



# TUI BELGIUM

Company presentation 2020



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# TUI GROUP

WORLD'S NUMBER ONE TOURISM GROUP



# TUI GROUP, WORLD'S NUMBER ONE TOURISM GROUP

28 million customers and 180 destinations



Global group headquartered  
in **Germany**



Turnover **€19bn**



Underlying EBITA **€1,1bn**



Listed on Stock Exchange  
in London and Frankfurt



**70,000** employees worldwide



**400** own hotels



**5** airlines, **150** planes



**18** cruise ships



**1,600** travel shops in Europe

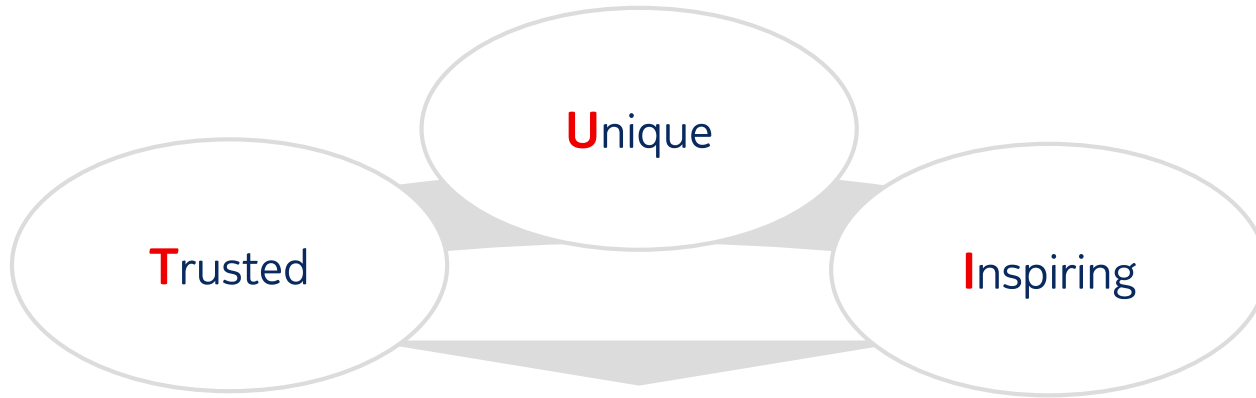
More info on [www.tuigroup.com](http://www.tuigroup.com)



