

Shore Excursion Policy

The offering and execution of shore excursions are an essential part of the operational business activities of TUI Cruises with its brands *Mein Schiff*® and Hapag-Lloyd Cruises. TUI Cruises considers itself a guest wherever it operates and, as such, acknowledges its special responsibility. Within the TUI Cruises Sustainability Strategy 2030, the People pillar emphasizes the commitment to strengthening its destinations through sustainable shore excursion offerings. By promoting and expanding sustainably oriented shore excursions, nature can be preserved, cultural heritage maintained, and local value creation enhanced. At the same time, it remains crucial to minimize negative impacts of shore excursion activities on the environment, local communities, and shoreside infrastructure.

Responsibility of TUI Cruises

In this context, TUI Cruises has been committed to sustainable principles in its shore excursion program since 2014. These principles have since served as key criteria in the selection of tour operators (shore excursion providers) and in the evaluation of their excursion offerings. Additionally, in 2022 the GSTC (Global Sustainable Tourism Council) Industry Standard for Tour Operators was introduced as an independent criterion for sustainability. This standard ensures that shore excursion providers operate a comprehensive sustainability management system, increase social and economic benefits for local communities, value and protect cultural heritage, and reduces negative environmental impacts.

The expedition vessels of the Hapag-Lloyd Cruises fleet often operate in sensitive areas. To ensure responsible interactions with nature, guests are always accompanied by an experienced expedition team. In the Antarctic and Arctic, the expedition fleet follows the strict guidelines of IAATO (International Association of Antarctica Tour Operators) and AECO (Association of Arctic Expedition Cruise Operators), which regulate respectful interaction with destinations and local communities. Particularly in Arctic tourism, visits are planned in close consultation with local residents. Clear regulations ensure that no disturbance to vegetation and wildlife occurs.

The focus of the excursions lies both on exploring the destinations and on providing knowledge – because experiencing nature forms the foundation for deeper understanding and a respectful approach to the environment.

The following behavior is not tolerated within the shore excursion offerings of both brands:

- Cruel interactions with animals, including, for example, visits to bullfights, performances with dancing bears, cockfights, as well as the offering of dolphin-swimming experiences
- The consumption, hunting, or purchase of protected animal and plant species, as well as the acquisition of prohibited souvenirs as part of excursions
- The display of poverty for guest entertainment



TUI Cruises is committed to upholding the following principles across its shore excursion programs for both brands:

- Promotion of particularly environmentally friendly and socio-culturally sustainable shore excursions and their clear labeling for guests
- Commitment of excursion providers and tour operators to adhere to the contractually anchored code of conduct for sustainable diving and snorkeling excursions ("Code of Conduct for Dive and Snorkeling Excursions")
- Commitment of excursion providers and tour operators to adhere to the contractually anchored guidelines for whale-watching excursions ("Code of Conduct for Responsible Whale and Dolphin Watching")
- Commitment of excursion providers and tour operators to respect animal welfare on all shore excursions according to the requirements of our Animal Welfare Directive based on the ABTA Animal Welfare Guidelines
- Regular training of employees in the shore excursion departments on the environmentally responsible selection and execution of excursions
- Specialized training provided by IAATO and AECO for the expedition teams of the expert fleet, ensuring that guests are responsibly guided during landings in polar regions

Sustainable destination management is jointly managed by the Destinations department for *Mein Schiff®*, the Touristic department for Hapag-Lloyd Cruises, and the Sustainability department. Key interfaces exist particularly in the mediation and execution of shore excursions, as well as in stakeholder management in the ports. This involves maintaining close communication with port authorities, local political representatives, and societal stakeholders and associations to align mutual requirements and address potential conflicts of interest as early as possible or prevent them entirely.

TUI Cruises strives to continuously promote the positive and sustainable development of destinations through constructive dialogue with all relevant stakeholders.