AMADEUS IT GROUP, S.A. - *Amadeus or the Company* - in accordance with the provisions of Article 227 of the Securities Market and Investment Service Act (Ley de los Mercados de Valores y de los Servicios de Inversión) by this letter communicates the following

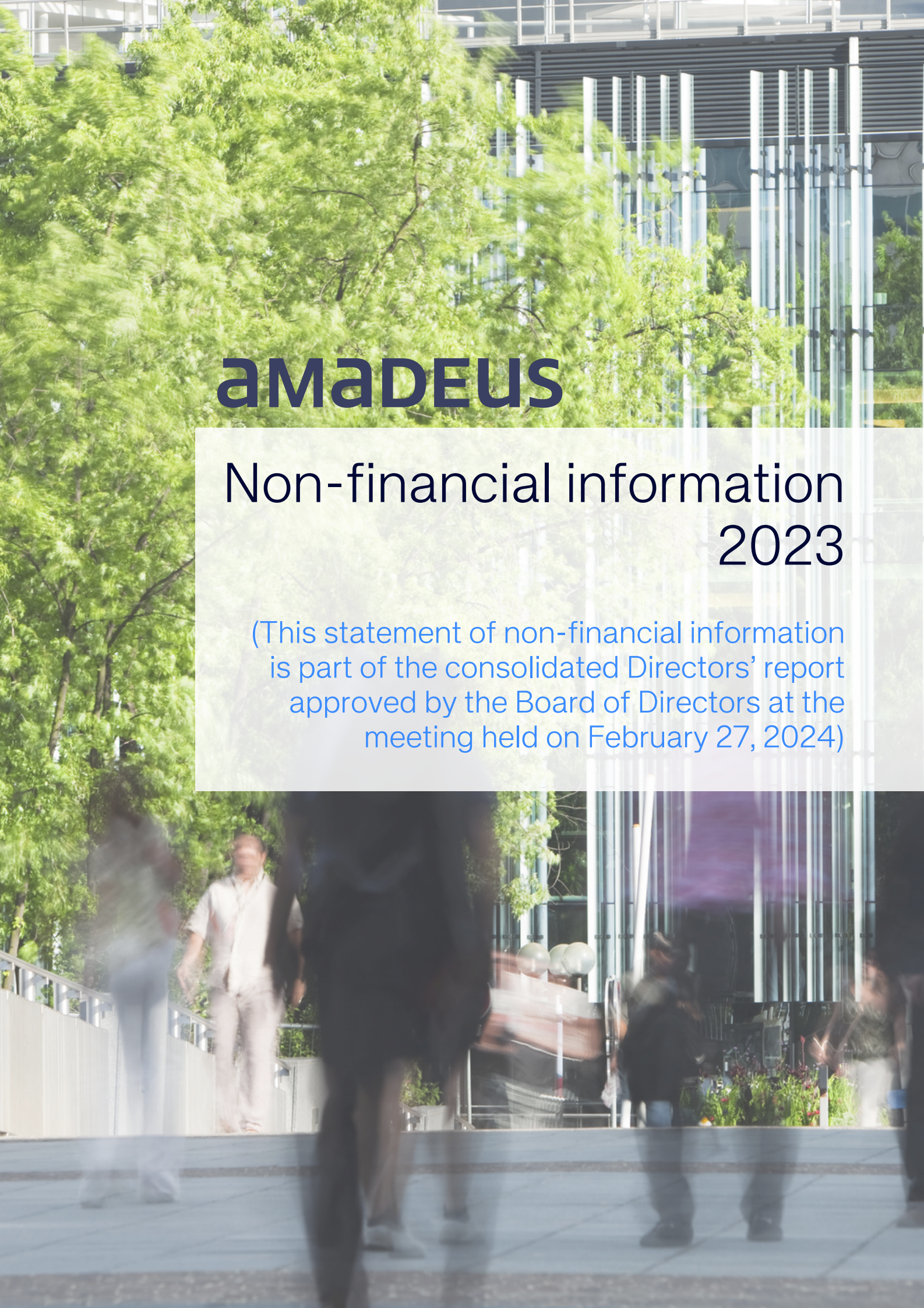
OTHER RELEVANT INFORMATION

STATEMENT OF NON-FINANCIAL INFORMATION 2023

The Board of Directors, in the meeting held on February 27, 2024, has drawn-up, together with the consolidated Annual Accounts for the year ended on December 31, 2023, the corresponding consolidated Directors' Report which, amongst other documents, includes by reference, the attached Statement of Non-Financial Information. The Statement includes the corresponding Independent Limited Assurance Report from the external auditor E&Y.

Madrid, 27 February 2024

Amadeus IT Group, S.A.



amadeus

Non-financial information 2023

(This statement of non-financial information is part of the consolidated Directors' report approved by the Board of Directors at the meeting held on February 27, 2024)

amadeus

Non-financial information 2023

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1. Introduction

1.1 Scope and limitations of the non-financial information statement

This document includes the information required by the Non-Financial Reporting and Diversity Law (11/2018), of 28 December 2018, and details the main aspects of Amadeus Group business model and corporate risk management, as well as its sustainability plans, environmental matters, social issues and subjects related to workforce, human rights, prevention of corruption and bribery and societal information. Annex A of this document includes Amadeus' EU Taxonomy disclosures as per EU Regulation 2020/852.

The document provides a summary of Amadeus business model, a description of the policies in relation to these matters and the measures adopted, the results of these policies, the related risks identified, the management of these risks and the indicators of its non-financial results.

The reporting scope for each material aspect includes Amadeus IT Group, S.A. and its controlled entities unless otherwise is indicated. Amadeus IT Group, S.A. is the parent company of the Amadeus Group ('the Group'). In terms of the data-gathering process and scope of this document, we have considered the materiality of the information on one hand and the effort of collecting the data on the other to provide a sensible balance between these two elements.

This document includes certain information that is also provided in other documents, such as the annual Amadeus Global Report.

The principal objective of the Amadeus Global Report is to provide a comprehensive and transparent view of Amadeus' activities, operations and performance from a commercial, financial and sustainability perspective. As a communication tool, the Report contains a basic explanation of our business lines for any internal or external audience, as well as a summary of our financial results and management review of the year. A significant portion of the report is dedicated to environmental, social and governance matters (ESG), in addition to a description of our activities in the areas of industry relations and corporate risk management.

The Amadeus Global Report is verified by an external firm, and it follows the Global Reporting Initiative (GRI) in accordance with the GRI Sustainability Reporting Standards for the reporting of non-financial information.

1.2 Methodology

Reporting principles

Based on our materiality analysis, this non-financial information report has been produced following the requirements of the Spanish Law 11/2018 on non-financial information reporting, as well as the Global Reporting Initiative (GRI) standards. Annex B of this report includes a table of contents in which all the information items required by the Law are listed, with a reference to the page(s) where the information is included and the corresponding, if any, GRI indicator.

According to the Spanish Law 11/2018 requirements, this non-financial report has been externally reviewed by Ernst & Young (EY). The external assurance of this document by an independent organization (EY) ensures that the quantitative and qualitative material issues are reported accurately. The corresponding Limited Assurance Report is attached to this report.

Materiality analysis

The European Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS) approved in 2023 by the European Commission aim at establishing a common and more transparent reporting language in the environmental, social and governance information reported by companies. The ESRS rely on the double materiality analysis as the basis for sustainability disclosures.

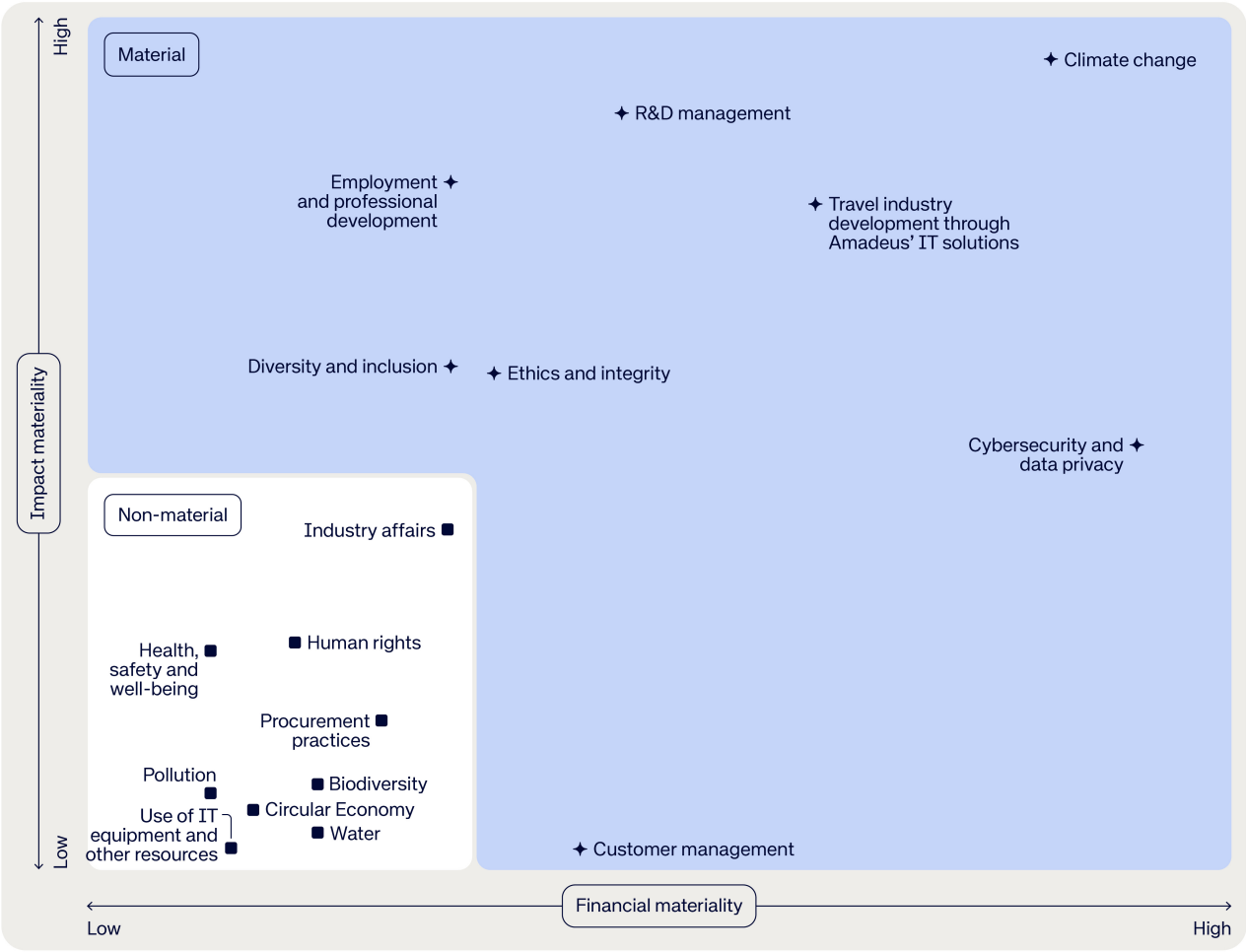
The concept of double materiality means that companies have to report not only on how sustainability issues might create financial risks for the company (financial materiality), but also on the company's own impacts on people and the environment (impact materiality). Both assessments are inter-related and the interdependencies between these two dimensions shall be considered.

In 2023 Amadeus updated its materiality assessment using this double materiality principle as a reference. This study was led by external consultants (Mazars). Both the impact and financial materiality analysis were carried out following the GRI Universal Standards and the preliminary version of the European Sustainability Reporting Standards (ESRS) prepared by the European Financial Reporting Advisory Group (EFRAG). The methodology for each analysis is described below:

	Impact materiality analysis	Financial materiality analysis	Materiality analysis results
Identification	Identification of a list of the key real and potential impacts that Amadeus have or could potentially have on its stakeholders.	Identification of a list of the key risks and opportunities that could trigger financial effects on Amadeus.	Consolidation of the information received in the financial and impact materiality assessments
Assessment	Assessment of the Amadeus' real and potential impacts, carried out by the company's relevant personnel involved in ESG topics.	Assessment of the Amadeus' ESG risks and opportunities, aligned with the methodologies used by Amadeus' Corporate Risk Management unit.	
Grouping	Impacts identified are grouped into issues, aligned with the ESRS. GRI standards related to each issue are identified.	Risks and opportunities have been grouped by the list of ESG issues considered for the impact materiality.	
Stakeholders' impact assessment	Evaluation, by Amadeus' key stakeholders (employees, suppliers, customers and shareholders) of the identified issues.	N/A	
Individual results	Compilation and consolidation of the information received in the previous phases, allowing to establish Amadeus' impact materiality.	Analysis of the scores given for each one of the risks and opportunities, in order to identify those that could have a significant financial effect on Amadeus.	

The results of the materiality analysis, expressed in a list of ESRS-aligned issues, have been represented in a two-axis matrix. The vertical axis shows the results of impact materiality, while the horizontal axis describes the financial materiality. According to the ESRS, Amadeus shall report on the issues identified as material in the following matrix.

↓ Amadeus' materiality matrix



This matrix is an indication of the sustainability matters that are relevant from an impact, risk and opportunity point of view. It is reviewed on a yearly basis.

According to the 2023 analysis, the most relevant ESG issues for Amadeus from both dimensions (impact and financial materiality) are climate change, travel industry development through Amadeus' IT solutions and R&D management. These are followed by other material issues such as cybersecurity and data privacy and customer management, with a higher score on the financial materiality dimension, and employment and professional development, diversity and inclusion and ethics and integrity, which are more prominent on the impact materiality.

Additionally, the current regulation requires that we disclose certain indicators that may not be necessarily related to material topics. Therefore, this report includes indicators on use of water and materials (paper consumption), waste generation, circular economy, social and environmental assessment of suppliers, human rights and occupational health, safety and well-being.

2. Amadeus' business model

Amadeus is a technology company dedicated to the world's travel industry. We provide solutions and services for the travel industry: airlines, airports, ground handlers, car rental agencies, corporations, cruise and ferry operators, hotels and event venues, insurance providers, travel sellers, tourism boards, travelers themselves and more. Amadeus facilitates complex transactions between travel providers and travel sellers and provides mission critical IT solutions for travel providers. Amadeus operates in more than 190 countries. Amadeus workforce exceeds 18,500 people.

Amadeus was founded in 1987 to develop a standard system for connecting airlines with travel agencies. The company created the world's leading Global Distribution System[1], offering unmatched search, pricing, booking, ticketing, and servicing capabilities.

In the year 2000, Amadeus pioneered the development of a revolutionary reservation technology that provided airlines and travel agencies with a shared view of travelers and allowed for truly seamless reservation servicing across direct and indirect channels to create a state-of-the-art airline Passenger Service System[2]. Building on this success, Amadeus has continued to expand our IT portfolio to include a variety of other applications.

At the beginning of 2016 Amadeus acquired the US-based company Navitaire, allowing us to broaden the scope of our services, particularly for low-cost carriers. We accelerated our move into the hotel IT sector with the acquisition of Newmarket in 2014. The latest acquisition of TravelClick in 2018, the largest in Amadeus history, confirms our strong commitment to the hospitality industry, broadening our product portfolio, know-how and global presence.

Amadeus has also expanded its portfolio to merchandising, revenue management, travel intelligence and travel expense management, harnessing the potential of cloud computing, mobile applications and big data for our customers. In fact, investment in research and development has been integral to Amadeus growth.

Over the years Amadeus has built a global commercial and operational network that has become one of the key components of our value proposition. The corporate headquarters are in Madrid, Spain. The main research and product development site is located in Nice, France, while the core components of Amadeus operations are run from the site in Germany.

Amadeus is a publicly listed company and part of the Spanish IBEX 35, as well as stock indices worldwide. The proportion of our stock in free float[3] reached 97.78% at year-end.

Amadeus invested €1,148 million (gross) in R&D in 2023. Amadeus is constantly exploring new business models that will drive our own and our customers' growth, experimenting with technologies that will make travel more rewarding and sustainable. Amadeus continues to recruit the best people in the industry – a workforce that is multi-cultural, multi-generational and multi-skilled. Amadeus investment in innovation is a strategic priority. As the travel ecosystem expands, Amadeus also continues to broaden its focus, collaborating with industry partners, investing in acquisitions and new ventures and nurturing start-ups to ensure the most comprehensive travel offer.

[1] A Global Distribution System (GDS) is a computer network containing travel-related information such as schedules, availability, fares and related services, which also enables automated travel-related transactions between travel providers and travel sellers. GDSs offer travel-related content to a broad range of agents worldwide, making global reach an important element of their value proposition.

[2] Passenger Service System (PSS), a series of mission-critical systems used by airlines. The PSS usually comprises a Reservation System, an Inventory System and a Departure Control System.

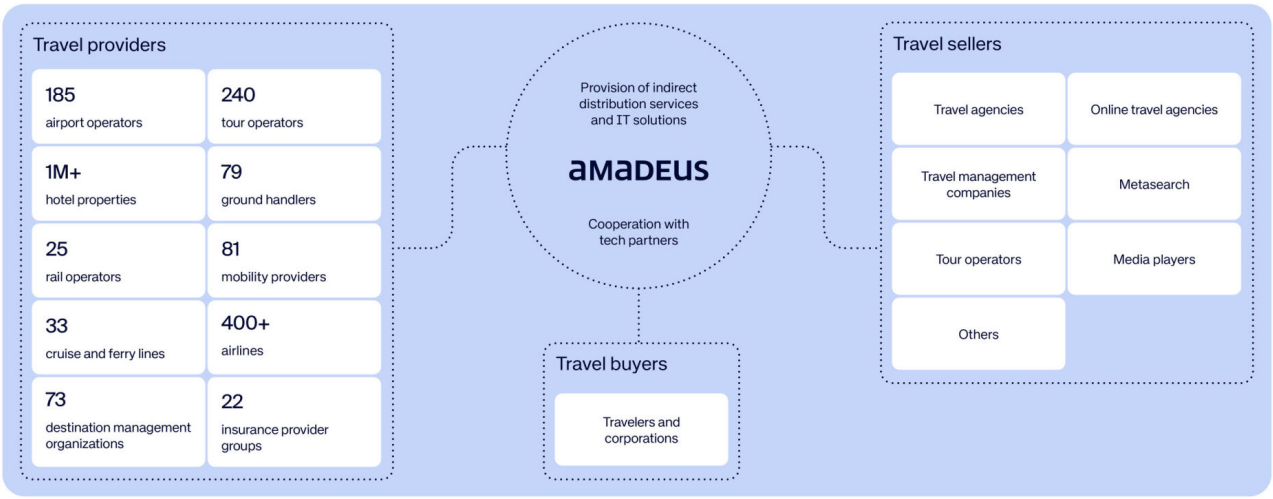
[3] This figure includes significant direct and indirect shareholders reported to the CNMV as of December 31, 2023.

Since 2018 Amadeus has been a member of the United Nations Global Compact, underlining our full and unwavering commitment to its principles on human rights, labor, the environment and anti-corruption.

2.1 Amadeus business lines

Amadeus operates several complementary business lines with significant commercial and technological synergies. Through them, we offer cutting-edge technology solutions that help key players of all types in the travel industry succeed.

↓ Amadeus at the heart of travel



Air Distribution

Amadeus' Distribution business is two-sided. On one side we have travel providers: airlines, hospitality providers, car rental operators, railways, cruise lines, etc. And on the other we have travel sellers (both retail and business), online travel companies and buyers like corporations. Through the Air Distribution business area, Amadeus acts as a global network providing comprehensive real-time search, pricing, booking, ticketing and other processing solutions to our travel providers and travel agency customers.

Amadeus offers a full range of commercial services and complementary technologies that:

- Connect sellers, buyers and partners across the global travel industry and beyond
- Create opportunities to increase revenue by maximizing existing and new sales channels
- Provide economies of scale and unparalleled efficiency in delivering high-yield travel reservations

Air IT Solutions

Through the Air IT Solutions business area, Amadeus offers travel providers an extensive portfolio of technology solutions which facilitate mission-critical business processes, such as reservations, ticketing, inventory management and departure control.

Airline IT

Amadeus helps airlines – whether they're full-service, hybrid, or low-cost – deliver on their business objectives. Amadeus solutions help airlines become more profitable, operate more efficiently, and provide differentiated experiences for their travelers. Amadeus supports airlines so they can provide

travelers with a consistent, personalized customer experience throughout every stage of the journey. Amadeus offers airlines integrated Passenger Service System (PSS), standalone software, analytics and consulting solutions that:

- Grow revenues by helping travel business reach more potential customers more profitably through direct sales and merchandising.
- Optimize costs by streamlining marketing, sales and business operations.
- Increase customer loyalty with better brand differentiation and data-driven personalization.

Airport IT

Amadeus' proposition for the airport industry is targeted at helping airports to swiftly adapt operations, costs and commercial models. Amadeus removes the constraints of legacy solutions and provides the flexibility of modern cloud technology. Amadeus also offers solutions for passenger services and core airport operations, both made stronger with seamless data exchange.

Hospitality & Other Solutions

Amadeus is focused on helping its hospitality customers in three key ways:

- Understanding their guests and market
- Enhancing guest experience
- Driving loyalty and increasing profitability

In January 2023 we consolidated Amadeus' payments business into Outpayce from Amadeus, with the goal of simplifying how payments are made across the travel industry while maintaining close links across all areas of Amadeus.

Amadeus provides technology at all stages of the traveler journey, and we have the capability to serve almost every player in the travel industry. This puts us in a unique position to diversify and grow our business in new markets.

Complementing the offer in the travel industry, Amadeus diversified its business, providing technology solutions to other key sectors in the industry. This includes airports and ground transportation, as well as transversal operational areas relevant to all travel industry players, such as payments systems and travel advertising.

In addition to our business lines, Amadeus' technical teams drive product innovation with R&D initiatives. They also provide customer support to ensure data security and system stability. Finally, Amadeus' corporate units help implement and evolve implement Amadeus' corporate strategy.

2.2 Amadeus strategic priorities and expected business evolution

Amadeus is a leading technology provider for the travel industry. Amadeus has built commercial relationships with players across the industry, including airlines, travel agencies, hotels and airports, among others, and across the globe (with presence in more than 190 countries). Amadeus has invested consistently over the years to have a unique technology offering. Having market leading technology allows us to serve our customers better and to continue driving innovation in travel.

