



TUI Belgium

Company presentation 2022

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Content

1

TUI Group

World's number one tourism group

2

TUI Values

Trusted, Unique, Inspiring

3

TUI Group, three regions

Northern region, Western region, Eastern region

4

TUI Belgium

TUI tour operator

TUI retail

TUI fly



TUI Group

World's number one tourism group



TUI Group

27 million customers, **180** destinations



Global group headquartered in **Germany**

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



Turnover **€19bn**



Underlying EBITA van **€893mio**



Listed on Stock Exchange in London and Frankfurt



70,000 employees worldwide



400 own hotels



5 airlines, **150** planes



16 cruise ships



1,600 travel shops in Europe

More information on www.tuigroup.com



TUI values

Trusted, Unique, Inspiring

TUI values



Trusted



Unique



Inspiring



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**.



TUI Group

Three regions

TUI Group: three regions



Western region

Belgium
Netherlands
France

Central region

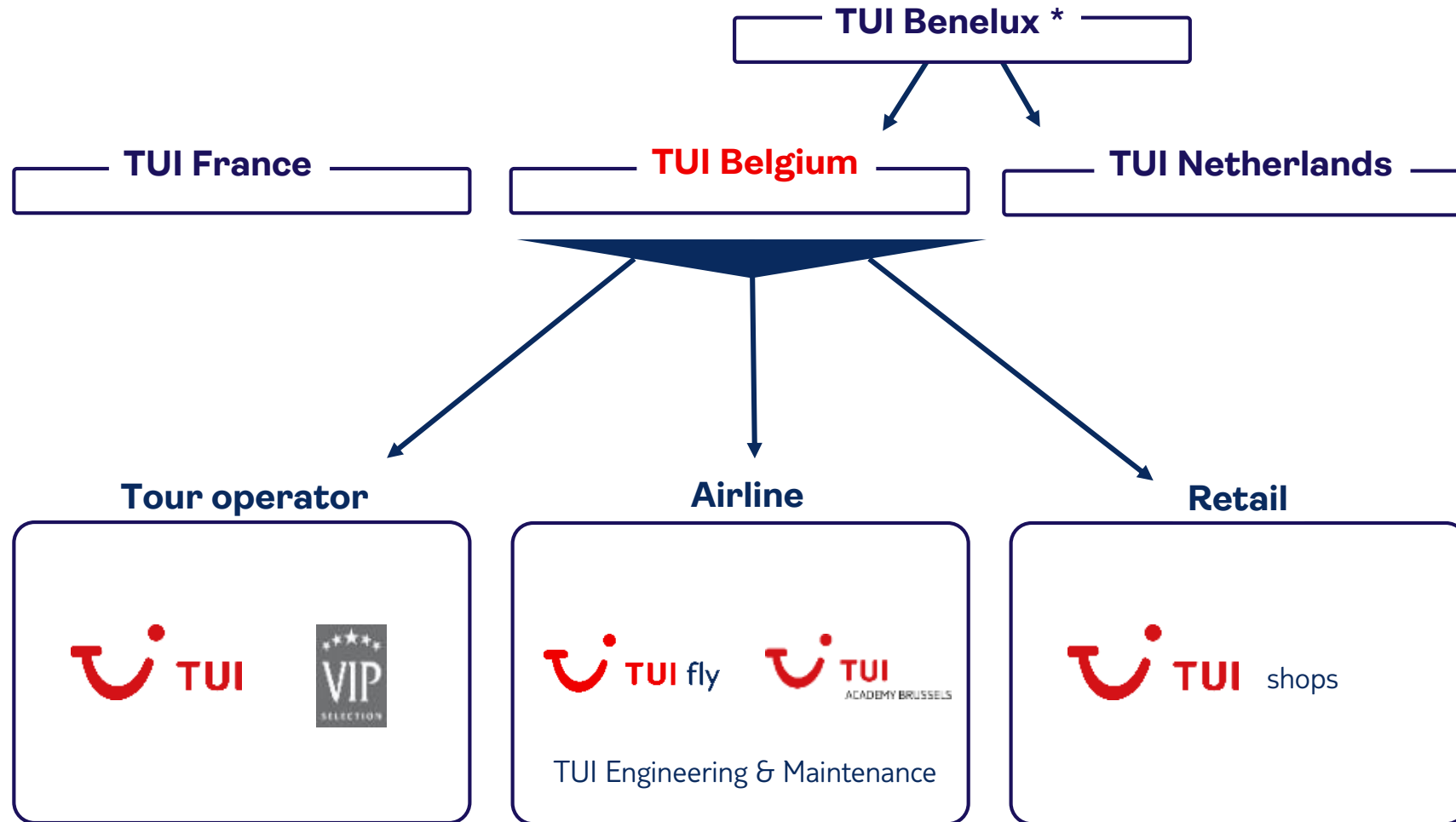
Germany
Austria
Switzerland
Poland

Northern region

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



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 and colleagues

TUI Belgium: Headquarters Ostend



TUI Belgium: Headquarters Zaventem Brussels Airport





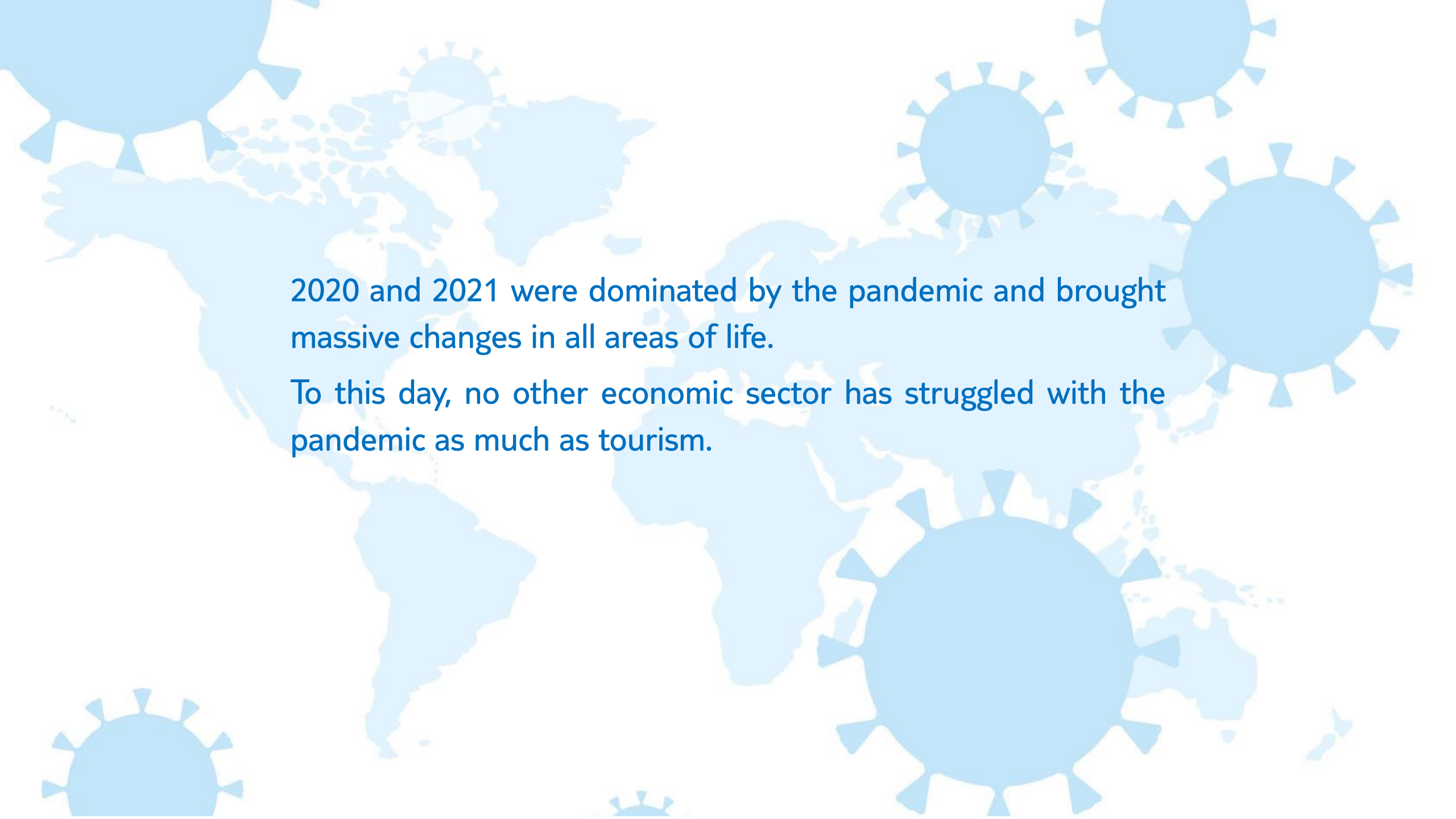
TUI Belgium: 2000 colleagues

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 and 2021 were 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 1.1 million travelers in 2021.

