



# 2024

**SUSTAINABILITY REPORT**

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DEAR LADIES AND GENTLEMEN,  
DEAR READERS,

GRI 2-6, 2-22,  
202/3-3, 302/3-3,  
305/3-3, 401/3-3,  
404/3-3, 405/3-3

cruise shipping represents a relatively small but highly innovative means of leisure travel. Last year, while some 70 million people in Germany travelled for pleasure, only around 3 million of them booked a cruise voyage.



Although cruise shipping is a niche sector in both the tourism and merchant shipping industries, it plays a pioneering role regarding climate protection and sustainability innovations. Ships are becoming more

and more efficient, new technologies are being put through their paces, and sustainable fuels are being used and tested to continually reduce emissions.

At TUI Cruises we have set out our climate protection roadmap clearly, which relies on four main emissions-reduction levers. We are committed to low-emissions fuels such as MGO, LNG, methanol, synthetic fuels (e-fuels) and biofuels. *Mein Schiff 7*, which entered service in 2024, is methanol-ready, while *Mein Schiff Relax*, which joined our fleet in spring 2025, is equipped with dual-fuel gas propulsion. Both vessels are milestones on our journey towards increasingly sustainable cruising. Our ships are designed to be able to run on various low-emissions fuels in future, which lets us stay flexible while climate-friendly fuels are not yet available in sufficient quantities. In addition, we use green shore power wherever available and totalled over 80 port calls using shore power in 2024. At TUI Cruises we are continuously optimizing our energy efficiency through technical and operational measures such as new underwater coatings, digitalization, and data-driven decisions. As a fourth lever, optimized and efficient route planning minimizes our fuel consumption as it allows slower speeds and smart navigation.

Technological innovations play a core role in our strategy. We have introduced a data-driven decision-making system for our ship management and are currently testing innovative solutions such as hull-cleaning robots and air-lubrication systems. These technologies are helping us raise energy efficiency further while minimizing our environmental footprint. Close cooperation with ports, local authorities and organizations at our cruise destinations is a further important aspect. We are

working closely together to promote sustainable practices, such as efficient management of visitor flow to destinations. We support local communities, focus on sustainable shore excursions, and raise our cruise guests' awareness of cultural and environmental topics. Social responsibility also plays a key role. Crew members from over 50 nations work on our ships and this rich diversity on board reflects the wealth of cultural diversity of the cruise destinations we visit. We work continually to drive inclusion and equal opportunities further. For many professionals from other countries, the cruise sector represents a structured, safe form of labor migration. It not only provides people from different nations with a stable income, but also accommodation, food and further training opportunities – in the form of language courses such as German, for instance, or via vocational qualification programmes. This controlled migration creates opportunities, promotes intercultural exchange and allows employees to develop personally as well as professionally.

At TUI Cruises we are especially committed to leading the sector towards a more sustainable future. Our vision is to reduce our environmental impact while providing positive economic and social impetus. I warmly invite you to find out more about the progress we have made and our plans for the future on the pages that follow.

I wish you an informative and insightful read!

Yours,



WYBCKE MEIER

CEO TUI Cruises

# 1

# 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 € 2.1 billion, an increase of 10.53% 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 2024, around 691,900 passengers took the opportunity to sail on one of them. The *Mein Schiff*® fleet welcomed 660,682 passengers, while the Hapag-Lloyd Cruises fleet carried 31,228.

GRI 2-1, 2-2, 2-6, 2-9, 201/3-3, 201-1

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



## 02 | Company shareholdings



**Our company**

Sustainability at TUI Cruises  
In dialog with stakeholders

Seven ships with around 18,800 beds were in operation in 2024 under the *Mein Schiff*® brand, with two more vessels under construction. One highlight in the reporting year was the completion of the new-build series in Turku (Finland) with the delivery of *Mein Schiff 7*. It was christened on 22 June 2024 in the Kiel Fiord by Environmental Officer Fenia Kalachani and set sail on its maiden journey through the Danish southern Baltic Sea the following day. In its very first year at sea, *Mein Schiff 7* already won a Kreuzfahrt ('Cruise') Guide Award in the category of 'Sport/Wellness'. With this new ship, TUI Cruises reaffirms the high climate-protection standards that have characterized the company since its foundation. Throughout its history, TUI Cruises has continuously invested in modern, energy-efficient ships. *Mein Schiff 7* is one of the first cruise ships that can run on (green) methanol, meaning that practically CO<sub>2</sub>-neutral operations will be possible in future.

With the InTuition Class, TUI Cruises is currently constructing a second series of new-build cruise ships. Constructed at the Fincantieri Shipyard in Monfalcone, Italy, the *Mein Schiff Relax* was christened in April 2025, with the commissioning of *Mein Schiff Flow* planned for 2026. Both new ships will be powered by liquefied natural gas (LNG) engines and will be able to use bio- and e-LNG as fuel in future for even lower-emissions operation. Furthermore, improved catalysts will be fitted to reduce nitrogen oxide emissions (in compliance with the Euro 6 standard). In addition, these vessels will be equipped with shore-power

connections, enabling virtually emissions-free vessel operation during layovers in suitably equipped ports; these account for approximately 40% of vessels' operating time.

Hapag-Lloyd Cruises currently operates five ships with a total of approximately 1,590 beds. According to Insight Guides Cruising & Cruise Ships (formerly Berlitz Cruise Guide), these ships represent the 'best fleet in the world', which, with the EUROPA and the EUROPA 2, also includes the 'best ships in the world' in their size class. The fleet also includes the three expedition ships HANSEATIC nature, HANSEATIC inspiration and HANSEATIC spirit; among other accolades, in the reporting year the latter won a Kreuzfahrt Guide Award in the 'Routing' category for the best route planning.

A total of 897 people were employed at TUI Cruises as at the end of 2024, of whom 720 worked at the two office locations in Hamburg and Berlin, while 177 worked on board. Additionally, there was a pool of 13,563 employees of 'sea chefs', a service provider responsible for the onboard hotel activities; of these, around 8,800 employees were active on board the fleets at any one time. The Royal Caribbean Group (RCG) is responsible for technical ship management. Around 980 crew members were employed on board the TUI Cruises fleets through sea chefs and 250 crew via the service provider Columbia Shipmanagement.

GRI 2-1, 2-2,  
2-6, 2-7, 302/3-3,  
305/3-3, 401/3-3



Recognized with a Kreuzfahrt Guide Award in the category of 'Sport/Wellness': *Mein Schiff 7*



Recognized with a Kreuzfahrt Guide Award in the category of 'Routing' for the best route planning: HANSEATIC spirit

**Our company**

Sustainability at TUI Cruises  
In dialog with stakeholders

In the reporting year, both fleets' ships made over 3,000 port calls, with the *Mein Schiff*® fleet calling at 180 different ports in 70 countries and the Hapag-Lloyd Cruises fleet travelling to 85 countries and calling at 681 different ports and landing sites. The destinations benefited from significant positive economic effects from the use of port services (including logistics, pilotage, and waste disposal), ground handling (including guest transfer and baggage logistics) and the provision of shore excursions by local tour operators (see also "Social | Responsibility for Society").

GRI 2-1, 2-2, 2-6, 202/3-3

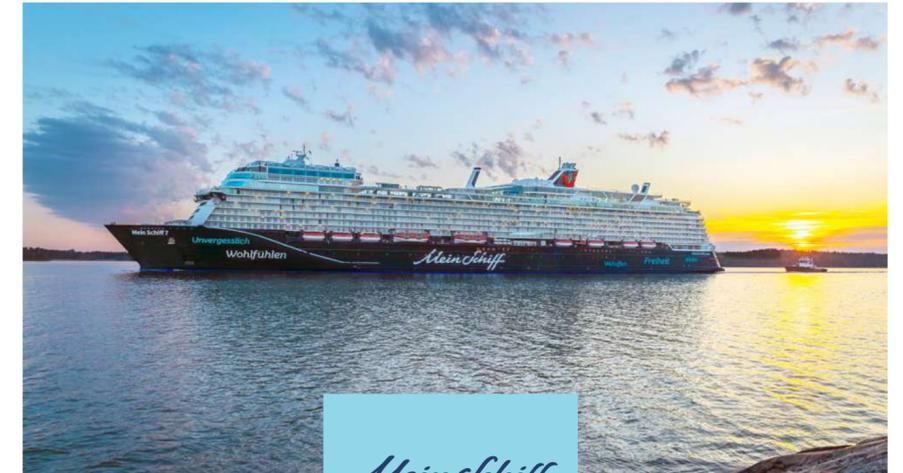


For over 130 years, Hapag-Lloyd Cruises has been the leading luxury and expedition cruises brand in the German-speaking region and is considered the 'inventor of the cruise'. The brand's small, highly individual ships have repeatedly set new standards. With the world's best luxury ships according to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

**03 | Hapag-Lloyd Cruises destinations/ports**

	2024
Port calls	1,321
Turnaround ports <sup>1</sup>	58
Ports	681
Transit ports	623
Countries	85

<sup>1</sup> Passenger exchange takes place in these ports.



*Mein Schiff*® stands for contemporary premium holidays at sea. Freedom of choice, personal 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.

**04 | Mein Schiff® destinations/ports**

	2024
Port calls	1,690
Turnaround ports <sup>1</sup>	21
Ports	180
Transit ports	169
Countries	70

# SUSTAINABILITY AT TUI CRUISES

For TUI Cruises, sustainable business success means integrating 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. The activities extend beyond the boundaries of the company to include upstream and downstream processes as well as the supply chain. To secure this, the individual sustainability aspects are an integral part of the respective policies and guidelines at both corporate and brand level (see also "Governance").

The central objective of TUI Cruises and its two brands is to continually minimize 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 plans 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.

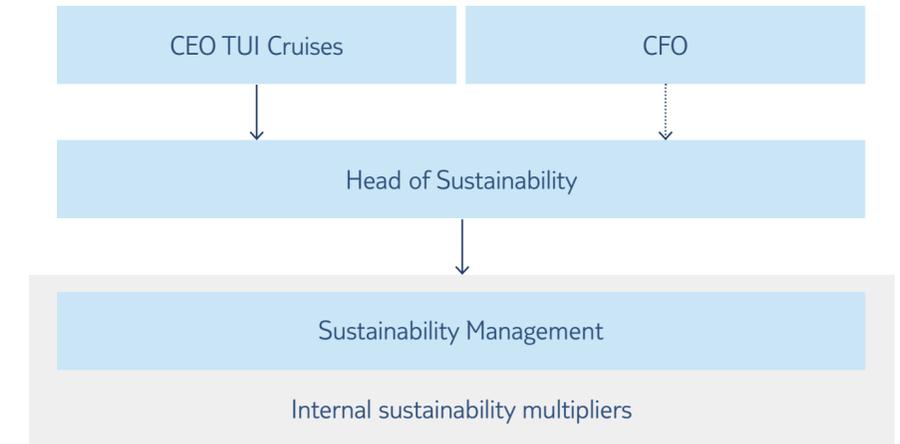
## Sustainability organization – shoreside and on the world's oceans

Organizationally, 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 requirements of the EU Corporate Sustainability

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

## 05 | Organization of sustainability



Reporting Directive (CSRD). In addition, the Sustainability Department monitors compliance with Environmental, Social, and Governance (ESG) criteria. It also 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 also regularly addressed within internal training courses. 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, 3-1, 401/3-3, 403/3-3, 403-5, 404/3-3, 404-2, 418/3-3

**Sustainability on board**

Ever since the company was founded more than 15 years ago, TUI Cruises has attached great importance to ensuring onboard sustainability receives the attention it requires. An Environmental Officer (see also "[Environment | Environmental Officer](#)") is assigned to every ship in the *Mein Schiff*® fleet to secure operational environmental processes and procedures. At Hapag-Lloyd Cruises, several officers perform these tasks jointly, 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 in charge of 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. In addition to the existing sustainability strategy, it is also the basis for this report.

To be able to develop sustainability reporting continuously and align it with the current CSRD framework, a new materiality analysis was carried out with an external service provider from June to September 2024, which meets the criterion of double materiality. In addition, a gap analysis was conducted to ensure all relevant data points in the departments are known and the necessary data can be collected.