In 2024, the performance of our business units will depend on the evolution of the travel industry. We expect to maintain our leadership positions in both Air Distribution and Airline IT, while continuing to grow our Hospitality business, supported by our focus on R&D, local market understanding and travel industry expertise.

In Air Distribution, the Amadeus Travel Platform continues to bring together travel content from different sources, including NDC content, as evidenced by multiple recent airline agreements, including Air India.

In Airline IT, we will continue to lead the transformation of airline retailing with Nevio, our renewed Airline IT portfolio of solutions based on the IATA standard, One Order, working with our launch partners Finnair and Saudia. We will also continue to implement new airline IT PSS customers, such as Vietnam Airlines, while enhancing and expanding our solutions portfolio.

In Hospitality, we will progress on the implementation program of Marriott to the Amadeus Central Reservation System, while we continue to integrate our portfolio, to create a hospitality leader that offers a broad range of innovative solutions to hotels and chains of all sizes across the globe.

Investing in technology is a key pillar to our success. In 2024, while investment will be prioritized and closely managed, Amadeus will maintain investment in R&D to support long term growth, such as new customer implementations, product evolution, portfolio expansion and cross-area technological projects.

2.3 Trends with a potential to impact travel volumes

While the COVID-19 health crisis had a strong direct impact on the travel industry, it has also driven new trends and accelerated existing ones. The COVID-19 health crisis and related lockdowns have led to new ways of working, creating new drivers of travel for business—for example, people working from home now traveling to their company offices to connect with their teams.

The tensions between the US and China have also affected the geopolitical scene and globalization trends, increasing the risk of the global economy fragmenting into distinct economic blocs. This has, together with inflationary pressures and a slowdown in China, impacted the general economic environment.

Health crises

Over the last few years, COVID-19 has forced the travel industry to think creatively about how to secure the return of global travel. Prospects for the industry have been tied to government policies on vaccinations and travel restrictions, which played a major role in the pace and nature of the recovery of travel. Even if now that confidence has returned, the industry still needs to be proactive in stimulating growth and enabling resilience.

Amadeus has contributed to the recovery of travel since the start of the pandemic by working hand-in-hand with our customers and partners to equip them with the tools needed to adapt to the evolving needs of travelers.

Biometrics has been rolled out at airports resulting in smoother journeys as physical touchpoints decrease. Digitalization has also enabled us to integrate new health accreditation requirements easily.

Digital payments saw a massive increase in adoption. This provides travel management companies with greater visibility of travel and expense, creating a rich source of data to be harnessed in new ways.

And hoteliers have invested in digital keys, allowing guests to access rooms with just an app, while smart hotel rooms provide a better, more comfortable and more personalized guest experience.

These are all examples of changes and evolutions accelerated by COVID-19 but that have now in many cases become permanent.

Geopolitics

Geopolitical and security events in certain parts of the world are affecting travel significantly.

Experts believe that the global economy may be at risk of fragmentation into distinct economic blocs with different ideologies, political systems, standards, and so on[4]. Before the COVID-19 crisis, the International Air Transport Association (IATA) projected significant differences in the growth of air travel over the next 20 years under a base case scenario (Constant Policy: 3.5% growth p.a.) and two extreme scenarios (Reverse Globalization: 2.4% p.a.; Maximum Liberalization: 5.5% p.a.)[5]. In terms of number of passengers in 2023, there was a difference of a factor of almost 2 between the best- and worst-case scenarios. In the Reverse Globalization scenario, we see the reduction in air travel between the economic blocs as an important driver of lower overall growth.

Amadeus invests significant efforts in understanding the major drivers of change likely to shape the future. We regularly engage in scenario-planning exercises that help us understand the evolution of travel and devise strategies to sustain our leadership position.

Economic growth

Economic growth levels correlate closely with travel industry growth over the long term, although this general relationship varies substantially over time and geographical region. In the 20 years to 2019 (before the pandemic), Revenue Passenger Kilometers (RPKs) grew at a rate roughly double that of GDP[6].

Before full recovery from the COVID-19 pandemic, the world has encountered a new set of complex macroeconomic challenges, including persistent and broadening inflation, increasing interest rates and pressure on disposable incomes, as well as a slowdown in China. In the short to medium term, macroeconomic volatility is likely to have an unbalanced economic impact on countries and citizens, and as growth remains slow and uneven, with growing global divergences[7], the relationship between GDP and travel industry growth may be different from what's been observed historically.

However, demand for travel is resilient, and people across the world still need to travel.

Technological solutions can help achieve a frictionless travel experience, contributing to a faster recovery of travel demand. Consequently, we firmly believe that Amadeus has a relevant role to play in facilitating travel recovery and resilience.

Flexible working

After the full remote experience the world went through during the pandemic, the dust has started to settle and companies are finding a balance between the flexibility demands of their people and the need to work physically together. However, employees' growing desire for a flexible working model has changed team dynamics, increasing the need for regular quality and focused face-to-face time. Intentional gatherings and get-togethers are now part of these flexible models.

The purpose of the office has changed: it's now a place to come together, collaborate and socialize. Those who work from home, sometimes in remote locations, will now see their business trips focused on coming into the office or another central location to foster in-person connections with their teams.

These flexible work dynamics have also unleashed new trends and practices, such as the "workcation" (the combination of periods of work immediately preceded or followed by vacations) or

[4] International Monetary Fund (IMF) blog (June 2, 2022). "A deeper look at forces fragmenting our world—and how to respond."
[5] International Civil Aviation Organization (ICAO) (August 19, 2019). "Enhancing fair competition and safeguards for the sustainable growth of international air transport."
[6] International Air Transport Association (IATA) (February 8, 2019). "Air travel GDP multiplier falls sharply back to its 20-year median."
[7] International Monetary Fund (IMF) (October 2023). "World economic outlook: navigating global divergences."

"digital nomads" (the option of spending longer periods working from another country), with many countries adapting their visa and incentive schemes as well as their infrastructures to attract nomads.

We don't expect pre-pandemic working models to return and our objective in Amadeus is to provide efficient tools for this new world of flexible working, so that business travel can be planned and booked in a seamless, collaborative and forward-looking way. Our partnership with Microsoft enables Amadeus to create such applications.

Sustainability

Concerns over travel industry sustainability have risen to unprecedented levels, and it's unlikely they'll wane in the foreseeable future. It's now broadly recognized that sustainability needs to be further prioritized and efforts aligned, as currently sustainability receives significantly different levels of attention in different parts of the world. The sustainability challenges the industry faces include various topics like climate change, overcrowded destinations or income inequalities.

Aviation is under special scrutiny given its current and expected growth. Air traffic accounts for approximately 2% of all human-induced CO_2 emissions[8]. As for the additional aviation climate effects beyond CO_2, these have varying durations and depend on other conditions like altitude, temperature and humidity, complicating both their measurement and the decisions to minimize them. And the rise of climate activism is attracting attention at unprecedented speed and intensity.

In this context, the industry is determined to grow sustainably, committing to achieving net-zero carbon emissions by 2050[9,10], and to working together to achieve these targets in line with the International Aviation Climate Ambition Coalition declaration[11].

Many airlines have taken an active role in addressing emissions through different initiatives that can be classified into three categories:

1. The production and distribution of sustainable aviation fuel (SAF)

   In October 2023 the EU signed the ReFuelEU Aviation initiative[12], aiming for SAF to represent 2% of aviation fuel by 2025, increasing to 6% in 2030 and 70% in 2050[13]. Airlines are engaging in SAF purchasing deals[14,15,16,17] and establishing partnerships with companies like Shell or Airbus to explore and develop the supply of SAF[18,19]. In 2022, SAF production tripled compared to 2021, and is expected to continue increasing[20].

2. Technological and operational improvements to gain efficiencies in aviation operations

[8] Air Transport Action Group (ATAG) (September 2020). "Facts & figures."
[9] International Air Transport Association (IATA) (October 2021). "Resolution on the industry's commitment to reach net zero carbon emissions by 2050."
[10] International Civil Aviation Organization (ICAO) (October 7, 2022). "States adopt net-zero 2050 global aspirational goal for international flight operations.
[11] International Aviation Climate Ambition Coalition (October 26, 2023). "Declaration: International Aviation Climate Ambition Coalition."
[12] ReFuelEU is an initiative within the EU's "Fit for 55" plan to cut greenhouse gas emissions by at least 55% by 2030 compared with 1990 levels. Regulation (EU) 2023/2405 of the European Parliament and of the Council.
[13] EU Parliament and Council. (September 20, 2023). "Regulation on ensuring a level playing field for sustainable air transport."
[14] InceptiveMind (August 24, 2022). "IAG signs agreement with Aemetis for sustainable aviation fuel supply."
[15] Neste (October 25, 2022). "Neste to supply the Air France-KLM Group with more than 1 million tons of Sustainable Aviation Fuel."
[16] Ryanair Corporate (October 19, 2023)."Ryanair purchases 500 tonnes SAF from OMV."
[17] PhocusWire (September 14, 2023). "United Airlines inks deal to buy 1B gallons of SAF."
[18] Reuters (March 30, 2023). "Qantas, Airbus to invest in Australian biofuel refinery."
[19] Shell Global (August 1, 2022). "Shell and Lufthansa Group sign non-binding Memorandum of Understanding for sustainable aviation fuel (SAF) supply."
[20] International Air Transport Association (IATA) (June 6, 2023). "SAF Production Set for Growth but Needs Policy Support to Diversify Sources."

IATA considers that 16% of the net zero objective will need to be achieved through new technologies and alternative fuels including hydrogen and electric. Some airlines are planning to fly hydrogen-powered aircrafts while others plan to introduce hydrogen as an auxiliary source by 2025 and to use it as a primary energy source for their narrow-body fleet by the mid-2030s[21,22,23,24,25] or to look instead to electricity to power their planes by 2030[26,27,28].

3. Market-based measures to accelerate the demand of high-quality carbon offset projects, SAF and increased demand for sustainable travel options

   The implementation of carbon offsetting options is becoming increasingly common. Some airlines are offering to compensate the carbon footprint to travelers directly during the booking process while others are selling only Green Fares which include a price component to offset carbon emissions[29].

   Intermediaries like Booking.com have integrated carbon emission data calculators for accommodation bookings in Europe[30] and CWT, Navan and Concur[31] have launched sustainability dashboards for corporate travelers. Companies like Microsoft[32] and Ernst & Young[33] are integrating more aggressive sustainability rules and penalties into their travel policies. The Travalyst coalition, which Amadeus joined in 2022, also offers a sustainability framework bringing consistent sustainability information to travelers.

Beyond aviation, multimodal travel (i.e. combining different means of transportation in one single trip) has the potential to optimize transport and reduce air pollution and congestion. Recent developments in this regard include airlines and airline alliances cooperating with railways (e.g. Deutsche Bahn has now become part of Star Alliance)

Technology can contribute to the more efficient use of infrastructure and energy and the reduction of carbon emissions. For Amadeus, our contribution can be made principally in two ways.

- By raising awareness among the millions of travelers processed through our platforms about the emissions released as a consequence of their trips.
- By developing IT solutions that improve the operational and environmental efficiency of our customers.

Regarding overtourism, popular destinations face a threat to affordability of housing. Consequently, we are now seeing city councils taking significant action and the introduction of regulation to reduce the accessibility and attractiveness of short-term holiday renting. Amadeus offers solutions to forecast air traffic and predict the inflow of tourists to help manage overtourism.

Taking sustainability seriously means that all travel industry stakeholders need to work collaboratively in new ways, including travel providers, travel sellers, technology companies, industry associations, regulatory bodies and travelers.

[21] The Guardian (September 26, 2022). "EasyJet to stop offsetting CO_2 emissions from December."
[22] Simple Flying (October 10, 2022). "American Airlines eyes net-zero fuels with Universal Hydrogen investment."
[23] Simple Flying (March 18, 2022). "Delta Air Lines partners with Airbus seeking hydrogen flight."
[24] Hospitality ON (March 17, 2022). "British Airways partners ZeroAvia on hydrogen-powered aircraft project."
[25] International Airport Review (October 8, 2023). " Making hydrogen-powered flights a reality by 2035."
[26] AeroTime Hub (September 25, 2023). "Air Canada orders up to 30 Boeing 787-10 Dreamliner jets with new cabin design."
[27] Electrek (June 14, 2023). "United Airlines to launch first electric commuter flights for San Francisco."
[28] Air Charter Service (May 12, 2023). "How close are we to electric planes?"
[29] Business Travel News (BTN) Europe (September 7, 2023). "SWISS to sell only Green Fares between Zurich and Geneva."
[30] Skift (October 24, 2022). "Booking.com to add emissions info to bookings through new partnership.
[31] Business Travel News (BNT) Europe (June 17, 2022). "SAP Concur launches climate app."
[32] Skift (March 14, 2022). Microsoft discourages corporate travel by raising own carbon fee 600 percent."
[33] WiT (April 13, 2022). "No shorthaul if there is rail, no day trips and limits on number of staff in one event."

Legal constraints

In recent years the travel and tourism industry has seen an increase in legal constraints. Overall, antitrust scrutiny is growing in the travel industry for travel providers, sellers and distributors, with the US courts rejecting JetBlue and American Airlines' Northeast Alliance; the Asiana/Korean Air merger being under strict scrutiny from the EU and the US; and the EU blocking Booking Holdings' acquisition of Etraveli, which seems to reflect stagnation in the consolidation of travel players.

Beyond this, we're also seeing new legislative initiatives (like the EU's Digital Markets Act) imposing additional obligations on the big platforms. Additionally, the growing divergence in regulation between countries and blocs—like conflicting sanctions or data localization laws—is increasing the complexity for global businesses.

2.4 Headcount information

Amadeus total workforce as of 31 December 2023 was 19,102 FTEs (Full-Time Equivalent[34]). In terms of Amadeus headcount, the total was 18,630 people. This figure is the one reflected on section *6. Amadeus workforce*, as reporting is based on Amadeus employees (excluding external manpower).

For environmental reporting, given the fact that resources consumption occur across the year, we use average FTEs in the year (18,632).

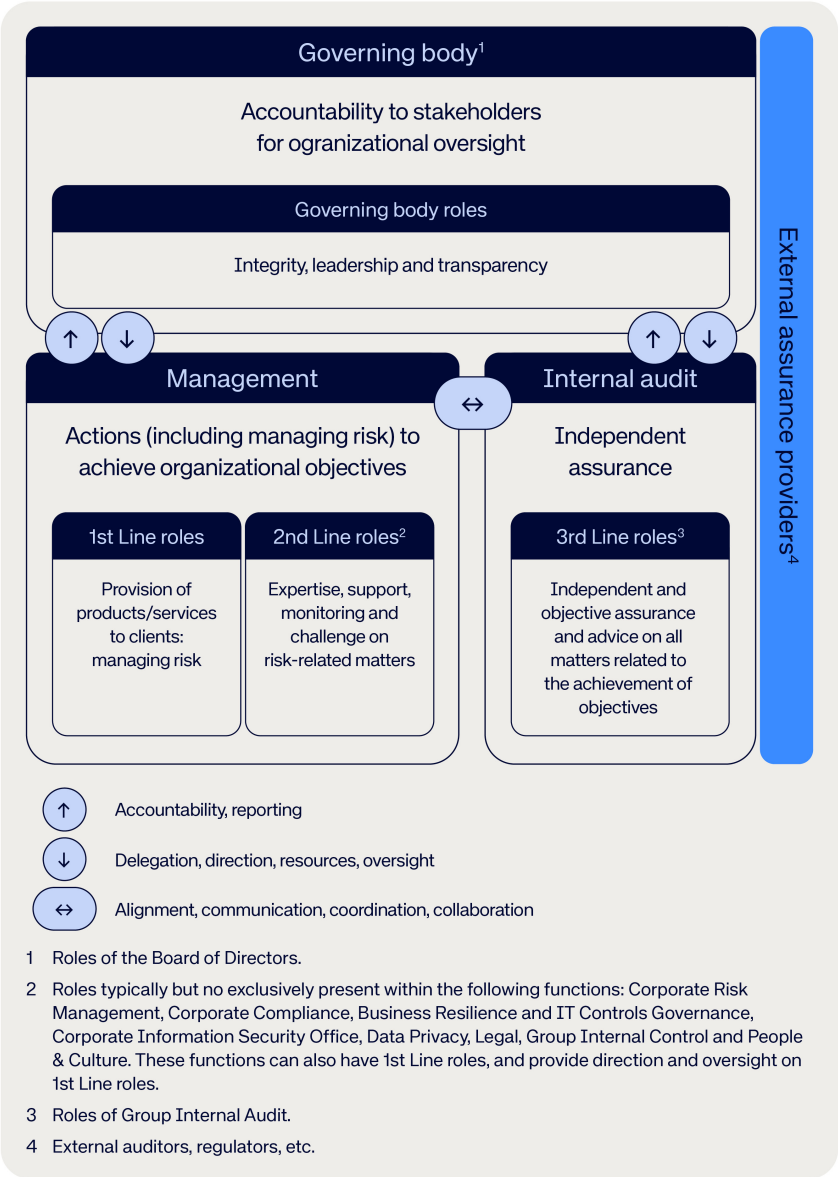
	December 31, 2023
FTEs (internal + external) as of 31 December 2023	19,102
Headcount (internal) 2023	18,630
Average FTEs (internal + external) 2023	18,632

[34] Full-Time Equivalent (FTE) is the number of headcount converted to a full-time basis, e.g. an employee working part-time covering 80% of a full-time schedule is considered 0.8 FTE.

3. Corporate governance and risk management

Throughout 2023 we've continued to foster effective coordination of assurance activities across Amadeus, leveraging our "Three Lines Model" as part of our commitment to strong governance and risk management practices.

↓ Three lines model



1 Roles of the Board of Directors.

2 Roles typically but no exclusively present within the following functions: Corporate Risk Management, Corporate Compliance, Business Resilience and IT Controls Governance, Corporate Information Security Office, Data Privacy, Legal, Group Internal Control and People & Culture. These functions can also have 1st Line roles, and provide direction and oversight on 1st Line roles.

3 Roles of Group Internal Audit.

4 External auditors, regulators, etc.

3.1 First Line: executive management, management and staff

Amadeus' commitment to integrity and transparency begins with our own staff. Amadeus employees adhere to the ethical standards set forth in the Amadeus Code of Ethics and Business Conduct and related policies. We don't see this code and our core policies purely as a "rule book," but as a mutual agreement across the company to promote positive behaviors that add value to our business and

ensure the company is governed by the highest standards of integrity. The areas covered in the code are:

- Commitment to the environment
- Avoiding conflicts of interest and conducting business ethically
- Protecting personal data and confidentiality
- Handling relations with third parties and the media in a sensitive manner
- Handling company property, equipment and installations with care

All employees receive mandatory training for the Code of Ethics and Business Conduct, which includes principles to prevent bribery and corruption, fraud and insider trading. Our Speak Up Policy encourages employees to report any breach of the Code of Ethics and Business Conduct and other corporate policies.

During 2023, 51 communications were received, 13 of which were inquiries or other messages, and 38 of which were reports. 6 cases categorized as harassment and discrimination were detected. The company adopted 7 disciplinary measures. No cases of corruption or human rights violations have been confirmed.

Our Human Rights Policy asserts our commitment to international human rights. Accordingly, we expect all our suppliers and business partners to uphold internationally recognized standards regarding working conditions and the dignified treatment of employees.

Human rights form part of Amadeus' risk analysis framework. We evaluate the risks of infringing on the following rights:

- Non-discrimination (based on color, sex, language, religion, political opinion, social origin, property, birth or other status)
- Collective bargaining
- Freedom of association
- Fair wages
- No child labor or forced labor
- Adequately healthy and safe working conditions

Although such risks fall relatively low on our Corporate Risk Map, we have a series of mitigating and monitoring actions to manage them, both internally and with our suppliers and business partners.

Our mergers and acquisitions procedures also include due diligence on risks related to human rights. Our Integration team ensures that Amadeus' policies are effectively implemented into newly integrated companies.

On the occasion of the proposal for a Directive of the European Parliament and the Council on Due Diligence of Companies on sustainability and amending Directive (EU) 2019/1937, Amadeus has carried out an analysis during the second semester of 2023 and has defined a roadmap which adequately addresses the identified improvement aspects and, in this way, will align its due diligence system on human rights and the environment to the requirements of the aforementioned proposal for a Directive.

3.2 Second Line: internal governance functions

Control activities are embedded in all areas of the company. Major control activities are carried out from units such as Enterprise Risk Management and Insurance, Business Resilience, IT Controls Governance and Assurance, Corporate Compliance, Corporate Security, Group Privacy, Corporate Legal, Corporate Finance and People & Culture.

Risk management and controls

The Corporate Enterprise Risk Management unit is responsible for centralizing the continuous monitoring of major risk that could affect the activities and objectives of Amadeus and its companies. It works to boost Amadeus' Risk Management Framework and develop a Group-wide risk culture that supports capability and commitment of the entire organization.

Amadeus acknowledges the importance of managing risks that could affect the reliability and sustainability of the company, in alignment with the interests of our shareholders, customers, employees and other stakeholders. To this end, Amadeus' management has endorsed a Risk Management Framework to identify the main risks faced by the Group, the effective controls to mitigate them, and information systems for their periodic monitoring. This framework has been developed based on the principles set out in the COSO II and ISO 31000 risk management frameworks as well as best practice to ensure that risks are identified, analyzed, evaluated, managed, controlled and monitored in a systematic way and within the tolerable risk levels.

Our Risk Management Policy sets out the basic principles of the framework and focuses on:

- Achieving the company's long-term objectives in line with its established strategic plan
- Contributing the maximum level of assurance to shareholders and customers to defend their respective interests
- Protecting the company's earnings
- Protecting the company's image and reputation
- Guaranteeing corporate stability and financial strength over time

The Corporate Enterprise Risk Management unit develops Amadeus' Corporate Risk Map annually and establishes control and monitoring procedures for identified risks, working together with every risk owner of the relevant business units, corporate functions or projects, and any others responsible for managing risks. The risks ascertained from this analysis, as well as monitoring measures, are reported on a regular basis to the Risk Steering Committee, the Audit Committee and the Board of Directors.

