. At the end of the process, the treated wastewater meets very high standards and is either discharged to sea outside the three nautical mile zone or is disposed of ashore.

Protection of marine ecosystems

TUI Cruises is committed to protecting marine ecosystems and especially biodiversity at its cruise destinations. Here too, TUI Cruises not only assumes its corporate responsibility but also secures the foundation of its business as a cruise company.

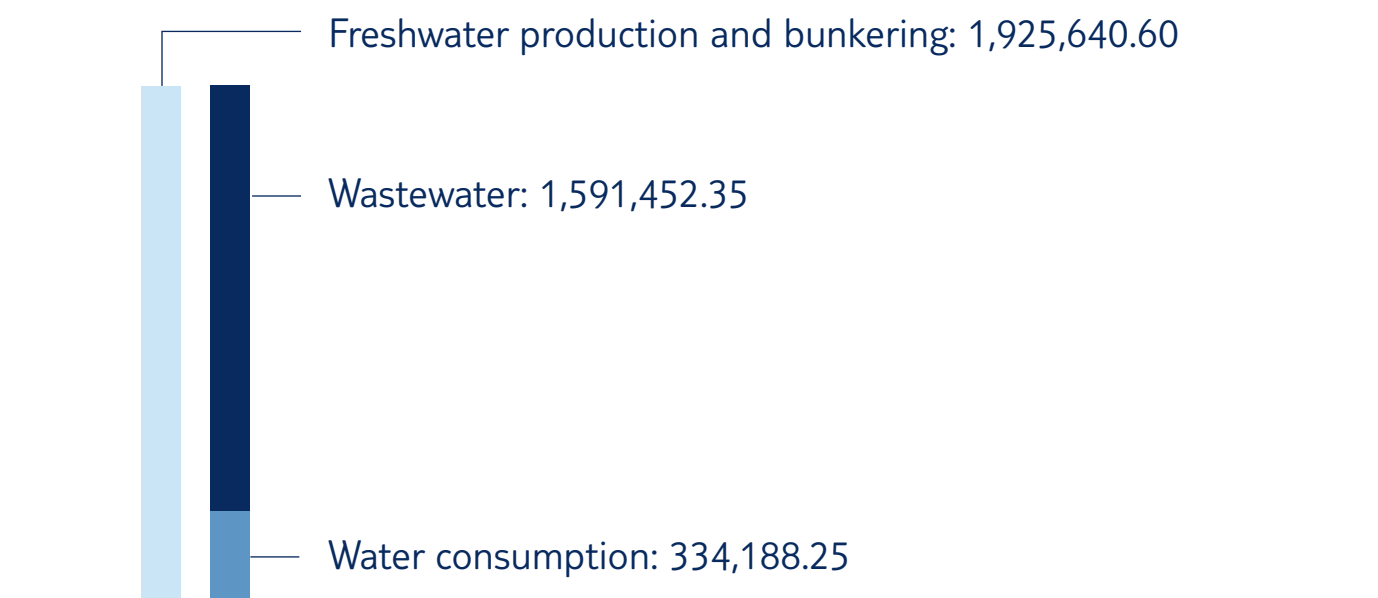
The Sustainability Department, supported by the relevant specialist departments, holds responsibility for implementing the corresponding measures. Ashore, this is primarily Destination Management, which for example ensures the design of shore excursions according to GSTC criteria, as well as the Procurement and Product Departments in the case of species conservation, biodiversity or animal welfare aspects when procuring food and beverages. Within this effort, a corresponding concept for sustainable gastronomy was developed in 2023 that aims in particular to promote animal welfare, but also focuses more strongly on sustainable products such as certified tea, coffee and wine.

On board the *Mein Schiff*® fleet, the Environmental Officer, and on Hapag-Lloyd Cruises ships the officers and ship management team responsible, ensure that local ecosystems are not impacted. The main focus here is on handling ballast water in accordance with the Ballast

Water Management Convention, and on fully compliant wastewater-treatment operation. The technical retrofitting of the ships is particularly important in this context; in 2022, for example, *Mein Schiff 3* and *Mein Schiff 6* were already fitted with new ultrasonic antifouling technology in the seawater cooling system during their dry-docks. This technology uses ultrasonic waves to prevent the formation of biofilms and keeps system surfaces free of marine vegetation and biological deposits. This is crucial for the protection of local native species because it prevents the introduction of invasive organisms into foreign ecosystems. While copper and aluminium anodes were previously used in the sea chests to prevent fouling, the new technology is not only environmentally friendly but also delivers time and cost savings as it eliminates all cleaning and maintenance work. In 2023, *Mein Schiff 5* was also equipped with the innovative technology, followed by *Mein Schiff 2* at the beginning of 2024. TUI Cruises' goal is to progressively equip its entire fleet with ultrasonic antifouling technology.

Since 2023, *Mein Schiff 1* has met the highest wastewater treatment standards and has been retrofitted with an additional treatment stage to reduce nitrogen and phosphate in wastewater. This enables it to meet the strict HELCOM standards for wastewater discharges that currently apply to the Baltic Sea.

19 | TUI Cruises fleet wastewater volume and water consumption 2023, in cubic metres



¹ For the reporting year, TUI Cruises' water consumption is calculated by water abstraction (freshwater production and freshwater bunkering) minus wastewater recirculation. This represents a significant change in the calculation basis compared to the previous reporting year. A corresponding year-on-year comparison is not possible in the current reporting year due to a lack of comparative data.

In the case of wastewater recirculation, neither the onshore discharge of the AEP (Advanced Emission Purification System) wastewater (closed loop) nor the discharge at sea of AEP Wash Water (open loop) are taken into account. In addition, the intake and dispensing of water on board the TUI Cruises fleet often takes place at different times, so that the calculation periods may differ.



Wastewater treatment on board

GRI 2-4; 2-13;
 2-23; 2-24; 2-25;
 303/3-3; 303-1;
 303-2; 303-3;
 303-4; 303-5;
 101/3-3; 101-2

3

TUI Cruises works to fulfil its corporate social responsibility from two perspectives. On the one hand, the company aims to be a responsible and attractive employer for its employees and offers them a diverse working environment based on equal opportunities in which every individual can develop both professionally and personally. On the other, TUI Cruises looks outwards, focuses on its supply chains and is especially committed to the local communities at cruise destinations by designing shore excursions as sustainably as possible.

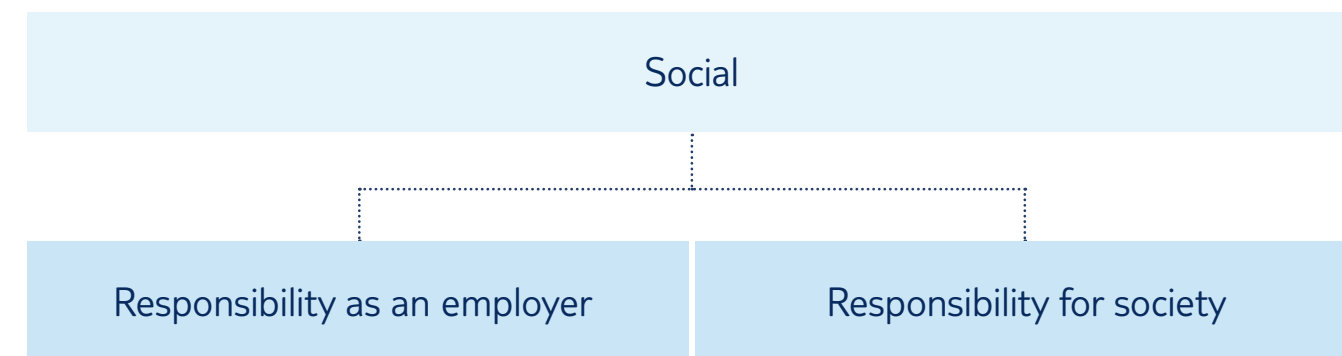
SOCIAL RESPONSIBILITY

RESPONSIBILITY AS AN EMPLOYER

At the end of the reporting year TUI Cruises had 967 employees, the majority at the Hamburg and Berlin locations. On board the ships, only a small portion of the crew is employed by TUI Cruises, usually in the respective ship operations management functions.

The majority of crew members – more than 13,000 people in total – are recruited via service providers and are under contract to them. The largest of these service providers is ‘sea chefs’, where around 11,800 employees ensure the smooth running of the hotel operations

20 | Sustainability strategy – ESG | Social



- Attractive employer
- Education and further training
- Diversity and equal opportunities
- Occupational health and safety
- Onshore excursions
- Local value creation
- Donations and projects

and ship operations on board TUI Cruises’ two fleets. Almost 1,400 crew members were employed by other employers as at the editorial deadline.

Details of onboard staffing (‘manning’) and the respective requirements are regulated by a service contract, which also comprises the TUI Cruises Code of Conduct for Suppliers. The working conditions for the entire crew are determined by multinational agreements such as the Maritime Labour Convention (MLC), which are specified by the respective employer with the trade union responsible in individual collective pay-scale agreements. The contracts regulate both remuneration and other key framework conditions such as contract duration, working hours, overtime and granting benefits in kind such as board and lodging, insurance and free travel to and from the work location e.g. the ships. In addition to this, the Service Agreement contractually regulates personnel standards and includes further international regulations on working conditions as part of the contract. These include the requirements of the flag state (Malta), the International Safety Management (ISM) Code and the International Convention for the Safety of Life at Sea of 1974 (SOLAS).

21 | Employees at TUI Cruises in absolute values and in percentages

	2022		2023	
Total number of employees	951	100%	967	100%
By gender				
Male	398	41.85%	402	41.57%
Female	553	58.15%	565	58.43%
Diverse	0	0%	0	0%
By deployment area				
At sea	233	24.50%	214	22.13%
Shoreside	718	75.50%	753	77.87%

Active and dormant employment relationships as at 31.12.2023, incl. trainees, working students, interns

22 | Employees of service providers 2023, in absolute values and percentages

Crew members employed by service providers	13,198	100%
Male	9,814	74.36%
Female	3,384	25.64%
Diverse	0	0%
Employed by sea chefs	11,830	89.63%
Employed by other service providers	1,368	10.37%

Responsibility as an employer

Responsibility for society

23 | Employment at TUI Cruises
in percent

	2022	2023
Full-time employment		
Male	49.93%	48.86%
Female	50.07%	51.14%
At sea	30.78%	27.16%
Ashore	69.22%	72.84%
Part-time employment		
Male	8.59%	6.76%
Female	91.41%	93.24%

2022 total: 920; 2023 total: 936 as at the end of each reporting year.
Figures exclude interns and working students; there are no part-time contracts for employees at sea.

