



# Re-start of operations

Safety within the TUI Experience



# The TUI approach for re-start of operations for our customers and colleagues

TUI Group operates in 15 source markets, across 5 airlines, 3 Cruise lines and in hundreds of destination resorts so consistency in approach for colleague and customer safety is challenging

TUI Group is uniquely positioned to design and implement an end-to-end post-Covid-19 H&S standard that gives customers and colleagues confidence by ensuring a good balance of safety measures from end to end

We have introduced TUI post-Covid 19 H&S standard for retail, corporate, airline and hotels which is certified by an independent health and safety company Intertec Cristal

We have communicated the TUI post-Covid 19 H&S Standard so it could be used to give unions & governments the confidence to re-start tourism, both in source markets and destinations

The TUI post-Covid 19 H&S standard will be used in marketing messages to TUI customers and internal messaging for colleagues

We will return to travel as soon as possible ensuring our colleagues and customers are secure and can #Discoveryourmile



# The TUI Health & Safety Standard– Post Covid19

We always put safety first, TUI will never knowingly allow safety and hygiene measures across our business fall below our very high standards. We will always ensure when things go wrong we will put it right. Working with Governments and Hotels. Think Safety, Think TUI



# The end to end Journey coordination and the current considerations



# Airport and Flight Operations

## Key activity & focus points



- Signed up to the EASA charter
- Pre-Travel
  - Requirements for travel clearance
  - Communication to passengers
- Airport
  - Social distancing at pinch points (check-in, security, boarding)
  - Local screening requirement
  - Turn-around times
- Oversight & Representatives requirements and guidance
  - WHO
  - ICAO
  - CAA
  - Government (Departure & Arrival)
  - IATA
- On-board
  - Passenger Requirements
  - Crew Requirements
  - PPE usage
  - Customer Social Distancing (consistent)
  - Service on board
  - Customer Communication
  - Cleaning
- Operations – Led by regulations
  - Aircraft cleaning
  - In-flight handling of suspected cases procedures
  - In-flight reporting procedures
  - Embarkation/ dis-embarkation procedures





# Hotels & Resorts

## Key activity & focus points

### Tui Hotels

- Guidance will be adapted to meet local legislation
- Training and support provided to all hotel colleagues
- All TUI hotels will be assessed in compliance with Covid19 protocols
- Amendments to Service/Operations
  - 1.5m Social Distancing
  - Increased Covid-19 Hygiene & cleaning Standards
  - Transformed F&B offering
  - Adapt Activity and Sport operations
  - Alternative solo activities
  - New Kids club Standards
  - Adjusted SPA offerings with hygiene paramount
  - Adapted entertainment



### 3<sup>rd</sup> Party Hotels

- Lockdown & Restart Checklists
- Online interactive training materials, guidance & webinars
  - Prevention of infection Awareness Guides & Webinar
  - 90 min Hygiene fundamentals training course
  - Social Distancing Guidance
  - Cleaning
  - Hand & Respiratory Hygiene measures
  - Public Areas
  - Kids Club and play areas Hygiene
  - Gym & Spa Hygiene awareness
  - Hotel Transportation Protocols
  - Water Safety & Legionella Prevention
- Online compliance monitoring by 3<sup>rd</sup> party
- On-going support if needed



# Destination Experiences

## Key activity & focus points

### Transfers, Tours & Activities

- Compliance
  - Local authorities responsible for compliance
  - Only sell those who comply and permit any activity available locally
- Hygiene measures
  - Provision of hand sanitizer on coaches, pre boarding and hotels
  - Increase cleaning in common use areas
  - Provide PPE for drivers and service employees.
- Social distancing
  - Vehicle capacity reductions (if required)
  - Increase private transfer options
- Product
  - Offer smaller groups
  - Offer increased outdoor activities
  - Promote preferred activities



### Service

(i.e. Airport Meet & Greets, Welcome Meetings; in-hotel rep service etc.)

- Social Distancing / Protective Measures
  - Queues management (spacing)
  - Accelerating Digital Service Strategy
  - Remove unnecessary touch points
  - Reduce contact time
  - 'Cash-less' transactions preferred
- Communications
  - Provide transparency at time of booking about the nature of the social distancing measures / PPE requirements in place.
  - Communicate local regulations;
  - Access medical support, self isolation measures to be followed etc.
- Infrastructure
  - Provide training, PPE for colleagues, queue management guidance, protection screens



# Retail and Office Operations

## Key activity & focus points

### Offices

- Social Distancing
  - As per Local Authorities Guidelines
  - Promote home working
  - Increase space between desks
  - Stagger Working hours
  - Stagger dining times
  - 1m distance between tables
  - Restrict Social gathering areas
  - Use of Virtual Meeting rooms
- Hygiene measures
  - Use of Face Coverings
  - Provision of hand sanitizer around building
  - Increase cleaning of communal areas
  - Block off alternate sinks and urinals
  - Increase cleaning in common use areas
  - Provide PPE for drivers and service employees.
  - Single use lift

### Retail

- Social distancing
  - Colleague safe distancing
  - Floor Signage to keep staff and customers distanced
  - Customer number restrictions
  - Desk Space (min 1.5m)
  - Safe operation of contact points (ATM, Delivers, Brochures)
- Communication
  - Communication to Customers on safety measures
  - Window signs and online
- Cleaning
  - Additional cleaning of all areas
- Enforce use of face coverings if applicable
- Focus on Colleagues in Risk Groups
- Stagger working hours





Thank you