The aim of the Corporate Risk Map is to provide visibility on significant risks and facilitate effective risk management. Risk analysis is a fundamental element of the company's decision-making processes, both within the governing bodies and in the management of the business as a whole.

The Corporate Risk Map also considers the global risks identified each year by the World Economic Forum,[35] many of them emanating from current economic, societal, territorial, environmental and technological tensions.

We also reflect in the Corporate Risk Map emerging risks, defined as either new risks or familiar risks that are in a new or unfamiliar context, that are difficult to identify and whose implications are difficult to assess and quantify. These are risks that could prevent Amadeus from achieving its strategic objectives and that are expected to have a long-term impact on our business. They may

[35] World Economic Forum (2022). Global Risks Report 2022, 17th Edition

evolve over time from weak signals to clear tendencies with a high potential for danger. They may be risks that affect Amadeus specifically or global risks that impact on economic activity in general.

For example, Cyber risk is an area of concern and one that continues to increase, as a result of rapid digitalization, remote working, new emerging technologies and an ever-expanding attack surface enabling a more dangerous and diverse range of cybercrime. Climate change has become one of the most pressing global risks.

The latest version of the Corporate Risk Map defines the most critical risks relating to Amadeus' operations and objectives, including:

- Strategic risks related to the geopolitical tensions or to trends in travel and tourism in the context of a slow recovery or increasing competition
- Operational risks derived from IT service failures, cybersecurity breaches or cloud migration
- Other operational risks that could affect the efficiency of business processes and services, including geopolitical instability
- Security and compliance risks
- Legal and compliance risks related to new regulations
- Failure to safely leverage disruptive technologies such as Generative Artificial Intelligence

After identification and evaluation of major risks, risk owners assigned to each risk propose a specific response to identify or add new mitigation controls. The progress achieved through mitigation measures and the evolution of key risks is submitted to the Risk Steering Committee for review and consideration, together with any proposed action plan for necessary measures or further actions.

Due to its transversal and dynamic character, this process identifies new risks that affect Amadeus arising from changes in the environment or the revision of objectives and strategies.

In the current business environment, with its increasing stakeholder demand for transparency, ethics and social responsibility, reputational risk management is becoming increasingly relevant. Therefore, assessing the reputational impact of a particular risk has been embedded into our methodology. Similarly, cybersecurity risks are managed through a security risk framework driven by our Corporate Information Security Office, which is also integrated into the Corporate Risk Map.

In addition to managing risks, the IT Controls Governance and Assurance team has the mission of enabling Amadeus, as an organization, to be confident that its business processes, systems, data and technology management procedures are operating effectively within a well-controlled environment while ensuring compliance with relevant IT industry standards and regulatory requirements. This is achieved through the issuance of independent attestation reports called System and Organization Controls (SOC 1 and SOC 2), which cover the services provided by Amadeus across key areas such as IT general controls, security, confidentiality, availability and privacy.

Amadeus also focuses on ensuring compliance with data privacy regulations, including the EU's General Data Protection Regulation (GDPR), as well as other existing certification standards such as PCI DSS (credit cards) and ISO 27001 (cybersecurity).

Amadeus is exposed to risks that could significantly disrupt key internal services as well as IT services we provide to customers. To ensure minimal disruption in such catastrophic events, we've implemented a Business Resilience Program designed to protect our people, assets and infrastructure, and minimize the potential impact to acceptable limits. This consists of providing the Amadeus' organization with the mechanisms and tools to anticipate, prepare for, respond to and

adapt to any event that could adversely impact our people, systems and infrastructure and manage any disruption to minimize the potential impact.

Finally, through our training and awareness plan we aim to ensure that all employees understand and apply best practice on ethical behavior as well as security and privacy.

The Corporate Enterprise Risk Management unit works closely with the Risk Steering Committee, a decision-making body empowered by the Executive Committee to provide oversight and guidance on risk management activities and issues across Amadeus, including risk assessment and prioritization, risk mitigation strategies and responses.

The Corporate Compliance and Business Ethics unit runs the Corporate Crime Prevention program. It monitors extensive corporate crime and corruption-related risks as defined in the Spanish Criminal Code, such as those related to fraud, corruption, intellectual property, privacy, security , investor and employee protection, ensuring appropriate controls are in place to detect and prevent them.

The Corporate Compliance and Business Ethics unit reports on the progress and effectiveness of the Corporate Compliance Program at least annually to the Audit Committee and Board of Directors. It works closely with the Compliance and Ethics Board, which provides supervision and guidance on corporate policies and related activities across Amadeus.

3.3 Third Line: Group Internal Audit

Amadeus' Group Internal Audit:

- Supports the Audit Committee in monitoring the effectiveness of the company's internal control and risk management systems.
- Provides independent and objective assurance and consulting services designed to add value and improve Amadeus' operations. It helps accomplish our goals by using a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management and control processes. This includes the potential for fraud and how the organization manages fraud risk.
- Covers all companies, businesses and processes majority-owned or controlled by Amadeus. Every year, Group Internal Audit performs a thorough background and risk assessment exercise to verify and update our audit priorities. This considers, among other dimensions:
  - The Group's strategic objectives and projects
  - The Corporate Risk Map
  - Internal/external challenges and enablers identified through interviews with senior management and major control functions
  - Magnitudes and geographical footprint of the Group's entities and activities
  - The outcomes and recency of different assurance activities carried over time

The output leads to the formalization and approval by the Audit Committee of a yearly internal audit plan.

The legal entities included in Group Internal Audit reviews during 2023[36] represented more than 45% of the total Amadeus workforce. The main risks identified during internal auditing are reported to senior management and the Audit Committee, and their status is periodically updated until resolution or acceptance by the governing bodies.

[36] Including internal audit reviews, and the assessment of the design and effectiveness of the Internal Control over Financial Reporting (ICFR) and the Corporate Crime Prevention (CCP) models.

As an optimum complement to its independent reviews, Group Internal Audit holds periodic coordination meetings with the main control, business and technology units.

The purpose, mission, reporting lines, independence and objectivity, scope of activities, resources, responsibilities, and authority of the Group Internal Audit function are set by the Audit Committee to ensure that it has sufficient authority to carry out its duties. To further ensure Internal Audit's objectivity, its staff have no direct operational responsibility or authority over any of the activities audited. Accordingly, internal auditors don't implement internal controls, develop procedures, install systems, prepare records or engage in any other activity that may impair their judgment.

Group Internal Audit is governed according to the mandatory elements of the Institute of Internal Auditors' (IIA) International Professional Practices Framework (IPPF). This includes its Core Principles, its Definition of Internal Auditing, its International Standards and its Code of Ethics.

Group Internal Audit also runs a Quality Assurance and Improvement Program that combines ongoing monitoring with periodic internal and external assessments. The program includes periodic independent evaluations of Group Internal Audit's conformance with the IPPF. It also assesses the efficiency and effectiveness of Group Internal Audit and identifies opportunities for continuous improvement.

4. Amadeus policies – fight against bribery, corruption and money laundering

Amadeus supports the business with a set of policies designed to comply with certain agreed behaviors. The Amadeus core policies are supported by systems which undergo regular internal and external quality reviews to ensure regulatory compliance and application of best practices.

Among Amadeus' main corporate policies, the following contribute to the prevention of illegal activities such as bribery, corruption and money laundering:

- Code of Ethics & Business Conduct
- Speak Up Policy
- Anti-Fraud Policy
- Anti-Bribery and Anti-Corruption Policy, including the Gifts & Entertainment Policy
- Charitable Contributions Policy
- Political Contributions & Lobbying Policy
- Internal Rules for Securities Market
- Powers of Attorney
- Banking Powers
- Antitrust & Competition Law – Compliance Manual
- On-Site Investigation Policy
- External Legal Counsel Policy
- Sales Manual
- Corporate Purchasing Policy
- Environmental Policy
- Tax Policy
- Risk Management Policy

Further details of the environmental and social policies, including Human Rights, are described in chapters below.

4.1 Code of Ethics and Business Conduct

The Amadeus Code of Ethics and Business Conduct (the "CEBC") sets forth the commitment of the company to conduct business pursuant to the highest ethical standards.

This Code of Ethics and Business Conduct is based on the following values: Customers First, Working Together, Taking Responsibility and Aiming for Excellence. The CEBC reflects who we are and how we conduct our business. Our guiding principle is integrity – the personal integrity of each and every member of the Amadeus community and our professional integrity as a business organization.

Employees must avoid conflicts of interests, including all situations where competing professional or personal interests put in question the impartial fulfillment of professional duties. Employees should

never use their position within Amadeus, or the resources of Amadeus, to obtain benefits for themselves, relatives, or third parties connected to them.

The Amadeus Code of Ethics and Business Conduct[37] is binding on all employees of the Amadeus Group, including the members of the Executive Committee and VP/Directors, and forms part of their employment relationship with the Group or the relevant Amadeus Company.

4.2 Anti-Bribery and Anti-Corruption Policy

Amadeus is committed to winning business through fair and honest competition in the marketplace. We are committed to the highest standards of ethics, as outlined in the Amadeus Code of Ethics and Business Conduct. This includes complying with obligations under international anti-corruption laws, including but not limited to: Law 10/1995 of the Criminal Code of Spain, The Anti-Corruption Act 2007 of France, the Criminal Code and the Act on Combating International Bribery 1997 of Germany, the Bribery Act 2010 of the UK and the Foreign Corrupt Practices Act ("FCPA") of the U.S.A.

Specifically, we will abide by the letter and spirit of applicable international anti-corruption laws in conducting our business. Promising, authorizing, offering, giving, accepting or soliciting anything of value, or any advantage, to anyone, with the intention or appearance of improperly influencing his or her decisions or conduct, or as reward for improper performance, is strictly prohibited. Amadeus also has a gift and entertainment register, handled by Corporate Compliance, for the review and approval of eligible gifts and entertainment.

As well as reading and understanding the Amadeus Anti-Bribery and Anti-Corruption Policy, all Amadeus employees must also read and comply with the Amadeus Code of Ethics and Business Conduct, the Charitable Contributions Policy and the Political Contributions Policy.

Amadeus performs compliance and anti-corruption due diligence on eligible third parties, including vendors, partners, and distributors. The owner of the Anti-Bribery & Corruption Policy[38] is Corporate Compliance. This unit shall oversee and administer the Policy, develop and maintain procedures and guidelines to support the Policy and work with key stakeholders to ensure Amadeus' officers, employees and contingent staff affected by the Policy receive adequate communication and training.

4.3 Anti-Fraud Policy

Amadeus has no tolerance for fraud, and thus fraudulent practices of any kind are prohibited at Amadeus. All Amadeus employees are accountable for complying with appropriate procedures, controls and monitoring activities to protect Amadeus against the commission of fraud. Where there are reasonable grounds to indicate that a fraud may have occurred, senior management has a duty to ensure a fair and respectful clarification of facts and prompt action to resolve the issue.

In the event that a fraud has been committed, Amadeus will promptly take such action as is appropriate to remedy the situation, clarify individual responsibilities, take appropriate disciplinary and legal actions, and leverage lessons learned in order to improve the internal controls wherever needed.

4.4 Anti-Money Laundering

As part of its global anti-corruption efforts, Amadeus is committed to conducting its business professionally, fairly and ethically, and in full compliance with anti-money laundering laws, and laws and regulations countering terrorist financing which are applicable to Amadeus.

[37] https://corporate.amadeus.com/documents/en/corporate-sustainability/report/amadeus-code-of-ethics-and-business-conduct.pdf

[38] https://corporate.amadeus.com/documents/en/corporate-sustainability/report/amadeus-abc-policy.pdf

4.5 Training and awareness

Achieving high business ethics standards, including preventing corruption and fraud issues requires widespread awareness of the Amadeus culture of compliance. For this reason, training and awareness is a key activity. Amadeus has implemented a mandatory Corporate Compliance e-learning module in 2021, applicable to all employees and contractors, covering the following areas: Code of Ethics and Business Conduct; Anti-Bribery & Corruption; Anti-Fraud; Internal Rules for Securities Market; and Speak-Up Policy. In 2023, 83.41% of Amadeus internal and external workforce have taken this Corporate Compliance e-learning module. In addition, a dedicated module to preventing discrimination and harassment in the workplace was also launched in 2023, and completed by 83.48% of Amadeus internal and external workforce.

4.6 Corporate Criminal Prevention Program

The Corporate Crime Prevention Compliance Program, implemented as a result of the amendments to the Spanish Criminal Code in 2010 and later in 2015 and 2019, consists of a set of processes and procedures to ensure that risks are identified, and also that the controls that Amadeus has in place to prevent activities such as bribery or corruption, are in place and effectively help to prevent and/or mitigate the commission of any criminal action that could impact the Company.

5. Amadeus' environmental sustainability strategy

Environmental sustainability and climate action have become crucial, gaining increased attention during last years, especially in the travel industry. The COVID-19 pandemic has revealed that the vulnerability of the industry was previously underestimated and stressed the importance of a consistent and holistic approach to sustainability.

Amadeus is an important player in the travel and tourism industry and acknowledges its responsibility to contribute to the fight against climate change. Amadeus environmental sustainability strategy is based on three pillars:

1_ Responsibility: addressing the environmental efficiency of Amadeus operations
We measure the environmental impact of our operations, identify areas for improvement, implement solutions and continue to monitor our performance for achieving continuous improvement in environmental efficiency. The Amadeus Environmental Management System (EMS) is the tool we use to achieve these objectives.

2_ Commitment: supporting our customers with our sustainability value proposition
We deliver IT solutions to inform travelers about sustainable travel options and to help our customers improve the environmental efficiency of their operations. R&D is a fundamental component of our business strategy and of our contribution to the sustainability of our customers and the industry.

3_ Collaboration: with industry stakeholders in joint sustainability initiatives
We work in partnership with other industry stakeholders on projects to improve travel industry sustainability. Our partnerships include UN agencies like the International Civil Association Organization (ICAO), the UN Tourism or the UN Climate Secretariat (UNFCCC). We also work with academic institutions from around the world and with travel industry associations like the World Travel and Tourism Council (WTTC). In 2022, we joined the Travalyst coalition, to help travelers make informed sustainable travel choices, and in January 2024, we joined the Sustainable Hospitality Alliance (SHA), to accelerate the path to a net positive contribution of the hospitality sector to sustainability.

5.1 Amadeus Environmental Management System (EMS)

Since 2009, the Amadeus Environmental Management System (EMS) is the tool we use at Amadeus to measure, report and improve environmental performance.

The Amadeus' Environmental Management System measures the impact of our operations considering five elements: energy, CO_2 emissions, paper used, water and waste generated. We evaluate our performance considering both total consumption of resources and also efficiency ratios based on the business transactions processed and on the number of employees. We also factor in company growth to evaluate our performance. We guarantee long-term improvement in our environmental performance by setting annual targets to improve the environmental performance of the previous year.

Building & Facilities teams at local level are responsible for the optimization of the use of resources at our office buildings. They are supported in specific cases by technical teams that, for example, provide performance indicators relating to the use of resources.

EMS material elements

The EMS helps to manage the five principal elements related to the environmental impact of Amadeus' operations. These elements were identified in the initial materiality exercise in which we

consulted our own internal experts and benchmarked with other companies in similar economic sectors. The five elements included in Amadeus EMS are: energy consumption, CO_2 emissions, paper consumption, water use and waste generation.

EMS geographical scope and methodology

The EMS includes the reporting of Amadeus' operations environmental impact. Amadeus has offices in more than 70 countries. Some of these offices are small and it becomes inefficient to measure and report the impact of all of them in a direct manner. Therefore, we have adopted an efficient and pragmatic approach by which we report direct measurements of impacts in our 14 largest sites (which represent 68% of total Amadeus workforce worldwide) and then we make an estimation of the remaining sites, based on the average consumption factors per employee of the sites where we measure our impact directly. In summary, we measure our impact directly for 68% of our employees and indirectly for the remaining 32%. This new methodology was implemented in 2018. Before this date, we were reporting the impact of the sites where our measurement was direct. It is important to note that the reporting of the Amadeus Data Center is included in the direct reporting.

The 14 Amadeus sites included in the direct reporting are:

1_ Nice, France

2_ Bangalore, India

3_ Miami, US

4_ Erding, Germany

5_ Madrid, Spain

6_ London, United Kingdom

7_ Bad Homburg, Germany

8_ Bangkok, Thailand

9_ Sydney, Australia

10_ Paris, France

11_ Singapore

12_ Manila, Philippines

13_ Portsmouth, US

14_ San José, Costa Rica

The scope of the Amadeus EMS direct reporting reaches 14 of our largest sites across the world, which account for close to 70% of all Amadeus employees and approximately 90% of the total estimated Amadeus resource consumption worldwide (considering that our Data Center in Germany is by far the largest energy consumer in the Amadeus Group).

Our Data Center located in Germany is included in the EMS and until 2018 it accounted for almost 50% of the overall estimated environmental impact and more than 70% of Scopes 1 and 2 CO_2 emissions. In 2019 the Amadeus Data Center reduced CO_2 emissions to zero through the use of Guarantees of Origin of renewable energy.

The scope of the Amadeus EMS direct reporting is regularly reviewed and adapted to the changing circumstances of Amadeus and of our business environment. In order to make sure that the EMS allows the proper monitoring by comparing performance from one year to the next, when new

additions are included, we provide proper comparisons including and excluding the new additions, so that internal and external audiences can easily understand the information and the performance.

We have prioritized the elements in the EMS that are quantitatively more relevant for Amadeus global performance and those where we have room for management and improvement. Following this reasoning, for example electricity gets a higher weight in our objectives than waste generation, since our electricity consumption is more important in absolute terms than the waste generated and also because, arguably, we have more capacity to manage our electricity consumption than the waste generated through our operations. In addition, and given the different nature of activities and environmental impact, we analyze separately the impact of the Data Center from the impact of office buildings.

We have introduced a number of environmentally friendly measures that helped to improve efficiency in the use of resources.

Energy efficiency at the Amadeus Data Center remains a priority. In the last years, we have reduced the PUE[39] from 1.39 in 2012 to 1.30 in 2023.

To be consistent with our company-wide carbon-neutral growth policy set in 2016, we need to complement the implementation of energy efficiency measures with other initiatives, such as the use of Guarantees of Origin of renewable energy in our Data Center. Thanks to the use of Guarantees of Origin, the Amadeus Data Center is a carbon-neutral facility since 2019. In 2023 we reduced our Scope 2 CO_2 emissions by 71% if we compare with 2018, making a significant step toward our near-term and net zero targets submitted to SBTi.

5.2 Detailed information on environmental matters

Pollution

Given the nature of our business activities, noise and light pollution are not material for Amadeus. Our operations involve the running of our Data Center in Germany and office buildings around the world therefore we are not directly involved in the generation of significant noise or light pollution.

Circular economy and waste management

One of the elements included in our EMS is waste generation. Waste is generated at our premises from kitchens and from general office use. Waste is difficult to measure, since in some cases we do not have the means or documentation to measure and report it. The principal sources of information to report waste at Amadeus are the recycling companies that provide their services to Amadeus, since they can report the amount of waste collected for recycling, as this is the basis for their invoices. On the other hand, waste generated by extraordinary activities, like works done in buildings, is generally measured, but for comparability reasons it is reported separately from regular waste. At Amadeus, waste generation is generally low compared with other sectors or other types of impact like energy use or greenhouse gas emissions. Nonetheless, we are committed to a reduce-reuse-recycle policy. We develop management procedures aimed at minimizing waste. Some of our sites have implemented local actions to reduce food waste. For example, in Nice a percentage over our total waste is sent to compost.

Some best practices to reduce waste generation are the following:

- Implementing proper infrastructure to promote classification of waste

[39] PUE stands for Power Usage Effectiveness and is a common metric used to measure the energy efficiency of data centers. The closer to 1 the PUE, the more efficient the data center is.

- Replacing individual workstation bins with common area bins
- Communication campaigns to raise awareness among employees to minimize waste and the use of plastic
- Producing energy from waste
- Working with external vendors to improve the measurement and management of waste
- Reusing obsolete PC screens and other electronic equipment
- Recycling and donating office furniture
- Replacing paper cups with glass/ceramic mugs. In sites like London or Madrid we incentivize though small discounts

Sustainable use of resources

We focus on making an efficient and responsible use of natural resources like water, paper and fuel.

Energy, natural gas and diesel

Electricity is the principal type of energy we use in our operations and also represents the main source of our carbon footprint. We measure electricity consumption at our Data Center and at our office buildings separately. We also report natural gas consumption, which is normally used for heating some of our buildings, as well as diesel, used mainly at our Data Center for a guaranteed uninterrupted power supply through the use of a large generator.

Most sites included in the Environmental Management System have implemented best practices on energy efficiency and behavioral change. For example:

- Replacing incandescent bulbs with LEDs
- Switches connected to movement-detection control systems
- Thorough planning of areas covered by specific light switches
- Automatically switching off lights at certain hours
- Switching off alternate lights for workstation area in our Bangalore offices
- Switching off PCs after working hours
- Maximizing the use of natural light
- Adapting room temperature to weather seasons
- Use of energy saving stickers and other means to encourage frugal energy consumption
- Investing in renewable energy
- Implementing photovoltaic (PV) cells on roofs

The Data Center follows a strict energy efficiency policy that involves several actions on different fronts, from the optimization of energy used for cooling to the improvement of the process to decommission IT equipment.

Regarding renewable energy, in 2019 the Amadeus Data Center reduced CO_2 emissions to zero through the use Guarantees of Origin of renewable energy. In the rest of office buildings where Amadeus doesn't purchase renewable energy certificates, we report renewable energy use based on the production mix per country published by the International Energy Agency. Accordingly, we report on the primary sources of energy necessary for the electricity that has been consumed and the total energy consumption from renewable sources as shown below.

Through the use of Guarantees of Origin, the proportion of renewable energy for our Data Center is 100%. The source of the renewable energy is hydropower.

The percentage of renewable electricity sourced for the Amadeus Data Center and offices worldwide —including Guarantees of Origin of renewable energy— is 63.50% which corresponds to 65,669 MWh (236,407 GJ). This excludes the renewable share in the energy mix of the countries where Amadeus offices are located. If we include the renewable electricity share in the energy mix of the countries where Amadeus offices are located, the percentage of renewable electricity used by Amadeus worldwide would be 73.82%.