24 | Age structure of the workforce
in percent

	2022	2023
By age group		
Under 30 years old	15.54%	19.66%
30 – 50 years old	61.09%	58.76%
Over 50 years old	23.37%	21.58%

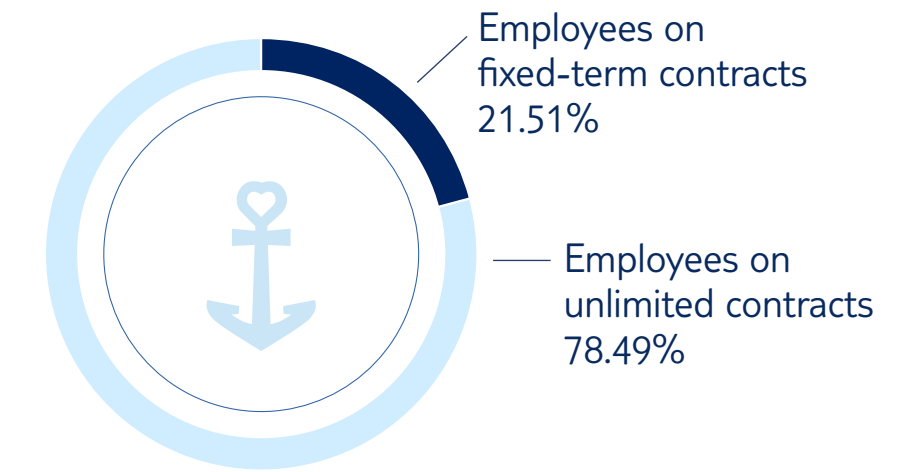
2022 total: 920; 2023 total: 936; figures exclude interns and working students

25 | Newly hired employees
in percent

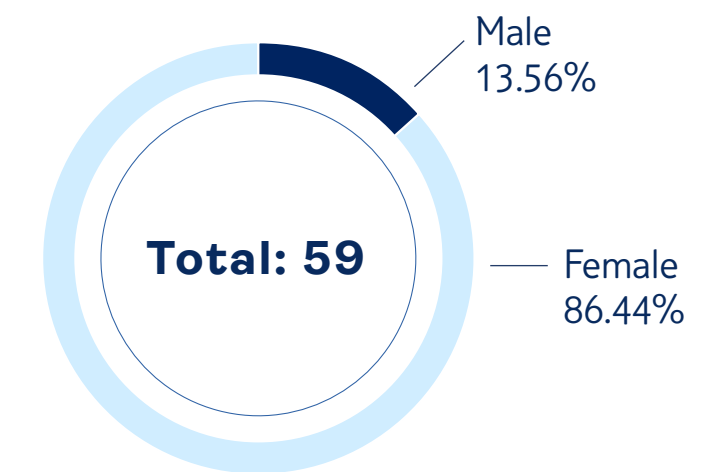
	2022	2023
By age group		
Under 30 years old	48.00%	46.46%
30 – 50 years old	46.00%	44.09%
Over 50 years old	6.00%	9.45%
By gender		
Male	43.33%	46.46%
Female	56.67%	53.54%
By deployment area		
At sea	14.67%	18.11%
Ashore	85.33%	81.89%

2022 total: 150; 2023 total: 127 as at the reporting deadline of each reporting year.
Figures exclude interns and working students. Figures include new and re-entrants 'ashore' as well as new entrants 'at sea'.

26 | Employees by contract type
as at 31.12.2023, in percent



27 | Proportion of employees on parental leave
as at 31.12.2023, in percent



GRI 2-4; 2-7;
401/3-3; 401-1;
401-3; 405-1

Strategy and management approach

TUI Cruises’ human resources strategy aims to attract the top talents as an attractive employer, to promote and retain them in the company for as long as possible. The objective is to establish a culture that promotes collaboration, innovation, and employee engagement – providing all employees with an environment in which they are encouraged, appreciated and able to thrive both personally and professionally. This way, the corporate culture supports TUI Cruises’ business success and at the same time helps to attract new talent to the company as it grows further.

The corresponding initiatives are driven by the People & Culture Department in coordination with the Sustainability Department. In the years to come, the focus will be on further digitalising HR work, expanding health promotion services, and diversity and equal opportunities as sustainability topics.

All activities are based on the core TUI Cruises corporate values of trust, appreciation and sustainability. These three values were defined in 2022 with the active participation of numerous employees and were integrated into a new leadership model. They shape the day-to-day work, decision-making and not least the way people at TUI Cruises interact with one another. To gain further insights into employees’ identification with the company values, another employee survey is planned for 2024.

GRI 2-13; 2-23;
2-24; 2-29; 401/3-3;
402/3-3; 403/3-3;
403-4; 404/3-3;
405/3-3; 407/3-3

Guidelines

In addition to the TUI Cruises Code of Conduct for Employees (see chapter [Governance | Code of Conduct for Employees](#)), Works Agreements, principles and guidelines at both corporate and brand level form the framework for TUI Cruises’ social responsibility as an employer. In addition, various Works Agreements were defined together with the co-determination committees as core principles for a common understanding of key topics, as were the principles underpinning the three corporate values and the TUI Cruises leadership vision.

Dialogue with employee representatives, regular surveys and requests to the workforce to actively contribute opinions and ideas ensure that employees’ interests are taken into account when defining employment framework conditions.

Co-determination

TUI Cruises attaches great importance to the equal involvement of employees and works closely with employee representatives to secure this. Following the merger with Hapag-Lloyd Cruises in 2020, a Joint Works Council was elected in 2021, which has eleven members in accordance with the German Co-Determination Act.



Appreciation:

- We recognise the performance and competencies of each individual – and enjoy developing ourselves further.
- We interact respectfully and openly, know our own strengths and learn from each other – independently of our respective positions and working areas.
- We strengthen each other, make time for feedback and are there for each other whenever needed.

Trust:

- We stick together, stand by our common goals at all times and know we can achieve all of these as a team.
- We communicate transparently and act reliably.
- We are courageous and learn from our mistakes.

Sustainability:

- We fulfil our social, environmental and corporate responsibility at all levels.
- We create a work environment together in which we feel safe and motivated.
- We set ourselves clear and sustainable objectives and work as professionals to achieve these.

Remuneration and company benefits

TUI Cruises is not bound by collective agreements, but attaches great importance to market-standard, performance-related remuneration for all its employees. There is a collective agreement with the trade union ver.di that covers the crew members employed by the service provider sea chefs.

Full-time employees shoreside are offered various additional company benefits and discounts. In addition to a company pension scheme, parental leave and health-protection offers, this also includes the 'Deutschlandticket' German nationwide rail pass, job bikes, membership of the sports and wellness network EGYM 'Wellpass', and travel discounts on the two fleets' ships.

For its employees at sea, TUI Cruises also offers extensive additional employer benefits: the company covers the costs of required training, medical examinations and vaccinations, reimburses the fees for the Seaman's Book (ID document for seafarers) and necessary visas, and covers the costs of life insurance as well as vocational disability and invalidity insurance for officers.

As a fundamental rule, TUI Cruises also aims to offer employees at sea as many as possible of the benefits granted to employees shoreside. However, due to the sea-based employment relationship, some deviations in the area of social security law need to be taken into account. For example, some employees live abroad, and many also opt for fixed-term employment contracts. As a result, it is necessary to check continually which of those services granted ashore can also be offered to seafaring personnel.

Feedback culture

A fundamental element of TUI Cruises' corporate culture is the feedback employees and managers give each other. In addition to the annual feedback meetings every summer, informal feedback is also required during the year. This is intended to create clarity on mutual expectations and enable specific feedback on individual performance. This minimises the risk of conflict and at the same time provides a basis for employees' targeted individual development. To support these goals, the six-monthly feedback meetings are carried out as structured processes. A company-wide unified feedback form serves as a meeting guideline. Interns and working students are given needs-based and task-related feedback.

Education and training

TUI Cruises sees itself as a learning organisation that supports all employees in their personal and professional development in order to expand their skills and competencies in such a way that they are consistently able to meet the company's requirements. This way, TUI Cruises not only secures the training and further education of its own specialists and managers, but also contributes to talent attraction and retention as well as the positive perception of TUI Cruises as an attractive employer.

At the same time, employees are also co-creators of personnel development – not only by driving their own development, for example through individual development plans, but also by disseminating knowledge within the company. To this end, TUI Cruises has established the 'Knowledge Pilots' format. Employees can use the corresponding intranet-based platform to pass on knowledge to their colleagues or arrange training courses and thus contribute to the company-wide transfer of know-how.

Training

32 TUI Cruises trainees are currently preparing for their professional future. The company offers them various vocational profiles such as Tourism Clerks, Office Management Clerks, E-Commerce Clerks and IT Specialists. Beyond these, dual study programmes in Business Informatics are available and since 2023, in Business Administration too. All trainees are deployed on one of the ships in their second training year to get to know the onboard processes.

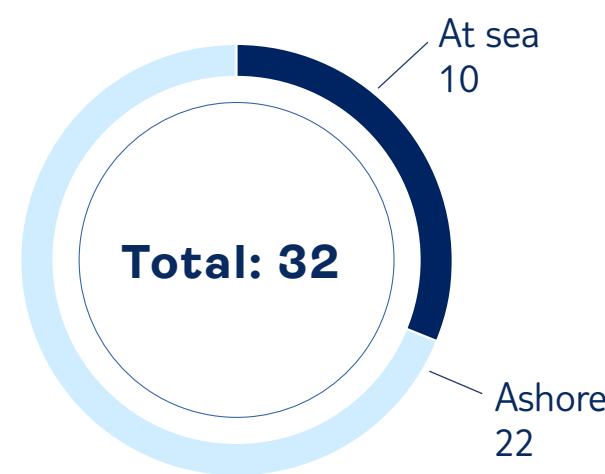
In addition, since 2023 TUI Cruises has offered nautical students the opportunity to join the nautical officer career track. In their training as nautical officers' assistants, they undergo a training programme specially developed by TUI Cruises. Project work specifically tailored to cruises ensures high practical relevance and rounds off the training programme. After completing their training, students have the opportunity to write their final paper at TUI Cruises. For this new training

GRI 2-19; 2-29;
2-30; 202/3-3;
202-1; 401/3-3;
401-2; 402/3-3;
403-3; 404/3-3;
404-2; 404-3;
405/3-3; 407/3-3

offer, TUI Cruises is cooperating with the Elsfleth University of Applied Sciences, the Emden/Leer University of Applied Sciences, the Bremen University of Applied Sciences and the University of Applied Sciences in Turku, Finland. Applications from other universities are also welcome. After successfully completing their studies, graduates have the opportunity to continue their careers at TUI Cruises as a Third Officer on board.

The service provider sea chefs offers numerous training opportunities in the hotel and catering sectors onboard TUI Cruises ships. Since 2022, an offer has existed exclusively on TUI Cruises' *Mein Schiff*® fleet, which is currently being taken up by 97 trainees. In cooperation with the Tyrol Economic Development Institute, they can join this programme to train as chefs and become a hotel and hospitality assistant; the corresponding final examination is held at the Tyrol Chamber of Commerce in Innsbruck, Austria. After successful completion, trainees

28 | Number of trainees
as at 31.12.2023, incl. dual students



have the option of qualifying internally within two further years in four subject-specific modules to become a sous chef. In future, the training programme will also be extended to the Hapag-Lloyd Cruises fleet.

Further training and personal development

Personal development at TUI Cruises is a continual process that accompanies employees throughout their entire careers with the company. It begins with extensive onboarding, which quickly gives new employees a comprehensive overview of the company and the two brands' offerings. Individual induction plans, a centrally organised onboarding event and ship visits give employees the best-possible start.

Existing employees can take advantage of in-house training courses that range from Office software to resilience training; the company also supports individual further training. Furthermore, there is a mandatory series of training courses that includes the areas of occupational safety, data protection and information security, compliance, environmental protection, and sustainability.

TUI Cruises also offers employees a range of development opportunities beyond the traditional training courses. The company relies on the '70-20-10' personnel development model: 70% of learning content is imparted in the respective daily working environment, 20% by other employees, and 10% through courses and seminars as well as e-learning.



Since 2019 TUI Cruises has used TUI AG's 'TUI People' platform for human resource processes and employee management. This not only supports day-to-day HR work but also offers all TUI companies' employees a wide range of e-learning courses.

The individually tailored development format is determined in annual employee-manager feedback meetings. The effectiveness of the previous years' measures are also reviewed and evaluated. Based on the feedback forms and the development plans they contain, measures for the coming year are agreed and then organised by the People & Culture Department.

The TUI Cruises Leadership Compass is a special leadership programme for managers and is offered twice a year in four modules. Around 30 managers undergo the programme every year.

Diversity and equal opportunities

For TUI Cruises, diverse experiences, perspectives and individual backgrounds are a key business success factor. This view also shapes the company’s recruitment philosophy and is reflected in the workforce structure. TUI Cruises currently unites over 20 nationalities at its Hamburg and Berlin locations and employs people of different ages, religions, cultural backgrounds, sexual orientation and other individual characteristics.

