

## Hotels, Resorts & Cruise Lines



### Driving forces

The travel & tourism industry has embraced the sustainability agenda as a means of attracting customers, enhancing product offerings and engaging more actively with stakeholders. Sustainability criteria play an increasingly important role in selecting suppliers for business customers in this space. Environmental preservation and an increased interest in both eco-tourism and volunteer tourism have led to new business opportunities. Hotels, resorts and cruise operators are increasing their efforts to limit their environmental impact. In doing so, they have attracted more environmentally-conscious, private clients as well as more sustainably-minded corporate clients. The increased use of indicators to measure the impact of local operations and value generation are essential to identifying areas for improvement and engagement. Human rights issues linked to local employment must be addressed and the implementation of local monitoring systems is crucial. Industry-wide efforts to address issues like human trafficking offer an opportunity for companies to jointly tackle these issues in a consistent and effective way. Long-term risk management systems must address economic, geopolitical and climate risks to ensure business continuity and adaptability to changing global conditions.

### Highlighted criteria

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

### Sustainability leaders 2018

<b>RobecoSAM Gold Class</b>		
InterContinental Hotels Group PLC		United Kingdom
<b>RobecoSAM Silver Class</b>		
Accor SA*		France
TUI AG		Germany
<b>RobecoSAM Bronze Class</b>		
Wyndham Worldwide Corp		United States

\* RobecoSAM Industry Mover

### Industry statistics

Number of companies in universe	19
Number of companies assessed by RobecoSAM in 2017	16
Assessed companies to total companies in universe (%)	84
Market capitalization of assessed companies to total market capitalization (%)	83

### Results at industry level

Dimension	Average score	Best score	Dimension weight
Economic	54	77	35%
Environmental	53	91	23%
Social	49	81	42%

### Total score