In addition, and in order to reduce CO_2 emissions, our sites have implemented some best practices, for example:

Data Center

Amadeus has always been focused on the energy efficiency of all its operations. The measures taken come from a combination of internal analysis by our experts, as well as reviews and recommendations from external consultants. In this respect, the Amadeus Data Center has maintained since 2010 the Energy-Efficient certification from TÜV SÜD for its power supply, cooling and climate control processes and IT equipment, as well as its procurement, installation and de-installation procedures, following a thorough analysis of our infrastructure. The certification has been subsequently renewed in 2012, 2015, 2018 and 2021. The current certification is valid until end of 2024. Amadeus has also extended the data center certification to EN 50600, the new EU standard for data centers that is even broader in scope and more demanding.

In addition to EN 50600 we have achieved an additional certification according to ISO/IEC22237 (Information technology - Data center facilities and infrastructures). This international standard creates the fundamental prerequisite for ensuring that data centers can be planned, built and operated according to the same principles worldwide in the future. With its holistic approach, ISO/IEC22237 covers all aspects of data center facilities and infrastructure, including requirements for availability and security as well as the energy efficiency and sustainability of physical infrastructures.

As explained above, in 2019 the Amadeus Data Center became a carbon neutral facility thanks to the use of Guarantees of Origin of renewable energy.

In 2021 we finalized the renewal of the emergency generators in the Data Center. The new units are fuel-optimized and therefore consume less fuel than the old units, which also has the effect of reducing CO_2 emissions. The savings compared to the old generators are ~ 92.0 = L /h (per operating hour at 100% load).

In 2022 we reduced the duration of our smart lighting system: the passive infrared sensors - triggering the lighting when they detect movement in the area- were reduced from 30 to 15 minutes in the open office areas and to 10 in the meeting rooms to reduce energy consumption.

In 2023 we replaced three 20kV transformers with new ones that comply with the eco-design standard level 2. Due to the reduced power losses of the new transformers we achieved total savings of approximately 98,308 kWh per year.

The permanent optimization in the fire cells is ongoing and aimed at the reduction of power consumption. The monitoring of parameters related to air circulation and room conditioning derived in a more efficient cooling in the fire cells. In 2023 we achieved energy savings of approx. 17,000 kWh thanks to different measures such as: pull back of old cables in the raised floor; reduction of the short circuits between hot and cold aisles; shut down of the non-used servers.

Office buildings

Some of the measures implemented include:

- Adapting room temperature to weather seasons
- Promoting the use of carpooling/public transportation. Some of our largest sites like Bangalore or Nice provide shuttle services and shared transport for employees to reduce environmental footprint and traffic congestion.
- Purchase of carbon-neutral paper
- Electric vehicle charging points

Water

The use of water at Amadeus is divided into three categories:

1) Water used for cooling of servers, principally at the Data Center in Erding. Continuous water quality tests are carried out at the Data Center to ensure high water quality standards. With these tests and subsequent increased water quality, we reduce the need to add new water in the circuits, reducing the overall consumption.

2) Water used at office buildings in kitchens, toilets, etc. The amount used for this purpose is relatively low. Thanks to the continuous improvement measures the overall consumption has decreased throughout the years. The improvement measures are related to communication campaigns among Amadeus employees, implementation of new equipment like automatic sensor faucets, etc.

3) Water used for irrigation. Our gardens and irrigation system in Nice minimize the use of water since the plants in the garden are adapted to local weather.

In specific regions or seasons, water frequently becomes a scarce resource, especially drinking water. As a company, it's key to keep a responsible use of water in every action we take. Examples of initiatives carried out at our offices worldwide to reduce water consumption:

- Implementing motion sensor taps and flow regulators in washrooms
- Use of drip irrigation systems and plants with low water consumption
- Use of water-efficient household appliances in kitchens
- Implementing leak detention units to reduce the loss of water
- In Singapore, our office building harvests rainwater from the roof top for landscape irrigation. The irrigation system is equipped with automatic rain sensors to reduce water consumption.
- In Sydney, our office building harvests rainwater by using a downpipe system to collect roof catchment runoff and then deliver it to rainwater storage tanks. Filtered water from the harvesting system is then used for use in the shower and toilets in all bathroom facilities in the building, to hose down the hard-external surfaces of the building and, when possible, to clean the windows.
- Installing waterless urinals in our London offices with an estimated annual water saving of over 2,100m^3.

Paper consumption

We report paper consumption at our premises either by summing up the amount of paper bought during the year or, when available, through automated badge-based printing system. These automated systems permit a more precise monitoring of use and facilitate the identification of areas for improvement.

Examples of initiatives carried out at our offices worldwide to reduce paper consumption:

- Implementing badge-based printing systems
- Use of carbon-neutral paper
- Setting all printers by default to black-and-white double-sided printing
- Raising awareness among users of the environmental and economic cost of printing
- Use of recycled paper
- Sending used paper for recycling
- Implementing electronic signature to reduce the printing and delivery of hard-copy contract versions
- Reducing paper advertising replacing it by digital means

Biodiversity protection

Amadeus operations do not generate significant or direct biodiversity risks and therefore biodiversity is not identified as a material issue.

Amadeus has a broad network of partners and customers across the industry. We take advantage of this to participate in joint industry sustainability projects. For example, in 2018 we joined the initiative led by the World Travel and Tourism Council (WTTC) to fight against the illegal trade of wildlife and supported the implementation of a corporate illegal wildlife trade policy.

To continue with our commitment to the United Nations Decade on Ecosystem Restoration, this year, colleagues from our Germany offices participated in a City Cycling initiative to promote more sustainable environment for all, and many Amadeus colleagues in Nice got involved in different green awareness initiatives as well as joined forces with local NGOs like Treely. Through the walking challenge organized with this local NGO, they enabled tree planting in Madagascar while promoting employee well-being and supporting local communities. Amadeus volunteers worldwide showed their commitment to helping their local communities and environment with positive action through participation in activities at their local sites.

5.3 Climate change and Amadeus

The travel and tourism industry needs to contribute to achieving the 1.5-2 degrees maximum increase target set by the Paris climate agreement. The actions required for the achievement of the target require fundamental changes in the travel industry.

Amadeus is involved in the travel experience of millions of passengers daily. We are an important player in the travel and tourism industry, and we acknowledge our responsibility to contribute to the fight against climate change.[40]

We have prepared this section following TCFD recommendations and guidance, hence structuring it in four areas for a comprehensive disclosure of climate-related risks and opportunities: governance, strategy, risk management, and metrics and objectives.

Governance

Amadeus' Board of Directors is the highest representative, administrative, and controlling body of the company. Among its responsibilities lie risk management, which include physical and transition risks related to climate change.

[40] According to best practices, the following sections are reported according to the Recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD)

The President & CEO holds the highest level of responsibility within Amadeus management team regarding environmental sustainability, including climate change-related issues.

Amadeus' Corporate Risk Management unit is responsible for centralizing and monitoring risk and compliance issues. This unit produces the Corporate Risk Map, considering global risks such as economic, environmental, geopolitical, societal, and technological risks. Based on the risks identified, Corporate Risk Management assesses those that may imply a threat toward achieving Amadeus' strategic objectives, as well as emerging issues to which Amadeus should pay attention in the medium term.

The analysis of risks and opportunities related to climate change is led by the Amadeus Sustainability team, who monitors climate change impacts on a regular basis. To ensure identification of major risks during the monitoring period, this analysis is reviewed on a continuous manner throughout the year in close cooperation with the Corporate Risk Management unit.

Although Amadeus operations have a relatively low level of emissions, we are involved in an energy- and emissions-intensive industry. We acknowledge and act on our responsibility to contribute, with our technology and reach, to a more sustainable and carbon neutral travel industry, working in cooperation with industry partners.

Strategy

Amadeus overall environmental strategy, which is applicable specifically to climate change, is based on three pillars: (1) Responsibility: addressing the environmental efficiency of our operations; (2) Commitment: supporting our customers with our sustainability value proposition; and (3) Collaboration: with industry stakeholders in joint sustainability initiatives.

Amadeus strategy on climate change has progressively evolved in recent years to become more ambitious:

- In 2017 we signed the UN Climate Neutral Pledge. Amadeus had the objective of not increasing net emissions (Scope 1 and 2) compared to our baseline year of 2015. This was a challenging target since it required efficiency improvements due to the fact that the company is growing at a fast pace. In order to achieve this objective, we worked with the United Nations Framework Convention on Climate Change (UNFCCC) investing in Clean Development Mechanism projects in India.
- Since 2019, we have further reduced our CO_2 emissions through the use of Guarantees of Origin of renewable energy. With this measure we reduced our total CO_2 emissions by 28,250 tons the first year of its implementation (2019 compared with 2018).
- In 2022 Amadeus formally committed to the Science Based Target initiative (SBTi). We are on the validation process of our near term and net zero (long term) science-based emission reduction targets. Prior to the validation phase, we have revisited our emissions inventory during 2023, expanding our measurement and reporting to all categories of Scope 3 emissions.

On the other hand, Amadeus invested €1,148 million in R&D (gross) in 2023. We develop IT solutions that improve the operational and environmental efficiency of our customers, which can help airlines and other customers to reduce their CO_2 emissions and meet their own Scope 1 targets.

For Amadeus, climate change-related identified risks are mainly linked to travel demand. This is due in part to the fact that incremental environmental costs imply increased economic costs, and this leads to a reduced demand for travel. Besides, travelers, in order to avoid negative environmental impacts, might look for alternatives to travelling.

The following table details the main risks related to climate change that may affect Amadeus' business:

Climate change-related risks	Description
Physical risks	
Physical risks affecting the communities where we operate	Potential natural disasters or changes in weather patterns that may occur in certain geographies may affect the communities where Amadeus operate, Amadeus suppliers and customers operating in those areas, or our operations.
Physical risks affecting our travel providers and/or customers	
Physical risks affecting Amadeus operations	
Transition risks	
Policy and legal risks	Amadeus has significant operations in Europe, where environmental legislation is probably the most demanding in the world, so it becomes fundamental to monitor legal requirements and compliance. This would include adapting to new regulations, such as the carbon price.
Reputational risks	Travelers and the general public are more and more aware of climate change threats and increasingly expect and demand environmentally responsible operations from companies. Even though Amadeus is not a B2C company and our exposure to end consumers and public opinion is limited, Amadeus sees a need to make sure we comply with industry environmental standards and that our environmental performance excels like in any other area of the business.
Technology risks	In a sustainability and environmental view in particular, as a technology provider for the travel and tourism industry, Amadeus needs to make sure that their IT solutions help customers improve their operational efficiency and environmental performance, for example by optimizing fuel consumption and reducing emissions.
Market risks	Travel industry stakeholders are under increasing pressure to include environmental sustainability, and climate change related information in their portfolio of products and solutions. Amadeus needs to help their customers in that respect. Another related market risk is the increase in energy costs, as energy price increases translate into higher prices for travel and reduced market demand.

On the other hand, climate change-related opportunities are linked to the development of IT solutions that help to inform travelers about sustainable travel options and to help travel providers improve the environmental efficiency of their operations. These solutions can improve customer conversion and loyalty and market reputation. Identified climate change related opportunities are detailed below:

Type of opportunity	Solution/functionality	Description
New products and services	Display	Providing the traveler an estimation of the emissions released in a journey at the time of booking.
	Compare	Our solutions are able to compare emissions from different itineraries, using ICAO Carbon Calculator.
	Reporting	Compiling all emissions released in business trips by an organization.
	Offsetting	Including the possibility to offset carbon emissions released on a journey.
Competitive advantages	Amadeus Altéa Departure Control System (DCS) Flight Management (FM) module	Optimization of aircraft load distribution, helping airlines to reduce fuel uplifts in every departure.
	Amadeus Sky Suite	Facilitates airline network planning with sophisticated algorithms to estimate travel demand, helping to optimize the use of resources, including fuel and related emissions
	Amadeus Airport Sequence Manager and other airport IT solutions	Facilitating the implementation of Collaborative Decision Making (CDM) at airports, entailing reductions in CO_2 emissions, local pollution, noise and increasing efficiency at airports and traveler satisfaction

Risk management

Amadeus uses the Three Lines Model to ensure strong governance and risk management practices. This model, endorsed by the Board of Directors and the Executive Committee, allows us to coordinate all Amadeus support and assurance functions to appropriately manage risk throughout the Group.

Climate change-related risks are embedded in Amadeus corporate risk management. Our commitment to the environment is integrated in our Code of Ethics and Business Conduct (1st Line), and our Corporate Risk Map considers emerging risks such as those related with climate change (2nd Line).

The Corporate Risk Management unit develops and revises the Amadeus' Corporate Risk Map, working together with the owner responsible for each of the risks. Amadeus' Sustainability team is responsible for identifying and reporting climate change-related risks, supervised by the President & CEO.

The analysis carried by Amadeus' Sustainability team is based on scenarios RCP2.6, RCP4.5 and RCP6 of the IPCC[41]. Every risk identified is assessed according to its impact and probability, being classified into a four-level scale for each criterion. Following the risk assessment, specific prevention and mitigation measures are defined.

In the following table we describe the management for each of the identified climate-related risks, as well as their assessment.

[41] The Intergovernmental Panel on Climate Change establishes various scenarios of Representative Concentration Pathways (RCP) of greenhouse gases in the atmosphere. RCP4.5 and RCP6 correspond scenarios of moderate growth of greenhouse gas concentrations in the atmosphere during the next 20 years, while RCP2.6 aims to limit the increase of global mean temperature to 2°C.

Climate change-related risk	Management	Risk assessment
Physical risks		
Physical risks affecting the communities where we operate	Our global presence helps us to diversify our risk. Amadeus has built a global team to coordinate social responsibility responses to cope with adverse events occurring in the markets where we operate.	Moderate
Physical risks affecting our travel providers and/or customers	Our 24-hour follow-the sun customer service is ready to provide extra support if needed.	Low
Physical risks affecting Amadeus operations	For events affecting any of our offices, mitigation is facilitated with communication technology, allowing us to maintain our operations uninterrupted. The most significant risk is related to events affecting the regular operations of our Data Center in Erding (Germany) where all Amadeus transactions are processed. To manage this risk, the design of the Data Center included resilience measures, such as reinforced concrete insulation and redundant water and power supplies. Furthermore, €80 million are invested per year in the Amadeus Data Center, allocating part of this investment to maintain its resiliency. Besides, business continuity strategies have been implemented to minimize the effects of local weather extreme events.	Low
Transition risks		
Policy and legal risks	These regulations can affect Amadeus directly or indirectly, since our customers could ask us to help them comply with them. These regulations do not mean a risk for Amadeus, unless they become too complex and heterogeneous. For this reason, we are implementing active dialogue with EU representatives to raise awareness about the importance of a homogeneous international approach to carbon emissions reporting.	Low
Reputational risks	Companies are expected to comply with all industry environmental standards and monitor its environmental performance. Amadeus has implemented its Environmental Management System (EMS) and is participating in sustainability indexes. These measures allow us to be transparently report our environmental performance and to identify best practices and improvement areas.	Moderate
Technology risks	Environmental performance is becoming an important element in airlines' operational performance. We need to make sure our IT solutions help airlines improve their environmental performance (for example, optimizing fuel consumption)	Moderate
Market risks	If Amadeus does not contribute to offer travelers carbon offsetting options, our competitive position will deteriorate. Nowadays, our solutions can calculate CO_2 emissions for itineraries. Amadeus must prioritize its own environmental performance if we want to be able to attract and/or retain the talent of younger generations. We have implemented our Environmental Management System and we set environmental performance objectives.	Moderate

Metrics and objectives

We follow the Greenhouse Gas Protocol (GHGP)[42] to manage and report our CO_2 emissions. In section *5.4 Tables related to environmental sustainability* we disclose GHG emissions in tons CO_2 equivalent, broken down into Scope 1, 2 and 3.

- In Scope 1, we include direct emissions at Amadeus associated with natural gas and diesel.
- In Scope 2, we include indirect emissions associated to the use of electricity[43] at our office buildings worldwide and at our Data Center.
- In Scope 3, we include indirect emissions resulting from our value chain activities. The considered emissions within this scope are under the following GHG Protocol categories:
    1. Purchased goods and services: emissions from purchased or acquired goods and services that are necessary for the execution of the activity.
    2. Capital goods: emissions associated with the life cycle of the capital goods purchased.
    3. Fuel and electricity related activities: emissions from the production, transport and distribution of the purchased fuel and electricity.
    4. Upstream transport and distribution: emissions associated with transport and distribution services of purchased products, parcels and machinery.
    5. Waste generated in operations: emissions from waste management.
    6. Business travel: emissions from air and rail corporate trips and overnights of employees.
    7. Employee commuting: emissions from transportation of employees between their homes and their worksites.
    8. Upstream leased assets: emissions from refrigerants gases.
    11. Use of sold products: emissions derived from the use of Amadeus software by our customers.
    15. Investments: emissions associated with investee companies for which Amadeus has no operational control.

In 2023 we have reviewed, with support from external consultants, Amadeus' CO_2 emissions inventory as we worked toward setting and validating our carbon emissions near-term and net zero reduction targets with the Science Based Target initiative (SBTi). As a result, 2022 scope 1 and 2 CO_2 emissions figures have been restated (with and overall change of 2.1% reduction), and we have developed the full inventory of Scope 3 emissions: until 2021, we were reporting partially the categories 1 (Purchased goods and services) and 6 (Business travel) of the GHGP, and we have now reviewed all scope 3 categories and reported emissions of those relevant categories, as referred to above. See full detail in tables "*CO_2 emissions*" and "*CO_2 emissions Scope 3*" in the next section.

Through the Environmental Management System (EMS), Amadeus manages KPIs regarding the environmental impact of our operations. There are twelve main indicators identified:

- Electricity consumption in the Data Center;

[42] The Greenhouse Gas Protocol (GHGP) is the most widely used international accounting tool for government and business leaders to understand, quantify and manage greenhouse gas emissions. The GHGP classifies emissions into three scopes. Scope 1: direct GHG emissions from sources owned by the company; Scope 2: indirect GHG emissions produced as a consequence of the company's operations; and Scope 3: that occur in the value chain of the reporting company, including both upstream and downstream emissions.

[43] The conversion factors applied, i.e. the amount of CO_2 emitted per kWh used, are obtained from the latest updated averages for each country, published by the International Energy Agency in its data set IEA Emissions Factors 2023 (updated September 2023).

- Electricity consumption per transaction processed at the Data Center;
- Electricity consumption in total Amadeus' sites worldwide;
- Electricity per employee in total Amadeus' sites worldwide;
- Paper consumption in total Amadeus' sites worldwide;
- Paper per employee in total Amadeus' sites worldwide;
- CO_2 emissions (scopes 1 and 2) in total Amadeus' sites worldwide;
- CO_2 emissions per employee (scopes 1 and 2) in total Amadeus worldwide;
- Water consumption in total Amadeus' sites worldwide;
- Water consumption per employee in total Amadeus' sites worldwide;
- Waste generated in total Amadeus' sites worldwide;
- Waste per employee in total Amadeus' sites worldwide.

These indicators have been monitored since the implementation of the EMS in 2009, therefore allowing the possibility to use historical data records to analyze trends and define new strategies.

5.4 Tables related to environmental sustainability

Energy consumption [1]

	2023	2022	2021
Electricity consumption Amadeus sites (GJ)**	142,297	149,844	158,377
Number of employees	18,632	16,948	16,042
Electricity consumption per employee (GJ)**	7.64	8.84	9.87
Electricity consumption Amadeus data center (GJ)	230,020	230,317	221,446
Number of transactions processed at the data center (millions)	1,654.7	1,341.1	737.2
Electricity required per one million transactions (GJ)	139.0	171.7	300.4
Total electricity consumption top Amadeus sites and data center (GJ)	**372,318**	**380,161**	**379,823**
Natural gas (GJ)*	23,749	24,993	33,760
Diesel oil (GJ)*	4,047	2,745	2,769
Total energy consumption top Amadeus sites and data center (GJ)	**400,114**	**407,899**	**416,352**

[1] Scope: Total Amadeus sites worldwide. All figures in t of CO_2 unless otherwise indicated.

* Natural gas and diesel figures for 2022 have been restated. We have carried out a more granular calculation per country in connection with the exercise related to our SBTi commitment. The figures previously reported were: Natural gas: 26,211 GJ, i.e. the restatment implies 4.6% less; and Diesel oil: 3,282 GJ, i.e. we are reporting now 16.4% less.

**Does not include Amadeus Data Center.

Type of fuel used for electricity generation (GJ)*

	Coal	Fuel Oil	Natural Gas	Biofuel	Waste	Other**	Total
Amadeus sites worldwide (excluding the Data Center)	104,108	6,139	61,914	9,902	3,049	76,017	**261,130**
Data Center***	0	0	0	0	0	230,020	**230,020**

*All figures expressed in gigajoules equivalent, obtained from the energy mix data of each country and the energy-transformation efficiency factor for each type of energy source.

**Other: Nuclear, hydropower, geothermal, photovoltaic, solar thermal, wind power, tidal power and other sources.

***In 2023 we purchased Guarantees of Origin (GOs) of renewable energy from hydropower plants in Northern Europe for all electricity used at the Data Center. Without considering the use of GOs; the energy mix for the Data Center would result in the following split, calculated as per the German energy mix: Coal: 228,818; Fuel Oil: 5,043; Natural Gas: 89,455; Biofuel: 43,275; Waste: 12,576; Other: 95,893; Total: 475,060.

CO_2 emissions [(1)]

	2023	2022*	2021
Scope 1. Direct emissions (fossil fuels)	1,427	1,493	1,961
Scope 2. Indirect emissions from purchased electricity (market based)	13,339	11,378	11,767
Scope 3. Indirect emissions from other sources**	235,447	228,829	366
CO_2 emissions (Scopes 1 and 2) per employee	0.79	0.76	0.86
Carbon offset***	17,491	11,460	581
Natural gas (m^3)	618,264	650,644	878,897
Diesel oil (L)	104,826	71,102	71,707

[(1)] Scope: Total Amadeus sites worldwide. Figures have been calculated considering the direct reporting of the sites included in the EMS plus the estimation of the rest of the sites. This estimation is based on the average consumption reported by the EMS sites. All figures in t of CO_2 unless otherwise indicated.