Sustainability Management together with the Financial Reporting Department managed the CSRD Readiness process in the reporting year. In total, more than ten departments were involved in the Impact, Risk and Opportunity (IRO) assessment and the gap analysis. The Omnibus Package published by the European Commission on 26 February 2025 may result in further adjustments for future reporting under CSRD.

06 | Sustainability strategy at a glance



**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 sustainability 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 over the long term.

GRI 2-9, 2-12, 2-13, 2-23, 2-24, 2-28, 3-2, 202/3-3, 301/3-3, 302/3-3, 303/3-3, 101/3-3, 305/3-3, 306/3-3

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.

The strategy was developed in close coordination with the two parent companies TUI Group and Royal Caribbean Group. It has specific topic interfaces with their respective sustainability activities, especially regarding ship operations. Synergies were created and leveraged in numerous areas, 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). TUI Cruises worked strategically with its parent companies to leverage these synergies, particularly in the areas of waste, energy efficiency, and water.

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 of the United Nations. The SDGs aim at socially, economically and environmentally sustainable global development and are to be implemented by 2030. TUI Cruises is concentrating in particular on those destinations where the company can make a tangible contribution to sustainability (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).

TUI Group Sustainability Agenda: <https://www.tuigroup.com/en/sustainability>

Non-Financial Group Declaration of TUI Group: <https://cdn.sanity.io/files/b6xulh2p/production/5d9f57cdc308c1b9b1d0d701e6eb142652a8a50d.pdf>

Royal Caribbean Group Seastainability Report 2023: <https://www.royalcaribbeangroup.com/sustainability>

Science Based Targets initiative (SBTi): <https://sciencebasedtargets.org>

07 | The three pillars of the sustainability strategy

## PLANET



### Minimizing 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
- Digitalization as a key to success
- Integration of sustainability in core processes



# IN DIALOG WITH STAKEHOLDERS

Transparency and open dialog with all stakeholders are central elements of TUI Cruises' sustainability communication. The company's goal is to contribute to greater sustainability in all areas of fleet operations through fact oriented dialog. Sustainability reporting provides an important basis for this. For example, since the 2022 reporting year, the Sustainability Report has been prepared in reference to the globally recognized Global Reporting Initiative standard (GRI) – a key step in TUI Cruises' journey towards comprehensive reporting.

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 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 continuous exchanges 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 dialog is institutionalized, meaning it takes place within regularly recurring formats. These include the bi-annual member events of the Futouris e.V. sustainability initiative, where the TUI Cruises Head of Sustainability is also 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 forward joint projects. In addition, TUI Cruises maintains dialog with various environmental associations and non-governmental organizations (NGOs) on individual projects and regulatory developments. Through regional port and cruise associations, TUI Cruises also maintains exchanges on 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.

TUI Cruises is also a member of the industry dialog 'Tourism for Sustainable Development', based within the German Federal Ministry for Economic Cooperation and Development.

## Selected memberships (in 2024):

- 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 Net e.V.
- German Shipowners' Association

GRI 2-6, 2-9, 2-12, 2-25, 2-28, 2-29, 303-1, 101/3-3, 306/3-3, 401/3-3, 402/3-3, 415/3-3



TUI Cruises embraces its responsibility to make cruise operations as resource-efficient as possible and to continuously minimize 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

**Strategy and management**

Climate protection and decarbonization

Fuel consumption and energy

Resource consumption

# STRATEGY AND MANAGEMENT

Climate protection and emissions reduction are core priorities of TUI Cruises’ environmental management, as the company’s environmental footprint is mainly characterized by CO<sub>2</sub>-intensive fleet operation. However, (upstream) goods and services procurement and (downstream) handling of freshwater, other resources and waste also form a significant part 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.

The ‘Planet’ pillar of TUI Cruises’ sustainability strategy defines the key priorities of this effort and comprises 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

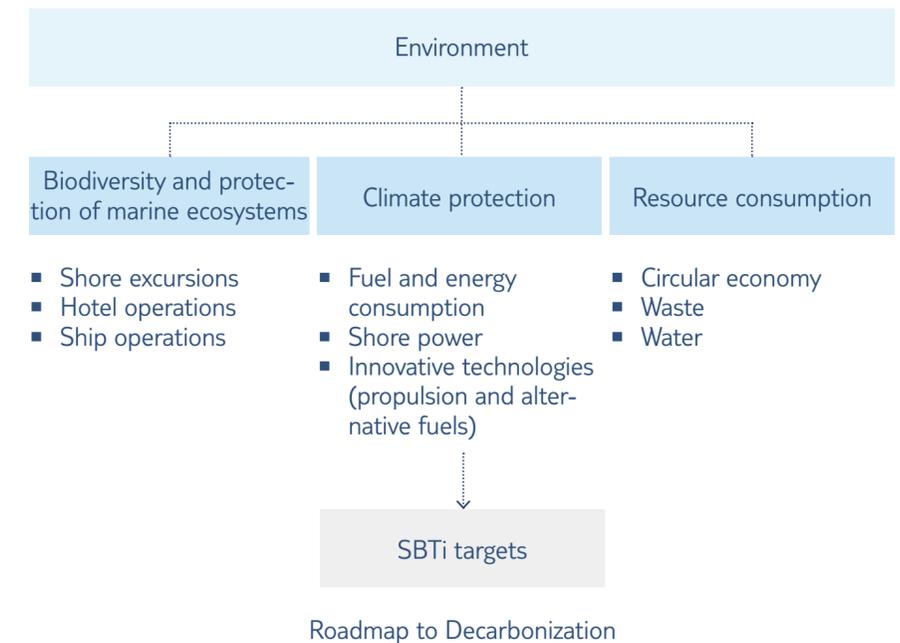
company has set itself. This holds true for climate protection in particular, where TUI Cruises is following a detailed Roadmap to Decarbonization derived from science-based targets, which were reviewed by the SBTi and validated in 2023.

## Clearly assigned responsibility for environmental topics

Responsibility for environmental topics is clearly regulated at TUI Cruises. As a central organization, 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. Central Sustainability Management is also responsible for rolling out many projects, for instance Circular Cruising, which targets the implementation of circular packaging principles.

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, 202/3-3, 301/3-3, 302/3-3, 303/3-3, 101/3-3, 305/3-3, 306/3-3

**Strategy and management**

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 body coordinates closely with the officers and managers responsible onboard – the Captain, Chief Engineer, and Environmental Officer.

Resource optimization 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 works to support the development of a circular economy in as many areas of its business as it can.

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 switching over from coffee capsules in the cabins onboard the *Mein Schiff*® fleet to a sustainable alternative. Hotel Management, the Environmental Officer and onshore Ship Management are particularly responsible for efficient water management on board.

The ship's leadership team and Environmental Officer are responsible for protecting the marine environment. The main focus here is on handling ballast water, wastewater treatment and the corresponding systems. On land, Procurement, Destination Management and Product Management contribute to achieving objectives, for example regarding environmental goals such as species conservation, biodiversity and

**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 authorized 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.

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. A final decision is still pending at Hapag-Lloyd Cruises on whether to create an additional officer position to assume responsibility for around 50% of operational tasks in onboard environmental management, in addition to nautical tasks.

GRI 2-13, 2-23,  
2-24, 2-29,  
301/3-3, 302/3-3,  
303/3-3, 101/3-3,  
306/3-3, 404-2

**Strategy and management**

- Climate protection and decarbonization
- Fuel consumption and energy
- Resource consumption

animal welfare aspects in product design 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 summarize 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 minimizing the negative impact of business activities, to meeting guests’ quality and environmental requirements while ensuring compliance with respective legal obligations.

Both policies are reviewed annually by company Management and updated if necessary. In the reporting year no updates were carried out. Company-internally, the policies are communicated to shore-based employees primarily via the 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 for Society”), the Guideline on Environmental Protection in the Workplace, and the Policy on Avoiding the use of Cosmetic Products containing Microplastics in Hotel Operations of both fleets. 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 of a ship’s environmentally relevant processes and activities are also defined in the Environmental Manual.



*A guided tour on board Mein Schiff 7 as part of the Environmental Officer Conference in Hamburg, Germany in September 2024.*



*The Environmental Officer explaining waste management.*

GRI 2-13, 2-23, 2-24, 301/3-3, 302/3-3, 101/3-3, 306/3-3, 404-2

# CLIMATE PROTECTION AND DECARBONIZATION

## 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 minimize its impact 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 specifically aligned with 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 further defined by the Sustainability Department together with other relevant company departments.

GRI 2-6, 2-12, 2-13, 2-23, 2-24, 302/3-3, 305/3-3

## Carbon Reduction Roadmap – internal implementation

The Roadmap to Decarbonization was first defined in 2022. This was followed by the successful validation of TUI Cruises' climate target by the SBTi at the beginning of 2023. Given this background, in its internal Roadmap to Decarbonization TUI Cruises has detailed its course towards achieving the SBTi target by 2030. 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 CO<sub>2</sub> reduction plan; implementation is then continually monitored by the project lead. Management is informed monthly

about the status of respective measures, as 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 drives the implementation of measures. Under the leadership of Sustainability Management, intensive work is undertaken 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 introducing innovative new propulsion technologies enabling the future use of climate-friendly fuels.

Notwithstanding the fundamentally successful implementation of Carbon Roadmap measures, TUI Cruises' CO<sub>2</sub>e emissions rose by 1.33% in 2024 compared to the previous year. The reason was the major rerouting required by the hostile activities of Houthi rebels in the Red Sea. Due to this threat and the temporary closure of the Suez Canal to passenger traffic, as early as spring 2024 TUI Cruises decided

to take the long detour via the Cape of Good Hope. The rerouting of several ships in spring and autumn 2024 led to an additional increase in CO<sub>2</sub>e emissions of approximately 4%, meaning that the targeted reduction in CO<sub>2</sub>e emissions in the year under review was not achieved. If the ships had been able to sail their originally planned course, a reduction of some 2.7% would have been achievable. There is currently

no political solution to the problem, so TUI Cruises – like all other cruise companies – also expects to have to avoid the Red Sea and Suez Canal in the medium term. Regardless of this, the decarbonization measures adopted will continue to be implemented as planned.

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 operationalization.

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 CO<sub>2</sub>e 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 the TUI Group's CO<sub>2</sub>e reduction targets for its cruise sector – in addition to TUI Group's sector targets for its own airlines and hotels. Along with Marella Cruises, TUI Cruises is thus one of the first cruise industry companies to have a scientifically based and independently audited CO<sub>2</sub>e reduction target for fuel-related greenhouse gas emissions (Scope 1 and Scope 3, 'Well-to-Wake').

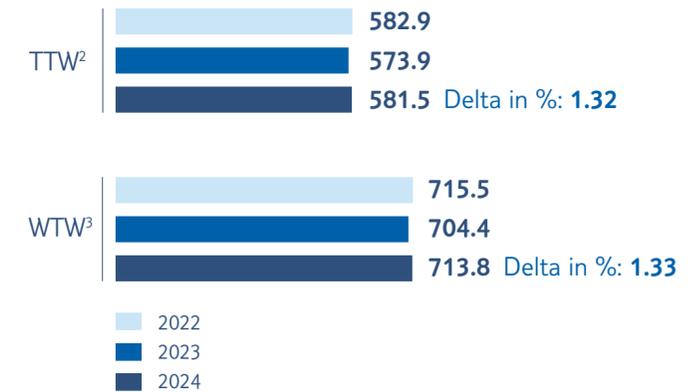
The Roadmap to Decarbonization is a specific action plan and was developed for the achievement of the SBTi target by 2030. It serves as a timetable for technical and operational reduction measures as well as for associated investments; it also models the corresponding CO<sub>2</sub>e reductions.

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 also indicate 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-CO<sub>2</sub> technologies and fuels.

In 2025 TUI Cruises plans to purchase European Emissions Trading System (ETS) certificates for the first time, in order to offset CO<sub>2</sub> emissions from the 2024 reporting year. The required volume of emissions certificates is calculated on the basis of fuel consumption in the reporting year. The very significant associated additional costs have been integrated into the company's business planning for 2025 and subsequent years.

