

holidays forever

committed to sustainable tourism

Thomson & First Choice's Holidays Forever 2010 Commitments

Helping our customers have a greener holiday

Commitment 1

We will work towards having all of our suppliers Travelife-awarded within five years.

Commitment 2

By the end of next summer, we aim to have 50% of our customers staying in Travelife-awarded hotels. In an industry first, we're asking all our main suppliers to subscribe to the Travelife Sustainability System through a new clause in our contracts.

Commitment 3

To make it easier for our customers to identify greener holidays, we will increase promotion of these, and release a new online Thomson brochure in 2010, which only features Travelife-awarded properties. (In 2009 First Choice launched the first mainstream Greener Holidays brochure.)

Commitment 4

We will increase engagement with customers in sustainable tourism, by communicating with them on these issues on at least five stages of the customer journey.

Commitment 5

To make sure we're on the right track we will continue asking our customers how they rate us on our approach to the environment and the communities in which we operate, and aim to increase the percentage of those who rate us well to 80%.

Reducing our impact on the environment by cutting carbon

Commitment 6

We will reduce the carbon emissions from TUI Travel airlines by 6% between 2008 and 2014. That's building on the 8% CO2 reduction we achieved as a Group in 2008 over the previous year - which equated to more than 580,000 tonnes of CO2 which is the equivalent of taking more than 120,000 cars off the road for one year.

Commitment 7

We aim to remain one of Europe's most fuel-efficient airlines. Thomson Airways' average emissions are an industry-leading 75.5g of CO2 per passenger kilometre (that's better than where British Airways is planning to be in ten years time).

Commitment 8

We will reduce our fuel and noise impacts from our airline by setting our pilots a target of 97% for on-track departures and continuous descent approaches. We will also remove 6.5 tonnes of excess weight off our aircraft by the end of 2010.

Commitment 9

To improve Thomson Airways' environmental performance, we will work to achieve ISO14001 certification by 2011 in our Engineering Division.

Commitment 10

By 2012 we will have saved over 400,000 tonnes of CO2 emissions through renewable energy projects funded through our customer donation scheme, the World Care Fund. That's equivalent of taking nearly all the cars in Leicester off the road for one year.

Commitment 11

By the end of this year, we will have reduced the carbon emissions from our Thomson and First Choice shops by 7%.

Commitment 12

We will roll out Automatic Meter Readings across Thomson and First Choice shops to manage carbon reduction, as well as an auto PC shutdown function across our 900 retail shops to help save power overnight.

Reducing our impact on the environment by managing our waste

Commitment 13

By next year we aim to recycle 65% of the general waste from our shops. We're also asking all our shops to recycle 100% of unused and returned brochures and confidential waste.

Commitment 14

We will aim to recycle approximately 30% of the cans we hand out onboard our flights, equating to 13 tonnes of aluminium in one next year - that's over 1 million cans. We will achieve this by extending our onboard recycling scheme.

Reducing our impact on the environment by protecting the Earth's natural resources

Commitment 15

We will reduce our brochure printing by 5% by the end of this year - that means printing more than 300 million fewer brochure pages.

Commitment 16

We will continue to print all of our brochures on sustainably sourced or recycled paper.

Protecting the destinations we love to visit

Commitment 17

By the end of 2012 we aim to raise a total of £10 million through our customer donation scheme the World Care Fund. The money goes towards sustainable tourism and renewable energy projects. We match all customer donations pound for pound.

Commitment 18

We aim to continue supporting the Travel Foundation to meet its ambitions by encouraging hotels to adopt practices that reduce water, energy or waste by an average of 10% in the first year. The Foundation's aim is to involve 3000 hotels by 2015. We will also work to encourage businesses to open up opportunities for local communities, improving livelihoods in destinations. By 2015 The Foundation aims to have 500 businesses on board.

Commitment 19

To protect the children in our destinations we have formally signed up to the Child Protection Code. We also commit to train 3000 staff overseas to protect the 1 million children that come on holiday with us each year.

Engaging our colleagues in sustainability

Commitment 20

By the end of this year, we aim to increase scores on our internal colleague survey to 75% from 51% (responsibility on environmental matters) and 55% from 34% (responsibility in the local community).