* 2022 Scope 1 and 2 figures have been restated as we have revisited our CO_2 emissions inventory calculations in order to validate our carbon emissions reduction targets with SBTi. The change in scope 1 emissions is due to a more granular calculation per country. Scope 1 emissions reported in 2022 were 1,600 t, i.e., the restatement implies a decrease of 6.7%. The change in scope 2 is due to a more granular calculation per country and the use of residual mix conversion factors where available, in order to follow more accurately the market based methodology. Scope 2 reported in 2022: 11,552 t. i.e. the restatement implies a reduction of 1.5%

** In 2023 we have calculated Scope 3 considering all 15 categories of the GHGP. Scope 3 2022 figures have been restated also considering all categories. In our 2022 reporting we only included scope 3 emissions from business travel and a fraction of scope 3 emissions from providers. With the 2022 restatement, we will from now on report the full inventory of scope 3 emissions.

*** In 2023 we offset emissions from business travel (9,589 t of CO_2, Scope 3) and the proportion of our combined Scopes1&2 (7,902 t of CO_2) required to meet our commitment on carbon neutrality by 2025 progressively, with the baseline year of 2021.

CO_2 emissions Scope 3 [1]

	2023	2022*	2021
1. Purchased goods and services	136,301	141,412	35
2. Capital goods	18,119	7,215	—
3. Fuel- and energy related activities (not included in scope 1 or scope 2)	8,875	8,556	—
4. Upstream transportation and distribution	29	43	—
5. Waste generated in operations	22	122	—
6. Business travel	9,589	8,449	331
7. Employee commuting	5,507	5,167	—
8. Upstream leased assets	655	655	—
Total Scope 3 upstream emissions	**179,096**	**171,619**	**366**
11. Use of sold products	55,930	56,770	—
15. Investments	420	441	—
Total Scope 3 downstream emissions	**56,350**	**57,211**	**—**
Total Scope 3	**235,447**	**228,829**	**366**

[1] Scope: Total Amadeus sites worldwide. All figures in t of CO_2 unless otherwise indicated.

* 2022 figures have been restated as we have revisited our CO_2 emissions inventory in connecton to our SBTi calculations The variation in the combined Scope 1&2 is 2.1% compared to the restated figures for 2022, while Scope 3 varies significantly more since most scope 3 categories were not included.

Paper consumption [1]

	2023	2022	2021
Paper consumption (kg)	18,135	18,307	14,440
Number of employees	18,632	16,948	16,042
Paper consumption per employee (A4 sheets per working day)	0.88	0.98	0.82

Water consumption and waste generation [1]

	2023	2022	2021
Water consumption (m^3)	158,953	149,269	130,707
Waste generated (kg)*	304,104	241,444	164,644

[1] Scope: Total Amadeus sites worldwide. Figures have been calculated considering the direct reporting of the sites included in the EMS plus the estimation of the rest of the sites. This estimation is based on the average consumption reported by the EMS sites.

*For comparability purposes, the figures for waste do not include obsolete equipment or hazardous waste. Total obsolete equipment in 2023 was 3,859 kg and total hazardous waste was 150 kg. The percentage of obsolete equipment and hazardous waste that was sent for recycling in 2023 was 100% and 8%, respectively. For non-hazardous waste, 87% is the estimated average percentage of waste that was sent for recycling in the sites included in our direct reporting.

The increase in waste generated and water consumption in 2023 and 2022 compared to 2021 is mainly due to the partial closure of offices in 2021 because of COVID-19 protocols and the increase in employee attendance to our offices.

6. Amadeus workforce

6.1 Employment

Amadeus' people are our greatest competitive advantage, and they're critical to the success of our strategy. Our people are crucial for Amadeus to deliver on our critical mission and extraordinary purpose of bringing the world closer together. The role of our People & Culture team is to make sure that we recruit and retain the best talent so we can deliver the best to our customers.

Our goal is to build a caring and inclusive culture in which diversity of perspective and background is valued. We provide an environment that appreciates each individual and gives them the best possible opportunity to have a productive, stimulating and enjoyable career, at equal terms.

We aim to embrace and celebrate difference, ensuring all of our employees feel valued for who they are and the contribution they make. Our workforce is spread across 100+ offices around the globe, and 45% of our teams have members in more than one country. We encourage and support international mobility: more than 1,100 employees have moved countries to assume new roles and responsibilities through international assignments.

All of this makes a significant contribution to a vibrant and successful company.

Total number of employees

Total workforce by main countries*

	2023	2022
France	4,404	4,284
India	3,501	2,876
United States	2,241	2,165
Spain	1,630	1,506
Germany	1,251	1,259
Philippines	717	646
United Kingdom	620	579
Australia	419	392
Colombia	398	314
Turkey	387	279
Bulgaria	324	304
Thailand	306	300
Singapore	242	245
Poland	239	209
Costa Rica	233	215
United Arab Emirates	152	138
Other	1,566	1,541
Total	**18,630**	**17,252**

*Scope for this table includes all employees in controlled companies.

Employees diversity by employment type and contract

2023*

	Permanent	Temporary	Total
Full-time	17,649	189	**17,838**
Part-time	786	6	**792**

*Scope for this table includes all employees in controlled companies.

2022*

	Permanent	Temporary	Total
Full-time	16,228	257	**16,485**
Part-time	764	3	**767**

*Scope for this table includes all employees in controlled companies.

Gender diversity by employment type and contract

2023*

	Permanent			Temporary		
	Full-time	Part-time	Total	Full-time	Part-time	Total
Male	10,674	209	**10,883**	120	1	**121**
Female	6,297	565	**6,862**	90	3	**93**

* The information provided refers to the average number of contracts for 2023, for all employees in controlled companies for which we have consistent gender information (99.995%).

2022*

	Permanent			Temporary		
	Full-time	Part-time	Total	Full-time	Part-time	Total
Male	9,764	186	**9,950**	119	3	**122**
Female	5,816	557	**6,373**	100	1	**101**

* The information provided refers to the average number of contracts for 2022, for all employees in controlled companies.

Age diversity by employment type and contract

2023*

	Permanent			Temporary		
	Full-time	Part-time	Total	Full-time	Part-time	Total
<30	2,889	14	**2,903**	143	2	**145**
30-50	10,863	473	**11,336**	63	2	**65**
>50	3,221	286	**3,507**	5	0	**5**

* The information provided refers to the average number of contracts for 2023, for all employees in controlled companies.

2022*

	Permanent			Temporary		
	Full-time	Part-time	Total	Full-time	Part-time	Total
<30	2,529	10	**2,539**	138	1	**139**
30-50	10,064	478	**10,542**	71	2	**73**
>50	2,987	256	**3,243**	11	1	**12**

* The information provided refers to the average number of contracts for 2022, for all employees in controlled companies.

Professional category (corporate level) by employment type and contract

2023*

	Permanent			Temporary		
	Full-time	Part-time	Total	Full-time	Part-time	Total
VPs and directors	212	2	**214**	0	0	**0**
Senior Managers and Managers	5,731	278	**6,008**	9	1	**10**
Staff	11,031	495	**11,526**	202	3	**205**

* The information provided refers to the average number of contracts for 2023, for all employees in controlled companies. Associate Directors are included under Senior Managers and Managers category while CEO is under VPs and Directors.

2022*

	Permanent			Temporary		
	Full-time	Part-time	Total	Full-time	Part-time	Total
VPs and directors	205	3	**209**	2	0	**2**
Senior Managers and Managers	5,112	236	**5,348**	10	1	**11**
Staff	10,262	505	**10,767**	209	2	**211**

* The information provided refers to the average number of contracts for 2022, for all employees in controlled companies. Associate Directors are included under Senior Managers and Managers category while CEO is under VPs and Directors.

Gender diversity by professional category (corporate level)

2023*

	VPs and directors	Senior managers and managers	Staff	Total
By age range				
<30	0	50	3,197	**3,247**
30-50	76	4,442	7,267	**11,785**
>50	141	1,875	1,582	**3,598**
By gender				
Male	167	4,180	7,119	**11,466**
Female	50	2,186	4,927	**7,163**

*Scope for this table includes all employees in controlled companies for which we have consistent gender information (99.995%). Associate Directors are included under Senior Managers and Managers category while CEO is under VPs and Directors.

2022*

	VPs and directors	Senior managers and managers	Staff	Total
By age range				
<30	0	35	2,860	**2,895**
30-50	79	3,903	6,980	**10,962**
>50	138	1,648	1,609	**3,395**
By gender				
Male	171	3,674	6,687	**10,532**
Female	46	1,912	4,762	**6,720**

*Scope for this table includes all employees in controlled companies. Associate Directors are included under Senior Managers and Managers category while CEO is under VPs and Directors.

Dismissal by age, gender and professional category (corporate level)

2023*

	Staff	Senior managers and managers	VPs and directors	Grand Total
<30	131	0	0	131
Male	92	0	0	92
Female	39	0	0	39
Between 30 and 50 years old	111	38	0	149
Male	69	24	0	93
Female	42	14	0	56
>50	36	44	9	89
Male	22	33	7	62
Female	14	11	2	27

*Scope for this table includes all employees in controlled companies for which we have consistent gender information (99.995%). Associate Directors are included under Senior Managers and Managers category.

2022*

	Staff	Senior managers and managers	VPs and directors	Grand Total
<30	103	0	0	103
Male	66	0	0	66
Female	37	0	0	37
Between 30 and 50 years old	136	36	1	173
Male	85	20	1	106
Female	51	16	0	67
>50	79	44	5	128
Male	41	32	4	77
Female	38	12	1	51

*Scope for this table includes all employees in controlled companies. Associate Directors are included under Senior Managers and Managers category.

Average remunerations and their evolution disaggregated by gender, age and professional classification.

Average remuneration by gender:

Average compensation (euros)

	2023	2022
Female	63,414	59,708
Male	72,441	70,815

Average remuneration by age:

Average compensation (euros)

	2023	2022
<30 years	30,074	31,541
30-50 years	68,539	65,676
>50 years	109,975	103,939

Average remuneration by level:

Average compensation (euros)

	2023	2022
Executive level	311,979	298,748
Management level	147,899	133,203
Non-management level	57,876	56,654

Average remuneration shown above refers to total target compensation (base salary, target annual bonus and target long-term incentive). Typically, each level is made up of a number of different positions with different salaries ranges.

Variations between 2023 and 2022 are impacted by the exchange rate evolution, the difference in workforce composition, both by level and global footprint, and the different salary review increase rate as applied to the wider workforce.

Gender pay gap[44] disaggregated by professional classification

Gender pay gap (average compensation)

The gender pay gap, shown as a percentage, is calculated as the difference between the average compensation of male employees and the average compensation of female employees, divided by the average compensation of male employees:

Pay gap (average compensation)

	2023	2022
Executive level	15.6%	13.4%
Management level	4.9%	7.9%
Non-management level	6.5%	9.8%
Total (weighted average)	**6.4%**	**9.7%**

We are pleased to report that the overall gender pay gap has decreased by more than 3 percentage points this year. We believe this is in part related to the strategic initiatives at Amadeus focusing on minimizing gender pay gaps. This work is fundamental to our Diversity, Equity and Inclusion strategy and connected to our ESG strategy and ambition. When looking into our overall gender pay gap, differences are mostly due to our global footprint and the prevalence of men in more senior positions.

The difference year-on-year in the gender pay gap (average compensation) in the Executive level is explained by several factors: attrition and hiring, the number of positions with different salaries ranges included in the executive level and the prevalence of men in the higher positions within this level. Because this level is the smallest segment by headcount, the gap is naturally very sensitive to employee turnover.

[44] Gender pay gap figures included in this report represent unadjusted/raw figures and are not equity gap figures.

On the other hand, we had an improvement in the gender pay gap (average compensation) in Management and Non-Management levels, which are the levels with a highest headcount, representing approx. 99% of our population.

Gender pay gap (median compensation)

The gender pay gap, shown as a percentage, is calculated as the difference between the median compensation of male employees and the median compensation of female employees, divided by the median compensation of male employees:

Pay gap (median compensation)

	2023	2022
Executive level	13.3%	8.6%
Management level	8.2%	9.6%
Non-management level	7.7%	9.6%
Total (weighted average)	**7.8%**	**9.6%**

The evolution in the gender pay gap (median compensation) is driven by the same factors applicable to the gender pay gap of the average compensation.

The average remuneration of the directors and executives, including the variable remuneration, allowances, indemnities, the payment to long-term savings systems and any other compensation element broken down by gender
Average compensation (euros)

	2023		2022	
	Female	Male	Female	Male
Board of Directors [1]				
External Directors	134,865	127,149	108,466	111,236
Executive Director		3,905,438		2,882,092
Executives [2]	260,303	330,495	240,635	279,417

[1] Remuneration paid to External Directors consists of an annual fixed fee for chairmanship / membership of the Board, plus an additional annual fixed fee for chairmanship / membership of the Board's committees. Hence, total remuneration received by External Directors only depends on the time they serve on the Board during the year, and whether they are also members of one or more of the Board's committees during part or the full year.

[2] Includes the Company's Executive Committee as well as other individuals with senior leadership responsibilities (referred to as Executive Level in the previous remuneration tables). Average remuneration shown above refers to total paid compensation during the correspondent year broken down by gender (base salary, annual bonus and long-term incentive).

Gender Pay Gap - Amadeus approach and future course of action

Amadeus is a people-powered company. It is our diversity and values that drive our success, and pay equity is a fundamental underpin of these things, as reflected in our DEI and ESG commitments. Pay equity is an inherent principle of our employment policies and practices, which we have been implementing for years.

Building on this strong foundation, and as part of our global suite of initiatives around pay and equal opportunity, in 2023 Amadeus partnered with a consultancy firm to conduct a Pay Equity Analysis which covered over 80 countries. We wanted to have an external view on how equitably we pay our employees, and of course to identify areas where we could improve.

Moving forward the company plans to embed our equitable rewards offer. We will structure our efforts around four pillars:

1. Clear and objective job and rewards structures
2. Robust People & Culture policies and processes
3. Improving Rewards data and analytics capabilities

4. Enhancing Rewards education and communications

As in past years, Amadeus follows all local equal pay (or pay gap) legislation and reporting obligations in the countries where we operate. However, there are slight differences between gender pay gap and pay equity. Gender pay gap focuses on our gender headcount and the amounts we pay on average, or at the median, for the gender groups. Gaps can be very influenced by demographics in the staff and managerial positions. In contrast, pay equity focuses on how we pay these groups for similar work, taking account of objective factors to allow for differences. At Amadeus, both data insights are important and are reviewed to help us deliver on our commitment to delivering competitive and equitable rewards.

Organization of working time

Work life balance is embedded in our culture and promoted across the organization. The diversity in our culture implies that we have different laws and policies applicable in the different Amadeus sites worldwide. All of our main sites promote teleworking and flexible working hours opportunities, as well as two of our main sites, Nice and NORAM, (39% of overall population) recently implemented policies related to labor disconnection.

This policy confirms that employees have the right to disconnect outside of working hours (except for on-call periods), during their statutory daily and weekly rest periods, and during leave and periods when the contract is suspended.

Consequently, mobile equipment and email and other messaging systems should not be used during employees' rest periods (of all kinds); periods when the employment contract is suspended must be observed by all parties.

In our Amadeus headquarters, following the current Spanish law ("articulo 34.2"), we have a maximum of 40 weekly working hours, with the exception of the months of July and September with 32.5 weekly hours.

Working hours should be in all cases between 8am and 8pm.

There is a maximum of 9 daily working hours, ensuring a minimum of 30 mins break for lunch time. The minimum daily hours should be of 4 hours, respecting the overall weekly schedule of 40/ 32.5 hours per week.

These flexible hours are applicable in all cases in which the function and goals of the area allow this flexibility, maintaining always a minimum coverage of service between 9am and 6pm during the week and from 9am to 5pm on Fridays.

The distribution of hours/ employee should always be agreed with the department manager.

Diversity, Equity and Inclusion, disabled employees

Amadeus aspires to be a leader in Diversity, Equity and Inclusion in the travel tech industry, enabling every employee to reach their full potential, by fostering a culture of belonging and fair treatment, attracting the best talent from all backgrounds, and positioning the company as a role model for an inclusive employee experience.

At Amadeus, our culture of inclusivity is shaped by our people: a global community of over 140 different nationalities. But diversity means more than simply being a group of people from different backgrounds and places. We are actively committed to promoting a welcoming, inclusive and supportive atmosphere across every office – a shared culture of respect, openness and thoughtfulness, underpinned by our collective enthusiasm for technology, travel and innovation.

Our commitment is to accept and respect differences between and within cultures, and acknowledge and endorse differences based on gender, age, race, ethnicity, beliefs, sexual orientation, gender identity, gender expression and disabilities, as well as diversity of thoughts and experiences.

To make this commitment effective, we regularly review our progress in order to identify opportunities for improvement and to provide direction for our new long-term diversity, equity and inclusion strategy that was set in place during 2023. Our activities this year aimed to gain commitment and set targets for diversity, equity and inclusion within the company and in the communities where we operate. The key diversity dimensions we focused on were gender equality, LGBTQIA+ and people with disabilities.

Our largest site, in Nice, has the lead on inclusion of people with disabilities, hosting disability awareness training sessions and other activities on how to provide more accessible workplaces for disabled employees. We constantly review accessibility to our sites, equipment is available, and offer diversity awareness training for managers. In addition, Amadeus SAS in France engages actively with schools, universities and job fairs to promote the hiring of people with disabilities. We signed a new three-year Disability Agreement for France. This marks the fourth consecutive agreement, underscoring our unwavering dedication to fostering inclusivity within our organization.

Employees with disabilities*

	2023	2022
	226	210

*The scope for this table includes all employees in controlled companies.

Work-life balance and absenteeism

At Amadeus, we understand that work-life balance contributes to a healthy and productive work environment. It leads to lower absenteeism (including fewer sick leaves) and reduced staff turnover and recruitment costs, but it also reduces stress levels and generates greater employee loyalty, commitment and motivation. Companies that promote work-life balance facilitate sharing parental responsibilities, becoming a more attractive workplace for parents and care-givers.

Consequently, we have implemented in the last few years a number of initiatives to support and embrace work-life balance.

Adding to existing remote working options, during 2022 we finalized the implementation of our permanent hybrid working model. Our goal is to balance business needs with flexibility for each employee to work at their best—giving employees more options to combine Working From Home (WFH) with Working From the Office (WFO). Flexibility is a must both for employees and for the company. In 2022, we launched a Global Workation policy, allowing our employees to work from anywhere up to 4 weeks per year, for example working from their hometown or country and closer to their families.

Technology plays a key role as the enabler of a hybrid setup and for employees to stay connected. This means new sets of equipment, guidelines and support based on concepts of flexibility, collaboration, unassigned desks, diverse space types and multiple ways of working. We are permanently assessing and testing new tools optimizing the way we work individually and collectively, both at home and in the office.

In this new model, the office becomes the place for socialization and collaboration, including a wider variety of settings as the proportion of space allocated to individual work is reduced. Space allocated to other settings varies according to the needs of the different communities.

Number of absenteeism hours

	2023	2022
Male	790,436	173,254
Female	507,536	217,386
Total	**1,297,972**	**390,641**

*An employee absents from work because of incapacity of any kind, not just as the result of work-related injury or disease. Permitted leave absences such as holidays, study, maternity or paternity leave, and compassionate leave are excluded (following Global Reporting Initiative standards).

The significant increase in the number of absenteeism hours in 2023 versus 2022 is due to a change in the calculation methodology.

6.2 Health and safety

Amadeus is firmly committed to a work environment where all activities are carried out safely, aiming to remove any identified risks to the health, safety and welfare of employees, contractors, authorized visitors, and anyone else who might be affected by our operations. Our corporate health and safety policy sets out this commitment and provides the basic guidelines for all companies within the Amadeus group to deploy it, taking local needs and particularities into consideration.

Injuries per type

	Female 2023	Female 2022	Male 2023	Male 2022
Neck or back	8	3	6	0
Bone	1	0	3	0
Soft Tissue	1	0	1	0
Burns	0	1	0	0
RMI	0	0	0	0
Other	8	15	20	5
Total	**18**	**19**	**30**	**5**

	Female 2023	Female 2022	Male 2023	Male 2022
Total Injuries	18	19	30	5
Total Occupational Disease	0	0	0	0
Injury Rate*	1.65	1.56	1.76	0.31
Occupational Disease Rate**	0	0.00	0	0.00
Lost Day Rate***	0.62	0.26	0.16	0.07

Injury rate calculated based on the number of injuries/ the effectively worked hours in the year 1,000,000.

**Occupational Disease Rate calculated based on the Occupational diseases/ the effectively worked hours in the year* 10,000.

***Lost Day Rate calculated based on the total number of lost working dates/ the effectively worked hours in the year* 1,000.

6.3 Relationship with employees

We have a culture of open, transparent and inclusive employee communications. Our goal is to help our people connect what they do individually with the company vision and strategy, to be more engaged in their day-to-day work, and to build a sense of belonging to one global team.

Good communications drive performance: we inform our employees about our business strategy, our customers, the market and technology landscape and key events both external and internal. We work to make relevant resources and information accessible through a variety of channels: a weekly internal newsletter; an internal social network; regular town halls and staff briefings with our leaders; and two annual global events, "Amadeus Live", which nearly 9,000 of our employees watched in 2023. We build a sense of belonging by sharing stories that unite us as a global workforce with common values. And we work to empower our employees at all times by encouraging greater exchange, input and dialogue.

Each and every employee makes a unique contribution to Amadeus' goals. We take pride in delivering better journeys, helping our customers be successful, innovating and giving back to our communities and society. This is brought to life by the personal experiences, perspectives and stories shared on a daily basis with colleagues around the world.

A European Work Council agreement is available for Amadeus companies located in member states of the European Union and states signatories of the European Economic Area, and non-members of the EU including Switzerland, on the provision of consultation and information sharing on transnational matters affecting employees within those companies defined later on.

The parties recognize this Agreement as a negotiated agreement under Spanish law 10/1997 of April 24, as amended by the Act 10/2011 of 19 May 2011 implementing the Council Directive 2009/38/EC of 6 May 2009.

