



TUI BELGIUM

Company presentation 2021



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TUI GROUP

WORLD'S NUMBER ONE TOURISM GROUP



TUI GROUP, WORLD'S NUMBER ONE TOURISM GROUP

27 million customers and 180 destinations



Global group headquartered
in **Germany**



Turnover **€19bn**



Underlying EBITA **€893mio**



Listed on Stock Exchange
in London and Frankfurt



70,000 employees worldwide



400 own hotels



5 airlines, **150** planes



17 cruise ships



1,600 travel shops in Europe

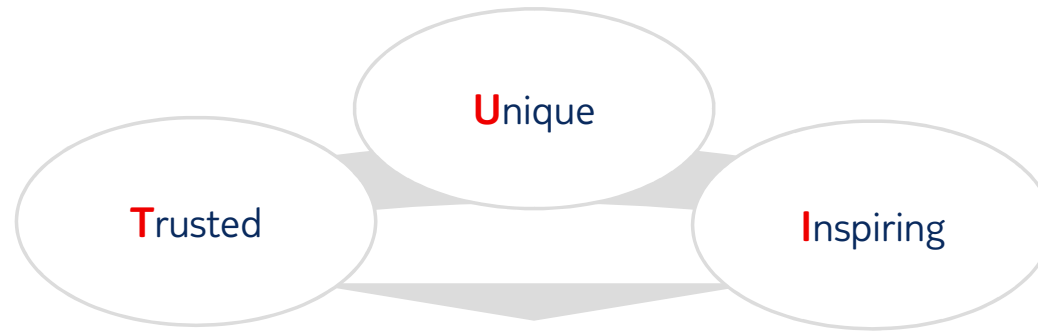
More than **20 years** of commitment to **sustainable tourism**

More info on www.tuigroup.com

TUI VALUES



TUI VALUES



Discovering the world's diversity, exploring new horizons, experiencing foreign countries and cultures: travel broadens people's minds.

At TUI we create **unforgettable moments for customers** across the world and make their dreams come true. We are mindful of the importance of travel and tourism for many countries in the world and people living there.

We partner with these countries and help shape their future – in a committed and **sustainable manner**.

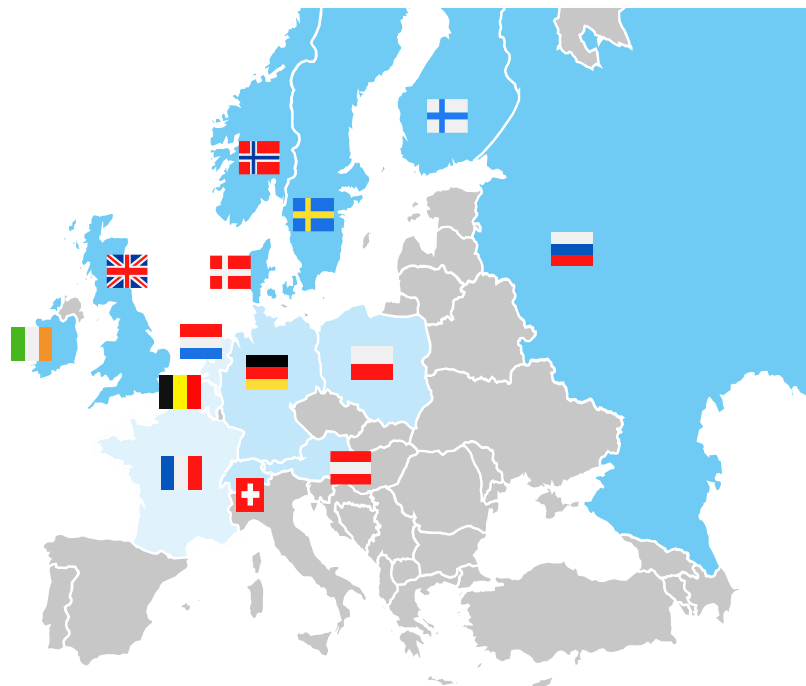
Think Travel. Think TUI.

TUI GROUP

- Three regions
 - Western region
 - Central region
 - Northern region
- Western region