**09 | Greenhouse gas emissions from fuel consumption (CO<sub>2</sub>e)**  
 in 1,000 metric tons<sup>1</sup>



In 2022 the biofuel blend was not integrated in the emissions calculation. In the following years the biofuel blend was integrated in the CO<sub>2</sub> TTW calculation.

<sup>1</sup> Gases included: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O; source for the emissions factors/values applied for the global warming target: DEFRA 2024 – GHG Conversion factors  
<sup>2</sup> TTW: Tank-to-Wake (Scope 1). This calculation exclusively comprises greenhouse gas emissions arising from onboard fuel combustion (also known as 'downstream emissions').  
<sup>3</sup> 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 (CO<sub>2</sub>e)**  
 in kilograms/APCD<sup>1</sup>

	2022	2023	2024	Delta in %
TTW <sup>2</sup>	89.80	88.10	86.19	-2.17

<sup>1</sup> Available Passenger Cruise Days  
<sup>2</sup> 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, 201/3-3, 201-2, 305/3-3, 305-1, 305-3, 305-4, 305-5

# FUEL CONSUMPTION AND ENERGY

The decisive levers for reducing CO<sub>2</sub> 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-emissions fuels. TUI Cruises is taking targeted measures to access all of these.

Fuel consumption is already influenced during itinerary planning by selecting the route and speed. For example, routing adjustments in combination with 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 already developed and implemented Guiding Principles for ship management in 2023, which contain specific instructions for energy-efficient operation and navigation. These specifications will be mapped in future via an app available to the ship’s onboard command. This app provides the Captain and Chief Engineer with individually achievable targets (KPIs) for saving fuel. Meeting these targets will be rewarded with a donation to a good cause. 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 waste and residual engine heat can also lower specific energy consumption.

Last but not least, technical measures such as the use of alternative low-CO<sub>2</sub> fuels and optimal ship design, in particular hull design, make a major contribution to minimizing fuel consumption. In addition,

exhaust gas purification measures are in place to effectively limit the emission of air pollutants (see “[Environment | Innovative exhaust gas purification](#)”).

Dry-dock periods continue to be used for ship optimizations. In the reporting year, *Mein Schiff 2*, HANSEATIC inspiration and EUROPA were given new or renovated underwater coatings. Initial benefits in terms of reductions in fuel consumption have already been logged.

## Improved planning – higher efficiency

The Fleet Energy Performance Manager is a permanent position established ashore that closely supports the fleets in evaluating their own fuel and energy consumption. The Fleet Energy Performance Manager summarizes energy-relevant data and key indicators and creates condensed reports for onboard ship commands that identify potentials for raising operational efficiency and therefore cost savings. This manager’s tasks also comprise developing specific measures and detailed plans to introduce new fuel-consumption reduction and efficiency-boosting technologies. The Fleet Energy Performance Manager develops business cases for these and presents them for example to the Carbon Reduction Roadmap team, so this body can advise and decide on pilot or retrofit projects.

## 11 | Fuel consumption on board in 1,000 metric tons



Delta in %: 1.31

## 12 | Breakdown of fuel types used in 1,000 metric tons

	2022	2023	2024	Delta in %
HFO	110.5	116.4	116.6	+0.17
MGO	52.0	46.6	47.5	+1.93
VLSFO	20.8	17.6	18.8	+6.82
Biofuel-Blend (Biofuel, MGO)	0.1	0.1	0.1	0.00

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

GRI 2-13, 2-23, 2-24, 302/3-3, 302-1, 302-4, 305/3-3

Various data platforms are scheduled for rollout in 2024 that will enable real-time energy data analysis, alongside a range of tools for cruise routing optimization. In future, the Fleet Voyage Optimization Tool will support ships' onboard command in analyzing and evaluating existing optimization potentials for each voyage and then leveraging these through appropriate measures. A robot-assisted outer hull cleaning system and a test for a new underwater outer hull coating will both be launched in 2025. In the reporting year, a new underwater coating was applied in a test to defined areas of *Mein Schiff 2* in dry-dock; the effectiveness of this measure is currently still being evaluated. Measures such as these lower ships' hull water-resistance and therefore have a direct and positive impact on fuel consumption.

Even though the potential for CO<sub>2</sub> 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. TUI Cruises is so well positioned regarding measures to increase energy efficiency and reduce energy consumption ashore that the company can now focus more closely on optimizing resource consumption.

GRI 2-13, 2-23,  
2-24, 302/3-3,  
302-1, 305/3-3

### 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 explicitly 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. In 2024, more than 30 shore power installations were operational, most of them in Northern European ports. The number of actual

13 | TUI Cruises fleet consumption of shore power in 1,000 kilowatt-hours

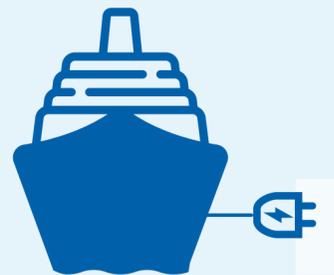


Delta in %: 35.34



### SHORE POWER CAPABLE FLEET

- HANSEATIC nature**
- HANSEATIC inspiration**
- HANSEATIC spirit**
- EUROPA 2**
- Mein Schiff 1**
- Mein Schiff 2**
- Mein Schiff 4**
- Mein Schiff 5**
- Mein Schiff 6**
- Mein Schiff 7**



### RETROFITTING FOR SHORE-POWER CAPABILITY

**Mein Schiff 3** — 2025

shore-power connections by the two fleets increased sharply again in the reporting year: 81 port calls using shore power in 2024 compared to 52 in 2023, meaning an increase of 55.77%.

TUI Cruises continues to comply with EU requirements and provides targeted 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. Additionally, there were also improvements in transparency regarding energy sources available via shore power. In the reporting year, TUI Cruises requested certificates of green electricity sources and received proof from almost all ports of call of green electricity sources demonstrating their procurement of energy from renewable energy sources. The next review is planned for 2025.

All new TUI Cruises new-build ships are consistently equipped with shore-power connections. Ships already in service are being retrofitted progressively, mostly within routine dry-dock layovers. In the reporting year, retrofitting of the *Mein Schiff*® fleet continued as planned. *Mein Schiff 2* was finally fitted in the shipyard and *Mein Schiff 7* was delivered directly fitted with shore power connection capability. At the end of 2024, ten of the fleet, which has now grown to twelve with the addition of the new *Mein Schiff 7*, were equipped with shore power capability. Retrofitting measures for shipside shore power, representing a considerable investment of almost 2 million euros per ship, will

continue. The conversion of *Mein Schiff 3* is scheduled for completion in spring 2025. The company's goal remains to operate a fully shore power-capable fleet by 2030.

**Innovative exhaust gas purification**

Consistent climate protection also means consistently harnessing the most effective technologies in each case to reduce CO<sub>2</sub> 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.

The *Mein Schiff*® fleet set new industry-wide standards with its combined exhaust gas purification system consisting of a hybrid scrubber and SCR catalytic converters on *Mein Schiff 1* to *Mein Schiff 6*. This exhaust-gas purification system reduces sulphur emissions by up to 99%, nitrogen emissions by around 75% and particulate emissions by up to 60%.

Exhaust-gas purification systems are also used on the current new-builds: *Mein Schiff 7* features a combination of methanol-capable propulsion and SCR catalytic converters, while InTuition Class ships combine dual fuel (gas) engines and SCR catalytic converters.

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. Hapag-Lloyd Cruises' new Expedition Class has run exclusively on marine diesel, a particularly low-sulphur fuel, since 2020. 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 Emission Control Areas (NECAs) on the coasts of the USA and Canada as well as the North Sea and Baltic Sea.

**Using low emissions fuels**

TUI Cruises is working consistently on the transformation of the fuels it can use. Theoretically, all TUI Cruises ships may currently be operated on a biodiesel blend; 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, TUI Cruises is progressively raising the percentage of sustainable fuels it uses through test runs.

GRI 2-24,  
302/3-3, 305/3-3

Since 2022, tests with biodiesel blends have already been successfully carried out on Hapag-Lloyd Cruises and the *Mein Schiff*® fleet. In the reporting year, in the port of Amsterdam the expedition ship HANSEATIC spirit bunkered 100% second-generation biofuel derived from residues and waste materials for the first time, which reduces CO<sub>2</sub> emissions by at least 80%.

**New-builds**

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-build projects *Mein Schiff 7*, which entered service in 2024, and for the InTuition 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. The required technical components are currently being developed and are planned to be available for fitting in 2026. This has the potential to reduce greenhouse gas emissions dramatically.

The first methanol propulsion projects are currently in the planning and implementation phase for two-stroke engines in commercial shipping. With *Mein Schiff Relax* and *Mein Schiff Flow* (InTuition 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 – a core prerequisite for TUI Cruises to achieve 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.



*Mein Schiff Relax* is fitted with dual-fuel engines and was delivered in April 2025.

GRI 2-23, 2-24,  
 302/3-3, 305/3-3,  
 305-5

# RESOURCE CONSUMPTION

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.

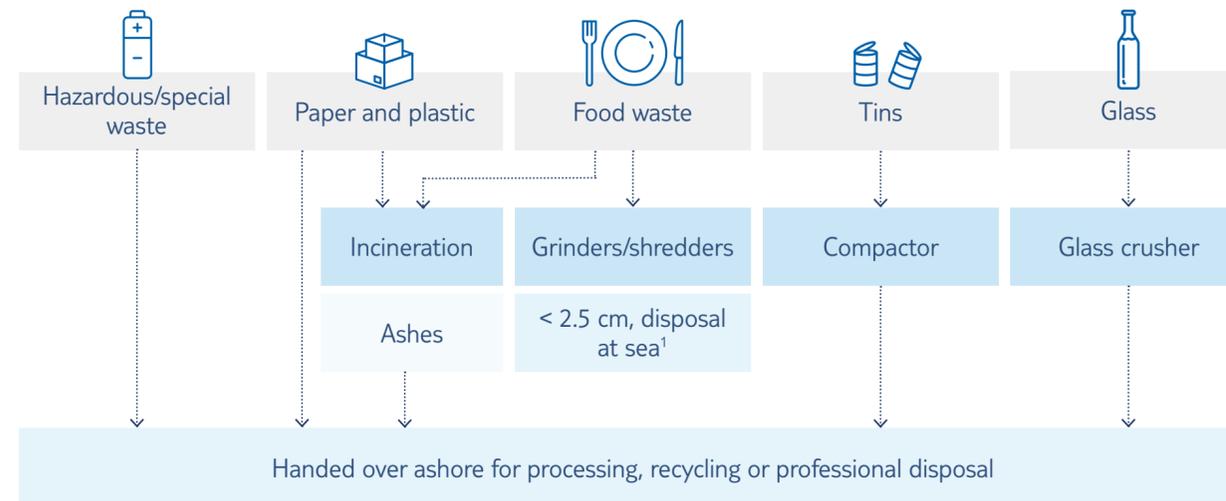
GRI 2-23, 2-24, 2-28, 2-29, 301/3-3, 303/3-3, 306/3-3, 306-1, 306-2, 306-3

## 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 reusable instead of disposable laundry bags.

The company proactively seeks dialog 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.

### 14 | Onboard waste disposal



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

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: all waste is carefully collected and disposed of correctly. Onboard waste separation is comparable to shoreside processes, with paper, glass, food waste, plastic, packaging material, cans as well as hazardous waste and hazardous substances separated. Some of these are shredded and pressed into

### 15 | TUI Cruises fleet waste volume in 1,000 cubic meters

	2022	2023	2024	Delta in %
Waste volume	54.6	56.6	67.6	+19.43

cubes on board and then handed over to waste disposal companies in port for environmentally friendly recycling or disposal, for instance via 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 such as Barcelona, Spain, TUI Cruises has direct contracts with waste management companies, but in most ports the waste management service providers are contracted by the respective Port Authority.

Currently, related measures focus on avoiding plastic waste and transportation packaging as well as reducing the amount of paper. To illustrate this, TUI Cruises now relies on digital media instead of print formats to address passengers in a personalized way. On board *Mein Schiff 7*, this conversion has already been completed by displaying the address as text on the TV screens in the cabins. This transition will soon also be carried out on *Mein Schiff Relax*; the other ships will follow in the course of 2025.