This Agreement will apply to all Amadeus companies located in member states of the European Union and states signatories of the European Economic Area and non-members of the European Union including Switzerland, and it does not exclude any European country where an Amadeus Company with majority shareholding exists.

The scope of the Amadeus European Employee Council consists of significant subjects of a transnational nature based on a Central Management report and relating to the following:

Information shall be provided regarding, but not limited to, the following subjects:

- the structure of the business;
- the economic and financial situation and forecast of the Company, including likely business forecasts and activities of the undertaking;
- the development of the business;
- production and commercial activities and sales;
- employment trends;
- Company strategy and investments;
- establishment of undertakings;
- exceptional events affecting any of the above;
- Headcount evolution and forecasts;
- Corporate Policies;
- Employees' financial participation in the Company (e.g. Future share options).

Consultation shall be undertaken regarding, but not limited to, the following subjects:

- Substantial changes of organization such as mergers, cut-backs, closures or relocation of tasks resulting in collective redundancies;

- Cost reduction programs impacting staff;
- New working methods;
- Significant transfers of production;
- Environmental issues;
- Outsourcing plans of a transnational nature;
- Costs and benefits of transnational issues.

If the local regulation across the agreement requires additional details or procedures, the local law will always prevail.

Total Workforce by main countries/ regions covered with collective agreements* (percentage)

Country	2023	2022
France	100%	100%
United States	0%	0%
India	0%	0%
Germany	67%	67%
Spain	100%	100%
United Kingdom	0%	0%
Philippines	0%	0%
Australia	73%	67%
Thailand	0%	0%
Singapore	0%	0%
Turkey	0%	0%
Ukraine	0%	0%
Bulgaria	0%	0%
Netherlands	0%	0%
Colombia	0%	0%
United Arab Emirates	0%	0%
Others	22%	29%
Total	**42%**	**43%**

*Scope for this table includes all employees in controlled companies.

An overall population of 42% worldwide is covered by collective agreements, however most of European sites like Madrid (Spain), Nice (France) or Erding (Germany) the percentage of workforce covered reaches almost 100%.

The health and safety of our employees is a matter of the utmost importance for us. In order to ensure all local regulations are complied with, each Amadeus office coordinate this activity at local level. The health and safety topics are covered by collective agreements where available.

6.4 Training and development

At Amadeus, we support the growth of our people with relevant and state-of-the-art learning and development opportunities. Learning at Amadeus happens all the time and in many ways: on the job, through formal learning activities and a variety of tools and through day-to-day interactions with

colleagues. Our people can also take advantage of several learning platforms such as LinkedIn Learning and Pluralsight. We also encourage mobility and exposure: we want our people to assume different roles, take on new challenges and seek greater depth within their expertise. Most of our people have worked in at least two departments or functions.

Every employee is considered as unique, with their own set of special aspirations, suite of skillsets and bank of knowledge. Whether they want to pursue a career in leadership, or try their hand at becoming a technical expert, the Competency Model can point them in the right direction.

We have a decentralized learning program in which each site and company of the group manages their own training budget and policies based on market requirements. We provide available corporate training tools which gives employees empowerment to decide on their own training demands.

Total number of hours of training
Employee category

	Male 2023	Male 2022	Female 2023	Female 2022	Total 2023	Total 2022
SVPs, EVPs and VPs	175.44	91.01	16.29	12.44	191.73	103.45
Directors	2,480.57	1,680.77	938.43	333.38	3,419.00	2,014.15
Associate directors	3,276.29	2,439.10	1,151.88	559.81	4,428.17	2,998.91
Senior managers	16,097.57	9,651.86	7,933.73	5,108.73	24,031.30	14,760.59
Managers	63,490.97	39,862.62	34,774.17	17,794.93	98,265.14	57,657.55
Staff	149,578.38	113,997.67	90,670.75	69,306.14	240,249.13	183,303.81
	235,099.22	167,723.04	135,485.25	93,115.43	370,584.47	260,838.47

*Scope for this table includes all employees in controlled companies.

Average number of trainings
Employee category

	Male 2023	Male 2022	Female 2023	Female 2022	Total 2023	Total 2022
SVPs, EVPs and VPs	6.05	3.03	5.43	2.49	5.99	2.96
Directors	17.11	11.75	19.15	7.41	17.62	10.71
Associate directors	13.26	11.40	12.25	7.18	12.99	10.27
Senior managers	17.31	11.12	17.83	12.52	17.48	11.57
Managers	20.13	14.25	20.50	12.10	20.26	13.51
Staff	18.76	14.90	16.83	13.26	17.98	14.24

*Scope for this table includes all employees in controlled companies. Figures show training average per employee category.

6.5 Accessibility

For Amadeus, developing an accessible workplace is an imperative to help expand workplace diversity, and ultimately improve the hiring and retention of employees with disabilities. Therefore, in sites like Madrid and Nice, we develop individualized accessibility actions for each employee with disabilities, providing the required tools and support for their daily activities. Amadeus US operations comply to the Americans with Disabilities Act, where we continuously handle accommodation requests due to disabilities for employees and applicants. With the status as a US Government contractor, Amadeus is required to work with local organizations that support people with disabilities and share our job openings with them. A third party has been contracted to mirror all Amadeus public US job postings and automatically posts them to specialized organizations for people with disabilities.

In accordance with the Americas with disabilities Act of 1990 (ADA), Amadeus prohibits any form of discriminations against individuals with physical or mental disabilities in hiring as well as in all terms and conditions of employment.

We conducted an assessment of Amadeus' current accessibility standards with the help of an external consultancy. This will serve as a framework to identify areas for improvement and propose strategies to enhance digital inclusivity within the organization in the coming years.

6.6 Equity

Amadeus works to help everyone shape their own journeys, creating value for customers, travelers and society. Our culture promotes respect, fairness, equal opportunities and dignity for everybody and allows our people to be the best version of themselves.

We work to build a workplace with equal opportunities for all employees. We regularly review our selection processes (internal and external recruiting) for bias and ensure our job advertisements and job offers are gender neutral. We closely monitor and update remuneration processes to track and remediate gender, age and other bias. We conduct listening sessions with our Employee Resource Groups to understand how we are delivering on our DEI strategy and commitments. Women at Amadeus are empowered through cross mentoring programs, and the employee-led Amadeus Women's Network which operates at many of our offices, provides valuable input to the team in DEI on the gender equality plans. We're also focusing on encouraging girls and young women to pursue careers in STEM fields through various sponsorships.

Amadeus is proud to be one of the first 150 companies to sign the UN Standards of Conduct for Business for tackling discrimination against Lesbian, Gay, Bi, Trans, & Intersex people in 2018. Amadeus was also one of the founders to create REDI (Red Empresarial por la Diversidad y la Inclusion LGBTI) to promote best practices in the workplace for LGBTI diversity and inclusion and retains board representation since them. Our LGBTI employee resource group, Amadeus Proud having chapters in most large locations, including the headquarters in Madrid, opened a new chapter in North America in 2022, increasing visibility and expanding the LGBTI and Ally network. Several LGBTQIA+ events were conducted in our office in Bangalore, India. Our Amadeus Proud network in cooperation with the Amadeus People and Culture unit continued to empower LGBTQIA+ colleagues and support authenticity at work through initiatives like supporting gender transitions, introducing gender-neutral bathrooms and People and Culture teams undergoing LGBTQIA+ certification. In 2023 Amadeus proudly announced its inaugural membership in the International Gay and Lesbian Travel Association (IGLTA), which provides access to a global network, insights and best practices in LGBTQIA+ travel. We also conducted an analysis of the level of LGBTQIA+ inclusion within the framework of the United Nations Free & Equal tool, setting out a roadmap for the years to come. Externally, to promote inclusivity beyond the workplace, Amadeus sponsored our first Pride Parade ever, in Barcelona.

Amadeus is fully committed to comply with all appropriate laws and regulations in all countries and jurisdictions in which we operate. This includes, but is not limited to, laws and regulations pertaining to health and safety, labor, discrimination, insider trading, taxation, data privacy, competition and anti-trust, the environment, public tenders, anti-bribery and anti-money laundering. Madrid headquarters complies with the legal obligations stated in Law 3/2007 of effective equality between women and men. In 2023 we launched a new mandatory training in preventing Harassment and Discrimination in the workplace and by the end of 2023, 80% of our employees had completed it. Moreover, our Speak Up policy was renewed and relaunched.

Amadeus strives toward a family friendly workplace, offering parental leave to both mothers and fathers and/or secondary care-givers per local legislation and in most countries additional monetary supplements set by the local collective bargaining agreement or similar. Amadeus provides both

mothers and fathers and/or secondary care-givers with the opportunity to take parental leave, per local legislation, as well as absence to take care of a child. Amadeus also complies to all local legislation when it comes to caregiver leave, for example towards close relatives.

6.7 Human Rights Policy

On the occasion of the proposal for a Directive of the European Parliament and the Council on Due Diligence of Companies on sustainability and amending Directive (EU) 2019/1937, Amadeus has carried out an analysis during the second semester of 2023, with the support of external experts, to identify potential adverse impacts on human rights and the environment arising from its activities and its value chain. In the same scope, the current Amadeus due diligence system has been thoroughly reviewed and an update of the internal policies and measures in this area have been identified.

As a result, Amadeus has defined a roadmap which adequately addresses the identified improvement aspects and, in this way, will align its due diligence system on human rights and the environment to the requirements of the aforementioned proposal for a Directive and to some of the current best practices in this area. This project, in which the areas of Risk & Compliance, Purchasing, People & Culture, Diversity, Equity & Inclusion and the ESG office have collaborated, is a demonstration of commitment to ensure that the identified potential impacts on human rights and the environment are adequately prioritized, addressed and managed.

Amadeus is committed to developing an organizational culture and structure that supports human rights policies all around the world. Amadeus aims to clearly set out its views on potential issues surrounding human rights such as fair wages and compensation, freedom of association and collective bargaining, health and safety, migrant workers, and non-discrimination of the workforce.

Amadeus, and its global group of companies worldwide, is committed to developing an organizational culture and structure based upon the principles set forth in The Universal Declaration of Human Rights, The International Covenant on Civil and Political Rights, The International Covenant on Economic, Social and Cultural Rights and The International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work.

We seek to establish relationships with entities and organizations that share the same principles and values as Amadeus. It is expected from our partners to respect and not infringe upon human rights. Within our company, should any employee believe that someone is violating the Human Rights Policy or the legislation, they are asked to immediately report it through the Amadeus Speak Up reporting tool. In 2023 we have not received any complaints related to Human Rights violations.

Our senior management has the responsibility for ensuring adherence to these commitments as well as for overseeing their implementation and guaranteeing that any breaches are investigated.

Amadeus adheres to national law and regulation in each market in which it operates. In situations where Amadeus faces conflicts between internationally recognized human rights and national regulations, the company will follow processes that seek ways to honor the principles of international human rights.

In addition to working within the respect for human rights, we also pursue opportunities to support human rights in areas where we can make a positive impact, in local communities, through our CSR initiatives. An increasing number of our CSR partners undergo automated compliance due diligence, in collaboration between the CSR and Corporate Compliance departments.

Our commitment to excellence has made us leaders in our industry. The same spirit of excellence informs our professional behavior and how we treat one another. It guides our relations with

stakeholders, our conduct in the communities in which we operate, and our efforts to contribute to a healthier, cleaner and more sustainable environment.

Amadeus teamwork is based on trust and integrity. We expect employees to honor the trust placed in them by acting at all times with personal and professional integrity. On top of the high commitment with Human Rights, Amadeus is committed with the application, among others, with the content of the main agreements included in the ILO (International Labour organization) related to unacceptance of forced labor, modern slavery and human trafficking.

Child labor

There is no child labor in Amadeus, therefore it is excluded from any recruitment activity. This statement uses the applicable local legislation to determine the definition of a child.

Fair wages/compensation

Every Amadeus employee has the right to a fair compensation for his/her work. The company is committed to remunerating employees in line with the labor market best practices and local legislation.

Our current compensation policies include global guidelines which are being applied globally during our Salary review process, ensuring fairness, and equity across the different markets, and no discrimination of minority groups.

Freedom of association/collective bargaining

Amadeus reaffirms its support to the freedom of association and the right to collective bargaining. In that regard, the company is committed to complying with the ILO Conventions with respect to freedom of association and trade union rights, fully acknowledging the right to organize and the right of unions to represent and negotiate on behalf of the employees, without prejudice to existing local legislation.

Health and safety

Amadeus is firmly committed to a work environment where all activities are carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of employees, contractors, authorized visitors, and anyone else who may be affected by our operations. Amadeus' Health and Safety policy requires that each of its companies or legal entities develops and approves a Health and Safety Policy. Programs and procedures in line with this policy are developed and implemented at local level following the approval of the General Manager/Site Manager.

Migrant workers

All of Amadeus employees, including migrant workers, are provided wages, benefits and working conditions that are fair and in accordance with local legislations. We do not permit holding workers' passports to keep them from leaving, charging any type of fee or deposit for employment, or any other unfair practice. Amadeus repudiates human trafficking.

Non-discrimination

At Amadeus, we value and respect the differences of our workforce. We are committed to ensuring that every single employee is treated with respect, dignity and fairness and that he/she/they is given equal opportunities. This means that throughout all our HR processes - recruitment, compensation and benefits, training, development, promotion, transfer, mobility and termination -, individuals are

assessed based on their merit and their ability to meet the requirements and standards of the role and that they are not discriminated against. For our company, valuing diversity and inclusion means accepting and respecting differences between and within cultures, while acknowledging and endorsing differences based on categories protected by law, such as gender, age, sexual orientation etc. and we have a zero-tolerance policy to discrimination.

Escalation Procedure

Human Rights form part of Amadeus' risk analysis framework. We evaluate the risks of infringing any of the following rights:

- Non-discrimination (based on color, sex, language, religion, political opinion, social origin, property, birth or other status)
- Collective bargaining
- Freedom of association
- Fair wages
- No child labor or forced labor
- Adequately healthy and safe working conditions

Amadeus conducts an annual risk assessment of Human Rights in a selected number of countries, always covering a sufficiently representative percentage, based on the following criteria: (i) according to Human Rights standards, or (ii) because of the importance in the operations for Amadeus, especially in terms of reputational impact.

The assessment considers how each of these human rights are rated in terms of probability and impact from 1 (lowest) to 4 (highest), and how each of these Amadeus companies comply with their employees, as well as how these companies' providers and suppliers comply with their own employees.

7. Societal information

7.1 Social commitment

Travel can be a force for good. It can create jobs, support communities, broaden horizons, encourage cultural understanding and unite people.

At Amadeus, we want to increase the positive impact of travel and tourism on society by enabling a more inclusive industry. With our technology, people and global network, there's great potential to drive social impact in collaboration with our stakeholders. We partner with our people, our customers, nonprofit organizations, educational institutions and other industry players to multiply Amadeus' positive impact on people.

In 2023 we launched a new social strategy with three pillars to manage our impact on external stakeholders:

1. Supportive neighbors: We take responsibility for the development of the local communities where we operate.
2. Inclusive travel technology: We want our solutions to be accessible for all and be enablers of more inclusive and conscious travel.
3. Inclusive travel ecosystem: We promote digital inclusion and purpose-driven innovation in travel and tourism.

We also play an active role in networks such as the United Nations Global Compact, Business for Societal Impact (B4SI), Fundación SERES and the Global Travel and Tourism Partnership (GTTP).

In 2023 we have focused on SDGs 1, 4, 8, 9, 10, 11, 15, 17.

Supportive neighbors

We're committed to empowering our local communities to thrive. This pillar focuses on engaging our colleagues to support social initiatives with a positive impact on the local communities where we operate through corporate volunteering, fundraising and active citizenship initiatives.

Since 2019, Amadeus enables all employees to dedicate up to eight hours of work time per year for corporate volunteering initiatives. In 2023 we implemented Benevity, a community engagement platform that gives a structured and dynamic approach to our volunteering activities and giving opportunities.

This year, we rolled out our community impact activities at 86 sites (49 countries), where over 90% of staff are based.

Amadeus IT Group spent in 2023 a total of €324,769 in terms of contribution to non-profit organizations.

Contribution to non-profit organizations (euros)

	2023	2022*
	324,769	1,057,367

*The contribution includes an exceptional donation to support humanitarian efforts in Ukraine.

Inclusive travel technology

At Amadeus, we want to turn our solutions into enablers of positive social impact by ensuring digital accessibility and promoting inclusive and conscious travel through technology.

We do this by working to offer more inclusive access to our products and services, exploring how technology can improve the travel experience of underserved travelers and helping travelers to positively impact the livelihoods of host communities at destinations.

In 2023 we started to assess the digital accessibility of Amadeus solutions through an exhaustive mapping of our B2C applications and their compliance with Web Content Accessibility Guidelines (WCAG) 2.1. We're also working toward a comprehensive approach that enables compliance with the European Accessibility Act (EAA) and beyond.

In 2023 we started to explore how technology could improve the travel experience of underserved travelers, especially those who feel vulnerable or face challenges when traveling.

- Amadeus' Group Travel Management has kicked off an inclusive and accessible Corporate Travel program that includes a focus group of Amadeus colleagues with disabilities to gather firsthand feedback on their travel needs. We also began an analysis of Amadeus' passenger name record (PNR) dataset, which includes disability-related service codes (e.g. wheelchair, impaired vision, hard of hearing, intellectual disability), to detect travel patterns and the accessibility level of destinations.
- Secondly, we want to ensure that people of all abilities, ages, bodies, genders, gender identities, races, religions, sexual orientations and socioeconomic statuses can travel and experience all that travel has to offer. We partnered with start-up GeoSure to provide safety and security ratings for over 65,000 cities and neighborhoods around the world.
- We're also encouraging social innovation through Amadeus innovation vehicles like Lift and Nexwave.

Inclusive travel ecosystem

Developing an innovative and inclusive travel ecosystem is a key component of Amadeus' ESG strategy. That's why we invest in the digital upskilling of travel and tourism professionals and offer a range of dedicated programs for start-ups and SMEs—particularly those focused on making travel a force for good.

In 2023 close to 60,000 professionals were upskilled on Amadeus solutions through our learning services, which include self-service e-learning courses, online user guides and documentation, and instructor-led training. These training opportunities, provided by Amadeus for free in many cases, are essential to fostering digital inclusion in our industry. Amadeus has as well collaborated with more than 900 travel and tourism schools in close to 70 countries to train students worldwide.

In parallel, our teams supported more than 1,000 travel and tech start-ups through three major innovation programs for start-ups:

1. Amadeus for Developers, which gives access to Amadeus APIs to create high-quality apps and deliver them to the market quickly through its self-service portal.
2. Amadeus Launchpad, which helps start-ups scale and grow with Amadeus technology and consulting services.
3. Amadeus Ventures, our strategic funding program for start-ups. Every year we screen an average of 300 start-ups, and in 2023 we acquired a minority stake in CAPHENIA, a future producer of synthesis gas—the feedstock of sustainable aviation fuel (SAF).

To support travel and tourism SMEs that have sustainability at the heart of their strategy, we also launched the third edition of Travel4Impact in partnership with IE University, an internationally recognized business university. Travel4Impact helps SMEs prosper and amplify their positive impact.

In 2023 more than 30 founders and CEOs from Africa, Asia, Europe, the Middle East and the Pacific region joined this third edition. Participants were provided with training, mentoring and networking opportunities.

In relation to the impact on local development and communities, one of our principal contributions is based on the provision of high-quality jobs that generate local positive direct and indirect impact thanks to our total workforce of more than 18,500 FTEs spread across the world, resulting in a significant total tax contribution.

At Amadeus, we want to make sure that all our stakeholders have easy access to up-to-date information about the company. In addition to several publications we maintain dialogue with our stakeholders in a regular basis. We are aware of the importance of stakeholder engagement, as it allows us to understand which are our stakeholders' main concerns, and what do they expect for us. In the table below we describe the main communication channels for each of our stakeholders.

Stakeholder	Communication channel
Employees and external candidates	_ Direct engagement through local, regional and global Amadeus People & Culture teams _ Engagement surveys across all sites _ Collective bargaining agreements _ Employee Box email _ Intranet and internal weekly newsletter _ Participation in external events to showcase our expertise and attract new talent, covered by our social media channels _ https://jobs.amadeus.com/ _ Speak Up Channel https://amadeus.com/en/speak-up-channel
Shareholders	_Direct engagement through Investor Relations team and periodic reports _Roadshows and conferences _Investor Relations Inbox _https://corporate.amadeus.com/ (specific pages for investors)
Customers	_ Regular press releases announcing new solutions, deals and other important news _ Guest blog posts in which our customers offer their view on the industry and how they collaborate with us _ Direct engagement through local, regional and global sales channels as well as customer management teams around the world _Voice of the Customer Program _Local and global customer support centers _ Customer-focused events showcasing our offerings and expertise and working on how to better collaborate with our customers, covered by our corporate blog and social media channels
Suppliers	_ Direct contact through the Amadeus Corporate Purchasing department as well as internal units and local teams across offices worldwide _ Social responsibility and environmental surveys
Industry associations	_Direct engagement through participation in main industry associations _Blog posts, bylines and other media engagements through which Amadeus offers its views on trending industry matters
Governments, authorities and regulatory bodies	_Direct contact through the Industry Affairs team and local Amadeus general managers _Participation in related meetings and events _Industry Affairs Box email
Society and the environment	_Direct engagement through multi-stakeholder panels _Collaboration on joint social responsibility and sustainability initiatives _Blog posts showcasing our engagement in these areas _https://corporate.amadeus.com/en/sustainability

7.2 Relationship with vendors

Our goal is to make Amadeus the most respected brand in the industry. The Amadeus Corporate Purchasing Policy sets the policies needed to help Amadeus to achieve this goal.

Amadeus expects all internal and external participants in the purchasing process to observe the highest standards of ethical conduct. We expect business to be conducted in accordance with the Amadeus Code of Ethics and Business Conduct (CEBC) (that can be found on www.amadeus.com) and Amadeus Environmental Policy.

All Amadeus employees, especially the ones involved on the procurement process, have to develop plans to ensure that all potential vendors are in line with the Amadeus Code of Ethics. Amadeus has to favor vendors which are committed to environmental responsibility.

