



PROGRESS OF UNITED NATIONS GLOBAL COMPACT PRINCIPLES



CONTENTS

P1

MESSAGE FROM THE
MANAGING DIRECTOR

P4

UNITED NATIONS
GLOBAL COMPACT

P5

ENVIRONMENT
PRINCIPLES

P8

ANTI-CORRUPTION
PRINCIPLES



MESSAGE FROM THE MANAGING DIRECTOR



On November 15th 2012, InterCruises Shoreside & Port Services became a member of United Nations Global Compact (UNGC) and committed to integrating the principles of the UNGC within the business' strategy and day to day operations. This document describes InterCruises efforts to achieve this and is the first annual Communication on Progress. InterCruises will share this information with stakeholders and the general public.

As part of our key initiatives, we have been developing our anti-corruption and environmental strategies, including actions in different InterCruises offices, such as appropriate waste management and a reduction in the use of plastic.

I am pleased to confirm that InterCruises reaffirms its support of the ten principles of the Global Compact, with respect to human rights, labour, environment and anti-corruption and for 2015 will continue developing and implementing our environmental strategy and consolidating our commitment to child protection through the implementation of the ECPAT principles through our partnership with The Code.

InterCruises is proud to be a member of the UNGC and we look forward to developing our business in line with the UNGC principles.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mark Robinson', with a long horizontal flourish extending to the right.

Mark Robinson
Managing Director
InterCruises Shoreside & Port Services

UNITED NATIONS GLOBAL COMPACT

HUMAN
RIGHTS

LABOUR
STANDARDS

ENVIRONMENT

ANTI-
CORRUPTION

The first Inter cruises Communication on Progress will focus on achievements in the areas of ENVIRONMENT and ANTI-CORRUPTION.



SUSTAINABLE DEVELOPMENT POLICY

ENVIRONMENT

1. SUSTAINABLE DEVELOPMENT POLICY -

Intercruises launched its Sustainable Development Policy in March 2012 (see fig.1).



Fig 1: InterCruises Sustainable Development Policy

ENVIRONMENTAL ACTIONS

ENVIRONMENT

INTERCRUISES ACHIEVES THE ISO 14001:2004 CERTIFICATION IN APRIL 2012

EXAMPLES OF ENVIRONMENTAL ACTIONS

- CO2 Emissions Reduction: Intercruises set a goal to reduce its emissions, including the following actions:
 - Data on paper and electricity consumption, and business travel
 - Awareness campaign among Intercruises employees to reduce consumption
 - Replacement of all plastic cups for permanent ones for all Intercruises office employees (see fig. 2).
 - Implementation of a waste management system in Intercruises offices (See fig. 3).
 - Awareness campaign among Intercruises employees on recycling and appropriate waste management.
 - Improvement in IT facilities for internal and external communications to reduce business travel (i.e: teleconference, webex, skype, etc.).
 - Paper consumption procedures to reduce negative impact of printing (i.e: printer default setting in black and white, double sided printing, use of tablets for Board members to avoid printing, etc.)



fig. 3



fig. 2

ENVIRONMENTAL ACHIEVEMENTS

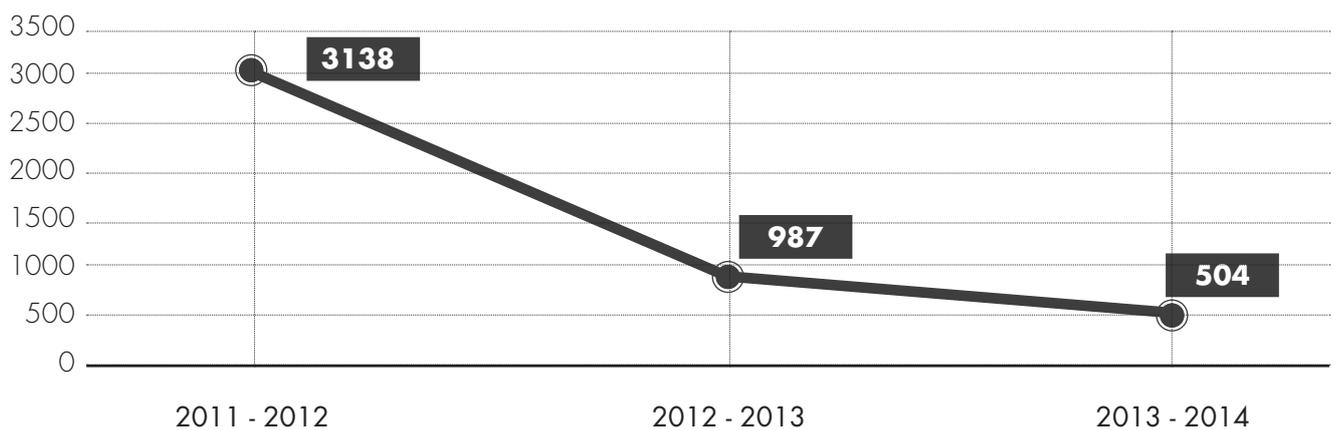
ENVIRONMENT

Our environmental actions achieved the following results:

