

Animal Welfare Directive

Responsibility of TUI Cruises

TUI Cruises is committed to protecting animals and their natural habitats. We are aware of our responsibility towards animals and their natural habitats and commit ourselves to not knowingly endangering animal welfare within the scope of our business activities and to actively engage in the protection of animals.

As a tourism company, we advocate within associations and our networks for the protection of animals in tourism-related offerings. It is our corporate goal to integrate a responsible approach to animals into the holiday experience of our guests and to reduce the impact on wildlife. We aim to ensure and protect animal welfare through targeted measures in the following areas of our value chain:

- Execution of shore excursions
- Technical and nautical ship operations
- Product design and hotel operation

Scope of the Directive

The Animal Welfare Directive must be adhered to in the planning, management, and implementation of TUI Cruises' business activities ashore and onboard. It is closely linked in content to the Shore Excursion Policy. It applies to the company TUI Cruises with its brands *Mein Schiff*® and Hapag-Lloyd Cruises.

Guidelines on the protection of animal welfare

a) Encounters with animals form a particular highlight for guests during many of the shore excursions that we offer or conduct ourselves. Therefore, the following principles apply **to the execution of shore excursions**:

- External providers of shore excursions (tour operators) are contractually obligated to comply with the ABTA Animal Welfare Guidelines (Basic Requirements). A violation of the criteria established there for the treatment of animals may lead to the termination of business relations.
- When dealing with animals in captivity, offering and conducting attractions involving cruel treatment of animals is prohibited (such as but not limited to bullfighting, dancing bears, cockfights, as well as swimming with dolphins).
- Contact with animals shall occur exclusively through voluntary initiation by the animal, without feeding or other conditioning.
 - Any direct contact with wild animals – touching, holding, feeding, riding, etc. – is expressly prohibited
 - Indirect contact with wild animals, for example during observation tours and safaris, should only occur under the guidance of experienced tour leaders and in a considerate manner and with adherence to required safety distances
- The requirements of the Code of Conduct for Responsible Whale and Dolphin Watching regarding the responsible handling of whales and dolphins must be contractually binding during observation tours.

For activities that lie outside the sphere of influence of TUI Cruises – particularly privately organized shore excursions – we expressly recommend that guests adhere to the above-mentioned recommendations for

dealing with wild animals and animals in captivity. Furthermore, guests are explicitly advised against consuming whale, shark, or bushmeat, as well as purchasing souvenirs made from parts of wild animals (e.g. ivory, reptile leather, shells, corals).

b) Our ships travel the world's oceans daily and are therefore inevitably within the natural habitats of marine creatures. Therefore, the following principles apply **to the area of technical and nautical ship operation**:

- Equipping newbuilds with the latest technologies and continuously retrofitting the existing fleet to reduce the direct impact of ship operations on biodiversity, marine ecosystems, and the animals living there (for example ultrasonic antifouling technology)
- Strict adherence to applicable protective measures in designated Particularly Sensitive Sea Areas (PSSA) in navigational decisions
- Operationally, TUI Cruises has committed to an Above and Beyond Policy, meaning that concrete operational requirements (including waste disposal, wastewater treatment, bilge water quality, and emission reduction standards) go beyond legal requirements to protect the natural habitats of animals.

c) Furthermore, we continuously strive to align onboard hotel operations with the requirements of animal welfare. Therefore, the following principles apply **to the area of product design and hotel operations**:

- Continuous prohibition of the use of products containing microplastics on board (see Directive on Microplastics) to protect marine ecosystems
- Reduction of animal welfare and biodiversity impacts within the supply chain, particularly in the selection and procurement of food products, as these often have direct and indirect negative impacts on animals and biodiversity in the producing countries and regions
- Consideration of sustainability certifications when selecting and procuring products for hotel operations, particularly for textiles, agricultural goods, and wood-based products