Diversity and equal opportunities are integral parts of the company’s culture and are also anchored in TUI Cruises’ human resources strategy and sustainability strategy. The company’s objective is to create and uphold a diverse and inclusive business environment that offers equal opportunities to all employees. This includes gender-independent remuneration (equal pay) that is based solely on the qualifications required for and the demands of the respective position. Additionally, guidelines are in place that support equal opportunities in the company; these can also be found in the company’s intranet (‘Logbook’). In the reporting year, a representative body for severely disabled employees was also elected; its functions include promoting the integration of severely disabled employees and employees with equivalent status at TUI Cruises, representing their interests and providing advice.

A Diversity Officer was appointed in 2023 to systematise and further advance diversity-related activities. Furthermore, diversity-related data was gathered for the first time to help make diversity-related activities even more targeted.

All TUI Cruises employees, regardless of gender, ethnic origin, religion, sexual orientation, age or other characteristics, should thus be able to contribute equally to the company, develop their individual potential and experience the same appreciation. Violations of this principle are not tolerated and any form of discrimination is strictly rejected.

Affected people as well as whistleblowers can contact the company’s Diversity Officer. Additional contact partners are also available and their contact details are accessible to all employees via the intranet. In the reporting year, two incidents were reported shoreside. These were investigated immediately and the cases were closed. No incident was reported onboard TUI Cruises ships in 2023; a fixed reporting channel for all crew members applies here (Complaint Process).

Occupational health and safety

Occupational health and safety are a top priority at TUI Cruises, both shoreside and on board the fleets.

Occupational safety ashore

As a Germany-based company, TUI Cruises is subject to all German statutory occupational health and safety requirements at its shore-based locations. Beyond these, TUI Cruises is not subject to any other specific requirements shoreside.

The Occupational Safety Committee (OSC) meets at least once a quarter to discuss occupational safety and accident prevention at TUI Cruises, as well as to ensure the implementation of corresponding measures

in the company. In accordance with legal requirements, the committee consists of representatives of the company, the Works Council, occupational safety specialists, Safety Officers and, whenever possible, the company doctors.

The internal Safety Officers coordinate occupational safety activities and advise managers on the implementation of occupational safety in their area of responsibility. They are supported by TUI Hanover’s externally appointed occupational safety specialists. In monthly occupational safety meetings, current topics and corresponding measures are discussed, with the resulting tasks then distributed among the participants. Urgent incidents are prioritised to remedy the situation as quickly as possible.

In occupational safety, TUI Cruises attaches great importance to involving all employees. They have the opportunity to be trained as Safety Officers – and thus participate in OSC meetings and help shape occupational safety at TUI Cruises. Interested employees can also train to become fire protection advisors or first aiders.

Proposals for occupational safety improvements are examined and if effective, implemented. Within occupational safety training, it is also highlighted that safety deficiencies and damage representing a risk should be reported by e-mail to the Office, Health and Safety team’s departmental mailbox. In addition, employees have the option of contacting the Works Council with their concerns, which has a corresponding right of proposal and codetermination in the company.

GRI 2-13; 2-16; 2-23; 2-25; 2-26; 2-27; 2-29; 202/3-3; 202-1; 401/3-3; 403/3-3; 403-1; 403-2; 403-3; 403-4; 403-5; 404-2; 405/3-3; 406/3-3; 406-1

Regular training courses ensure that a high level of occupational safety knowledge is consistently maintained among the workforce. At the beginning of the contractual relationship and then every two years afterwards, all employees are obliged to complete online training on occupational safety and fire protection. In addition, fire drills are held at the locations every two years. Annual refresher training courses for fire first responders and fire protection assistants complete this offer.

If employees become aware of occupational health and safety risks, they can send information directly to an e-mail address or contact the People Services & Health team personally. Corresponding information can also be submitted anonymously to the HR Department or the Works Council via the in-company physical mail system.

Occupational safety on board

A range of occupational health and safety regulations are in place on board TUI Cruises ships. In particular, international regulations according to the IMO, SOLAS and MLC standards as well as the requirements of the flag state apply here. The management systems implemented on board always cover all crew members, regardless of the respective employer.

The Chief Officer Safety, who is employed by TUI Cruises, is responsible for ensuring compliance with these rules and for the corresponding management system. This officer is also responsible for upholding compliance with all processes as well as the onboard rescue equipment. Mandatory safety training, training and crew drills for the crew on board are carried out regularly. All measures are required to be

documented in the training matrix and in the Shipmanager’s SQM quality management system, where occupational safety-related incidents are also to be listed.

Health protection ashore


Under the ‘My Health’ banner, TUI Cruises operates a comprehensive health management system at its two main shore locations; this is the responsibility of the People & Culture Department. ‘My Health’ is based on the pillars of ‘nutrition’, ‘fitness’ and ‘prevention’. Related measures are aimed at maintaining the health of the individual, raising their well-being and therefore also increasing the performance of the workforce.

Aspects of health protection are integrated in the relevant company agreements and guidelines, such as the Works Agreement on company integration management adopted in 2023 and the Working Time guideline.

Company doctors are available at both onshore locations to carry out general examinations, advise employees on business trips to tropical countries (G35, G37) and provide flu vaccinations, among other services. Company medical examinations can take place during working hours, and the practice in Hamburg is within walking distance. Berlin is supported online as well as by telephone and once or twice a year on site.

GRI 2-13; 2-23;
2-24; 2-25; 2-26;
2-29; 401/3-3;
401-2; 403/3-3;
403-1; 403-2;
403-3; 403-4;
403-5; 403-6;
404-2


29 | Management approach ‘My Health’

NUTRITION: 

Info events and offers centred on healthy nutrition

FITNESS: 

Offers centred on sporting activities, such as a free fitness studio at the Hamburg location, sports courses, participation in sporting events with company teams, company sports offers and discounted membership at other sports providers

PREVENTION: 

Company doctor offering voluntary and free vaccinations and check-ups, an Employee Assistance offer, check-ups in the workplace and Health Days with richly diverse info events on illness prevention and health maintenance



In accordance with legal provisions, the company doctors are also involved in reporting accidents at work or on the way to work to the Employers' Liability Insurance Association.

The health protection measures on offer are always voluntary and are based on the principle of individual prevention. Numerous measures were again implemented in the reporting year and were in high demand among the workforce; these ranged from flu vaccinations, through bicycle checks and the offer of height-adjustable desks, to the comprehensive Employee Assistance Programme, which offers advice in difficult life phases. Every two years, online surveys are also carried out on all employees' psychological stress levels.

Since 2023, employees have also been able to take advantage of a discount with the 'Wellpass' network and gain access to a wide variety of sports and training offers. In the reporting year TUI Cruises teams also took part in sporting events such as the MOPO relay race and the Dragon Boat Race with the support of the company. An overview of all measures is available on the intranet.

Health protection on board

The health and well-being of every individual takes the highest priority on board TUI Cruises ships. TUI Cruises is therefore committed to maintaining the highest standards of health and hygiene.

There is a Fleet Senior Doctor for each fleet and both are directly employed by TUI Cruises. These specialists make recommendations for promoting the crew's health and regularly discuss this with each other. Like their colleagues on land, they also provide extensive examinations (G35, G42) and instructions in accordance with the German Infection Protection Act and carry out vaccinations.

In particular, managers receive separate information via e-mail on the G35 examinations for business trips to tropical countries so they can encourage employees in their area to undergo the relevant examinations. This is also part of Occupational Safety Online Training.

To ensure onboard health and hygiene at all times, a comprehensive package of measures has been established. This ranges from cleaning frequently touched surfaces regularly, through hand disinfection measures, to regular thorough cleaning of all public areas and cabins. In 2023, onboard medical facilities and the crew training were further improved to enable immediate interventions in the event of guests' or crew members' health problems. The teams are prepared for a wide variety of situations, including handling infectious diseases, for instance.

Beyond this, TUI Cruises also focuses on crew members' long-term health and well-being. Related measures are primarily aimed at illness prevention and include back-training courses, free flu vaccinations, the supply of vitamin D, promoting healthy eating habits and



Regular water-quality sampling as part of the onboard hygiene concept

implementing anti-smoking campaigns. An Emergency Chaplain is also available around the clock if required. These initiatives aim to ensure the health and well-being of crew members throughout their employment through an appropriate onboard culture.

All crew members have access to numerous eLearning courses via the cross-employer platform 'sea chefs academy', including the specific mandatory training courses that each crew member must complete before each new assignment.

RESPONSIBILITY FOR SOCIETY

TUI Cruises sees itself as a corporate citizen and consistently works to fulfil its social responsibility – at its locations ashore, on board its ships and in particular at its destinations around the globe. With strong partners both on location and on board its ships, the company strives to establish and expand sustainable business practices and standards.

Designing shore excursions responsibly

A key topic area within the PEOPLE pillar of the sustainability strategy is therefore promoting and expanding sustainably designed shore excursions at the cruise destinations. Sustainably conceived shore excursions contribute positively to preserving and strengthening nature, preserving culture and promoting local value creation. At the same time, the company sees it as vital to avoid negative impacts on the environment and infrastructure on location.

In the Shore Excursion Policy implemented in 2014, TUI Cruises already committed to sustainable principles in its shore excursion offerings. Since then, these principles have been taken into account when selecting tour operators and their excursion offers. In addition, the GSTC criteria for Tour Operators were introduced in 2022 as an independent sustainability certification scheme: these criteria ensure that the shore excursion operator has a comprehensive sustainability management

system in place, increases social and economic benefits for the local community, values and preserves cultural heritage, and minimises negative environmental impacts.

Given this background, TUI Cruises has set itself the goal of ensuring at least 85% of tour operators contracted by *Mein Schiff*® are certified to the Global Sustainability Tourism Council (GSTC) criteria by 2030. In particular, the appropriate design of tenders and contracts will contribute to achieving the set objective in the coming years.



Criteria for fleet operators offering arctic voyages:
<https://www.aeco.no/guidelines/operational-guidelines/>

Criteria for fleet operators offering antarctic voyages:
<https://iaato.org/visiting-antarctica/guidance-for-organizers/>

Global Sustainability Tourism Council

The Global Sustainability Tourism Council (GSTC) is a non-profit organisation focused on promoting sustainable tourism. It has developed sustainable tourism criteria that can be used by tour operators, destination locations and other tourism industry actors to identify and promote sustainable practices.

Additionally, it is planned to introduce GSTC certification as a standard at Hapag-Lloyd Cruises as well. This is because expedition ships in particular are often underway in sensitive areas. Therefore, cruise guests are always accompanied by an experienced expedition team that ensures interactions always take place in harmony with nature. Clear guidelines ensure that there are no adverse effects on plants or wildlife. The focus of the excursions is both on exploring the travel destinations and on imparting knowledge, as experiencing nature forms the basis for a deeper understanding of and a respectful approach to the environment.

At TUI Cruises, the Destination Department and the Sustainability Department hold main responsibility for sustainable destination management. They interface with each other particularly in the brokerage and implementation of shore excursions, and in stakeholder management at the ports. Within this context it is particularly important to coordinate mutual requirements in close dialogue with port authorities, local political actors, societal stakeholders and associations in order to address conflicts of interest as early as possible or to eliminate them completely. The relevant topics are as varied as the destinations themselves, ranging from berth allocation and terminal infrastructure, though waste disposal, infrastructure or shore-power development, to managing visitor flows and the shore excursions offer.

The *Mein Schiff*® tour operators are also committed to animal welfare principles. These are based on the recognised guidelines issued by the travel industry association ABTA (Animal Welfare Guidance for Animals in Tourism) and are focused on ensuring the protection of animals in shore excursion offers as core requirements.