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.

**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 avoiding 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 tons 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. Already since 2022, stainless steel is used for chopsticks, meaning that around 30,000 wooden chopsticks have been saved 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 the cabins of the *Mein Schiff*® fleet, the bioplastic laundry bags have also been replaced by pure cotton bags; the new bags are washable and therefore reusable. They replace around 200,000 disposable laundry bags every year across the fleet. In addition, the coffee capsules in the cabins on board the *Mein Schiff*® fleet were converted to a more sustainable version in the reporting year; the Fair Caps capsules now provided do not contain aluminum or plastic but use

cellulose and a material obtained from vegetable oil. Since the launch of the WASTELESS program in 2018, these savings have totaled more than 34 million plastic and disposable items.

Numerous plastic-reduction measures have also already been implemented across 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.

**Promoting the circular economy**

To use resources as responsibly as possible and permanently ease the burden on the environment and our climate means keeping materials and products in the cycle for as long as possible. Based on this principle, TUI Cruises supports establishing a circular economy and takes a holistic approach that shapes its 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 behavior and targeted supply-chain management. The company is therefore establishing processes to promote environmentally friendly product design and product recycling, to create sustainable consumption structures and to use products made from recycled or bio-based materials in a targeted way.

GRI 2-23, 301/3-3, 306/3-3, 306-2

\* Estimated by TUI Cruises, assuming that a plastic straw weighs approximately 1 gram.

Measures within the circular economy approach (circularity concept) have already been developed or are being implemented:

- Launch of the Circular Cruising project for circular packaging concepts, in cooperation with Futouris e.V.
- Supply chain analysis and training in the circular economy topic area
- Identification of key products and suppliers
- Definition of guidelines for the procurement of circular products and packaging
- Definition of guidelines for the procurement of materials
- Optimization of the onboard sorting and recycling process

In addition, there are more and more specific examples on board today that already illustrate the circular economy. The focus here is on using

sustainable materials in the hotel sector, the offer of suitable products and food for guests. More and more recycled

materials are used as in cabins and furniture design too.

An innovative project carried out by Futouris and TUI Cruises in cooperation with EPEA for circular packaging concepts on cruise ships was launched in October 2024 under the banner of Circular Cruising. In order to

reduce resource consumption and environmental pollution

in cruise-ship supply chains, this project will identify problematic packaging flows on board and help develop real-world circular

packaging concepts. Clearly defined key performance indicators (KPIs) are applied to gauge progress. The concept is currently tested in cooperation between TUI Cruises and suppliers and the future plan is for Futouris to transfer this to the entire sector. Recommendations for implementing circular economy approaches are to be published and disseminated free of charge, with the goal of reducing packaging waste in the overall cruise and hotel sector.

As a further measure, the floor protection panels of interior walls, floors and windows were collected during the EUROPA's dry-dock in Bremerhaven and then returned to the manufacturer, who uses them to manufacture new protective products – thus closing the material cycle.

Last but not least, regular donations such as supporting the not-for-profit association DER HAFEN HILFT! e.V. ('The Port Helps Out!') also contribute to extending furniture product lifetimes, while fulfilling a social purpose: this association arranges well-preserved material donations for further use to people in need in Hamburg and the surrounding area, as well as to other social organizations.

GRI 2-23, 2-28,  
 301/3-3, 306/3-3,  
 306-2



Swantje Lehnert (right), Managing Director Projects and Cooperations at Futouris, together with Victoria Müller (left), Sustainability Manager TUI Cruises, and Merle Hüsgen (middle), EPEA Project Manager, observing the existing onboard processes for goods delivery and waste disposal.

**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 leased shoreside office sites is largely negligible.

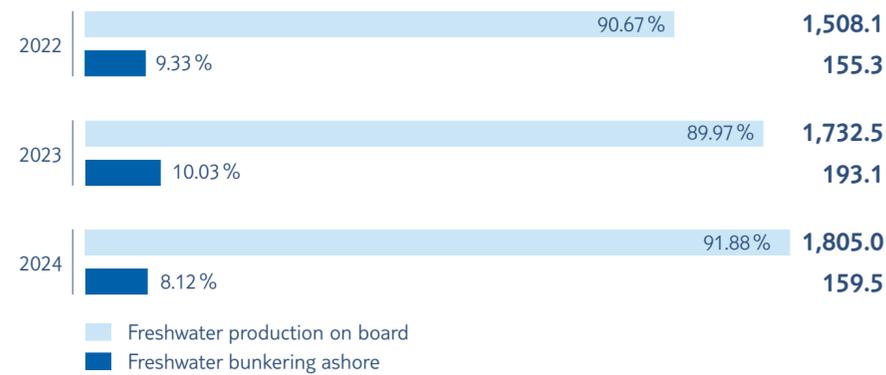
TUI Cruises aims to reduce onboard water consumption continuously and to promote the responsible use of sea and freshwater through targeted measures. From black and grey water to the liquids in food waste, all wastewater is treated using state-of-the-art treatment technologies which perform far beyond legal requirements. In addition, both fleets' ships produce the majority of their freshwater demand on board through 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 mineralization stages this water can then also be used as drinking water.

GRI 2-23, 2-24, 303/3-3, 303-1, 303-2, 303-3, 303-4, 303-5

**16 | Freshwater production and bunkering**  
 in 1,000 cubic meters and percentage share



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 faucets, vacuum toilets, efficient dishwashers and washing machines all contribute to making onboard freshwater consumption lower in some cases than at hotels ashore.

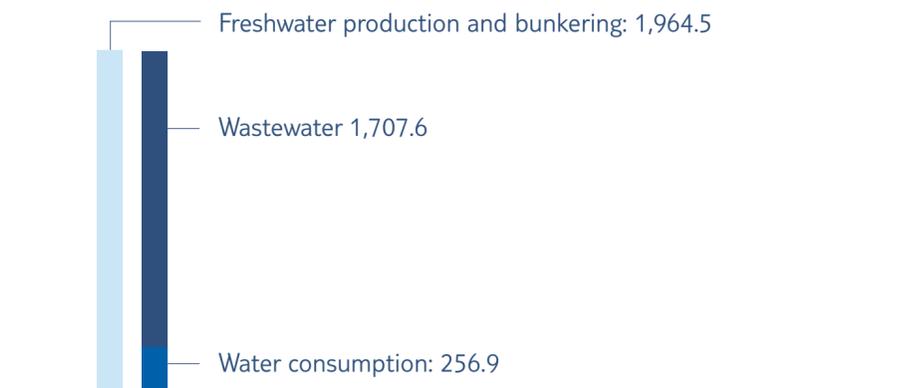
TUI Cruises intends to reduce water consumption further. However, the technical possibilities for this are limited because the comparatively new ships in both fleets already use state of the art water-saving systems. Further improvements must therefore be achieved primarily through behavioral changes 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

**17 | TUI Cruises fleet wastewater volume and water consumption**  
 2024, in 1,000 cubic meters



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.

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 grey water, during regular ship operations. The treatment of grey water is not mandatory under MARPOL regulations.

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 AWP (Advanced Wastewater Purification) systems. In the reporting year, the EUROPA was the final vessel to be equipped with this system.

For example, all wastewater generated on board is now disinfected with UV at the end of a five-stage wastewater treatment system on all ships, with the treatment standard matching that of shore-based

wastewater treatment plants. All treated wastewater is either disposed of outside the three or twelve-nautical mile zone at sea or handed over to port wastewater processing facilities ashore. In particularly sensitive areas such as the Great Lakes or the Baltic Sea, discharge is almost exclusively carried out ashore.

**Uncompromising wastewater treatment**

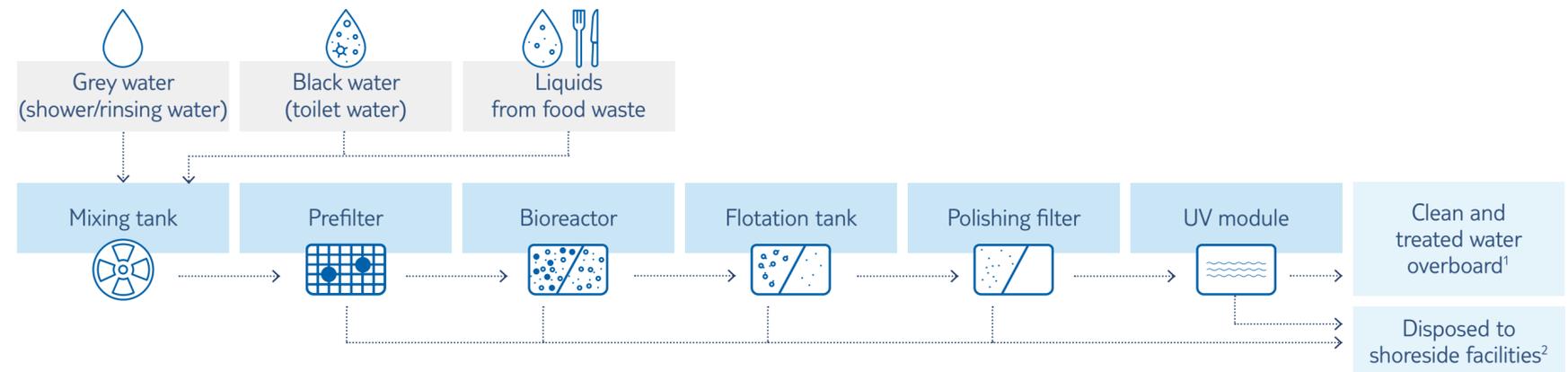
On ships fitted with AWP systems, all wastewater generated on board is discharged from the various onboard collection and generation points into a mixing tank. When the tank reaches capacity, the wastewater is first relieved of larger solids and impurities such as plastics or paper in an upstream coarse 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.

GRI 2-23, 2-24,  
 303/3-3, 303-1,  
 303-2, 303-4

**17 | AWP wastewater treatment on board**



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

<sup>2</sup> Solids captured in the treatment stages are 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 while also focusing 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 core focus here is on preventing invasive species being carried to other

marine areas via ballast water or underwater vegetation on the ship’s hull. Additional priorities here are handling ballast water in accordance with the Ballast Water Management Convention, and fully compliant wastewater treatment operations.

The technical retrofitting of ships is particularly important in this context. For example, all ships in the *Mein Schiff*® fleet have now been fitted with a new type of ultrasound-based anti-fouling protection for cooling water systems (sea chests) during their shipyard layovers. 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 non-native invasive organisms into local ecosystems. While copper and aluminum 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. TUI Cruises’ objective is to equip its entire fleet progressively with this innovative technology. The new-builds *Mein Schiff 7* and *Mein Schiff Relax*, which were fitted with the previous technology without anti-fouling protection, will also be retrofitted. The schedule for this is currently in planning.

Regarding wastewater treatment, 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. As all TUI Cruises new-builds are delivered with AWP wastewater treatment systems, this also applies to *Mein Schiff 7*, which entered service in the reporting year.



*Mein Schiff 1* has already fulfilled the strict HELCOM wastewater treatment standards since 2023.

GRI 2-13, 2-23, 2-24, 303/3-3, 303-1, 303-2, 303-4, 101/3-3, 101-2

# 3

TUI Cruises works to fulfill 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 offering shore excursions as sustainably as possible.

# SOCIAL

# RESPONSIBILITY AS AN EMPLOYER

At the end of the reporting year TUI Cruises had 897 employees, the majority at the Hamburg and Berlin locations. Approximately 50 new jobs were created ashore with the commissioning of *Mein Schiff 7* in the reporting year. On board the ships, TUI Cruises only employs a small portion of the crew, usually in the respective ship operations management functions.

The majority of crew members – totalling 15,600 people – are recruited via service providers and are under contract to them. The largest of these service providers is sea chefs, where around 13,600 employees ensure the smooth running of the hotel operations and ship operations on board the two TUI Cruises fleets. Around 2,000 crew members were employed by other employers as at the end of the reporting year.

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).