- Reduced paper consumption (*graph 1*)
- Increased IT facilities

TOTAL REAMS OF PAPER

graph 1



THE ABC PROGRAMME

ANTI-CORRUPTION

InterCruises, as part of TUI Travel PLC, has adopted its anti-bribery policy and implemented an anti-bribery awareness campaign throughout the business. TUI Travel PLC has rolled out a comprehensive Anti-Bribery and Anti-Corruption training programme (the ABC programme) across all Group companies, including InterCruises.

INTERNAL CONTROLS

Our internal control and risk management have been developed to ensure compliance with the UK Corporate Governance Code on internal control and risk management. The Group Audit Services team reviews independently the controls implemented by management and reports its findings regularly to the Audit Committee. The Group also operates an Enterprise-wide Risk Management framework which is integrated within the short and long-term business planning processes. Click here for more on internal controls and risk management.

SUPPLIERS

TUI Travel benefits from both its economies of scale and application of purchasing power. Our principal suppliers are hotel owners and operators and aircraft suppliers. Amongst others, our key strategic relationships are with hotel chains such as RIU, Fiesta, Atlantica and aircraft providers such as Boeing. Each source market has local and overseas teams to engage in effective procurement strategies to deliver optimum benefits to TUI Travel. Co-operative working is fundamental to our relationships with key suppliers to ensure that the highest standards in terms of health and safety and quality are maintained. Suppliers falling below these expectations will be removed from our programmes.

The TUI Travel PLC Supplier Code of Conduct sets out the minimum standards we expect from suppliers and their employees, contractors, agents and subsidiaries when working on our behalf.



TUI TRAVEL PLC SUPPLIER CODE OF CONDUCT

The operating units within the Group are responsible for agreeing the terms and conditions under which business transactions with their suppliers are conducted. Due to the nature of the Group's operations and in common with the industry as a whole, payments are often made in advance for the provision of goods and services. The Group does not follow any code or statement on payment practice but it is Group policy that payments to suppliers, whether in advance or after the provision of the goods or services, are made on the basis of the terms that have been agreed with them.

ANTI-BRIBERY & CORRUPTION

The TUI Travel Group Code of Conduct (the Code), which was first published in August 2008, made it clear that the Group will not tolerate any type of corruption or bribery whether public, private, active or passive.

TUI Travel has rolled out a comprehensive Anti-Bribery and Anti-Corruption training programme (the ABC programme) across all Group companies. Anti-Bribery and Gifts & Hospitality policies have been communicated across the Group and additional reporting channels consisting of a Compliance Information Line and new Employee Hotlines have been established.

Group Audit Services administer a yearly Conflict of Interest declaration for 2,000 senior managers which extended to new joiners in 2012/13. ABC awareness is being added to induction procedures around the Group. Anti-Bribery contractual clauses for supplier contracts have also been rolled out across the Group and a Supplier Code of Conduct detailing TUI Travel expectations of its suppliers ABC procedures is in place. ABC issues specific to the travel industry have been discussed at industry and Government level and TUI Travel continues to foster these relationships.

THE ABC PROGRAMME

ANTI-
CORRUPTION

WHISTLE-BLOWING

There are policies and procedures for the reporting by employees and the resolution of suspected fraudulent activities. It is the policy of the Group to employ staff and management of high integrity, to train them appropriately and to require compliance with all relevant laws, regulations and internal policies.

Employees in the UK, Germany, USA, Canada, Poland, Switzerland, Belgium, the Netherlands, Norway, Denmark, Sweden and Finland now have access to confidential whistle-blowing hotlines and webmail facilities. Austria, Bulgaria, China, France, Greece, Italy, Portugal, Russia, Spain and the Ukraine are currently going through the approval process with each country's

Data Protection Authority. Together, these confidential hotlines and webmail reporting facilities cover 80% of our total employees and 98% of Group revenue. Hotlines and webmail reporting facilities have also been commissioned to cover the remaining 20% of employees in all our jurisdictions, where the law permits.

Any matters arising from the use of the whistle-blowing channels are investigated and appropriate and a summary provided to the Audit Committee.

The TUI Travel Code of Conduct (the Code) makes it clear that employees can approach senior executives, or Group Audit Services, to make reports and emphasises that anyone making a report with honest intentions need not fear any adverse consequences even if the information provided proves to be unfounded.