Making sustainability transparent for guests

Mein Schiff® cruise guests can already take sustainability criteria into account when selecting their shore excursions. The 'Green & Fair' category, for example, only includes excursions from tour operators with a sustainability certification recognized by GSTC. In addition, TUI Cruises organises bicycle and e-scooter tours in small groups and with the lowest-possible emissions.

Besides this, before their cruise, guests receive numerous responsible travel tips online, including a sustainable travel packing list, responsible behaviour towards local populations and natural resources, instructions on sustainable diving and snorkelling, as well as information on fair souvenirs and species conservation.

Donations and projects

TUI Cruises sees itself a committed corporate citizen and promotes science and research, art, culture, sport, social and charitable projects both through financial and in-kind donations. In line with the TUI Cruises Code of Conduct, every donation the company makes needs to be recorded transparently so that the donation recipient and intended purpose are clearly identifiable. All donations are subject to Management approval and are documented in the CEO's office. Any conflicts of interest must be avoided, in accordance with the general corporate compliance requirements. TUI Cruises does not make any donations to political parties.

In 2023, TUI Cruises donated more than 200,000 € in total to charitable organisations and projects. These ranged from the lifeboat crews of the DGzRS to numerous organisations for the protection of Antarctica and the Friedrichskoog Seal Station.

Societal commitment via projects and donations is coordinated at company and brand level by TUI Cruises' Communications Department. A core component of this commitment is TUI Cruises' sponsorship,



through which the company supports an environmental or social project at an onshore location selected by the workforce each year. Various fundraising campaigns such as an internal raffle and the annual raffle on board the *Mein Schiff*® fleet raise funds throughout the year, so that the total sum, rounded up by TUI Cruises, can be presented to the beneficiary organisation at the start of the following year.

In 2023 TUI Cruises employees chose the children's cancer charity Fördergemeinschaft Kinderkrebs-Zentrum Hamburg e.V., which was delighted to receive a donation of 66,000 € in February 2024. This non-profit association was founded in 1975 by parents of children with cancer. The donation will be used to help optimise patient care, provide psychosocial support for affected families and support the Hamburg Children's Cancer Centre research institute. Under the banner of 'Let's Beat Cancer', the association raises public awareness of child cancer.

The new sponsorship project has also already been decided on. In 2024, TUI Cruises employees will raise funds for the Berlin-based association Freunde fürs Leben e.V. ('Friends For Life'), a non-profit association dedicated to suicide prevention as well as education about depression and suicide among young people.

In addition, fundraising campaigns for charities were also held on ships at the cruise destinations. For example, paper nautical charts were embellished by crew members and then auctioned for a good cause, and donations in kind were made on location.

In 2023, Hapag-Lloyd Cruises once again sponsored the main prize in the German Seamen's Mission Advent Calendar – a voyage on the EUROPA along the Adriatic coast. The proceeds of the campaign benefited the seamen's missions in Hamburg and Brunsbüttel, Germany.

Furniture for DER HAFEN HILFT! e.V.

The cross-fleet cooperation between TUI Cruises and DER HAFEN HILFT! e.V. ('The Harbour Helps'), a non-profit association that combines supporting the needy in and around Hamburg with a commitment to sustainability and against the throwaway society.

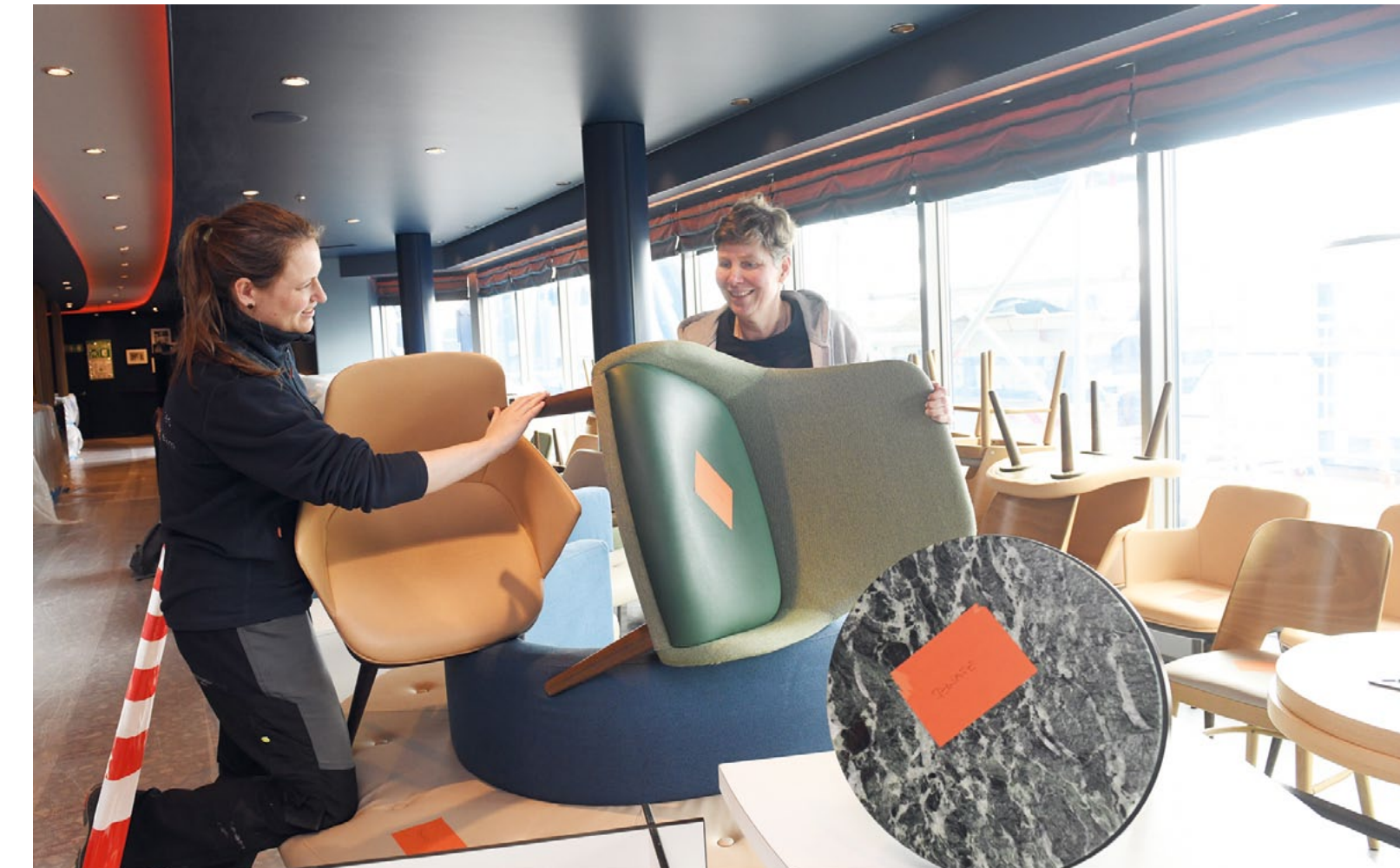
During shipyard lay-ups ('dry docks') and regular port calls, well-preserved donations in kind – especially furniture – are regularly donated to the association and are then forwarded to social support organisations. This commitment is mainly coordinated by TUI Cruises'

Sustainability Department and the Environmental Officers on board the ships. In 2023, for example, the shipyard lay-ups of *Mein Schiff 1* and HANSEATIC nature were used for such fundraising campaigns.

Engagement via the TUI Care Foundation

As a TUI AG subsidiary, TUI Cruises also supports the work of the [TUI Care Foundation](#). In 2023 more than 50,000 € went to the Foundation, which uses the potential of tourism to improve the lives of young people, works to preserve nature and helps local communities develop.

With over 40 projects in 25 countries, the TUI Care Foundation, with the support of TUI Cruises' guests, focuses on those destinations where special needs are identified by the Foundation. The Foundation distributes its commitment across its Education, Community Empowerment, Natural Landscapes and Marine Conservation Programmes.



Furniture being donated to DER HAFEN HILFT! e.V. during a Mein Schiff 1 shipyard lay-up.



[TUI Care Foundation](#)

GRI 201-1;
301/3-3; 415-1

4+

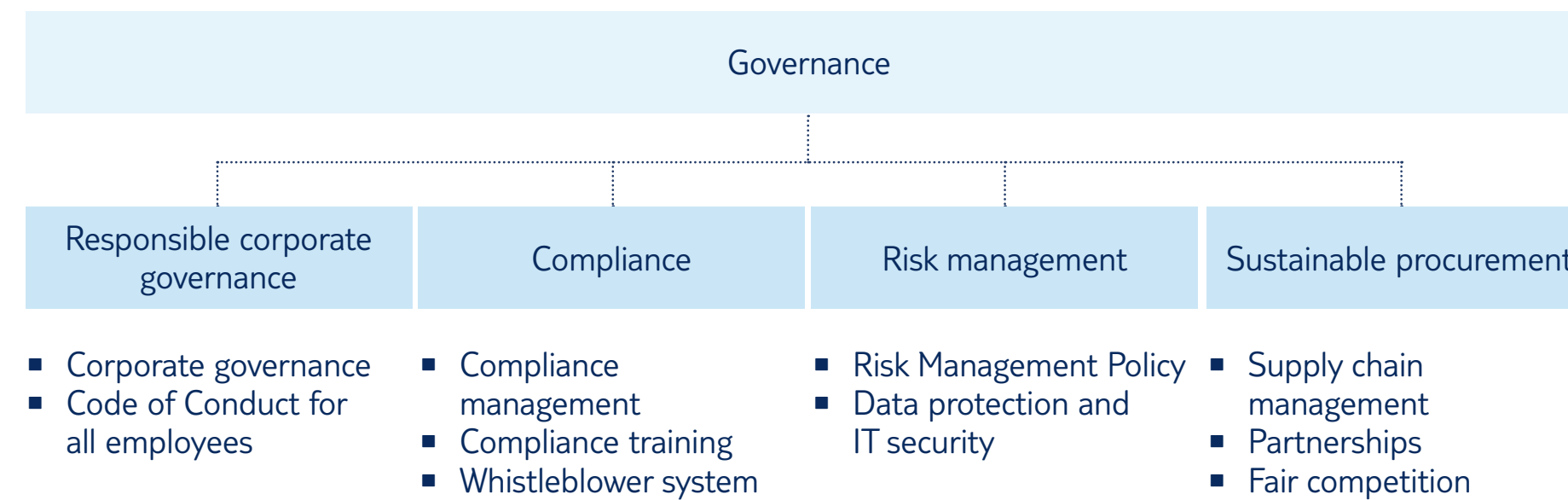
GOVERNANCE

CORPORATE GOVERNANCE

TUI Cruises is committed to responsible and transparent corporate governance targeting long-term success. The Management consists of the Chief Executive Officer and Chief Financial Officer and is ultimately responsible for the company’s operational business. At brand level, the Managing Director of Hapag-Lloyd Cruises, the Vice President Commercial and the Vice President Product Management & Guest Experience of TUI Cruises are members of the extended Management team. Strategic decisions are taken by vote in the Shareholder Committee, which comprises the two CEOs and two other Board Members of the parent companies.

GRI 2-9; 2-10; 2-12; 2-13; 401/3-3; 405/3-3; 405-1

31 | Sustainability strategy – ESG | Governance



30 | Diversity on the Supervisory Board 2023, in percent



The Supervisory Board of TUI Cruises is a six-member committee, was newly established in 2022 and meets twice a year. Its core tasks include monitoring business management, examining the company’s annual financial statements and Management Report, and advising the Management in line with legal requirements. Two Supervisory Board Members are directly appointed by each of the two parent companies, and two further Members are appointed from within the TUI Cruises workforce. Men and women are equally represented on the TUI Cruises Supervisory Board (for further information see [NORTH DATA](#)).