GRI 2-6, 2-7, 2-19, 2-24, 2-30, 202/3-3, 401/3-3, 401-1, 402/3-3, 405/3-3, 405-1, 406/3-3, 407/3-3

## 19 | Employees at TUI Cruises in absolute values and in percent

	2023		2024	
Total number of employees	819	100%	897	100%
By gender				
Male	352	42.98%	387	43.14%
Female	467	57.02%	510	56.86%
Diverse	0	0.00%	0	0.00%
By deployment area				
At sea	172	21.00%	177	19.73%
Shoreside	647	79.00%	720	80.27%

Includes all active employment relationships (including Nautical Officer Assistants (NOAs) and employees on maternity leave) as at the reporting deadline of each reporting year. Figures exclude shore-based trainees, interns and working students.

## 20 | Employees of service providers 2024, in absolute values and in percent

Crew members employed by service providers	15,600	100%
Male	11,544	74.00%
Female	4,056	26.00%
Diverse	0	0.00%
Employed by sea chefs	13,563	86.94%
Employed by other service providers	2,037	13.06%

**21 | Employment at TUI Cruises**  
in percent

	2023	2024
Full-time employment		
Male	49.93%	49.93%
Female	50.07%	50.07%
At sea	25.11%	23.57%
Ashore	74.89%	76.43%
Part-time employment		
Male	7.46%	8.22%
Female	92.54%	91.78%

2023 total: 685; 2024 total: 751 as at the reporting deadline of each reporting year. Includes all active employment relationships (including Nautical Officer Assistants (NOAs) and employees on maternity leave). Figures exclude shore-based trainees, interns and working students; there are no part-time contracts for employees at sea.

**22 | Age structure of the workforce**  
in percent

	2023	2024
By age group		
Under 30 years old	15.02%	17.50%
30 – 50 years old	62.03%	60.87%
Over 50 years old	22.95%	21.63%

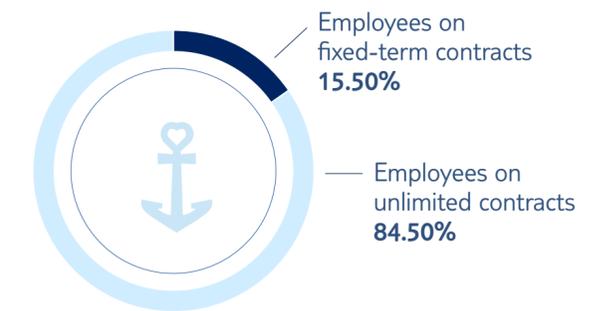
2023 total: 819; 2024 total: 897. Includes all active employment relationships (including Nautical Officer Assistants (NOAs) and employees on maternity leave). Figures exclude shore-based trainees, interns and working students.

**23 | Newly hired employees**  
in percent

	2023	2024
By age group		
Under 30 years old	46.46%	46.35%
30 – 50 years old	44.09%	47.21%
Over 50 years old	9.45%	6.44%
By gender		
Male	46.46%	46.35%
Female	53.54%	53.65%
By deployment area		
At sea	18.11%	36.91%
Ashore	81.89%	63.09%

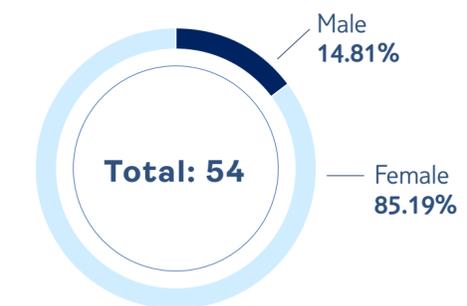
2023 total: 127; 2024 total: 233 as at the reporting deadline of each reporting year. Figures exclude interns and working students. Figures include new and re-entrants ashore as well as new entrants at sea.

**24 | Employees by contract type**  
as at 31.12.2024, in percent



Includes all active employment relationships (including Nautical Officer Assistants (NOAs) and employees on maternity leave). Figures exclude shore-based trainees, interns and working students.

**25 | Proportion of employees on parental leave**  
as at 31.12.2024, in percent



Includes all active employment relationships (including Nautical Officer Assistants (NOAs) and employees on maternity leave). Figures exclude shore-based trainees, interns and working students.

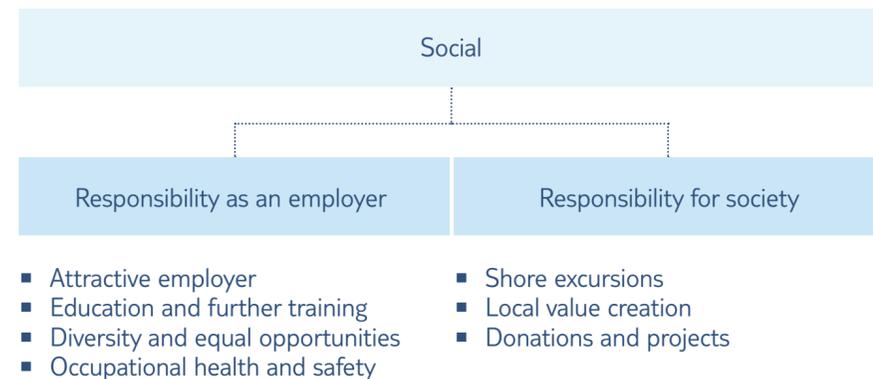
GRI 2-7, 401-1, 401-3, 405-1

**Strategy and management approach**

TUI Cruises’ human resources strategy aims to attract 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 digitalizing HR work, expanding health promotion services, and diversity and equal opportunities as sustainability topics.

GRI 2-13, 2-23, 2-29, 401/3-3, 402/3-3, 403/3-3, 404/3-3, 405/3-3, 407/3-3

**26 | Sustainability strategy – ESG | Social**



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. An online employee survey focusing on collaboration and leadership was launched in 2024 and in which 87% of employees participated, to gain further insights into employees’ level of identification with company values. The results will be available at the beginning of 2025 and will form the basis for corresponding measures that will be derived from them in the 2025 reporting year.

**Guidelines**

In addition to the TUI Cruises 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.

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



**Appreciation:**

- We recognize 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 fulfill 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.

As part of a participatory process in 2022, common corporate values were defined for the two brands *Mein Schiff*® and Hapag-Lloyd Cruises. In connection with this, the TUI Cruises Code of Conduct for Employees was updated and communicated to the workforce in spring 2023.

**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 with eleven members, in accordance with the German Co-Determination Act.

**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.

Permanent 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. In addition, employees were able to take part in ship tours or a 'Family & Friends' weekend onboard *Mein Schiff 7*, with team days and assorted company events offered for the workforce.

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 minimizes the risk of conflict and at the same time provides a basis for the targeted individual development of employees. 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.

GRI 2-19, 2-23, 2-29, 2-30, 202/3-3, 202-1, 401/3-3, 401-2, 402/3-3, 403/3-3, 403-3, 404-2, 404-3, 405/3-3, 407/3-3

### Education and training

TUI Cruises sees itself as a learning organization 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.

Artificial Intelligence (AI) was added to the agenda in 2024 as a new, additional topic of particular relevance. A mandatory e-learning program will be launched for this purpose in 2025. In addition, new formats were introduced to highlight the company's attractiveness as an employer and attract new recruits. Among the new formats, a Careers Day was held onboard for the first time. In addition, Insights Discovery workshops for personal development and numerous training formats were offered. These included a new sales training course, project management training and language courses in German and English, as well as numerous individual training courses conducted externally.

At the same time, employees can also co-create personnel development – not only by driving their own development, for example through individual development plans, but also by sharing knowledge within the company. To this end, TUI Cruises has established the Wissenslotse ('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. For example, members of a project group showed great initiative in compiling the needs for personnel development measures across various teams and then developed initial ideas for new personnel development formats. These included proposals for customer service departments as well as a feedback training course led by a colleague who, as a qualified trainer, was able to contribute the required knowledge.

### Training

36 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.

Since 2017, nautical students have had the opportunity to join the nautical career track and train onboard *Mein Schiff*® cruise ships. Since 2023, Hapag-Lloyd Cruises has also offered this opportunity. In their training as Nautical Officer Assistants, students undergo a training program specially developed by TUI Cruises. Project work tailored specifically to cruises ensures high practical relevance and rounds off the training program. After completing their training, students have the

**27 | Number of trainees**  
as at 31.12.2024, incl. dual students



opportunity to write their final paper at TUI Cruises. For this new training offer, TUI Cruises is cooperating with the Jade University of Applied Sciences/Elsfleth, the Emden/Leer University of Applied Sciences, the Bremen University of Applied Sciences in Germany, 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 182 trainees took up in the reporting year. In cooperation with the Tyrol Economic Development Institute, they can join this program to train as chefs and become a hotel and hospitality assistant; the corresponding final examination is held at the Tyrol Chamber of

GRI 401/3-3,  
404/3-3, 404-2

Commerce in Innsbruck, Austria. Following successful completion of the chef training program, trainees have the option of qualifying internally within two further years in four subject-specific modules to become a sous chef. Those who complete their studies in hotel and hospitality service assistance can explore numerous career opportunities across different fields. In future, the training program 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 organized 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.

In 2024, the TUI People system, which previously focused solely on recruiting, was expanded into a comprehensive and unified personnel management system. Beyond its core function of recruiting, it will in future allow the viewing and processing of tasks relating to absences, personal data, training, leave requests and organizational charts. The platform offers employees of all TUI companies a wide range of e-learning courses. The individually tailored development format is determined in annual employee-manager feedback meetings. The effectiveness of previous years’ measures is also reviewed and evaluated. Based on the feedback forms and the development plans they contain, measures for the coming year in question are agreed and then organized by the People & Culture Department.

The TUI Cruises Leadership Compass is a special leadership program for managers. It is offered twice a year in four modules: Starkes Ich (‘Strong Me’), Starkes Team (‘Strong Team’), Gesundes Führen (‘Healthy Leadership’) and Feedback und Konflikte (‘Feedback & Conflict Management’). Around 30 managers undergo the program 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. As at the end of the reporting year, TUI Cruises unites over 24 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 opportunity 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 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 2023, a representative body for severely disabled employees was 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. In addition, the representative body for severely disabled employees actively participated in the meetings of the Occupational Safety Committee and in relevant interviews during the reporting year. The body also received further training on integration agreements.

GRI 2-13, 2-19, 2-23, 2-29, 202/3-3, 202-1, 401/3-3, 403-4, 404/3-3, 404-2, 405/3-3, 406/3-3

A Diversity Officer takes a structured approach to developing, implementing and further advancing diversity-related activities. Furthermore, diversity-related data is gathered 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. Those affected 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, no incidents were reported shoreside. No incidents were reported onboard TUI Cruise ships either; 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, who attend OSC meetings on a quarterly basis. In monthly occupational safety meetings, current topics and corresponding measures are discussed, with the resulting tasks then distributed among the participants. Urgent incidents are prioritized 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. Occupational safety training explicitly emphasises that safety deficiencies and damage representing a risk are to 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; this body has a corresponding right of proposal and co-determination in the company.

Regular training courses ensure that a high level of occupational safety knowledge is consistently maintained across 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.

GRI 2-13, 2-16, 2-24, 2-25, 2-26, 2-29, 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

**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. For example, in the reporting year a new fitness studio complete with a range of equipment was unveiled at the Berlin office location to further expand the offering.

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, with the practice in Hamburg within walking distance of the office location. The Berlin office receives virtual and telephone-based support as well as on-site visits once or twice a year. 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 company also continues to strengthen its commitment to combating potential long-term illnesses through invitations for discussion within the framework of company integration management. Core

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

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, with a total of 170 vaccinations administered at both office locations, through bicycle checks and the offer of height-adjustable desks, to the comprehensive Employee Assistance Program, which offers advice in difficult life phases – a service in increasing demand. Online surveys to gauge the mental health of all employees are conducted every two years, with the next one planned for May 2025.