# 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.**

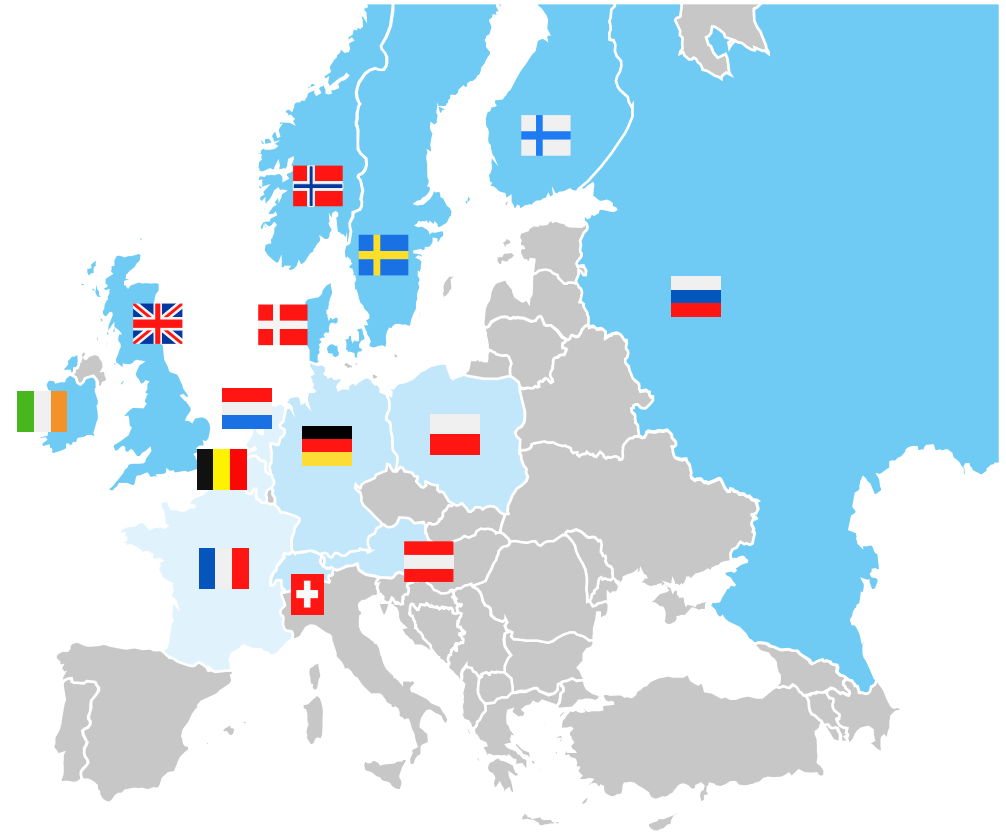


# TUI GROUP

- 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

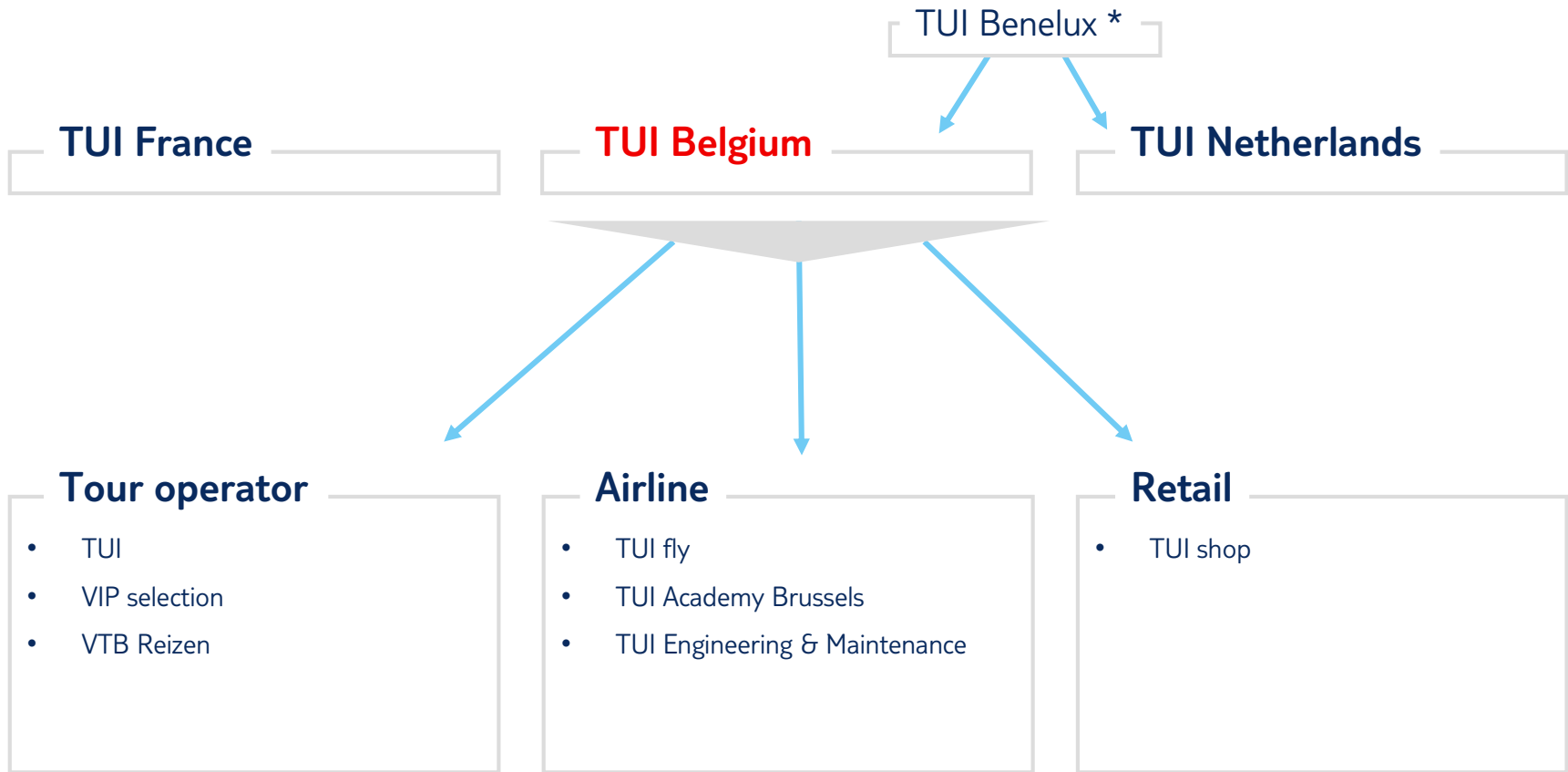
## Northern region

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





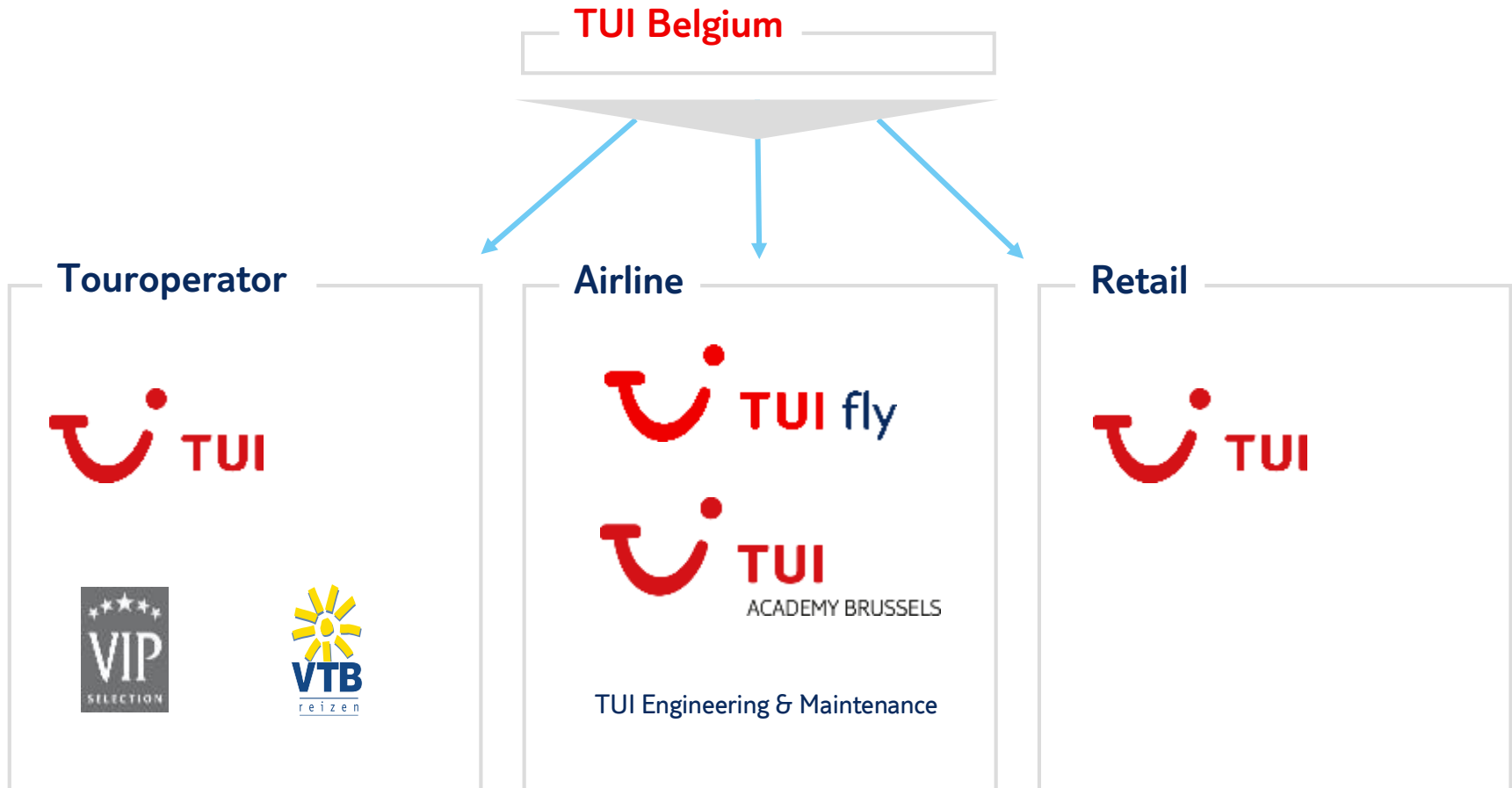
# TUI WESTERN REGION



*\* 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: three business segments



# TUI BELGIUM

- Headquarters
- Colleagues



# TUI BELGIUM: Headquarters Ostend



# TUI BELGIUM: Headquarters Zaventem Brussels Airport



TUI BELGIUM: Colleagues

2300

# TUI TOUROPERATOR

- In a glance



# TUI IS MARKET LEADER IN BELGIUM

2,6 million people have chosen  
tour operator TUI for their holidays  
in 2019





# 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 104 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

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.