Corporate Governance

[Compliance](#)

[Risk management](#)

[Supply chains and sustainable procurement](#)

Consistent adherence to the precautionary principle

In line with the principles of good corporate governance, TUI Cruises adheres to the precautionary principle. For example, the company operates a comprehensive risk management system; it also requires its suppliers and business partners to implement ethical business practices by means of contractual sustainability clauses and by carrying out corresponding supplier audits.

The precautionary principle is also upheld through the company's specific guidelines and policies. The Environmental, Quality, Shore Excursion and Risk Policies are particularly relevant here, although at present only the Environmental and Quality Policies are publicly accessible. These documents are regularly reviewed both internally and externally within the respective ISO 14001 and 9001 quality standard audits.

As part of the integration of Hapag-Lloyd Cruises, a number of corporate policies are currently still under consolidation and are therefore not yet publicly available. When the process is complete, TUI Cruises plans comprehensive publication of these on its corporate website. At the same time, TUI Cruises is orientated by a range of international standards to continuously ensure the effectiveness of the company's processes and management systems. For instance, the environmental management systems ashore and at sea are certified according to ISO 14001 and the quality management system according to ISO 9001. In addition, TUI Cruises ships' onboard energy management is certified according to ISO 50001.

Furthermore, TUI Cruises upholds the core labour standards of the International Labour Organization (ILO) to ensure socially sustainable, decent working conditions. This way, the company fulfils its own claim of strict respect for human rights, while at the same time fulfilling its social and human rights-related due diligence obligations. Last but not least, TUI Cruises expects the operators of the shore excursions brokered by TUI Cruises to undergo sustainability certification recognised by the Global Sustainable Tourism Council (GSTC). This comprises standards in the areas of human rights, child protection and public welfare in the tourism industry.

Audits ensure effectiveness of Integrated Management System

Regular audits secure the effectiveness of TUI Cruises' Integrated Management System (IMS). Internal onshore audits are planned and carried out by the Quality Department, which is supported by a group of trained internal auditors. The effectiveness of the IMS is audited externally once a year by a service provider (surveillance audit) and a recertification audit is carried out every three years. In 2023, a surveillance audit was completed with zero deviations identified.

The internal audits on board the two fleets are carried out by Royal Caribbean Group auditors, assigned by the Maritime Compliance Department. These audits examine safety, health protection and quality management, as well as environmental protection and onboard energy management.

External audits are performed every year in a cluster system. Not every ship is visited, but random samples are taken on selected ships of each brand. The audits and certifications are carried out by Global Fleet Management LLC under the responsibility of Royal Caribbean Ship Management.

The internal and external audits fulfil the requirements of ISO 9001, 14001 and 50001; they also check compliance with further relevant standards and regulations for safe ship operation. These include the International Safety Management Code (ISM Code), the International Convention for the Safety of Life at Sea (SOLAS), the Maritime Labor Convention (MLC), the flag state requirements of the International Convention on the Standards of Training, Certification and Watchkeeping for Seafarers (STCW) and the International Convention for the Prevention of Pollution from Ships (MARPOL) regulations.

GRI 2-23; 2-24; 2-25; 302/3-3; 305/3-3; 401/3-3; 403/3-3; 403-2; 407/3-3; 408/3-3; 409/3-3

Corporate Governance

Compliance

Risk management

Supply chains and sustainable procurement

Code of Conduct for all TUI Cruises employees

TUI Cruises’ corporate culture rests on the corporate values of appreciation, trust and sustainability, but also on indispensable core values such as integrity, upholding rights and respecting the law. Each and every company employee is responsible for living by these values and taking them as a benchmark for their own actions.

The TUI Cruises Code of Conduct for Employees makes these values concrete. It defines the fundamental principles and rules for lawful and responsible conduct in employees’ everyday work. Full compliance with the Code of Conduct is mandatory for all TUI Cruises employees. TUI Cruises does not tolerate misconduct or violations of the Code of Conduct. In the interests of all employees and the company itself, all necessary labour law measures will be taken to follow these up.

GRI 2-23; 2-24;
2-25; 205/3-3; 205-2;
206/3-3; 401/3-3;
402/3-3; 403/3-3

Employees can look up the Code of Conduct at any time on the corporate intranet, the TUI Cruises Logbook. It is supplemented and specified by a series of guidelines and regulations that apply throughout the company, for example on how to handle gifts, the principles of fair competition, trade sanctions, and the protection of company secrets and confidential information. The TUI Cruises Code of Conduct for Suppliers also requires TUI Cruises’ business partners to uphold sustainable and ethical business practices (see subchapter [Supply chains and sustainable procurement](#)).

Clear rules of conduct for all crew members on board ship ensure the principles and rules of fair interaction on board. In addition to the regulations for living and working on board, there are also safety and professional activity-related regulations. These are made transparent for every crew member by the Crew Handbook and can be read at any time. Misconduct and violations of these rules are prosecuted through a unified disciplinary process.

Contents of the TUI Cruises Code of Conduct:

- Corporate values
- Core values
- Law and justice
 - └─ Legality
 - └─ Corruption
 - └─ Privacy
 - └─ Money laundering
- Ethics and business methods
 - └─ Corporate governance
 - └─ Conflicts of interest
 - └─ Benefits and gifts
 - └─ Confidentiality
 - └─ Fair competition
 - └─ Documentation of business transactions
- Respect and honesty
- Safety and health
- Publicity
- Social responsibility
 - └─ Sustainable development
 - └─ Environment
 - └─ Donations
- Whistleblower procedures
- Compliance with the Code of Conduct

COMPLIANCE

Legal compliance and upholding the recognised standards of the respective cultures with which TUI Cruises interacts is the top priority for all employees – and also for all TUI Cruises business partners. This is especially true with regard to corruption, bribery and money laundering: TUI Cruises pursues a strict zero-tolerance policy in this regard. Conflicts of interest in any form are to be strictly avoided. The company thoroughly investigates all indications and proven violations of applicable law, the TUI Cruises Code of Conduct and in particular human rights and the principles of environmental sustainability. TUI Cruises works continually to optimise its compliance measures and to further raise its employees’ awareness of this vital subject.

In the period covered by this report, the company was not aware of any violations of laws and/or regulations that exceeded the materiality limit of the reporting committee, entailed criminal proceedings, or were otherwise related to compliance issues. In addition, no conflicts of interest were identified. Onboard, compliance incidents are logged centrally at the Royal Caribbean Group, which then forwards relevant violations to TUI Cruises. The company is currently developing its compliance reporting organization further to be able to evaluate these in a focused and systematic manner going forward.

GRI 2-12; 2-13;
 2-15; 2-16; 2-23;
 2-24; 2-25; 2-26;
 2-27; 205/3-3;
 205-2; 205-3;
 206/3-3; 401/3-3;
 404-2; 408/3-3;
 409/3-3

Compliance management

The compliance requirement becomes binding for all employees on signing their employment contract. They also sign a Non-disclosure Agreement (NDA) at the beginning of their employment. How to handle sensitive data is also explained in a separate cover letter appended to the employment contract; the employee is required to acknowledge and sign this. To ensure compliance with statutory provisions, internal company guidelines and voluntary commitments, TUI Cruises has established a Compliance team led by a Compliance Officer who reports directly and regularly to the CFO. The Compliance Officer’s corresponding tasks are specified in a separate guideline. As a member of the Legal Department, the employee responsible monitors all measures intended to ensure the lawful conduct of the full workforce, including the Management, Board Members, and managers. The Compliance Officer is supported by the Legal Department and further relevant departments in driving the continuous development of Compliance guidelines and measures.

Furthermore, the Compliance Officer is responsible for compliance reporting to the Management and requests data on compliance-related incidents at the highest management level on a quarterly basis. Any form of bribery, fraud or attempts at such are comprehensively reported.

As a fundamental principle, managers are responsible for ensuring compliance in their own area of responsibility. This also applies on board the ships, with the Captain always holding ultimate responsibility on board. Compliance clauses (e.g. anti-corruption, data protection) are also integrated as core elements in TUI Cruises’ contracts with external business partners and suppliers via the Code of Conduct for Suppliers whenever feasible.

Compliance training

TUI Cruises works to prevent compliance violations through comprehensive training. Within the first six weeks of joining the company, all employees are required to attend compliance training. Following this, the content is refreshed in face-to-face or online training events annually or biannually, depending on employees’ task and function. In 2023, all shoreside department heads were trained in face-to-face compliance sessions to update their existing knowledge. Online training for all employees is planned for 2024.

In addition, the Compliance Officer plans to launch further training courses at the beginning of the year, with at least one priority topic being addressed every two years. These requirements apply equally to shore and ship-based employees, although shoreside employees are currently the main training focus. Tackling corruption is a core topic of all TUI Cruises compliance training: in the reporting year, 80% of first management-level and 95% of second management-level TUI Cruises staff were trained in countering corruption.

Whistleblower system

Employees with concerns about compliance in their work area, or who want to report specific violations, are able to contact the Compliance team or Compliance Officer directly. In addition, it is also possible to report compliance-relevant grievances via a hotline to an external law firm specialising in this area. This firm accepts information as a neutral partner and will forward it, anonymously if the information provider requests it, to the Compliance team appropriately. If necessary, the legal firm will then advise the company accordingly. The hotline was newly established in 2023 and is available around the clock to all TUI Cruises employees, the crews on board our ships, and external whistleblowers by telephone, e-mail and via a secure online platform in several languages. The new whistleblower channel was announced to employees by e-mail and via the intranet. TUI AG's 'TUI SpeakUp'

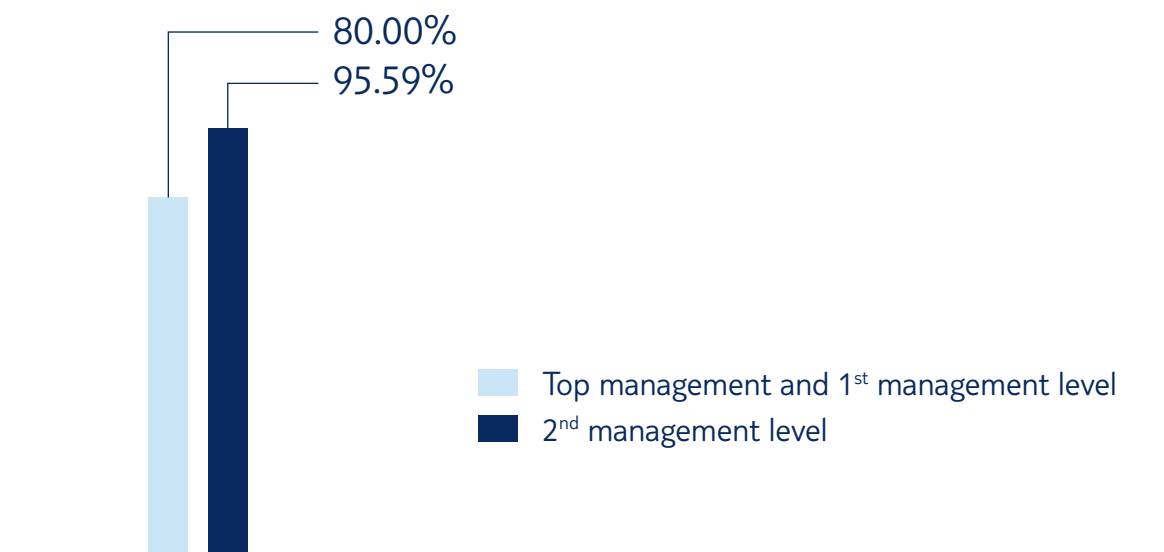
GRI 2-12; 2-13;
 2-16; 2-25; 2-26;
 2-29; 205/3-3;
 205-2; 206/3-3;
 401/3-3; 403/3-3;
 404-2; 406/3-3;
 408/3-3; 409/3-3

hotline can also be used by employees, crews and external whistleblowers to submit compliance violation notifications. Those concerning TUI Cruises are forwarded to the Compliance Team for follow-up.