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

**28 | Management approach ‘My Health’**

<p><b>NUTRITION:</b> </p> <p>Info events and offers centered on healthy nutrition, including a health awareness day in the reporting year focusing on regular breaks, vitamin D intake and the provision of fresh fruit</p>	<p><b>FITNESS:</b> </p> <p>Offers centered 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</p>	<p><b>PREVENTION:</b> </p> <p>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</p>
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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. With the company's support, TUI Cruises teams were also represented at sporting events such as the MOPO Relay Race, joining forces with the Berlin team for the first time in 2024. In the reporting year, the increased interest in yoga classes in the in-house fitness studio was particularly encouraging. This offer was made available several times a week as part of EGYM.

**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.

An improvement in onboard medical facilities and crew training was initiated in 2023 and continued in 2024 to enable even more efficient interventions in the event of guests' or crew members' health problems. The objective is to prepare teams for a wide variety of situations, including handling infectious diseases. To assist with this, three Public Health Officer (PHO) positions were established in 2024. TUI Cruises employs the PHOs directly, and they visit each ship in the fleet at least once a year. On board, they conduct audits and inspections, provide targeted training to crew members and keep an eye out for additional health-promotion opportunities. They serve as a crucial link and trusted intermediary between the crew and the hospital team. The training sessions for the hospital team focus on many areas, including hygiene

in the onboard hospital and on infection protection, such as against monkeypox. The Kids Club team members are trained to spot childhood illnesses. In addition, the hairdressing salon receives training in identifying scalp fungus, self-defence and the defence of others, and in implementing disinfection measures. Furthermore, vaccination campaigns were conducted to protect against influenza, alongside initiatives to raise awareness of HIV and other STIs, as well as measures to prevent mosquito-borne diseases such as dengue fever.

Beyond this, TUI Cruises also continues to maintain its focus on crew members' long-term health and well-being. Preventative measures include back-training courses, free flu vaccinations, the supply of vitamin D, promoting healthy eating habits and implementing anti-smoking campaigns. In the reporting year, Public Health Awareness Days were also held on topics such as sun protection and oral hygiene, and voluntary vaccination offers were repeated. 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 e-learning 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.



GRI 2-13, 2-23, 2-25, 401/3-3, 401-2, 403/3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 404-2

# RESPONSIBILITY FOR SOCIETY

TUI Cruises sees itself as a corporate citizen and consistently works to fulfill 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 local environment and infrastructure.

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 considered 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 minimizes 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 GSTC criteria by 2030. In particular, the appropriate design of tenders and contracts will contribute to achieving the set objective in the coming years. At the end of the reporting year, 45% of all *Mein Schiff*® tour operators held GSTC-recognized sustainability certifications, with half forecast to be certified by the end of 2025. To ensure further progress and highlight the importance of GSTC-recognized certification, TUI Cruises maintains constant dialog with the tour operators as its contractual partners.

Expedition ships in particular often operate in natural areas where the environment is delicate and therefore requires protection. This is why cruise guests are always accompanied by an experienced expedition team that ensures all interactions always take place in harmony with nature. Clear guidelines (such as IAATO) 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.

## Code of Conduct for Responsible Whale and Dolphin Watching

TUI Cruises is committed to sustainability and respect towards the environment. A core aspect of the company’s Sustainability Strategy 2030 is the preservation of biodiversity and the protection of natural habitats during shore excursions. This applies not least to whale and dolphin-watching excursions. For this reason, TUI Cruises has produced a Code of Conduct for contractual tour operators offering such excursions. This supplements existing contracts. TUI Cruises therefore ensures the binding nature of the Code of Conduct.

The updated rules will enter into force at the start of the 2025 summer season. Besides adhering to general rules of conduct on board and observing the guidelines of relevant organizations for the protection of polar regions, the tour operators also undertake to comply with applicable local and national regulations. In addition, the tour operators must fully brief participating tourists on appropriate behavior in the destination regions. The Code of Conduct also includes detailed requirements regarding ship operation and, in particular, the distances to be maintained from animals, which must be followed with the utmost care and ethical consideration.

GRI 2-6, 2-13,  
 2-23, 2-24, 2-25,  
 101/3-3, 101-2

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 dialog with port authorities, local political actors, societal stakeholders and associations 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.

In the reporting year, TUI Cruises updated its Code of Conduct for Responsible Whale and Dolphin Watching. This Code of Conduct will also apply to both brands in future. The requirements are an integral part of the contracts with tour operators. Core elements include general guidelines on responsible behavior towards the environment and animals. They also extend to ensuring compliance with applicable regulations, including the briefing and assurance of appropriate behavior by participating cruise guests and clear rules regarding ship operation,

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/>

such as adhering to maximum speeds, maintaining distances and minimizing noise. The respective departments of both brands will communicate the guidelines on board ship and to the contractual partners.

**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, includes excursions from tour operators with a sustainability certification recognized by GSTC. This category also includes bicycle and e-scooter tours organized by TUI Cruises, which are run in small groups and with the lowest-possible emissions.

**Donations and projects**

TUI Cruises sees itself as 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 by 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 2024, TUI Cruises donated more than € 225,500 to charitable organizations and projects. These ranged from the lifeboat crews of the Deutsche Gesellschaft zur Rettung Schiffbrüchiger (DGzRS – German Maritime Search and Rescue Service) to numerous organizations for the protection of Antarctica and the Friedrichskoog Seal Station in Germany.

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, after rounding up by TUI Cruises, can be presented to the beneficiary organization at the start of the following year.



were donated by TUI Cruises in 2024 to charitable organizations and projects.

In 2024, the employees chose the association Freunde fürs Leben e.V. ('Friends for Life'), to which a donation of € 65,000 was presented in January 2025. The Berlin-based association is dedicated to suicide prevention and breaking down taboos surrounding mental illness. Through creative projects and PR campaigns, the association aims to raise awareness of depression, suicide and mental health. The donations will be used for projects on the web and social media as well as on YouTube. Under the slogan 'Talk about it!', the aim is to raise awareness online among young people of these topics. The sponsorship project for 2025 has also already been decided on. TUI Cruises employees will raise funds for Familienschutzwerk e.V. ('Family Protection Association'). This Berlin-based not-for-profit organization is dedicated to supporting children and families in need.

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 2024, Hapag-Lloyd Cruises once again sponsored the main prize in the German Seamen's Mission Advent Calendar – a voyage on the EUROPA from Hamburg to Tenerife. The proceeds of the campaign benefited the seamen's missions in Hamburg and Brunsbüttel, Germany. Other organizations that received donations included the Antarctic Heritage Trust and the South Georgia Heritage Trust. The company also demonstrated its commitment to charitable causes by organizing charity trips for the LIONS Club and the not-for-profit organization Hamburg Leuchtfeuer ('Hamburg Beacon'), as well as a benefit concert with the artist Vicky Leandros.

**Donation of furniture for DER HAFEN HILFT! e.V.**

The cross-fleet cooperation between TUI Cruises and DER HAFEN HILFT! e.V. ('The Port Helps Out!'), a not-for-profit association, combines supporting the needy in and around Hamburg with a commitment to sustainability and against the throwaway society.

During dry-docks and regular port calls, well-preserved donations in kind – especially furniture – are frequently donated to the association and are then forwarded to social support organizations. For example, in the reporting year, while the EUROPA was in dry-dock at Bremerhaven, Germany, a large portion of the furniture from renovated suites, as well as around 800 pillows and 800 blankets, were donated to the association. The German broadcaster ZDF covered the handover of the donations as part of its TV documentary series 'plan b'. The segment was broadcast under the title 'Sinnvoll und sozial: Mit Ausgedientem Gutes tun' ('Meaningful and social – doing good with used items').

This commitment is coordinated mainly by TUI Cruises' Sustainability Department as well as by the Environmental Officers and ships' on-board command. In 2024, the dry-docks of the HANSEATIC inspiration and the EUROPA in Bremerhaven, Germany, were used for such fundraising campaigns.



*Donation of mattresses to DER HAFEN HILFT! e.V.*

**Engagement via the TUI Care Foundation**

As a TUI AG subsidiary, TUI Cruises also supports the work of the TUI Care Foundation. In the reporting year, funding was provided to the Foundation once again, 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, Lively Landscapes and Marine Conservation programs.



[TUI Care Foundation](#)

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



TUI Cruises is explicitly committed to sustainable and ethical business principles in its company activities, which it carries out in compliance with all applicable laws and regulations. Clearly defined corporate values and a binding Code of Conduct for the entire workforce set out the guiderails for this. In its business dealings, TUI Cruises consistently applies the precautionary principle through comprehensive risk management flanked by a set of policies and guidelines. Regular audits are carried out to check the effectiveness of the established processes and management systems.

# GOVERNANCE

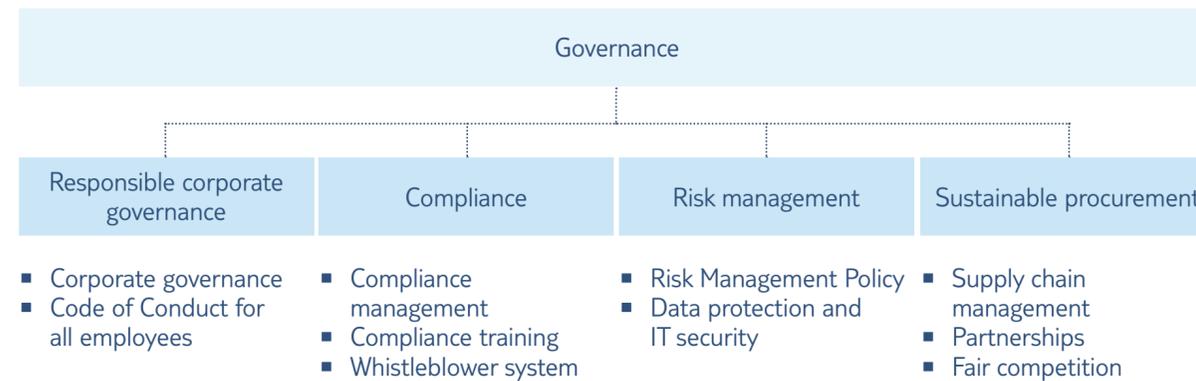
# CORPORATE GOVERNANCE

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.

The Supervisory Board of TUI Cruises is a six-member committee, was newly established in 2022 and meets at least 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](#)).

GRI 2-9, 2-10, 2-12, 2-13, 2-29, 401/3-3, 405/3-3, 405-1

## 29 | Sustainability strategy – ESG | Governance



## 30 | Diversity on the Supervisory Board 2024, as a percentage



**Consistent adherence to the precautionary principle**

In line with the principles of sound 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 via 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. The Code of Conduct for Responsible Whale and Dolphin Watching was updated in the reporting year; this code applies to both brands and targets the preservation of biodiversity and natural habitats (see also "[Social | Designing shore excursions responsibly](#)"). While this directive will officially apply from summer 2025, it is already being implemented on board.

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, where the various company policies are publicly available. At the same time, TUI Cruises is oriented 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 to the ISO 50001 standard.

Furthermore, TUI Cruises upholds the core labor standards of the International Labour Organization (ILO) to ensure socially sustainable, humane working conditions. This way, the company fulfills 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, in future TUI Cruises will require the operators of the shore excursions brokered by TUI Cruises to undergo sustainability certification recognized 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 secure the effectiveness of the 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 2024, a surveillance audit was successfully 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 fulfill 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 Labour 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 2-13, 2-23, 2-24, 302/3-3, 305/3-3, 401/3-3, 403/3-3, 403-2, 408/3-3, 409/3-3

**Code of Conduct for all TUI Cruises employees**

TUI Cruises’ corporate culture rests on the corporate values of appreciation, trust and sustainability, as well as 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 tangible. It defines the fundamental principles and rules for lawful, 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 labor law measures will be taken to follow these up.

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

The Code of Conduct is available to employees 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 also [“Governance | Supply chains and sustainable procurement”](#)).

Clear rules of conduct for all crew members on TUI Cruises ships ensure the principles and rules of fair interaction on board. In addition to regulations for living and working on board, there are also safety and professional activity-related regulations. The Crew Handbook makes these transparent to every crew member and can be read by them at any time. Misconduct and violations of these rules are rigorously followed up 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 recognized 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, where TUI Cruises pursues a strict zero-tolerance policy. 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 optimize 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, 404/3-3, 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 related attempt is comprehensively reported.