Internally, we expect all Amadeus employees involved in the purchasing process to maintain the highest level of integrity and objectivity in the decision-making process; therefore, we discourage Employees and vendors from doing anything to compromise or appear to compromise objectivity. All Amadeus employees will have to adhere to the provisions included in the Amadeus Code of Ethics and Business Conduct (CEBC). Amadeus employees should also be aligned to main environmental principles in our outsourcing process, considering for example to buy goods and services that are truly necessary (e.g. no warehousing, make or buy evaluation or check if internal transfer of existing goods makes sense).

Externally, we expect all Amadeus vendors to commit with a minimum set of ethical standards, such as business ethical, social and environmental commitments. All Vendors of Amadeus shall be fully committed to comply in strict compliance with all appropriate laws and regulations in all countries and jurisdictions in which they operate, such as laws and regulations pertaining to health and safety, labor, human rights and non-discrimination, insider trading, taxation, data privacy, competition and anti-trust, the environment, public tenders, and anti-bribery. We expect that Vendors shall be guided by the highest ethical standards and shall be firmly committed to excellence in the fields of corporate governance, social responsibility and environmental sustainability. In order to verify that we should ensure:

- At least strategic vendors for each Amadeus Company will have to explicitly adhere in writing to the Amadeus CEBC extract for vendors. In case any of those vendors are having their own documented CEBC in place (which Amadeus has the right to ask for and/or audit) and it is demonstrated that their own CEBC is at least as strict as the Amadeus one, it will be accepted that they adhere to their own CEBC, but this has to be confirmed in writing. In case vendor disagree with this wording, it is vendor's responsibility to explicitly say if they are not adhering to CEBC, as well as the reasons. On such occasion, the Purchasing Department together with Risk and Compliance department will decide how to move forward in each specific case.
- Amadeus favors vendors which are committed to environmental and social responsibility practices such as having an environmental policy in place, demonstrate ability and willingness to comply with environmental obligations, prioritize goods which are produced in an eco-friendly way and can be disposed in an environmental responsible way.
- Avoid relationship with vendors that cannot fulfil following principles:
    - Respect the human rights of employees, and never treat employees in an inhuman manner
    - Prevent forced labor or child labor
    - No discrimination practice in hiring and employment
    - Prevent unfair low-wage labor

- Respect the right of employees to organize, for smooth negotiation between labor and management
- Create and maintain healthy and safe work conditions and environment for all their employees
- Observe all related laws and international rules, and ensure fair transactions and prevent corruption

Vendor qualification policy

The vendor qualification process helps identify candidates for strategic relationships, facilitates communication with potential vendors, and ensures new suppliers meet firm-wide quality, management and safety standards.

Amadeus' vendor qualification procedure provides a holistic view of our entire global supply base by:

- Identifying approved and preferred vendors for the products and services we want to buy
- Better understanding the potential risks of buying products or services in all geographies
- Encouraging improvements in supplier standards

The qualification process that applies to any new vendor for Amadeus is divided in two steps, one related to the qualification as a vendor to provide any kind of service to Amadeus and one service qualification to ensure the Vendor can provide specific type of services such as Business Continuity Critical or IT Security Relevant

Initial Vendor Assessment / Registration

As a first step in evaluating vendor capacity to fulfil Amadeus requirements, a pre-qualification questionnaire is submitted according to the vendor criticality in addition to general contact information.

This initial assessment could include at least the following aspects:

- Vendor general information
- Corporate Social Responsibility and Environmental information
- Reputational analysis
- Financial health information

This assessment could be complemented as mentioned above depending on the service this vendor should provide, if needed, with a more detailed audit of the capabilities of the vendor to respond to the requirements that Amadeus needs from them. Amadeus has not performed audits to vendors in 2023.

- Security policies or adherence to Amadeus security policies and other requirements (i.e. PCI DSS…)
- Quality systems in place
- Competitive advantage with rest of industry
- Service levels
- Demand management capabilities
- References from similar industries

It is a good practice as well (depending on the country/location) to ask for specific registration document of the vendor to ensure proper adherence to legal local requirements.

Qualification

Output of the previous processes will be evaluated between Purchasing, Functional departments and Subject Matters Experts (SME - Risk area owners). This review will decide whether vendor is allowed to work with any Amadeus company for that respective service.

The output of this evaluation will be stored in Coupa Supplier Information Management module (data related to vendor) and Contract Lifecycle Management module (data related to service to be provided).

This to ensure that the vendor is meeting Amadeus' requirements in order to be able to work with us, however it does not guarantee that a contractual relationship will be established with the vendor for the provision of services.

Since 2021 the Corporate Compliance and Purchasing teams integrated automated Compliance due diligence tools into the vendor creation process. A Compliance due diligence is performed on eligible vendors before the business relationship is entered into so risks can be appropriately mitigated during contractual negotiations.

When running an RFX event, vendors already included in Coupa will be automatically qualified to participate if the service is similar to the ones provided before by this vendor. If the service proves to be different, a new Service Risk assessment will have to be performed again.

Amadeus vendors

Most of our external vendors fall under the following categories:

- Consulting and marketing services
- Hardware vendors
- Software vendors
- Data communication vendors

Although Amadeus has a worldwide presence, most of the spend, around an 80%, is concentrated in Spain, France, Germany and North America. From a supply chain perspective, our activity is related to online transaction processing and technology development. In this context, Amadeus' exposure to third-party vendors that may not comply with minimal social or environmental requirements is low, and that is a principal reason our external reporting is limited.

Regarding our vendors, our purchasing department uses a survey to make sure our vendors comply with highest sustainability standards and with the relevant environmental legislation, including greenhouse gas emissions. The majority of spend is concentrated in a limited number of vendors, mainly hardware producers (servers) and consultancy companies. With 50 key suppliers accounting for almost 60% of global spent, Amadeus has a fairly stable situation in terms of supplier concentration.

The Amadeus Corporate Purchasing Policy aims at ensuring that all employees involved in the procurement of goods and services factor in social and environmental responsibility aspects in their purchasing decisions.

An organization of local, regional and global Amadeus purchasing teams oversees the operations on the supply chain side and deals with both internal stakeholders and vendors.

Supervision systems and audits, and their results

Evaluation of supervision systems in our vendors is carried out by internal and external audits.

The selection of activities to be reviewed by Group Internal Audit is mostly risk based, and has to be formally approved by the Audit Committee of the Group. Through our engagements, we assess the adequacy and the effectiveness of the internal controls within the organization. This includes, whenever deemed relevant, the effectiveness of the controls over outsourced activities.

In addition to the previous, and on an ad hoc basis according to our risk-based approach, Group Internal Audit can also directly assess the activity at selected vendors, both at the Group level and at the entity level.

Since 2020 the identification of the criticality of Vendor Risk Management led to the decision of a multidisciplinary project which overall objective was to implement a risk-based approach (including Privacy, Cybersecurity, Business Continuity, IT Controls, Compliance and legal), determining how to manage subsequent vendor activities, such as vendor performance and vendor risk monitoring.

We ask our vendors to provide their sustainability strategy or to comply with the requirements of Amadeus environmental policy. We believe the systematic implementation of this approach helps to increasingly raise awareness in the industry about the importance of reducing greenhouse gas emissions overall and it also helps us to identify potential risks and areas for improvement. As part of Amadeus new vendor creation process, a mandatory questionnaire is to be completed by all the new vendors (which yearly spend is over €10k). The questionnaire includes issues related to human rights, non-discrimination and environmental policies. As well as either confirm adherence to our Code of Ethics or Environmental policy or confirm they have similar policies. If vendors respond incorrectly, they cannot move forward in the process and Amadeus cannot work with them.

This process is effective in most Amadeus entities, covering more than 95% of our relationship with vendors (vendors that represent 52% of our turnover have signed our CEBC for Vendors).

7.3 Customer services

We develop and deliver a wide range of services to maximize our customers' efficiency, business continuity and performance. In the customer service sphere, we strive to serve each of our customers in the best possible way and address their specific needs. Our customer service delivers a wide range of learning, support, automation, content and security management services.

In order to ensure proximity to our customers, we have built a strong local, regional and global customer service presence.

Our Customer Experience program (also called the "Voice of the Customer" program) collects the voice of our customers to identify from their perspective, areas for improvement and areas of excellence. This program monitors customer loyalty and satisfaction across all stages of our customers' relationship with Amadeus. The program's main purpose is to transform customer feedback into actionable insights that teams across Amadeus will use to improve their performance. This helps us continually revisit our way of doing things and focus on our customers' priorities. This feedback is also key to defining Amadeus' strategic investments.

We encourage customers to actively participate in the design of our action plans, and we keep them informed regularly of the progress made.

Our main measure is the Net Promoter Score, and we keep a track of it year on year.

We continue to enrich our Voice of the Customer practices to proactively capture, process and react to the customer feedback.

In 2023 we continued our focus on analyzing data, qualitative feedback, and trends to understand changing customer behavior and expectations. The insights were bolstered by leveraging advanced text analytic tools to understand the sentiments and feelings behind the responses. The findings and pain points were fed back to Amadeus top management and to the customer-facing teams so they could plan appropriate next steps.

We sent out our yearly relationship survey to all our customers across business lines and organized in-depth interviews with our key customers. These activities helped us stay connected with the day-to-day challenges of our industry. Our survey this year, was common to all Customer profiles, taking approximately 7 minutes to complete and focusing on Relationship, Customer Journey, and Product attributes.

We received a total of 16,886 responses to our relationship survey and we recorded an NPS of +52.2. This score is a slight increase from the last recorded NPS of +52.1. Also, 76% of these customers confirmed to be satisfied with their relationship with Amadeus.

Going forward, we will change the way we calculate NPS at Amadeus level. We will use weightage average of the responses from different business lines, according to the revenues from them. We have also decided to have an internal NPS target (as per weightage average of revenue), of + 34 for 2024.

We've also incorporated more transactional-based surveys to capture instant feedback for our services and customer support. We've measured and analyzed more than 30,000 survey responses after solution delivery, customer support and training delivery.

The Compliments & Complaints channel on our website allows customers or other website visitors to leave a complaint or provide a compliment to us, as a company. During the year, we received 369 complaints and 69 compliments in 2023 versus 383 complaints and 68 compliments in 2022. All the complaints within the scope of Amadeus were resolved and passed on to the concerned departments and teams as an area of improvement.

In 2024, we will continue to focus on improving the Customer experience and making the customer journeys more memorable. We will also try to add new ways of collecting feedback to make our insights more meaningful and actionable.

7.4 Industry relations

Amadeus engages with public and private players in many areas, including digital, transport, travel and tourism to work towards common public policy goals. We maintain strong and close relationships with institutions, consumer advocates, trade associations and other stakeholders across the globe to protect the interests of the travel industry at large, based on the principles of transparency, fair competition, consumer choice and respect for society.

7.5 Fiscal information

Amadeus has implemented a "Corporate Tax Policy" that sets out the group's tax principles, based on ensuring compliance with applicable tax regulations, excellence and commitment to the application of good tax practices, appropriate to the corporate and governance structure of the group. The Corporate Tax Policy is applicable to all Amadeus Group companies.

The Board of Directors of Amadeus IT Group has the power to design, evaluate, approve and review corporate policies, including the "Corporate Tax Policy", on an ongoing basis. In addition, the Board of Directors is responsible for the tax strategy and approving investments or transactions that, due to

their high amount or characteristics, have special tax relevance. The "Corporate Tax Policy" is public and is available on the Group's corporate website[45].

Aware of the importance that tax information represents for all stakeholders, and in its commitment to transparency and best practices, Amadeus adhered to the "Code of Best Tax Practices, as a member of the Large Companies Forum in Spain. In this regard, Amadeus prepares annually and on a voluntary basis the a "Tax Transparency Report". This Report is submitted exclusively to the Spanish Tax Agency and includes relevant tax information, as well as an analysis of business operations and tax impact at a global level.

7.5.1 Approach to tax

The Group's fiscal contribution to society through compliance with its tax obligations, both in relation to taxes paid directly by the Group and taxes collected from third parties but derived from the Group's activities, is part of its essential contribution to the sustainability of public finances and the development of the communities in which it operates.

Amadeus "Corporate Tax Policy" is geared towards full and complete compliance with the tax laws and regulations of each country and jurisdiction in which it operates. In addition, Amadeus strives to follow the best standards of the business community in which it operates in order to be recognized for its good practices and programs in corporate and tax governance.

The "Corporate Tax Policy" also serves as an instrument that facilitates the achievement of the Sustainable Development Goals and encourages the adoption of environmental, social and governance criteria, as highlighted by the European Economic and Social Council. The Policy applies to all taxes managed in all countries where the Amadeus Group operates or has a presence, and to all Amadeus Group companies.

The immediate addressees of the Policy are the members of the Board of Directors, the Executive Committee and all employees of the Group companies involved, directly or indirectly, in the exercise of tax processes related to the tax function.

Amadeus' Corporate Tax Policy is governed by the following principles:

- Full compliance with applicable tax legislation in the jurisdictions where the Group operates. In this regard, the Group is committed to paying all legally enforceable taxes through efficient management of tax costs, without incurring undue tax burdens.
- Application of an appropriate transfer pricing policy at Group level, resulting in an alignment of the tax structure with the business model, ensuring compliance with the arm's length principle in accordance with the provisions of the tax legislation of the countries involved in each transaction and the internationally accepted regulatory framework ("OECD Transfer Pricing Guidelines for Multinational Enterprises and Tax Administrations" and "Recommendations of the Joint Transfer Pricing Forum of the European Union").
- No use of low or no-tax jurisdictions, especially tax havens, to artificially channel its operations, or complex tax structures inconsistent with the business for the sole purpose of minimizing the Group's tax burden. In this regard, the transactions with companies' resident in low-tax, no-tax or non-cooperative territories is limited to those cases in which it is essential for the development of the Group's ordinary business activities.
- Manage in a responsible, informed, efficient and transparent manner all emerging local and international regulatory issues related to the digital economy, in order to adapt the tax

[45] https://corporate.amadeus.com/documents/en/corporate-sustainability/report/tax-strategy.pdf

environment that affects Amadeus' reality to the new digital economy environment that shapes the current market.

- Applying tax incentives in a transparent manner, in accordance with the regulations in force in the different territories in which Amadeus operates, and provided that these incentives derive from the Group's ordinary activity, are aligned with the reality of the business, are not artificially generated to minimize the overall tax burden and, to the extent possible, can facilitate the achievement of sustainable development objectives (in terms of employment, R&D, etc.).
- Generate certainty in the interpretation of tax laws, wherever possible, through the active use of tax forums, advance pricing agreements, consultations and any other mechanisms provided for in each jurisdiction or made available by the administration, as well as building relationships based on trust, integrity and transparency.
- Cooperation and collaboration with the tax authorities in their audit, verification and control activities of Amadeus or any of its Group companies, without prejudice to the legitimate right of the Company to disagree with the tax authorities' criteria and to maintain its own position before the Courts as long as it is based on a reasonable interpretation of the law and with the objective of defending the legitimate interests of the Group.
- Ensure that the departments involved in tax-related processes have the necessary personnel and material resources to guarantee compliance with tax obligations in all countries where the Group operates. In addition, in those cases where the Group deems it necessary, external tax advisors of recognized prestige will be hired in order to guarantee compliance with tax obligations.
- To have internal control systems in place for tax-related processes that guarantee adequate and systematic management of compliance with tax obligations with an identification and assessment of tax risks, periodically reviewing the controls associated with such processes for good tax governance.

7.5.2. Tax governance, control and risk management

Responsibility

The Board of Directors of Amadeus IT Group drives the monitoring of tax principles and best practices. The Board of Directors has the power to design, evaluate, approve and review corporate policies, including the "Corporate Tax Policy", on an ongoing basis.

Control and monitoring

Taxation is a non-static matter that is subject to permanent review, so the "Corporate Tax Policy" is subject to a constant review process for the continuous incorporation of best practices in this area, the last update being in February 2022.

To ensure efficient control and proper compliance with tax governance, tax regulations and the principles of the "Corporate Tax Policy" are monitored at all levels.

Risk management and compliance

In accordance with the corporate and governance structure of the Amadeus Group, the execution of the "Corporate Tax Policy" and the Group's tax risk management is structured on four levels:

1. The Board of Directors: coordinates, within legal limits, the Group's general management strategies and guidelines, operating in the interest of each and every one of the companies that make up the Group. The Board of Directors, through its Chairman and Chief Executive Officer and the entire management team, promotes the monitoring of the tax principles and

good tax practices set out in the "Corporate Tax Policy" approved by the companies in its Group whose activities have tax implications.

2. The Audit Committee: has the following competencies within the tax sphere:
    1) To analyze, discuss and take decisions with respect to certain tax risks, unless they fall within the exclusive competence of the Board of Directors.
    2) To review internal controls and the management of tax risks.
    3) Reviewing compliance with transfer pricing regulations.
    4) Establish and supervise the communication channel that allows employees to confidentially report any accounting or tax irregularities detected in the company.
    5) Manage the relationship with the external auditors.
3. The Group Tax Unit is responsible for ensuring compliance with the Group's tax obligations in the countries in which it operates, respecting the principles and good tax practices of the "Corporate Tax Policy" as well as the continuous control of new tax regulations that impact the Group's companies with the aim of adapting to them in due time and form. It is also responsible for detecting or implementing the necessary controls to identify the tax risks of the Group's companies.
4. The Group Finance/Accounting is responsible for compliance with the Group companies' tax obligations. They are responsible for compliance with all applicable tax forms. Their activity focuses on settling and paying the taxes due in each country, keeping the supporting documentation in due time and form. They are also in charge of adapting the company's accounting reporting system (SAP) to properly comply with any tax obligations. This Unit acts in coordination with the Group Tax Unit, from whom it receives support and advice.

In addition, any employee or third party may report possible breaches of the Code of Ethics and Conduct or the Crime Prevention Model, including potentially unethical or illegal conduct affecting the integrity of the organization in relation to taxation. Reports can be made confidentially and anonymously through the whistleblowing channel provided for this purpose ("Speak up Policy").

7.5.3. Stakeholder engagement and management of concerns related to tax

The principles of good faith, legitimate trust, transparency and collaboration form the basis of the Group's relationship with the tax authorities. Thus, Amadeus' Corporate Tax Policy has adopted as fundamental pillars the principles of cooperation and collaboration with the tax authorities in their audit and control activities of Amadeus or any of its Group companies.

In application of best practices and the highest standards of tax transparency, Amadeus IT Group has adhered to the Code of Good Tax Practices, approved on 20 July 2010 at the Large Companies Forum.

This code promotes a reciprocally cooperative relationship between the Tax Agency and the companies that subscribe to it, and contains recommendations, voluntarily assumed by the Administration and the companies, aimed at improving the application of the tax system through increased legal certainty, reciprocal cooperation based on good faith and legitimate trust between the Tax Agency and the companies themselves, and the application of responsible tax policies.

Within the framework of the Code, Amadeus IT Group voluntarily presents the annual "Tax Transparency Report" for companies adhering to the Code of Good Tax Practices to the Spanish tax authorities, which includes detailed information on the group's taxation. This report is currently the most relevant instrument of the cooperative relationship with the tax authorities.

Finally, as mentioned above, Amadeus provides its main stakeholders with specific ethics mailboxes that serve as a vehicle for reporting conduct that may involve the commission of any irregularity or any act contrary to the law or internal rules of conduct, including tax matters.

7.5.4. Pre-Tax Results and tax cash paid per country

Since 2018, Spanish companies have the possibility of assigning 0.7% of their respective tax due to entities which pursue social purposes. This option is exercised in the company's corporate income tax return. In a continuous effort to contribute to the communities in which is involved, Amadeus has opted to exercise this option. For the fiscal years 2018 and 2019 this option has represented a total contribution of €2,329,270. In 2020 and 2021, the loss situation due to the pandemic prevented the Company to assign any amount. For the fiscal year 2022 it represented a contribution of €453,000 and the estimation for 2023 is €304,000.