For the crews on TUI Cruises ships, in line with maritime practice there are further reporting channels for information or complaints, for example via the Designated Person Ashore (DPA). As an interface between the crew and the management level ashore, the DPA ensures that crew members are able to work safely and efficiently, and that safety precautions are observed on board. In this role, the DPA also acts as a first point of contact for compliance-related notifications.

The Compliance team follows up thoroughly on all notifications received. If one proves to be justified, Management is informed of the incident, provided they are not involved themselves. Serious matters can also be submitted to the Shareholder Committee or the Supervisory Board. Provided that violations are reported in good faith, a notification will naturally entail no disadvantage to the person reporting it – regardless of whether the report proves to be well-founded. Whistleblowers first receive an acknowledgement of receipt of their notification; after three months at the latest, they receive feedback on the current result of the investigation. The effectiveness of the existing whistleblowing procedures is reviewed on a case-by-case basis, or whenever new laws or developments require it.

32 | Management staff trained in anticorruption measures 2023, in percent



The 'Save the Waves' training course is compulsory for all crew members and raises their awareness of compliance with environmental standards in routine working processes.

RISK MANAGEMENT

For TUI Cruises, managing risks responsibly is a fundamental element of good corporate governance. Identifying, evaluating and systematically responding to risks in good time is crucial to the long-term business success of the company. Risk management is therefore an integral part of the company's planning process and is closely linked to the corporate strategy. TUI Cruises' constant objective is to limit risks as far as possible. At the same time, the company strives continually to leverage opportunities, aiming for a balance between opportunities and risks.

A specific Risk Management Policy describes the company's underlying approach, the key aspects of the risk management process and the main reporting procedures. The organisation of risk management is also described here. The CFO of TUI Cruises holds the position of Chief Risk Officer. Together with the Director of Risk Management, who is supported by the Risk Manager, the CFO monitors and steers the risk management process.

Responsibility for managing individual risks is held by the specialist departments and in particular by the respective managers (risk owners). The Risk Manager supports the risk owners in identifying, assessing, evaluating and managing their respective risks. If necessary, a personal meeting with the responsible risk owner takes place, during which potential risk-mitigation opportunities are also considered. This

way, existing risks are systematically recorded and evaluated. The Chief Risk Officer then analyses the aggregated risks and opportunities at corporate level.

Within this process, the Sustainability Department is also regularly called on to assess current risk areas. Possible violations of regulatory requirements are considered a risk, as are increasing requirements and stricter regulations on environmental standards, especially CO₂ emissions. In addition, a negative environmental reputation of the cruise industry might lead to declining consumer demand. Last but not least, climate change could also have a negative impact on the TUI Cruises business model. Specific risk factors include the loss of biodiversity, as well as extreme weather events.

In view of the above factors, the company carried out a climate scenario analysis in 2023 together with TUI Group, aligned with the recommendations of the Task Force for Climate Related Financial Disclosures (TCFD) initiative. Risks and opportunities arising from predicted climatic changes were identified and evaluated. The climate scenario analysis is an important first step for TUI Cruises in preparing for a CSRD-compliant materiality analysis in 2024 and is also a key element in assessing related impacts, risks and opportunities.

Data protection and IT security

Data protection and data security are especially important to a cruise company. TUI Cruises is keenly aware of this responsibility and works continually to ensure data protection and compliance with country-specific legal regulations. This applies in particular to the personal data of the company's cruise guests, further customers, suppliers, employees and job applicants. TUI Cruises pursues a risk-specific management approach to data protection and IT security. To do this, presumed damage to the affected person is compared with the respective probability of it occurring, which allows the company to derive measures that minimise or completely prevent the specific risk. TUI Cruises takes documented processes, policies and guidelines, as well as technical and organisational measures, as the basis for its management approach.

The Data Protection Policy is the decisive element in TUI Cruises' data protection organisation. A network of coordinators supports data protection management; alongside this, employee training courses are carried out and repeated on a regular basis. Regular awareness training and phishing simulations also ensure the necessary IT security awareness throughout the workforce. Nevertheless, IT risks can never be completely eliminated. For this reason, TUI Cruises has established comprehensive business continuity measures to remain operational in the event of a major system failure or extensive IT infrastructure damage. Besides frequent data backups and further technical measures, the company has also increased its use of cloud-based systems.

GRI 2-12; 2-13;
 2-23; 2-25; 201/3-3;
 201-2; 205-2;
 206/3-3; 101/3-3;
 101-2; 305/3-3;
 404-2; 418/3-3

SUPPLY CHAINS AND SUSTAINABLE PROCUREMENT

TUI Cruises is publicly committed to sustainable and ethical business practices in full compliance with all applicable laws, conventions and regulations. Via the [Code of Conduct for Suppliers](#), the company extends its own claim to its supply chain and specifies minimum standards for its suppliers as well as their employees, subcontractors, agents and service providers.

In a participative process, joint corporate values for both the *Mein Schiff*® and Hapag-Lloyd Cruises brands were already defined in 2022 (see chapter [Social Responsibility](#)). In relation to this, the TUI Cruises Code of Conduct for Suppliers was also updated in spring 2023 and communicated to the workforce. This Code is aimed in particular at combatting corruption while upholding fair working conditions and stringent health, safety, environmental, public welfare and information security standards. In addition to the Code of Conduct for Suppliers, TUI Cruises has also established voluntary corporate guidelines and position papers on environmental issues (see chapter [Environment | Guidelines and Voluntary Commitments](#)). Sustainable supplier management is also a core focus topic of our Sustainability Strategy 2030.

All standard TUI Cruises contracts refer explicitly to the Code of Conduct for Suppliers and require business partners’ full and constant compliance with it. Increasingly, the Code’s requirements are also being incorporated as mandatory contractual cornerstones of those business relationships that are not regulated by standard contracts. The Code is publicly available via the TUI Cruises corporate website.

Furthermore, a special sustainability clause in all standard and special contracts explicitly requires TUI Cruises suppliers to uphold all applicable national and international environmental standards and laws, to respect fundamental labour rights in accordance with the ILO Declaration (1998) and to respect human rights. Beyond this, the clause obliges suppliers to use environmentally friendly and efficiently recyclable packaging: packaging materials must be selected to ensure their reuse or recycling, as well as to minimise the environmental impact of their final disposal. Suppliers’ compliance with these obligations is monitored on a case-by-case basis. As a general principle, the company trusts their voluntary commitment. Nevertheless, should violations of the stated standards be proven, TUI Cruises reserves the right to terminate the contractual relationship immediately. Within the ISO 14001 and 9001 certifications, regular assessments of TUI Cruises’ strategic and long-term suppliers are carried out. In addition, integrated environmental and quality-focused supplier audits are performed regularly.

Decentralised procurement activities – one common goal

All TUI Cruises procurement guidelines and policies fundamentally apply to both brands’ procurement activities and define the overarching requirements for purchased goods. As there is no central procurement at TUI Cruises, sustainability requirements and related measures are managed decentrally. For example, most onboard purchasing for the hotel operations is handled by the service provider sea chefs, while Royal Caribbean is responsible for a major part of procurement in the maritime operations area. Within new-build projects, the respective shipyard acts as the buyer and TUI Cruises assumes responsibility for Owner Supply, which mainly relates to ships’ interior fittings.

Given the above, the Sustainability Department collaborates with various project partners to ensure that the company’s procurement is as sustainable as possible. For instance, together with Marketing, a definition of sustainable paper and print products was produced. In Ship Management, TUI Cruises’ current focus is on using sustainable materials during dry-dock periods and procuring sustainable furniture for hotel operations. After all, when it comes to new builds, it is important to enable sustainable solutions through specifying the company’s requirements in advance to the designers and architects assigned.

GRI 2-6; 2-13;
 2-23; 2-24; 2-25;
 2-29; 205/3-3;
 205-2; 206/3-3;
 301/3-3; 306/3-3;
 308/3-3; 401/3-3;
 403/3-3; 407/3-3;
 408/3-3; 409/3-3;
 414/3-3

Regarding Product Management, TUI Cruises Sustainability experts work with the respective specialist departments on programmes and projects to achieve more sustainable food, for example in compliance with animal welfare standards. In addition, the range of vegetarian and vegan meals is to be expanded. Using sustainable textiles and circular economy considerations are also important here.

Partnerships for more sustainability

A key success factor in effective sustainability management is targeted cooperation with external partners and organisations. TUI Cruises therefore forms strategic partnerships to be able to offer high-quality products across its fleets and to cooperate with its partners on new and even more sustainable offerings – from the natural cosmetics in the wellness areas of both fleets’ ships, to sustainable bar design on the *Mein Schiff*® fleet. Further successful examples can be found on both fleets in the area of cabin textiles, where TUI Cruises works closely with suppliers to include sustainably produced cotton products in the textile assortment.

GRI 2-6; 2-13;
 2-16; 2-23; 2-24;
 2-27; 205/3-3;
 206/3-3; 206-1;
 301/3-3

Fair competition

As a cruise company, TUI Cruises is active in many markets and negotiates with numerous suppliers and partners. Negotiating advantageous contracts and the best prices is also in the interest of the company’s customers. But even if there is intense competition, constantly respecting statutory requirements on competition remains a permanent priority. In 2023, TUI Cruises was not involved in any legal proceedings related to anti-competitive behaviour, or violations of anti-trust and monopoly law. To ensure this in the future too, TUI Cruises formulated and implemented a new Fair Competition Policy in 2022. This uses workplace scenarios to explain how the company should compete in a fair and legally compliant way. The policy is binding for all TUI Cruises employees.



Sustainably produced cotton

5

ANNEX

GRI Index

[Further key figures from the Social Responsibility chapter](#)

[List of abbreviations](#)

[About this report/Imprint](#)

GRI Index

GRI Indicator	Comment	Reference	
GRI 2: General Disclosures (2021)			
The organization and its reporting practices			
2-1	Organizational details	<p>TUI Cruises is a limited liability company (GmbH) under German commercial law. The company's registered headquarters are in Hamburg, Germany.</p> <p>The two parent companies are Royal Caribbean Ltd., a private corporation based in Miami, Florida (U.S.A.), and TUI AG, a public limited corporation based in Hanover, Germany.</p>	05–06; 63
2-2	Entities included in the organization's sustainability reporting	Unless otherwise indicated, this Sustainability Report refers to TUI Cruises GmbH in its entirety, i.e. to the cruise brands <i>Mein Schiff</i> ® and Hapag-Lloyd Cruises. The statements provided apply to all employees of TUI Cruises at the administrative locations in Berlin and Hamburg as well as to employees of TUI Cruises aboard both fleets.	05–06; 63
2-3	Reporting period, frequency and contact point		63
2-4	Restatements of information	<p>For the reporting year, TUI Cruises' water consumption was calculated by water withdrawal (freshwater production and freshwater bunkering) minus wastewater recirculation. This represents a significant change in the calculation basis compared to the previous reporting year, in which water consumption was directly equated with water withdrawal. A corresponding year-on-year comparison is not possible in the current reporting year due to a lack of comparative data.</p> <p>To be able to report key figures regarding employees on a comparable basis with figures from the previous reporting year, data for 2022 have been restated based on the 2023 calculation methodology. This may cause figures to deviate from those stated in the previous year's report. This notwithstanding, the intended purpose is to enable future year-on-year comparability of key figures.</p>	27; 29–30; 60–61
2-5	External assurance	No external review has been carried out of the contents of the report for the 2023 reporting year.	
Activities and workers			
2-6	Activities, value chain and other business relationships		05–07; 11; 13; 29; 37; 47–48
2-7	Employees	Contractually fixed working hours apply to all TUI Cruises employees. The key figures reported under this standard were calculated on the basis of employee figures (headcount) as at 31.12.2023.	06; 29–30; 60–61
2-8	Workers who are not employees	In the reporting year there were no employees at TUI Cruises without a direct contractual employment relationship whose work was controlled by the organisation. TUI Cruises ships' crews include people who are not in an employment relationship with TUI Cruises, neither as temporary employees; these people are employed by external service providers.	06; 29