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

## 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, which has the following focal points: the TUI Cruises Code of Conduct, the Gift Policy, the Protection of Trade Secrets, the Data Protection Guideline,

the Supplier Code, the Guidelines on Trade Sanctions, Fair Competition, and Social Media. Following this, the content is refreshed in face-to-face or online training events annually or biannually. In 2024, all active shore-based employees received online training on Compliance to update their existing knowledge. Online training for all employees is planned once again for 2025. 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 shore-based employees are currently the main training focus. Tackling corruption is a core topic of all TUI Cruises compliance training; in the reporting year, the entire first management level and over 90% of active TUI Cruises employees were trained in combating corruption.

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

**31 | TUI Cruises employees receiving anti-corruption training**  
 2024, in percent



Total: 724 shore-based employees trained, 5 of these on the first management level.

**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 a specialist external legal practice: 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 practice 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' 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 onboard, 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 point of contact for compliance-related notifications.

The Compliance team follows up thoroughly on all notifications received through internal investigation and, if required, by involving external experts. The results are then documented internally. If the case was not reported anonymously, the whistleblower will receive feedback within the prescribed period. If a report proves 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 status 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.

In the reporting year, there were isolated indications of biased action by employees and contractual partners. These were comprehensively investigated, but in no case were sufficient indications of inadmissible conduct or relevant violations identified, for example of the Code of Conduct.

**Risk management**

For TUI Cruises, managing risks responsibly is a fundamental element of good corporate governance. Identifying, evaluating and systematically responding to risks in a timely manner 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 organization 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 every six months. The Chief Risk Officer then analyses the aggregated risks and opportunities at corporate level. The Sustainability Department also assesses current risk issues as part of this process. Possible violations of regulatory requirements are considered a risk, as are increasing requirements and stricter regulations on environmental standards, especially CO<sub>2</sub> 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.

Against this background, the company carried out a climate scenario analysis in 2023 together with TUI Group, following 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 was an important first step for TUI Cruises in preparing the CSRD-compliant materiality analysis in the reporting year; the analysis results were a key element in assessing related impacts, risks and opportunities (IROs) and as such were also integrated in the double-materiality analysis.

**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, presumable damage to the affected person is compared with the respective probability of it occurring, which allows the company to derive measures that minimize or completely prevent the specific risk. TUI Cruises bases its management approach on documented processes, policies and guidelines, as well as technical and organizational measures.

The Data Protection Policy is the decisive element in TUI Cruises’ data protection organization. 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. Within the TUI Cruises Anti-Phishing Campaign, several hundred employees based in Hamburg, Berlin and on board the ships were subjected to simulated phishing attacks for 12 months and successfully trained in dealing with threats of this type.

GRI 2-12, 2-13, 2-23, 2-24, 2-25, 201/3-3, 201-2, 205-2, 206/3-3, 101/3-3, 305/3-3, 404-2, 418/3-3

This campaign aimed to strengthen the company’s overall security culture. A further campaign involving even more sophisticated phishing simulations has been running since September 2024 and will be completed in September 2025. 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.

**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.

The Code is aimed in particular at combating corruption, upholding fair working conditions, ensuring health and safety, protecting the environment, safeguarding public welfare, and information security integrity. Beyond the Code of Conduct, in the environmental area TUI Cruises has published further voluntary corporate guidelines and position papers (see also “Environment | Guidelines and voluntary commitments”). Sustainable supplier management is also a core focus topic of the 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 on the TUI Cruises corporate website.

Furthermore, a special sustainability clause in all standard and individually tailored contracts explicitly requires TUI Cruises suppliers to uphold all applicable national and international environmental standards and laws, to respect fundamental labor 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 minimize 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. These supplier assessments are carried out annually by each TUI Cruises department on their core suppliers. Furthermore, integrated environmental and quality-focused supplier audits are carried out regularly. The next supplier audit is planned for 2025.

**Decentralized procurement – 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 hotel operations is handled by the service provider sea chefs, while Royal Caribbean is responsible for a major share 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.

In view of 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. Regarding Product Management, TUI Cruises’ Sustainability experts work with the respective specialist departments on programs and projects to achieve more sustainable catering, for example in compliance with animal welfare standards. In addition, the range of vegetarian and vegan dishes is being continually expanded, alongside a focus on sustainable textiles and circular economy considerations.

GRI 2-6, 2-13, 2-23, 2-24, 2-29, 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

**Partnerships for greater sustainability**

A key success factor in effective sustainability management is targeted cooperation with external partners and organizations. 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, even more sustainable offerings – from 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.

Besides this, together with the TUI Group, TUI Cruises has partnered with Cleaner Seas since 2024 with the joint goal of counteracting harmful emissions of microplastics by installing microplastic filters on ships’ washing machines. Following a successful pilot test on *Mein Schiff 3*, further ships are to be equipped with such filters in the future.

Onboard catering is also in focus at TUI Cruises. The company is working closely with endori, a highly respected supplier of vegetarian and vegan foods among other types, to help secure healthy nutrition. It is also raising awareness of the value of sustainable nutrition by introducing plant-based meat and fish alternatives. For example, the vegetarian and vegan offer on board the *Mein Schiff*® fleet is growing steadily. Every ship’s restaurant and bistro now offers at least one vegetarian

and one vegan dish. In the two large à la carte restaurants ‘Atlantik – Klassik’ and ‘Atlantik – Mediterran’, around one-third of dishes are now vegan. Furthermore, onboard catering offers a large number of sustainably produced wines.

**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 maintaining this commitment, the company also proactively meets potential challenges. For instance, in the reporting year legal proceedings with Deutsche Umwelthilfe e.V. (DUH) were settled with no significant consequences for TUI Cruises. Currently, a consumer protection association is formally requesting the review and potential adjustment of certain travel-conditions clauses in the *Mein Schiff*® fleet; TUI Cruises considers the probability of success and potential consequences of this procedure to be marginal.

In the reporting year, TUI Cruises was not involved in any legal proceedings related to anti-competitive behavior, or violations of antitrust and monopoly law. To ensure this in future too, TUI Cruises formulated and implemented a new Fair Competition Policy in 2022.



*Every onboard restaurant and bistro of the Mein Schiff® fleet now offers at least one vegetarian and one vegan dish.*

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

# 5

# ANNEX

**GRI Index**

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**GRI Index**

GRI Indicator	Comment	Reference	
<b>GRI 2: General Disclosures (2021)</b>			
<b>The organization and its reporting practices</b>			
2-1	Organizational details	TUI Cruises is a limited liability company (GmbH) under German commercial law. The company's registered headquarters are in Hamburg, Germany. 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.	05–07; 65
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. All statements concern all TUI Cruises employees at the administrative locations in Berlin and Hamburg as well as on board both fleets.	05–07; 65
2-3	Reporting period, frequency and contact point		65
2-4	Restatements of information	<p>In contrast to the previous year, only the total number of active employees was recorded (including employees on maternity leave and Nautical Officer Assistants (NOAs)). Figures exclude shore-based trainees, working students and interns. Footnotes to the key figures regarding employees indicate which employee groups are taken into account.</p> <p>Furthermore, the method for calculating the ratio of remuneration between women and men has been adjusted compared to the previous year (GRI 405-2). A corresponding year-on-year comparison is not possible in the current reporting year due to a change in the calculation method to a weighted average.</p>	
2-5	External assurance	No external review has been carried out of the contents of the report for the 2024 reporting year.	
<b>Activities and workers</b>			
2-6	Activities, value chain and other business relationships		03; 05–08; 12; 14; 17; 30; 39; 49–50
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 31.12.2024.	06; 30–31; 62–63
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 organization. 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.	

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GRI Indicator	Comment	Reference	
<b>Governance</b>			
2-9	Governance structure and composition	05; 08–10; 12; 43; 63	
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.	43
2-11	Chair of the highest governance body	Since 2022, Jutta Westerburg, Director Legal Holiday Experiences at TUI AG, has been Chairwoman of the Supervisory Board of TUI Cruises. Ms Westerburg will serve in this role for a period of five years.	
2-12	Role of the highest governance body in overseeing the management of impacts		08–10; 12; 17; 43; 46–48
2-13	Delegation of responsibility for managing impacts	<p>Ashore, in addition to the roles and responsibilities described in the report, there is also a Carbon Reduction Working Group. This Working Group works closely with TUI Cruises Management in monthly management meetings to implement the annual and long-term plans to achieve the SBTi targets.</p> <p>On board the ships, in addition to the roles and responsibilities described in the report are the onboard management positions on TUI Cruises ships: Captain, Staff Captain, Environmental Officer (<i>Mein Schiff</i>® only), Chief Officer Safety, Chief Engineer, Staff Chief Engineer, and General Manager.</p>	08–10; 14–17; 19–20; 28; 32; 35–40; 43–44; 46–50
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.	08–09; 65
2-15	Conflicts of interest		40; 46
2-16	Communication of critical concerns	In the reporting year, no critical concerns were submitted to the Supervisory Board.	36; 46–47; 50
2-19	Remuneration policies	In the reporting year, a salary increase of 2.5% was implemented for all employees of TUI Cruises. For all permanent employees, in addition to the monthly fixed salary there is a bonus commitment. Among other elements, it is based on business success, guest satisfaction ratings and the achievement of personal targets (for example, CO <sub>2</sub> reduction targets).	30; 33; 35

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GRI Indicator	Comment	Reference	
<b>Strategy, policies and practices</b>			
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.	08–10; 15–20; 22–28; 32–33; 35; 37–40; 44–46; 48–50
2-24	Embedding policy commitments	10; 15–23; 26–28; 30; 36–37; 39–40; 44–46; 48–50	
2-25	Processes to remediate negative impacts	12; 36–39; 45–48	
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.	36; 46–47
2-27	Compliance with laws and regulations	46; 50	
2-28	Membership associations	10; 12; 23; 25	
<b>Stakeholder engagement</b>			
2-29	Approach to stakeholder engagement	12; 15; 23; 32–33; 35–37; 40; 43; 47; 49	
2-30	Collective bargaining agreements	30; 33	

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GRI Indicator	Comment	Reference
<b>GRI 3: Material Topics (2021)</b>		
3-1	Process to determine material topics	09
3-2	List of material topics	10–11
<b>Economic performance indicators</b>		
<b>GRI 201: Economic Performance (2016)</b>		
3-3	Management of material topics	05; 14; 18; 40–41; 48
201-1	Direct economic value generated and distributed	05; 40–41
201-2	Financial implications and other risks and opportunities due to climate change	14; 18; 48
<b>GRI 202: Market Presence (2016)</b>		
3-3	Management of material topics	03; 07; 10; 14; 30; 33; 35
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. 33; 35
<b>GRI 205: Anti-corruption (2016)</b>		
3-3	Management of material topics	46–47; 50
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 was carried out for business partners. 45–49
205-3	Confirmed incidents of corruption and actions taken	46
<b>GRI 206: Anti-competitive Behavior (2016)</b>		
3-3	Management of material topics	46–50
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	50

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GRI Indicator	Comment	Reference
<b>Environmental performance indicators</b>		
<b>GRI 301: Materials (2016)</b>		
3-3	Management of material topics	10–11; 14–16; 23–25; 41; 49–50
<b>GRI 302: Energy (2016)</b>		
3-3	Management of material topics	03; 06; 10–11; 14–17; 19–22; 40; 44
302-1	Energy consumption within the organization	TUI Cruises reports the electricity consumption for its administrative locations in Hamburg and Berlin for 2023 and 2022; a definitive electricity consumption statement for the reporting year was not available at the publication deadline and extrapolation was not possible. 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 2023: 373,971 kWh; 2022: 373,096 kWh Electricity consumption at the Berlin location in 2023: 107,505 kWh; 2022: 120,389 kWh  In addition, around 100.59 metric tons of biodiesel were used as fuel in the reporting year.
302-4	Reduction of energy consumption	At the administrative location in Berlin, a reduction in electricity consumption of approx. 10.7% was achieved in 2023 compared to the previous year (i.e. a total electricity saving of approx. 12,884 kWh). At the administrative location in Hamburg, there was a slight increase in electricity consumption in 2023 compared to the previous year (approx. 0.23%; equating to 874 kWh).
<b>GRI 303: Water and Effluents (2018)</b>		
3-3	Management of material topics	10–11; 14–15; 23; 26–28
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	26–28