The airline TUI fly transported 2.2 million passengers in 2021.

TUI touroperator

In a glance

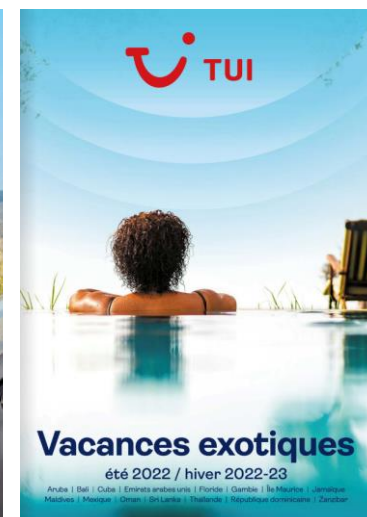
TUI is market leader in Belgium

1,1 million people have chosen tour operator TUI for their holidays in 2021.



TUI, a wide and varied range of products.

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



TUI retail

101 travel agencies

A national coverage of 101 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 Ticket Shop



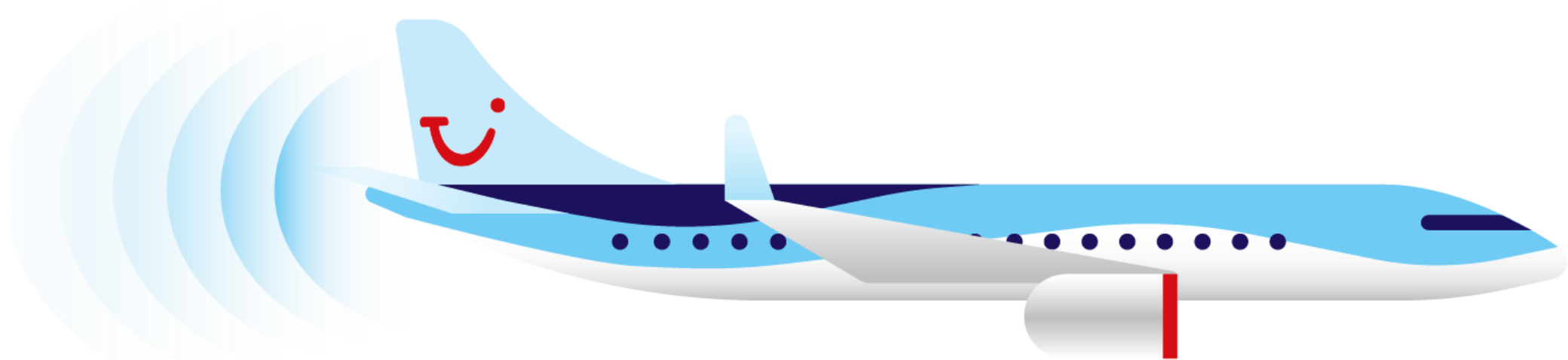
TUI fly

In a glance

Environment-friendly

TUI fly: in a glance

- ✓ Started in **March 2004**.
- ✓ **2,2 million** passengers (2021).
- ✓ Moderne fleet of **41** vliegtuigen.
- ✓ Active in **Belgium, The Netherlands, Morocco** and **France**.
- ✓ **2000** colleagues (in all 4 markets).
- ✓ About **100 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 (Brussels, Ostend, Charleroi, Antwerp and Liege).



TUI fly: aircraft

- ✓ 5 Boeing 787-8 DREAMLINER
- ✓ 2 Boeing 767-300ER
- ✓ 15 Boeing 737-800 NG
- ✓ 4 Boeing 737-700
- ✓ 4 Embraer E-JET E190
- ✓ 11 Boeing 737 MAX

Total of 41 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**