GRI Index

Further key figures from the Social Responsibility chapter

[List of abbreviations](#)

[About this report/Imprint](#)

GRI Index

GRI Indicator	Comment	Reference	
Governance			
2-9	Governance structure and composition	05; 07–09; 11; 41; 61	
2-10	Nomination and selection of the highest governance body	Two members of the Supervisory Board are appointed by each of the two parent companies. The two employee representatives are voted into office by the employees in a free election.	41
2-11	Chair of the highest governance body	In the reporting year, Jutta Westerburg, Director Legal Holiday Experiences at TUI AG, was Chairwoman of the Supervisory Board of TUI Cruises.	
2-12	Role of the highest governance body in overseeing the management of impacts		07–09; 11; 41; 44–46
2-13	Delegation of responsibility for managing impacts	Ashore, in addition to the roles and responsibilities described in the report, the Carbon Reduction Working Group was formed in the reporting year and included two Project Managers and four workstreams. This Working Group works closely with TUI Cruises Management in monthly management meetings in order to implement the annual and long-term plans drawn up by the Corporate Planning Department to achieve the SBTi targets. On board the ships, in addition to the roles and responsibilities described in the report are the 'Top 7' onboard management positions on TUI Cruises ships: Captain, Staff Captain, Environmental Officer, Chief Officer Safety, Chief Engineer, Staff Chief Engineer, and General Manager.	07–09; 13–16; 18; 27; 31; 34–35; 38; 41; 44–48
2-14	Role of the highest governance body in sustainability reporting	Final approval for all sustainability reports rests with the CEO of TUI Cruises. Within the preparation of the report, all relevant departments including the Communications Department are involved and gather the required information.	07–08; 63
2-15	Conflicts of interest		37–38; 44
2-16	Communication of critical concerns	In the reporting year, no critical concerns were submitted to the Supervisory Board.	34; 44–45; 48
2-19	Remuneration policies	In the reporting year, a salary increase of 4% was implemented for all employees of TUI Cruises and an inflation bonus was paid. In addition to fixed remuneration, there is a bonus scheme for all permanent employees; this is based on their achievement of individual targets (e.g. also CO ₂ reduction targets), among other factors.	29; 32

GRI Index

Further key figures from the Social Responsibility chapter

List of abbreviations

About this report/Imprint

GRI Index

GRI Indicator	Comment	Reference	
Strategy, policies and practices			
2-22	Statement on sustainable development strategy	03	
2-23	Policy commitments	TUI Cruises is explicitly committed to full compliance with the UN Convention on the Rights of the Child as well as the ILO Core Labour Standards; the company also participates indirectly in TUI AG's membership of the UN Global Compact. In addition, TUI Cruises declares its compliance with all other material environmental and social standards. In addition to its corporate values, mission statements and objectives, codes of conduct and social and environmental principles, TUI Cruises also substantiates its voluntary commitment in Works Agreements, including with regard to special leave from work, employee onboarding management, IT systems and employee profit-sharing. Hapag-Lloyd Cruises is also subject to additional Works Agreements, including those relating to working hours, further education and training, company pension schemes, work-life balance and occupational health management.	07–09; 15–17; 20–21; 22; 25–27; 29; 31; 34–36; 37–38; 42–44; 46–48
2-24	Embedding policy commitments	09; 15; 17; 20–21; 23; 25–27; 29; 31; 35; 38; 42–44; 47–48	
2-25	Processes to remediate negative impacts	09; 11; 16–21; 22–27; 34–36; 37–38; 42–43; 44–45; 46; 47	
2-26	Mechanisms for seeking advice and raising concerns	In addition to the stated reporting procedures, the Legal & Compliance Department also has the opportunity to discuss reports and incidents with the CFO in regular jour fixe meetings.	34–35; 44–45
2-27	Compliance with laws and regulations	34; 44; 48	
2-28	Membership associations	11	
Stakeholder engagement			
2-29	Approach to stakeholder engagement	08–09; 11; 14; 23; 25; 31–32; 34–35; 37–38; 45; 47	
2-30	Collective bargaining agreements	29; 32	

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GRI Indicator	Comment	Reference
GRI 3: Material Topics (2021)		
3-1	Process to determine material topics	08
3-2	List of material topics	08–10
Economic performance indicators		
GRI 201: Economic Performance (2016)		
3-3	Management of material topics	05–06; 13; 38; 46
201-1	Direct economic value generated and distributed	05–06; 38–39
201-2	Financial implications and other risks and opportunities due to climate change	13; 46
GRI 202: Market Presence (2016)		
3-3	Management of material topics	29; 32; 34
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	All employers with employees on board TUI Cruises’ fleets must be MLC (Maritime Labour Convention)-certified and pay their employees at least the minimum wage for seafarers. Ashore, the statutory minimum remuneration is upheld for all employees. 32; 34
GRI 205: Anti-corruption (2016)		
3-3	Management of material topics	43–45; 47–48
205-2	Communication and training about anti-corruption policies and procedures	In the reporting year, TUI Cruises concentrated on preventing corruption incidents and on implementing corresponding training courses. Managers were trained in anti-corruption policies and procedures at TUI Cruises in the reporting year; no training for business partners was carried out. 43–47
205-3	Confirmed incidents of corruption and actions taken	44
GRI 206: Anti-competitive Behavior (2016)		
3-3	Management of material topics	43–46; 47–48
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	48

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GRI Indicator	Comment	Reference
Environmental performance indicators		
GRI 301: Materials (2016)		
3-3	Management of material topics	08; 09–10; 12–15; 22–25; 39; 47–48
GRI 302: Energy (2016)		
3-3	Management of material topics	03; 05; 10; 13–15; 18–21; 42
302-1	Energy consumption within the organization	TUI Cruises reports the electricity consumption for its administrative locations in Hamburg and Berlin for 2022 and 2021; a definitive electricity-consumption statement for the reporting year was not available at the publication deadline and extrapolation was not possible. At the editorial deadline, no electricity consumption data for 2021 were available for the Berlin location. For the Hamburg location, 100% of the electricity purchased is from renewable energy sources. For the Berlin location (commercial premises within an office complex), no electricity from renewables is purchased from the lessor of the premises. Electricity consumption at the Hamburg location in 2022: 373,096.65 kWh; 2021: 382,756.17 kWh Electricity consumption at the Berlin location in 2022: 120,389.32 kWh; 2021: not specified. In addition, around 29.10 metric tonnes of biodiesel were used as fuel in the biofuel blend in the reporting year (approx. 30% share).
302-4	Reduction of energy consumption	At the administrative location in Hamburg, a reduction in electricity consumption of approx. 2.52% was achieved in 2022 compared to the previous year (i.e. a total electricity saving of approx. 9,659.52 kWh).
GRI 303: Water and Effluents (2018)		
3-3	Management of material topics	03; 09–10; 12–15; 23; 25–27
303-1	Interactions with water as a shared resource	The use of water on board the fleets is primarily attributable to consumption in the cabins (guests and crew washing/showering; toilets are vacuum systems); consumption in public toilets (sinks); consumption in cleaning (housekeeping) and laundry processes; consumption in the galleys for food and drink preparation and for dishwashing; consumption in pool and spa operation; consumption in marine operations cleaning processes; engine cooling and water for exhaust-gas cleaning systems (scrubbers).
303-2	Management of water discharge-related impacts	13–15; 23; 25–27

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GRI Indicator	Comment	Reference	
303-3	Water withdrawal	25; 27	
303-4	Water discharge	26–27	
<p>Essentially, the report distinguishes between the following wastewater categories.</p> <ul style="list-style-type: none"> - Greywater: water arising during ship operation and resulting from activities such as meal preparation, laundry and showering. - Blackwater: wastewater from toilets and urinals, residues from cleaning blackwater collection, storage and treatment systems; wastewater from sinks, showers and drains at the medical facilities. - Bilgewater: water that collects at the lowest part of the ship's inner hull and may contain oil, grease, or other contaminants that have leaked or condensed from various sources such as shaft seals, evaporators, or other machinery. <p>In the case of wastewater recirculation, neither the shoreside discharge of the AEP (Advanced Emission Purification System) wastewater (closed loop) nor the discharge of the AEP washwater (open loop) to the sea are currently taken into account. These key figures are to be calculated for the 2024 reporting year.</p>			
303-5	Water consumption	27	
GRI 306: Effluents and Waste (2016)			
306-6	Significant spills	There were no known cases of significant leakage of harmful substances in the reporting year.	
GRI 101: Biodiversity (2024)			
3-3	Management of material topics	At Futouris e.V., members selected an industry project on the topic of biodiversity. Project development will be launched in 2024 and will also include cruise operators.	03; 09–10; 11; 12–15; 27; 46
101-2	Management of biodiversity impacts	TUI Cruises has no company or operating locations in protected areas or in areas with a high biodiversity value. The Hapag-Lloyd Cruises fleet generally offers cruises in regions with a high biodiversity value (e.g. Antarctica, Amazon, Galapagos, Alaska, Arctic). The <i>Mein Schiff</i> ® fleet offers cruises to 'sensitive areas' as defined by the IMO. All relevant regulations for the protection of ecosystems are complied with during cruise operations.	11; 13; 15; 27; 46
GRI 305: Emissions (2016)			
3-3	Management of material topics		03; 05; 07–10; 13–21; 38; 42; 46
305-1	Direct (Scope 1) GHG emissions		17
305-3	Other indirect (Scope 3) GHG emissions	In the reporting year, indirect greenhouse gas emissions (Scope 3) were only recorded with regard to fuel consumption ('Well-to-Wake'). In future, TUI Cruises will collect further Scope 3 emissions data.	17

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GRI Indicator	Comment	Reference
305-4	GHG emissions intensity	17
305-5	Reduction of GHG emissions	17
305-6	Emissions of ozone-depleting substances (ODS)	There was no production, importation or exportation of ozone-depleting substances (coolants) in the reporting year.
GRI 306: Waste (2020)		
3-3	Management of material topics	03; 07–10; 11; 13–15; 22–25; 38; 47
306-1	Waste generation and significant waste-related impacts	23–25
306-2	Management of significant waste-related impacts	23–25
306-3	Waste generated	The total waste volume was not broken down by components in the reporting year. TUI Cruises will publish this data in future. 24
GRI 308: Supplier Environmental Assessment (2016)		
3-3	Management of material topics	47
308-1	New suppliers that were screened using environmental data	In the reporting year, due to limited capacity no audits of new suppliers were carried out.
Social performance indicators		
GRI 401: Employment (2016)		
3-3	Management of material topics	06; 07–10; 11; 28–36; 41–43; 44–45; 47
401-1	New employee hires and employee turnover	30; 61
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	32; 35–36
401-3	Parental leave	30; 60

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GRI Indicator	Comment	Reference
GRI 402: Labor/Management Relations (2016)		
3-3	Management of material topics	The Works Council is divided into the following Working Groups: Working Hours, Further Education and Training, Public Relations, Harmonisation, Internal Proposals/Idea Management, Occupational Health Management, Employee Onboarding Management, Workplace/Room Inspections and Occupational Health and Safety Committee, Work-Life Balance and Corporate Culture, Mobile Working.
402-1	Minimum notice periods regarding operational changes	There is a minimum notice period of one quarter-year granted to employees and their representatives before significant operational changes may be implemented. These or other consultation and negotiation provisions have not been set out in a collective agreement, as TUI Cruises is not bound by collective bargaining regulations.
GRI 403: Occupational Health and Safety (2018)		
3-3	Management of material topics	08; 29; 31; 33–36; 42–43; 45; 47
403-1	Occupational health and safety management system	Ashore, the occupational health and safety management system is designed by the Occupational Health and Safety Committee based on legal requirements. All shoreside employees at the Hamburg and Berlin locations are covered, and on the ships all crew members are subject to the management systems implemented on board. In the reporting year there were no accidents at work ashore, rendering evaluation management unnecessary.
403-2	Hazard identification, risk assessment, and incident investigation	As a result of the Occupational Health and Safety Act, the offer of workplace inspections generally applies, especially following internal workplace moves. Safety Officers monitor potential hazards, identify deficiencies and organise their elimination. In addition, additional awareness-raising regarding occupational health and safety protection is carried out via the company's intranet ('Logbook').
403-3	Occupational health services	32; 34–36
403-4	Worker participation, consultation, and communication on occupational health and safety	31; 34–36
403-5	Worker training on occupational health and safety	8; 33–36
403-6	Promotion of worker health	35–36
403-8	Workers covered by an occupational health and safety management system	There are no employees at TUI Cruises without a direct contractual employment relationship whose work is controlled by the organisation (see statement on GRI 2-8).
403-9	Work-related injuries	There were no work-related injuries among TUI Cruises employees on board or ashore in the reporting year.
403-10	Work-related ill health	In the reporting year, no data on work-related illnesses were collected among TUI Cruises employees or service providers' employees on board TUI Cruises ships.