TUI GROUP: three regions



Western region

- **Belgium**
- Netherlands
- France

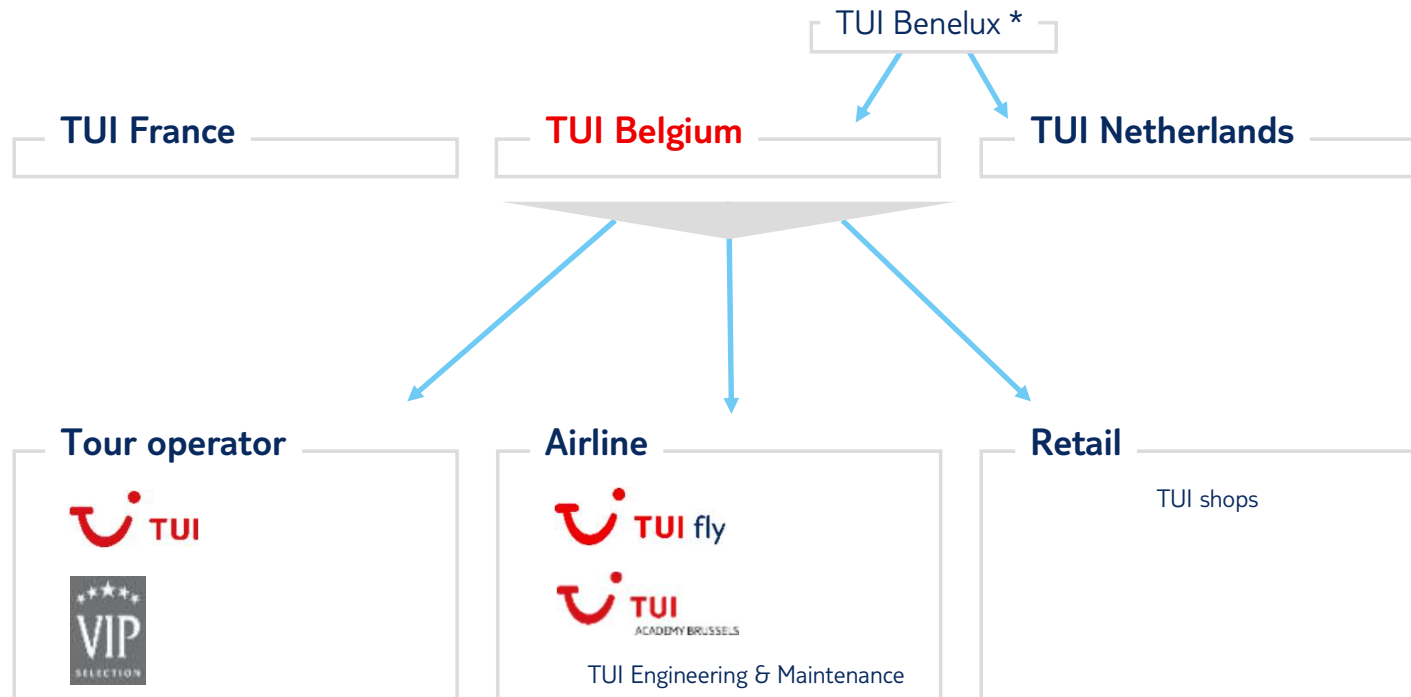
Central region

- Germany
- Austria
- Switzerland
- Poland

Northern region

- UK & Ireland
- Nordics
(Sweden, Norway, Finland, Denmark)
- Canada
- Russia

TUI WESTERN REGION



** TUI Belgium and TUI Netherlands joined forces to form TUI Benelux. Both countries continue to service their own market, but cooperate closely in many areas.*

TUI BELGIUM

- Headquarters
- Colleagues



TUI BELGIUM: Headquarters Ostend



TUI BELGIUM: Headquarters Zaventem Brussels Airport





TUI BELGIUM: Colleagues

2000

TUI BELGIUM



In recent years, we have grown very successfully and, with unique products, have been able to welcome more and more people every year in our hotels and on board our aircraft.

We started our 2020 financial year with a new record in bookings. It was the best start to a year in the company's history.



2020 was dominated by the pandemic and brought massive changes in all areas of life.

To this day, no other economic sector has struggled with the pandemic as much as tourism.



The pandemic came with global travel restrictions, with closed borders in the EU and Europe. Government measures to combat the pandemic forced the immediate suspension of most of our business operations.

The number of people traveling with TUI must then be placed in the context of the corona crisis and interpreted in perspective:

- The tour operator TUI welcomed 1.4 million travelers in 2020 (-45% compared to 2019)
- The airline TUI fly transported 2.7 million passengers in 2020 (-40%)