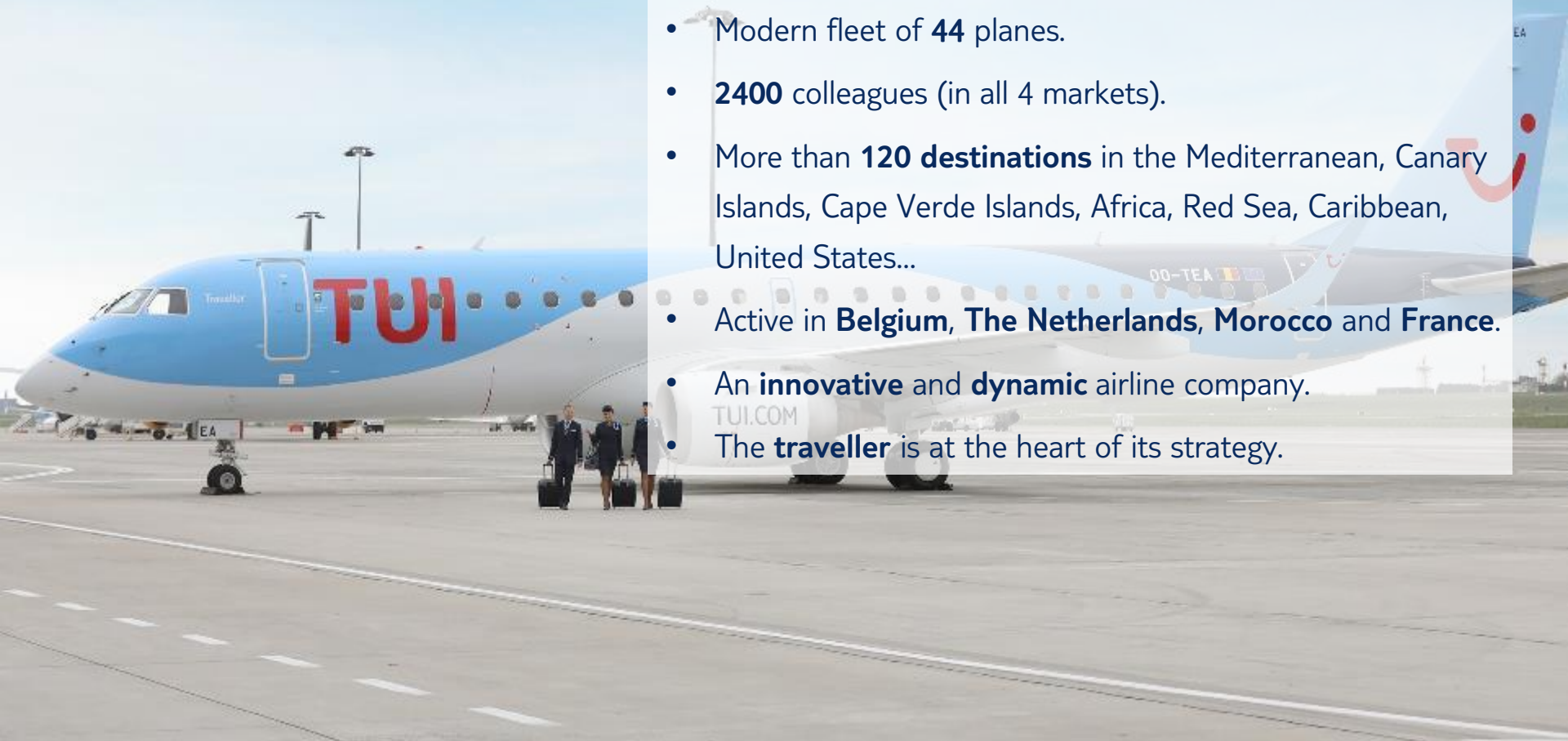
# TUI FLY

- In a glance
- Markets and bases
  - Belgium
  - Netherlands
  - France
  - Morocco
- Environment-friendly



## TUI fly: In a glance

- Started in **March 2004**.
- **7 million** passengers (2019).
- Modern fleet of **44** planes.
- **2400** colleagues (in all 4 markets).
- More than **120 destinations** in the Mediterranean, Canary Islands, Cape Verde Islands, Africa, Red Sea, Caribbean, United States...
- Active in **Belgium, The Netherlands, Morocco and France**.
- An **innovative** and **dynamic** airline company.
- The **traveller** is at the heart of its strategy.



# TUI fly in Belgium



## BELGIUM

- Network: 92 destinations, 149 routes.
- Regional base strategy: TUI fly is the only Belgian airline that operates from all Belgian airports (Zaventem, Ostend, Charleroi, Antwerp, Liege).



# TUI fly in the Netherlands



## NETHERLANDS

- Network: 24 destinations.
- Bases: Amsterdam, Rotterdam, Eindhoven and Groningen.

# TUI fly in France



## FRANCE

- Network: 27 destinations.
- Base: Lille.

# TUI fly in Morocco



## MOROCCO

- Network: 25 destinations.
- Bases: Agadir, Casablanca, Marrakech.

## 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

Average age 9 years



# 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](https://corporate.tui.be)