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GRI Indicator	Comment	Reference
303-3	Water withdrawal	26
303-4	Water discharge	26–28
<p>Essentially, the report distinguishes between the following wastewater categories.</p> <ul style="list-style-type: none"> <li>- Grey water: water arising during ship operation and resulting from activities such as meal preparation, laundry and showering.</li> <li>- Black water: wastewater from toilets and urinals, residues from cleaning black water collection, storage and treatment systems; wastewater from sinks, showers and drains at the medical facilities.</li> <li>- 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.</li> </ul> <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.</p>		
303-5	Water consumption	26
<p>TUI Cruises' water consumption was calculated by water withdrawal (freshwater production and freshwater bunkering) minus wastewater recirculation.</p>		
<p><b>GRI 306: Effluents and Waste (2016)</b></p>		
306-6	Significant spills	There were no known cases of significant leakage of harmful substances in the reporting year.
<p><b>GRI 101: Biodiversity (2024)</b></p>		
3-3	Management of material topics	Members of Futouris e.V. launched a sector-wide biodiversity project that also involves cruise operators. The project was developed in the reporting year – including the formulation of the goal, scope and a preliminary study – as well as the tendering process for the scientific implementation partners.
101-2	Management of biodiversity impacts	TUI Cruises has no operating locations/ facilities 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.
<p><b>GRI 305: Emissions (2016)</b></p>		
3-3	Management of material topics	03; 06; 08; 10–11; 14; 17–22; 40; 44; 48
305-1	Direct (Scope 1) GHG emissions	18

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GRI Indicator	Comment	Reference
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.	18
305-4	GHG emissions intensity	18
305-5	Reduction of GHG emissions	18; 22
305-6	Emissions of ozone-depleting substances (ODS) There was no production, importation or exportation of ozone-depleting substances (coolants) in the reporting year.	
<b>GRI 306: Waste (2020)</b>		
3-3	Management of material topics	08; 10–12; 14–16; 23–25; 40; 49
306-1	Waste generation and significant waste-related impacts	23
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.	23
<b>GRI 308: Supplier Environmental Assessment (2016)</b>		
3-3	Management of material topics	49
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.	
<b>Social performance indicators</b>		
<b>GRI 401: Employment (2016)</b>		
3-3	Management of material topics	03; 06; 09; 11–12; 30; 32–38; 43–47; 49
401-1	New employee hires and employee turnover	30–31; 63

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GRI Indicator	Comment	Reference	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	33; 37–38	
401-3	Parental leave	31; 62	
<b>GRI 402: Labor/Management Relations (2016)</b>			
3-3	Management of material topics	The Works Council is divided into the following Working Groups: Working Hours, Further Education and Training, Public Relations, Internal Proposals/Idea Management, Occupational Health Management, Employee Onboarding Management, Workplace/Room Inspections and Occupational Safety Committee, IT Committee, Finance Committee, and Mobile Working.	11–12; 30; 32–33; 45
402-1	Minimum notice periods regarding operational changes	There is a minimum notice period of three months 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.	
<b>GRI 403: Occupational Health and Safety (2018)</b>			
3-3	Management of material topics		09; 32–33; 36–38; 44–45; 47; 49
403-1	Occupational health and safety management system	Ashore, the occupational health and safety management system is designed by the Occupational 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.	36–38
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 organize their elimination. In addition, additional awareness-raising regarding occupational health and safety protection is carried out via the company's intranet ('Logbook').	36–38; 44
403-3	Occupational health services		33; 36–38
403-4	Worker participation, consultation, and communication on occupational health and safety		35–38
403-5	Worker training on occupational health and safety		09; 36–38
403-6	Promotion of worker health		37–38

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GRI Indicator	Comment	Reference
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 organization (see statement on GRI 2-8).
403-9	Work-related injuries	There were individual cases of work-related injuries among TUI Cruises employees ashore in the reporting year. Of a total of six injuries, three had serious consequences. There were no work-related injuries among TUI Cruises employees on board 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.
<b>GRI 404: Training and Education (2016)</b>		
3-3	Management of material topics	In the reporting year, three in five shore-based trainees were taken on by TUI Cruises on completing their training.
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, and compliance. 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.
404-3	Percentage of employees receiving regular performance and career development reviews	All TUI Cruises employees have the right to regular feedback discussions. Interns and working students receive feedback based on their needs and tasks.
<b>GRI 405: Diversity and Equal Opportunity (2016)</b>		
3-3	Management of material topics	03; 11; 30; 32–33; 35–36; 43; 63
405-1	Diversity of governance bodies and employees	30–31; 43; 63
405-2	Ratio of basic salary and remuneration of women to men	Female employees earn on average 11.34% less than their male colleagues.
<b>GRI 406: Non-Discrimination (2016)</b>		
3-3	Management of material topics	30; 35–36; 47
406-1	Incidents of discrimination and corrective actions taken	In the reporting year, no incidents were reported shoreside or on board.

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GRI Indicator		Comment	Reference
<b>GRI 407: Freedom Of Association And Collective Bargaining (2016)</b>			
3-3	Management of material topics		30; 32–33; 49
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.	
<b>GRI 408: Child Labor (2016)</b>			
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 labor law.	44; 46–47; 49
<b>GRI 409: Forced or Compulsory Labor (2016)</b>			
3-3	Management of material topics		44; 46–47; 49
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 labor law.	
<b>GRI 414: Supplier Social Assessment (2016)</b>			
3-3	Management of material topics		49
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.	
<b>GRI 415: Public Policy (2016)</b>			
3-3	Management of material topics		12; 40
415-1	Political contributions		40–41
<b>GRI 418: Customer Privacy (2016)</b>			
3-3	Management of material topics		09; 48

# FURTHER KEY FIGURES FROM THE SOCIAL CHAPTER

## 32 | Employees by contract type in absolute numbers and in percent

	2023		2024	
Employees on unlimited contracts	<b>703</b>	<b>100%</b>	<b>758</b>	<b>100%</b>
By gender				
Male	281	39.97%	291	38.00%
Female	422	60.03%	467	62.00%
Diverse	0	0.00%	0	0%
By deployment area				
At sea	87	12.38%	78	10.29%
Ashore	616	87.62%	680	89.71%
Employees on fixed-term contracts	<b>116</b>	<b>100%</b>	<b>139</b>	<b>100%</b>
By gender				
Male	71	61.21%	96	69.06%
Female	45	38.79%	43	30.94%
Diverse	0	0.00%	0	0.00%
By deployment area				
At sea <sup>1</sup>	85	73.28%	99	71.22%
Ashore <sup>2</sup>	31	26.72%	40	28.78%

Includes all active employment relationships (including Nautical Officer Assistants (NOAs) and employees on maternity leave). Figures exclude shore-based trainees, interns and working students.

<sup>1</sup> Of whom 13 Nautical Officer Assistants in 2024 and 10 in 2023

## 33 | Parental leave by gender, in absolute numbers and in percent

	2022		2023	
Employees entitled to parental leave (all)	<b>951</b>	<b>100%</b>	<b>967</b>	<b>100%</b>
Male	398	41.85%	402	41.57%
Female	553	58.15%	565	58.43%
Diverse	0	0%	0	0%
Parental leave taken	<b>62</b>	<b>9.08%</b>	<b>59</b>	<b>6.10%</b>
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	<b>22</b>	<b>3.22%</b>	<b>27</b>	<b>2.79%</b>
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 <sup>1</sup>	<b>19</b>	<b>2.78%</b>	<b>19</b>	<b>1.97%</b>
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%

Includes all active employment relationships (including Nautical Officer Assistants (NOAs) and employees on maternity leave). Figures exclude shore-based trainees, interns and working students.

<sup>1</sup> All returnees in 2023 were considered.

GRI 2-7, 401-3

**34 | Diversity on the Supervisory Board and in the workforce**  
in absolute numbers and in percent

	2022		2023	
Persons on the Supervisory Board	<b>6</b>	<b>100%</b>	<b>6</b>	<b>100%</b>
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 <sup>1</sup>	<b>819</b>	<b>100%</b>	<b>897</b>	<b>100%</b>
By gender				
Male	352	42.98%	387	43.14%
Female	467	5.02%	510	56.86%
Diverse	0	0%	0	0.00%
By age group				
Under 30 years old	123	15.02%	157	17.50%
30 – 50 years old	508	62.03%	546	60.87%
Over 50 years old	188	22.95%	194	21.63%

<sup>1</sup> Includes all active employment relationships (including Nautical Officer Assistants (NOAs) and employees on maternity leave). Figures exclude shore-based trainees, interns and working students.

GRI 2-7, 2-9, 401-1, 405/3-3, 405-1

**35 | Employee turnover at TUI Cruises**  
in absolute numbers and in percent

	2023		2024	
Total employee exits/fluctuation rate in %	<b>150</b>	<b>18.29%</b>	<b>117</b>	<b>13.49%</b>
Average number of employees in the reporting period	<b>820</b>		<b>867</b>	
Fluctuation by gender				
Male	61	40.67%	40	34.19%
Female	89	59.33%	77	65.81%
Diverse	0	0%	0	0%
Fluctuation by age group				
Under 30 years old	22	14.67%	31	26.50%
30 – 50 years old	99	66.00%	64	54.70%
Over 50 years old	29	19.33%	22	18.80%
Fluctuation by deployment area				
At sea	46	30.67%	22	18.80%
Ashore	104	69.33%	95	81.20%

Figures exclude interns and working students.

The turnover rate is derived by comparing the number of employees leaving to the average number of employees in the current reporting year. Categorizing 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 for whom no re-entry may be expected.

# LIST OF ABBREVIATIONS

AEP	Advanced Emission Purification System	HELCOM	Helsinki Commission	NGO	Non-governmental organization
AWP	Advanced Wastewater Purification	HIV	Human immunodeficiency virus	OSC	Occupational Safety Committee
BPA	Bisphenol-A	IAATO	International Association of Antarctica Tour Operators	PHO	Public Health Officer
CEO	Chief Executive Officer	ILO	International Labour Organization	PLA	Polylactic acid (biomass)
CFO	Chief Financial Officer	IMO	International Maritime Organization	ppm	parts per million
CLIA	Cruise Lines International Association	IMS	Integrated Management System	SBTi	Science Based Targets initiative
CSRD	Corporate Sustainability Reporting Directive	IRO	Impacts, Risks, and Opportunities	SCR	Selective catalytic reduction
DEFRA	Department for Environment, Food & Rural Affairs (United Kingdom)	ISM	International Safety Management	SDG	Sustainable Development Goals
DPA	Designated Person Ashore	ISO	International Organization for Standardization	SOLAS	International Convention for the Safety of Life at Sea
e-LNG	Liquefied natural gas from renewable sources	KPI	Key performance indicators	SQM	Ship's Safety and Quality Manual
ESG	Environmental, Social, Governance	LNG	Liquefied natural gas	STI	Sexually transmitted infections
GHG	Greenhouse Gas	MARPOL	International Convention for the Prevention of Pollution from Ships		
GRI	Global Reporting Initiative	MGO	Marine gasoil		
GSTC	Global Sustainable Tourism Council	MLC	Maritime Labour Convention		

# 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 2024 financial year (01 January 2024 to 31 December 2024). 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. TUI Cruises continues to work towards fully comprehensive data collation. Gaps relating to Hapag-Lloyd Cruises were closed in the 2024 reporting year, which now allows systematic year-on-year comparisons to be made. 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 2024 is available online in PDF format in both German and English. For more information, please visit [meinschiff.com/nachhaltigkeit-tuicruises](https://meinschiff.com/nachhaltigkeit-tuicruises). TUI Cruises currently expects to publish the Sustainability Report 2025 in the spring of 2026.

## IMPRINT

Lucienne Damm, Head of Sustainability (lucienne.damm@tuicruises.com), and the TUI Cruises Sustainability team (umwelt@tuicruises.com) look forward to all questions and feedback stakeholders may have regarding this Sustainability Report.

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