TUI TOUROPERATOR

- In a glance



TUI IS MARKET LEADER IN BELGIUM

1,4 million people have chosen
tour operator TUI for their holidays
in 2020



TUI TOUR OPERATOR: A wide and varied range of products

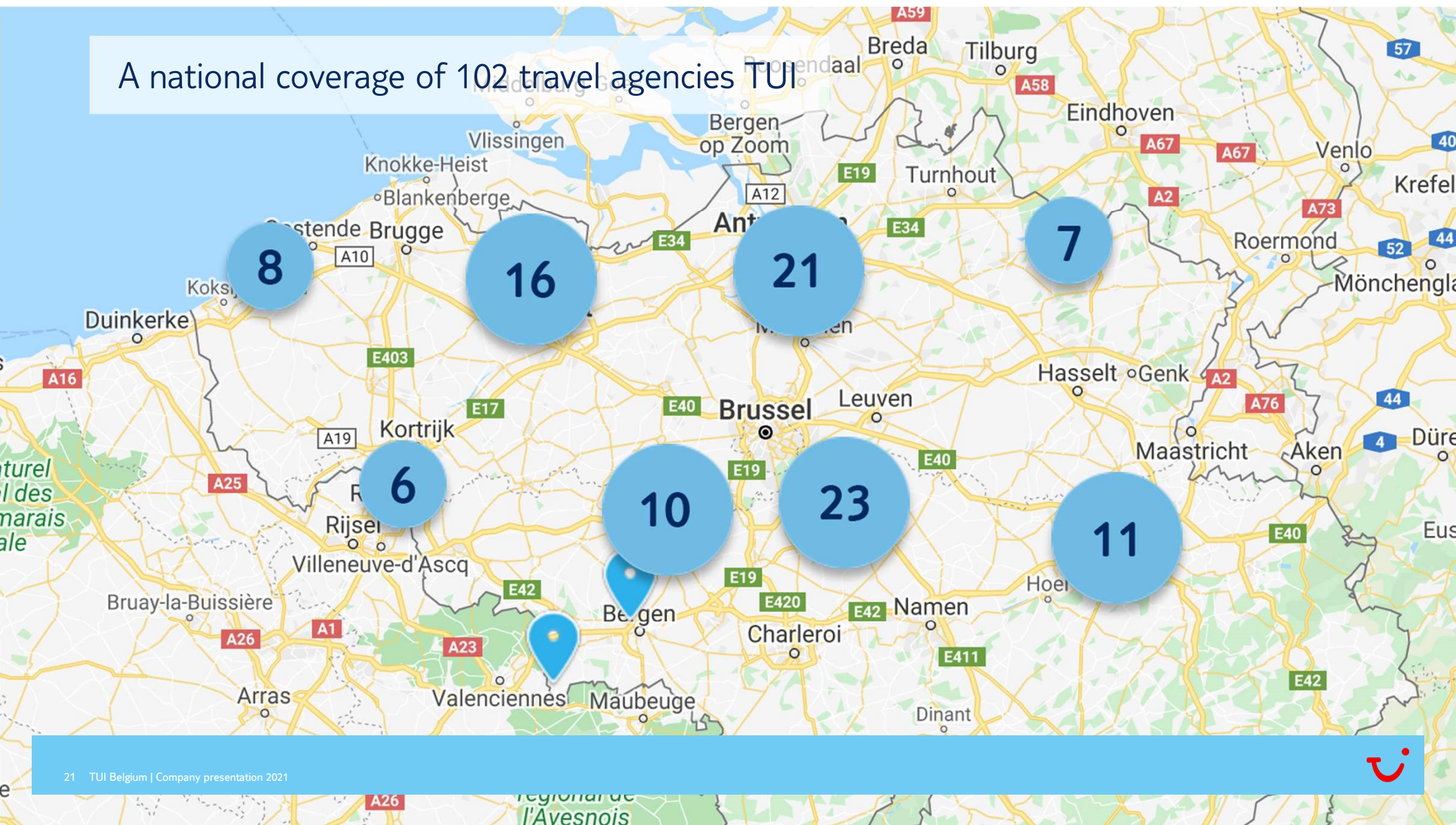
Flight holidays, overland holidays, winter sports, citytrips, cruises, tours around the world...



TUI RETAIL



A national coverage of 102 travel agencies TUI



TUI TRAVEL AGENCIES : Personalized travel advice



- Warm welcome
- Information and advice
- Source of inspiration

The activities of TUI Belgium include air brokerage services, provided by TUI Ticket Shop



TUI Ticket Shop was established in 1996 and acts as an intermediary between airlines and travel agents: the company purchases tickets from airlines and negotiates on the rates with them on behalf of the travel agencies. TUI Ticket Shop also offers its customers a quick, complete and reliable booking engine.

Customer portfolio: 1500 agencies in the Benelux and France.

The TUI Ticket Shop team consists of 23 employees, each of whom is specialised in his or her field.

TUI FLY

- In a glance
- Environment-friendly





TUI fly: In a glance

- Started in **March 2004**.
- **2,7 million** passengers (2020).
- Modern fleet of **40** planes.
- Active in **Belgium, The Netherlands, Morocco and France**.
- **2400** colleagues (in all 4 markets).
- More than **120 destinations** in the Mediterranean, Canary Islands, Cape Verde Islands, Africa, Red Sea, Caribbean, United States...
- An **innovative** and **dynamic** airline company.
- The **traveller** is at the heart of its strategy.



TUI fly in Belgium



Regional base strategy: TUI fly is the only Belgian airline that operates from all Belgian airports (Zaventem, Ostend, Charleroi, Antwerp, Liege).

TUI fly: Aircraft

- 5 Boeing 787-8 DREAMLINER
- 2 Boeing 767-300ER
- 22 Boeing 737 NEXT GENERATION
- 4 Embraer E-JET E190
- 7 Boeing 737 MAX

Total of 40 aircraft



TUI fly: Environment-Friendly

- Fleet renewal program
- Highest standard of comfort
- Reduced impact on the environment
- ISO 14001 certificate
- Continuous Descent Approach
- Split-scimitar winglets



More info on corporate.tui.be