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GRI Indicator	Comment	Reference	
GRI 404: Training and Education (2016)			
3-3	Management of material topics	In the reporting year, one in three shore-based trainees were taken on by TUI Cruises on completing their training.	08; 22; 29; 31–33
404-2	Programs for upgrading employee skills and transition assistance programs	In the reporting year, all TUI Cruises employees were required to undergo mandatory training with the following main focus areas: occupational safety, sustainability, data protection and security, Integrated Management System, IT and information security, compliance, and coronavirus briefing in accordance with Section 12 of the Occupational Health and Safety Act. Besides these, voluntary basic training on project management was available to all employees every six months and a follow-up training course was available annually.	14–15; 32–36; 44–45; 46
404-3	Percentage of employees receiving regular performance and career development reviews	All TUI Cruises employees have a right to regular feedback discussions. Interns and working students receive feedback based on their needs and tasks.	32
GRI 405: Diversity and Equal Opportunity (2016)			
3-3	Management of material topics		10; 28–29; 31–32; 34; 41; 61
405-1	Diversity of governance bodies and employees		29–30; 41; 61
405-2	Ratio of basic salary and remuneration of women to men	Female employees earn on average 5.4% less than their male colleagues.	
GRI 406: Non-Discrimination (2016)			
3-3	Management of material topics		28–29; 34; 45
406-1	Incidents of discrimination and corrective actions taken		34
GRI 407: Freedom Of Association And Collective Bargaining (2016)			
3-3	Management of material topics		29; 31–32; 42; 47
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	In the reporting year, TUI Cruises was not aware of any business locations or suppliers where the rights to freedom of association and collective bargaining were threatened or infringed.	

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GRI Indicator		Comment	Reference
GRI 408: Child Labor (2016)			
3-3	Management of material topics		
408-1	Operations and suppliers at significant risk for incidents of child labor	In the reporting year, TUI Cruises was not aware of any business locations or suppliers at significant risk of infringing child-labour law.	42; 44–45; 47
GRI 409: Forced or Compulsory Labor (2016)			
3-3	Management of material topics		42; 44–45; 47
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	In the reporting year, TUI Cruises was not aware of any business locations or suppliers at significant risk of infringing forced or compulsory-labour law.	
GRI 414: Supplier Social Assessment (2016)			
3-3	Management of material topics		47
414-1	New suppliers that were screened using social criteria	In the reporting year, due to limited capacity no audits of new suppliers were carried out.	
GRI 415: Public Policy (2016)			
3-3	Management of material topics		11; 38
415-1	Political contributions		38–39
GRI 418: Customer Privacy (2016)			
3-3	Management of material topics		08; 46

FURTHER KEY FIGURES FROM THE SOCIAL RESPONSIBILITY CHAPTER

33 | Employees by contract type in absolute numbers and as a percentage

	2022		2023	
Employees on unlimited contracts	728	100%	759	100%
By gender				
Male	264	36.26%	287	37.81%
Female	464	63.74%	472	62.19%
Diverse	0	0%	0	0%
By deployment area				
At sea	90	12.36%	90	11.86%
Ashore	638	87.64%	669	88.14%
Employees on fixed-term contracts	223	100%	208	100%
By gender				
Male	134	60.09%	115	55.29%
Female	89	39.91%	93	44.71%
Diverse	0	0%	0	0%
By deployment area				
At sea ¹	143	64.13%	124	59.62%
Ashore ²	80	35.87%	84	40.38%

¹ Of whom 10 Nautical Officer Assistants in 2023 and 15 in 2022

² Figures include 31 interns and working students, and 22 trainees in 2023; 31 interns and working students, and 15 trainees in 2022

34 | Parental leave by gender, in absolute numbers and in percent

	2022		2023	
Employees entitled to parental leave (all)	951	100%	967	100%
Male	398	41.85%	402	41.57%
Female	553	58.15%	565	58.43%
Diverse	0	0%	0	0%
Parental leave taken	62	9.08%	59	6.10%
Of whom male	8	12.90%	8	13.56%
Of whom female	54	87.10%	51	86.44%
Of whom diverse	0	0%	0	0%
Return after the end of parental leave	22	3.22%	27	2.79%
Of whom male	6	27.80%	5	18.52%
Of whom female	16	72.20%	22	81.48%
Of whom diverse	0	0%	0	0%
Still employed 12 months after return ¹	19	2.78%	19	1.97%
Of whom male	6	31.58%	6	31.58%
Of whom female	13	68.42%	13	68.42%
Of whom diverse	0	0%	0	0%

¹ All returnees in 2022 were considered.

GRI 2-4; 2-7; 401-3

35 | Diversity on the Supervisory Board and in the workforce
 in absolute numbers and as a percentage

	2022		2023	
Persons on the Supervisory Board	6	100%	6	100%
By gender				
Male	3	50%	3	50%
Female	3	50%	3	50%
Diverse	0	0%	0	0%
By age group				
Under 30 years old	0	0%	0	0%
30 – 50 years old	3	50%	3	50%
Over 50 years old	3	50%	3	50%
Employees ¹	920	100%	936	100%
By gender				
Male	392	42.6%	395	42.20%
Female	528	57.39%	541	57.80%
Diverse	0	0%	0	0%
By age group				
Under 30 years old	143	15.54%	184	19.66%
30 – 50 years old	562	61.09%	550	58.76%
Over 50 years old	215	23.37%	202	21.58%

¹ Excluding interns and working students

 GRI 2-4; 2-7; 2-9;
 401-1; 405/3-3; 405-1

36 | Employee turnover at TUI Cruises
 excluding working students

	2022		2023	
Total employee exits/fluctuation rate in %	173	20.32%	150	17.20%
Average number of employees in the reporting period	851		872	
Fluctuation by gender				
Male	75	43.35%	61	40.67%
Female	98	56.65%	89	59.33%
Diverse	0	0%	0	0%
Fluctuation by age group				
Under 30 years old	38	21.97%	22	14.67%
30 – 50 years old	106	61.27%	99	66.00%
Over 50 years old	29	16.76%	29	19.33%
Fluctuation by deployment area				
At sea	80	46.42%	46	30.67%
Ashore	93	53.76%	104	69.33%

The turnover rate is derived by comparing the number of employees leaving to the average number of employees in the current reporting year. Categorising this by age group, gender and place of employment enables a comparison of that category to the overall number of employees leaving. The fleet area only includes the exits of employees from whom no re-entry may be expected.

LIST OF ABBREVIATIONS

ABTA	Animal Welfare Guidance for Animals in Tourism	ESG	Environmental, Social, Governance	NGO	Non-governmental organisation
AEP	Advanced Emission Purification System	GHG	Greenhouse gas	OSC	Occupational Safety Committee
APCD	Available Passenger Cruise Days	GRI	Global Reporting Initiative	RCG	Royal Caribbean Group
AWP	Advanced Wastewater Purification	GSTC	Global Sustainable Tourism Council	SBTi	Science Based Targets initiative
BPA	Bisphenol-A	HELCOM	Helsinki Commission	SCR	Selective catalytic reduction
CEO	Chief Executive Officer	HFO	Heavy fuel oil	SDG	Sustainable Development Goals
CLIA	Cruise Lines International Association	ILO	International Labour Organization	SOLAS	International Convention for the Safety of Life at Sea
CFO	Chief Financial Officer	IMO	International Maritime Organization	SQM	Ship's Safety and Quality Manual
CSRD	Corporate Sustainability Reporting Directive	IMS	Integrated Management System	STCW	International Convention on the Standards of Training, Certification and Watchkeeping for Seafarers
DEFRA	Department for Environment, Food & Rural Affairs (United Kingdom)	ISM	International Safety Management	TCFD	Task Force for Climate Related Financial Disclosures
DGzRS	German Maritime Search and Rescue Service	ISO	International Organization for Standardization	TTW	Tank-to-Wake
DPA	Designated Person Ashore	LNG	Liquefied natural gas	VLSFO	Very low sulphur fuel oil
DRV	German Travel Association	MARPOL	International Convention for the Prevention of Pollution from Ships	WTW	Well-to-Wake
ECAs	Emissions Control Areas	MGO	Marine gasoil		
EDL-G	Energy Services Act	MLC	Maritime Labor Convention		
EEDI	IMO Energy Efficiency Design Index	NDA	Non-disclosure Agreement		
E-LNG	Liquefied natural gas from renewable sources	NECAs	Nitrogen Oxide Emission Control Areas		

ABOUT THIS REPORT

TUI Cruises GmbH (hereinafter TUI Cruises) produces a Sustainability Report every year and publishes it in German and English on the TUI Cruises corporate website. This report describes TUI Cruises' stated sustainable business objectives, measures and achievements over the company's 2023 financial year (01 January 2023 to 31 December 2023). The financial reporting period coincides with the period covered by the Sustainability Report. As in the previous year, this Sustainability Report has been produced with reference to the standards set out by the Global Reporting Initiative (GRI) in 2021.

Unless otherwise indicated, all statements and key figures refer to TUI Cruises as an overall entity, that is, they comprise the cruise brands *Mein Schiff*® and Hapag-Lloyd Cruises. They also apply to the entire workforce at the administrative offices in Hamburg and Berlin as well as to the TUI Cruises employees on TUI Cruises' ships and the crew members aboard. The facts and related details reported here were compiled and approved by the specialists and departments responsible. Explanations of relevant abbreviations are provided in the [List of Abbreviations](#).

GRI 2-1; 2-2; 2-3; 2-14

In the interests of comparability, TUI Cruises generally seeks to report comparative figures from the previous reporting year. However, due to the phased collation of GRI-relevant data in the reporting year and the ongoing integration of Hapag-Lloyd Cruises into the corporate processes, comparative figures from the previous year 2022 were not yet available for all key figures in this report at the date of publication. TUI Cruises continues to work towards fully comprehensive data collation and will close existing gaps in the reporting years to come.

Slight variations in data calculation may occur due to rounding-off. All forward-looking statements in this report are based on carefully considered assumptions valid at the editorial deadline. Due to known or unknown risks and uncertainties, actual results, developments or company performance may differ from our forecasts, estimates and announcements.

The Sustainability Report 2023 is available online in PDF format in both German and English. For more information, please visit [meinschiff.com/nachhaltigkeit-tuicruises](https://www.meinschiff.com/nachhaltigkeit-tuicruises). TUI Cruises currently expects to publish the Sustainability Report 2024 in the spring of 2025.

IMPRINT

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