



Hotels, Resorts & Cruise Lines

Driving forces

The travel and tourism industry has embraced sustainability as a means of attracting customers, enhancing product offerings and engaging more actively with stakeholders. Environmental preservation and an increased interest in eco-tourism and volunteer tourism have led to new business opportunities. Hotels, resorts and cruise operators are increasing their efforts to reduce their environmental impact. Increasing the use of indicators to measure the impact of local operations and value generation is essential in identifying areas for improvement and engagement. Human rights issues linked to local employment must be addressed, while implementing local monitoring systems is crucial. Industry-wide efforts to address issues like human trafficking offer an opportunity for companies to consistently and effectively tackle both these issues. Long-term risk management systems must address economic, geopolitical and climate risks to ensure business continuity and adaptability to changing global conditions.

Highlighted criteria & Dimension weight

- Economic Dimension 35%
 - Codes of Business Conduct
 - Risk & Crisis Management
 - Customer Relationship Management
- Environmental Dimension 23%
 - Environmental Policy & Management Systems
 - Climate Strategy
 - Operational Eco-Efficiency
- Social Dimension 42%
 - Stakeholder Engagement
 - Occupational Health and Safety
 - Human Rights

Sustainability leaders 2019

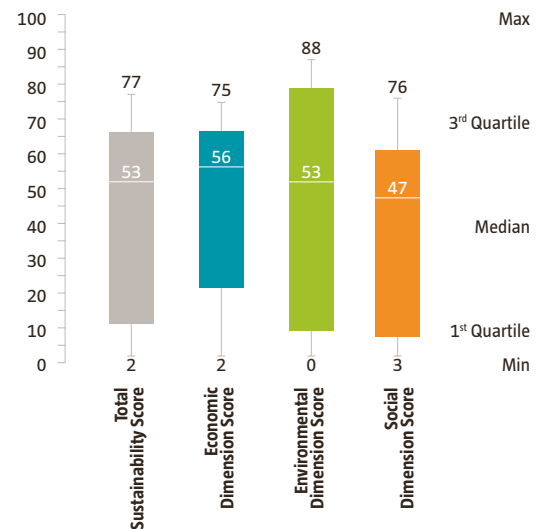
| | |
|-----------------------------------|----------------|
| SAM Gold Class ● | |
| InterContinental Hotels Group PLC | United Kingdom |
| SAM Silver Class ● | |
| Hilton Worldwide Holdings Inc * | United States |
| Melia Hotels International SA | Spain |
| SAM Bronze Class ● | |
| TUI AG | Germany |

* SAM Industry Mover

Industry statistics

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| Number of companies in universe | 23 |
| Number of companies assessed in 2018 | 18 |
| Assessed companies to total companies in universe | 78% |
| Market of assessed companies to total market | 95% |

Results at industry level



The box-and-whisker plot describes the distribution of scores in the industry, based on all assessed companies. More information is available in the Reading Instructions in the introduction.