

TUI UK & IRELAND CARBON SAVINGS ACROSS THE RETAIL & HEAD OFFICE ESTATE

1. Brief details of the initiative and the changes made – this may be a change in technology, of fuel, operating procedures or behaviour.

There has recently been a combination of investment in energy efficiency technology and a focus on driving colleague behaviour change across TUI UK & Ireland's Estate (especially Retail) to drive carbon reductions across the business.

Energy Investment

Key examples included:

- Replacing air conditioning systems with newer, climate-friendly gas alternatives whilst also being more energy saving
- Installing voltage optimisers to deliver power at a reduced voltage from the mains supply at our most energy intensive sites
- Installing Building Management Systems to monitor and adjust consumption
- Refitting shops with energy efficient lighting – inside & out, i.e. large scale LED implementation

Colleague Engagement

We developed "TUI Turtle Dashboards" which operate a simple traffic light system to indicate an individual shop's progress against energy reduction targets to engage our front line retail colleagues - over 5,000 colleagues based in more than 600 retail shops. TUI UK & Ireland needed to find a way to communicate energy management to this population in a simple and engaging way that would inspire them to take action and change their behaviour.

2. The increase in carbon efficiency or reduction in emissions which may be reported in fuel burnt per unit of output or the actual emissions reduction.

Energy Investment

A significant reduction of 19% over three years as a result of the introduction of innovative new technology (outlined above).

Colleague Engagement

An additional 7% reduction in a single year when the colleague behavioural change aspect was introduced

Furthermore, over the last 4 years, TUI UK & Ireland's holistic approach to energy management has resulted in:

- A 40% absolute reduction in energy usage across the Estate
- A saving of c. 9,000 tonnes of carbon not being emitted
- This estimate is based on carbon saved during the first two phases of the UK's *Energy Efficiency CRC Scheme*
- Our business has saved c. 18.5 million kWh (18,500 MWh) of energy
- Our business has saved more than £2 million as a result of these energy savings
- The carbon savings is the equivalent to taking more than 3,500 cars off the road for a year

3. The payback period i.e. the number of months of operation to achieve costs savings equivalent to the investment.

Our business has invested £5.4 million in the various initiatives outlined above across our Retail Estate – this return on our investment is already demonstrable and our energy budgets have gone from a baseline of £3.7m *per annum* to £2.6m *per annum*.

4. The company/individual names for acknowledgment

Tracy Byrne – Facilities Contract & Energy Manager, TUI UK & Ireland
Eamonn McCormack - Energy Manager, TUI UK & Ireland