Fiscal information

(all figures in euros)

	2023		2022	
Country	Pre-Tax Results **	Tax Cash Paid ***	Pre-Tax Results **	Tax Cash Paid ***
Albania	-17,157.75	**** N/A	5,606.43	-7,391.79
Angola	67,927.60	**** N/A	25,267.40	**** N/A
Argentina	7,848,317.34	567,875.78	3,343,535.73	813,724.56
Armenia	484,989.82	114,258.34	251,734.17	43,666.79
Australia	3,335,704.61	-1,722,515.01	-1,354,790.69	1,315,557.84
Austria	1,451,970.73	64,324.34	1,595,839.45	48,381.77
Bahrain	416,221.46	**** N/A	-573,232.56	**** N/A
Belgium	1,798,297.16	607,403.73	1,890,336.44	640,339.54
Bolivia	-94.90	**** N/A	-10,220.21	47,811.34
Bosnia	-18,196.21	-3,938.39	21,863.83	352.79
Brazil	-1,210,293.14	46,500.68	-3,622,698.09	-148,596.34
Bulgaria	1,908,645.44	336,313.35	1,760,851.55	166,747.51
Cameroon	32,473.00	**** N/A	18,677.93	16,133.01
Canada	2,269,293.73	601,423.66	2,032,422.10	355,791.43
Cape Verde	4,666.00	**** N/A	3,063.51	1,374.76
Chile	316,583.66	-175,654.74	256,143.71	332,834.77
China	1,936,721.29	352,621.60	-8,868,030.21	551,458.63
Colombia	1,379,369.10	136,625.79	508,999.98	102,937.24
Congo Republic	13,363.00	**** N/A	18,769.51	10,604.24
Costa Rica	101,456.36	190,397.32	597,641.40	696,177.70
Cuba*****	-1,545.87	**** N/A	-1,756.34	**** N/A
Czech Republic	353,813.46	46,887.22	120,708.73	34,885.74
Democratic Republic of the Congo	71,572.00	**** N/A	3,570.74	6,072.89
Denmark	595,097.42	74,814.27	381,446.71	139,114.07
Dominican Republic	177,615.77	13,106.68	-29,166.27	42,977.13
Dubai*	4,952,853.98	**** N/A	3,232,386.41	**** N/A
Ecuador	160,960.56	60,004.27	137,649.37	54,579.93
El Salvador	-1,586.33	14,274.73	26,680.32	26,891.47
Estonia	81,446.25	108.04	56,022.22	-56.58

	2023		2022	
Country	Pre-Tax Results **	Tax Cash Paid ***	Pre-Tax Results **	Tax Cash Paid ***
France	391,023,043.25	1,289,870.95	222,240,619.27	-203,804.73
Gabon	6,703.00	**** N/A	5,403.41	1,731.46
Germany	140,761,945.56	1,839,451.16	218,296,995.24	1,856,290.10
Ghana	22,768.62	6,623.18	98,697.07	1,597.48
Greece	20,071,396.09	73,129.85	2,560,460.87	211,563.37
Guatemala	38,294.80	35,137.14	-250,138.50	45,943.98
Honduras	18,803.16	303.83	2,166.83	2,306.47
Hong Kong	3,000,000.21	439,458.30	12,909,662.59	307,587.69
Hungary	438,748.95	3,170.81	2,725.74	6,407.82
India	38,677,346.97	11,790,115.87	25,929,310.45	5,956,559.66
Indonesia	57,422.58	42,277.61	163,058.88	42,198.77
Ireland	77,548.57	836.34	31,604.39	-9,036.00
Israel	980,230.99	285,719.47	1,444,491.53	616,255.20
Italy	543,244.99	**** N/A	-441,295.96	208,977.02
Ivory Coast	-32,721.00	19,380.17	147,350.23	68,709.97
Japan	1,873,172.76	566,454.56	1,465,853.56	1,307,884.95
Kazakhstan	229,149.50	72,368.24	85,975.95	24,294.19
Kenya	-322,207.06	289,168.92	-291,985.14	212,632.28
Latvia	-361,750.67	2,370.01	-322,256.58	346.35
Lebanon	1,180,771.98	5,871.40	435,518.72	26,653.96
Lithuania	90,392.30	7,934.00	64,797.62	13,397.26
Luxembourg	54,989.96	11,463.00	57,100.75	14,398.00
Macedonia	8,272.76	1,234.73	9,940.81	**** N/A
Malaysia	150,332.35	78,717.13	100,949.42	136,576.75
Malta	13,051.67	-3,315.00	16,465.99	23,346.00
Mauritius	27,975.43	25,111.24	-1,652.75	10,557.85
Mexico	-388,385.95	12,384.57	78,951.91	481,231.57
Mozambique	-16,719.79	13,560.70	-12,962.66	21.976.50
Netherlands	-2,233,146.52	379,805.57	-990,256.98	125,641.03
New Zealand	823,671.42	-47,588.35	499,707.40	151,400.55
Nigeria	195,918.89	58,890.08	74,442.14	228,267.72
Norway	-634,260.42	99,213.76	1,855,074.98	52,588.82
Paraguay	**** N/A	**** N/A	-183,804.90	-9,650.74
Peru	259,727.80	277,871.64	-70,216.85	182,736.69
Philippines	4,451,049.87	360,188.19	4,254,196.53	486,922.70
Poland	523,554.17	545,858.77	2,135,753.83	108,681.76
Portugal	71,003.26	9,282.98	67,258.10	31,024.26
Romania	142,860.69	49,420.69	123,849.27	**** N/A
Russia	-277,322.46	377,352.32	2,256,487.81	244,882.40
Saudi Arabia	652,774.66	153,633.13	302,744.98	524,646.86
Senegal	32,798.00	**** N/A	115,923.12	19,906.37
Singapore	5,350,788.50	1,224,322.07	2,944,413.83	569,368.09
Slovenia	55,134.42	13,001.07	51,707.17	7,198.79
South Africa	2,286,865.56	90,903.92	-202,061.96	362,985.56
South Korea	249,243.93	75,861.51	214,648.32	43,764.14

	2023		2022	
Country	Pre-Tax Results **	Tax Cash Paid ***	Pre-Tax Results **	Tax Cash Paid ***
Spain	870,883,902.69	145,689,499.88	608,164,136.59	22,390,043.84
Sweden	-47,707.81	572,889.32	4,010,452.12	508,072.61
Switzerland	818,090.18	95,961.06	1,087,431.07	165,621.12
Taiwan	204,589.77	26,724.61	335,351.67	57,885.28
Tanzania	88,374.80	**** N/A	-39,305.36	78,667.81
Thailand	2,198,611.06	676,716.58	1,993,791.74	861,556.03
Turkey	-152,251.93	56,341.81	-2,893,017.61	-6,413.13
Uganda	-37,973.88	**** N/A	-77,834.59	7,618.79
Ukraine	328,957.71	147,198.04	401,839.33	128,852.47
United Kingdom	12,558,248.01	1,785,708.15	9,469,490.04	1,801,820.74
Uruguay	135,537.42	5,608.30	-240,649.53	-38,768.81
USA	127,846,047.06	35,109,897.89	61,074,242.18	22,602,484.22

Notes:

* Amadeus operates in Dubai through a branch of Amadeus IT Group, S.A. (Spanish Head Office).

** Pre-tax results are calculated under IFRS accounting principles

*** Tax Cash Paid refers to Corporate Income Tax and it applies on tax basis calculated under domestic accounting legislation

**** N/A means no cash payment during year 2023 or 2022 (no tax exemption from Corporate Income Tax).

***** Cuba: Amadeus operates in Cuba through a branch of Amadeus IT Group, S.A. (Spanish Head Office).

Differences in the inclusion of countries between the year 2022 and the year 2023:
- Paraguay: the entity was liquited in FY2023.

7.5.5. Public subsidies received

In 2023 Amadeus SAS obtained less than €300k of Grant coming from the EU in the context of the Digital Europe Program. This grant is linked to the Amadeus involvement in digital identity deployment in Europe.

8. Annex A. EU Taxonomy as per EU Regulation 2020/852

The Taxonomy Regulation is a key component of the European Commission's action plan to reorient capital flows towards a more sustainable economic growth. It represents an important step towards achieving carbon neutrality by 2050 in line with the European Union (EU) goals. The Taxonomy is a classification system for environmentally sustainable economic activities. In this regard, the regulatory framework applicable as of February 2024 to the calculation and reporting of KPIs is: Regulation (EU) 2020/852 on the establishment of a framework to facilitate sustainable investments, Delegated Act (EU) 2021/2139 ("Climate Delegated Act"), Delegated Act (EU) 2021/2178 ("Disclosures Delegated Act"), Delegated Act (EU) 2022/1214 ("Complementary Climate Delegated Act"), Delegated Act (EU) 2023/2485 (amending Climate Delegated Act with additional technical screening criteria for certain activities not previously covered), and Delegated Act (EU) 2023/2486 (supplementing regulation for the rest of taxonomy objectives). Under this regulatory framework, companies are required to report their eligibility and alignment through three economic indicators, as a percentage of turnover, capital expenditure (CapEx) and operating expenditure (OpEx). For the additional activities listed under the amendment to the Climate Delegated Act and the supplementing regulation, only the disclose of the proportion of Taxonomy-eligible and Taxonomy non-eligible economic activities is required for 2023 reporting, and both proportion of Taxonomy-eligible and Taxonomy- aligned will be then required for the following year.

The Taxonomy is a dynamic framework that should expand its scope of activities overtime, in particular by including new activities and sectors within the Annexes of the Delegated Acts.

Eligibility and alignment of our economic activities

During 2023, Amadeus has evaluated the new economic activities for the six environmental objectives of the Taxonomy Regulation, as a result no additional eligible activities have been identified.

The activity "8.1 Data processing, hosting and related activities", is our only Taxonomy-eligible economic activity related to climate change mitigation. Activity 8.1 consists of the storage, manipulation, management, movement, control, display, switching, interchange, transmission, or processing of data through data centers, including edge computing. This economic activity does not generate revenues independently from the other business activities performed by Amadeus.

Amadeus revenues are mainly derived from a single performance obligation consisting of making technology services available for a customer to use as and when the customer decides. The activity 8.1 is a component of that performance obligation and cannot be isolated from the development, marketing, and commercialization activities of Amadeus for the provision of access to our products and services through our own or third parties' data centers.

We have assessed the compliance with the taxonomy-alignment requirements laid down in Article 3 of Regulation 2020/852 and in the technical screening criteria, included in Annex I of the "Climate Delegated Act", required for the Data processing, hosting and related activities to substantially contribute to climate change mitigation. The outcome of this analysis is that our taxonomy-eligible economic activity is not taxonomy-aligned.

Amadeus data processing activities that qualify as eligible are fundamentally carried out at our main Data Centre in the south of Germany and in the public cloud. Our expectations are that this migration of our data processing activities to a public cloud, will allow our data processing economic activity to be aligned with taxonomy requirements in the future. Please refer to the section "Additional

information regarding taxonomy-alignment assessment" below for additional details on the assessment performed, that will help to understand the conclusion achieved. Please refer also to the section "Economic activities analyzed beyond those reported as eligible", in order to have a complete view on how Amadeus faces sustainability and environmental performance.

KPIs and accounting policies

Since our sole taxonomy-eligible activity is not aligned we have included the following table to summarize the three reported KPIs. The required templates as per Annex II of the ''Disclosures Delegated Act"[46] are included in Tables I, II and III at the end of this note.

	2023			
	Total (M€)	Proportion of Taxonomy-eligible economic activities (in %)	Proportion of Taxonomy-aligned economic activities (in %)	Proportion of Taxonomy-non-eligible economic activities (in %)
Turnover	5,441.2	6.8%	0%	93.2%
CapEx	658.0	2.0%	0%	98.0%
OpEx	624.8	10.1%	0%	89.9%

	2022			
	Total (M€)	Proportion of Taxonomy-eligible economic activities (in %)	Proportion of Taxonomy-aligned economic activities (in %)	Proportion of Taxonomy-non-eligible economic activities (in %)
Turnover	4,485.9	7.1%	0%	92.9%
CapEx	572.4	3.6%	0%	96.4%
OpEx	548.8	10.4%	0%	89.6%

All the data used as basis for the calculations have been extracted from our IT systems, which are designed to collect and store information accurately. These systems are based on robust and precise processes, with efficient internal controls in place that are regularly reviewed. This information is also audited by an external auditor on a regular basis. All of this contributes preventing double counting.

We determine the Taxonomy-eligible KPIs in accordance with the legal requirements of Annex I of the Disclosures Delegated Act. Our taxonomy-eligible activity does not comply with all the technical screening criteria to substantially contribute to the taxonomy objective of climate change mitigation; therefore, nothing has been disclosed in this respect on the description of our accounting policies below. For additional details on the assessment performed, please relate to section "Additional information regarding taxonomy-alignment assessment" below.

[46] Tables I, II and III of Annex II are updated with the amendments contained in the Annex V of the COMMISSION DELEGATED REGULATION (EU) 2023/2486.

Turnover KPI

The proportion of Taxonomy eligible economic activities in our total turnover has been calculated as the part of net turnover derived from products and services associated with Taxonomy eligible economic activities (numerator) divided by the total net turnover (denominator), in each case for the financial years from 1.1.2023 to 31.12.2023 and from 1.1.2022 to 31.12.2022, respectively.

The denominator of the turnover KPI is based on our consolidated net revenue in accordance with IAS 1.82(a). For further details on our accounting policies regarding our consolidated net revenue, cf. note 4.2.8 of our Consolidated Annual Accounts for the year ended December 31, 2023. Our consolidated net turnover can be reconciled to our Consolidated Annual Accounts, c.f. the Consolidated Statement of Comprehensive Income (revenue).

The numerator of the turnover KPI is defined as the net turnover derived from products and services associated with Taxonomy-eligible economic activity 8.1 "Data processing, hosting and related activities" that can be reconciled to our Consolidated Annual Accounts, c.f Note 14.1 Disaggregation of revenue from contracts with customers. As explained above under "Eligibility and alignment of our economic activities", net revenues derived from the stand ready obligation to make available our products and services to customers cannot be allocated entirely to this economic activity. To assess the amount of turnover that would relate to this Taxonomy-eligible activity, we have used a ratio based on the relative weight of the costs associated with our data centers operations over the total costs of the development, marketing, commercialization, and data processing activities. During 2023, total eligible turnover has risen by 16.4%, which is slightly lower than the Amadeus' total revenues which has increased by 21.3% .

Total revenues derived from the stand ready obligation to make available our platforms and software to our customers can be reconciled to note 13.1 of our Consolidated Annual Accounts. The allocation key is not directly reconciled to the Consolidated Annual Accounts since it takes into consideration the costs of our development centers, of our data centers and of our distribution centers.

CapEx KPI

The CapEx KPI is defined as Taxonomy-eligible CapEx (numerator) divided by our total CapEx (denominator).

Total CapEx consists of additions to tangible and intangible fixed assets during the financial year, before depreciation, amortization, and any re-measurements, including those resulting from impairments. It includes acquisitions of property, plant and equipment (IAS 16), intangible assets (IAS 38), and right-of-use assets (IFRS 16). Additions resulting from business combinations are also included. Goodwill is not included in CapEx, as it is not defined as an intangible asset in accordance with IAS 38. For further details on our accounting policies regarding our CapEx, cf. note 4.2.4 "Intangible assets", note 4.2.5 "Property, plant and equipment", and note 4.2.6 "Leases" of our Consolidated Annual Accounts.

The numerator consists of the CapEx related to assets or processes that are associated with Taxonomy-eligible economic activities ("category a"). We consider that assets and processes are associated with Taxonomy-eligible economic activities when they are essential components necessary to execute an economic activity. For the year ended as of December 31, 2023, total CapEx directly invested on the data centers amounts to €12.9 million. This decrease is due to the cloud migration strategy that we started in 2021 and our expectations are that capex associated with our data processing activities will continue diminishing over the next year.

We do not include CapEx related to the purchase of output from Taxonomy-eligible economic activities and individual measures enabling certain target activities to become low-carbon or to lead to greenhouse gas reductions. They are also considered as Taxonomy-eligible CapEx when the

purchased output/individual measure meets the description of its respective economic activity. As reliable statements on the Taxonomy-alignment of our suppliers' output are currently not available and as it is not a significant amount, we do not report any CapEx/OpEx for this category.

For the year ended December 31, 2023, our total CapEx can be reconciled to our Consolidated Annual Accounts, cf. note 8 Intangible Assets: "Additions, €5.0 million", "Additions of Software internally developed €554.1 million", note 9 Property, plant and equipment: "Additions €66.2 million" and note 10 Leases: "Additions €32.7 million

For the year ended December 31, 2022, our total CapEx can be reconciled to our Consolidated Annual Accounts, cf. note 8 Intangible Assets: "Additions €1.7 million", "Additions of Software internally developed €504.8 million", note 9 Property, plant and equipment: "Additions €39.6 million" and "Changes in consolidation perimeter €0.1million", and note 10 Leases: "Additions €26.2 million".

OpEx KPI

The OpEx KPI is defined as Taxonomy-eligible OpEx (numerator) divided by our total OpEx (denominator).

Total OpEx, according to the Taxonomy definition, consists of direct non-capitalized costs that relate to research and development, building renovation measures, short-term lease, maintenance and repair, and any other direct expenditures relating to the day-to-day servicing of assets of property, plant and equipment.

OpEx includes specifically:

- Research and development expenditure recognized as an expense during the reporting period in our Consolidated Statement of Comprehensive Income (cf. note 4.2.4 of our Consolidated Annual Accounts). In line with our consolidated financial statements (IAS 38.126), this includes all non-capitalized expenditure that is directly attributable to research or development activities.
- Maintenance and repair and other direct expenditures relating to the day-to-day servicing of assets of property, plant and equipment were determined based on the maintenance and repair costs allocated to our internal cost centers. The related cost items can be found in various line items in our Consolidated Statement of Comprehensive Income, including personnel and related expenses (maintenance and repair of IT-systems and infrastructures).

With regard to the numerator, we refer to the corresponding statements on the CapEx KPI. We only include OpEx relating to "category a".

As of December 31, 2023 and 2022 total eligible OpEx amounts to €63.3 million (10.1%) and €57 million (10.4%), respectively, which is in line with previous year.

Additional information regarding taxonomy-alignment assessment

The analysis to assess if the data processing, hosting and related activities, that we have identified as taxonomy-eligible activities, substantially contribute to climate change mitigation and therefore are taxonomy-aligned, requires the verification of the fulfillment of the conditions included in Article 3 of Regulation 2020/852 and in the technical screening criteria, included in Annex 1 of the "Climate Delegated Act".

As for the technical criteria of Annex 1 of the "Climate Delegated Act", we have performed the assessment individually at the level of each of the different data centers that we operate directly or through subcontractors.

Regarding the first technical screening criteria under the substantial contribution of the activity 8.1 to climate change mitigation relating to the compliance with the relevant expected practices set out in the Code of Conduct of Data Center Energy Efficiency or in CEN-CENELEC document CLC TR50600-99-1, Amadeus has renewed the EN 50600 certificate. The EN 50600 certificate was created by the European Committee for Electrotechnical Standardization (CENELEC). It is a European standard for data centers that uses a holistic approach to provide comprehensive specifications for the planning, construction, and operation of data centers. It defines requirements for the planning of the trades, building construction, electrical supply, air conditioning, cabling and security systems, and specifies criteria for the operation of data centers. The EN 50600 was renewed for Amadeus in August 2023 and is valid until August 2026.

In addition, Amadeus obtained the new and additional certification according to ISO/IEC22237. The international standard ISO/IEC 22237 (Information technology - Data centre facilities and infrastructures) creates the fundamental prerequisite for ensuring that data centres can be planned, built and operated according to the same principles worldwide in the future. As an international sister to EN 50600, ISO/IEC 22237 with its holistic approach covers all aspects of data centre facilities and infrastructure. This includes requirements for availability and security as well as the energy efficiency and sustainability of physical infrastructures.

Regarding the additional technical screening criteria that requires that the global warming potential (GWP) of refrigerants used in the data center cooling system does not exceed 675, we want to highlight that, approximately 71% of the Amadeus data processing activity is carried out at Amadeus main data center in Erding (Germany). The refrigerant used at this data center has a global warming potential (GWP) of 1,430. Consequently, it is not compliant with the Taxonomy-alignment requirement. In most of the rest of data centers Amadeus uses, the situation regarding refrigerants used is similar to our data center in Erding.

We have not changed the refrigerant of our data center to one that is compliant with the GWP Taxonomy requirement due principally to the following reasons:

- In contrast with EU Taxonomy regulation, the current EU F-gas regulation, does not ban the refrigerant we use at Amadeus Data Center until 2030—which is technically very efficient. In our understanding, it is uncertain what refrigerant will be required to use after that date by the EU F-gas regulation.
- In our understanding, the GWP is only materialized if the gas is leaked and released into the atmosphere. Consequently, anti-leakage systems that we have implemented at our main data center become very relevant, and these measures are not considered by the Taxonomy.
- A refrigerant with lower GWP is generally less energy efficient and more flammable. Therefore, a replacement of the refrigerant will likely require an investment in infrastructure to guarantee safety and an increased use of electricity for cooling purposes. Therefore, there is a certain trade-off between energy efficiency and a low GWP.
- We are progressively migrating all our data processing activities to the cloud. Consequently, the significant investment required for the implementation of a compliant refrigerant—which in our case will require also the replacement of significant hardware infrastructure—will imply relevant direct and indirect emissions of greenhouse gases, and will only be used for a limited and uncertain period of time.

Regarding data processing activities subcontracted to Microsoft, Microsoft has informed us that it is not in a position to provide a "breakdown of activities" against the definition set in section 8.1 of Annex I to the Climate Delegated Act or to report a related "weight of each activity," as Amadeus has requested. Microsoft's subsidiaries in the European Union and European Economic Area will only first come into scope of the Taxonomy Regulation's reporting obligations for financial years starting on or after January 1, 2025. Microsoft has committed to keep us updated regularly as when they make

further determinations (and announcements) about its engagement with the Taxonomy Regulation and its criteria for data centers.

Regarding the "Do not significant harm" requirement, the status of our assessment is summarized below for each of the applicable other environmental objectives of the Taxonomy (Pollution prevention and control and protection and restoration of biodiversity and ecosystems are not applicable to data processing, hosting and related activities).

- Climate change adaptation

We have carried out a Climate Change risk & opportunity analysis that includes a vulnerability assessment and an evaluation of adaptation solutions that can reduce the identified climate risk. Further information is available under "Risk management" in section *5.3 Climate change and Amadeus* of this Non-Financial Information Statement.

- Sustainable use and protection of water and marine resources

The requirements set in Annex 1 of the "Climate Delegated Act" related to water use are not applicable to Amadeus activity. Additionally, water consumption has not been identified as a material issue in our materiality analysis. For our Data Center in Erding, all permits for the withdrawal and discharge of water/wastewater have been received. The local regulations are fulfilled in this aspect. Further information is available under "Sustainable use of sources" in section *5.2 Detailed information on environmental matters* of this Non-Financial Information Statement.

- Transition to a circular economy

Given the nature of Amadeus business as an IT provider, this topic is more material for our hardware providers than for our own operations. In the context of our exercise to comply with the Corporate Sustainability Reporting Directive (CSRD), we plan to assess our circularity performance across our entire value change during 2024 .

Finally, regarding the "minimum social safeguards" requirement, on the occasion of the proposal for a Directive of the European Parliament and the Council on Due Diligence of Companies on sustainability and amending Directive (EU) 2019/1937, Amadeus has carried out an analysis during the second semester of 2023, with the support of external experts, to identify potential adverse impacts on human rights and the environment arising from its activities and its value chain. In the same scope, the current Amadeus due diligence system has been thoroughly reviewed and an update of the internal policies and measures in this area have been identified.

As a result, Amadeus has defined a roadmap which adequately addresses the identified improvement aspects and, in this way, will align its due diligence system on human rights and the environment to the requirements of the aforementioned proposal for a Directive and to some of the current best practices in this area. This project, in which the areas of Risk & Compliance, Purchasing, People & Culture, Diversity, Equity & Inclusion and the ESG office have collaborated, is a demonstration of commitment to ensure that the identified potential impacts on human rights and the environment are adequately prioritized, addressed and managed.

1. Amadeus has adopted a Global Human Rights Policy applicable to all its Group companies to ensure that Human Rights are respected. Our People & Culture unit is responsible for ensuring compliance with this policy during the recruitment processes. This policy is publicly available. Amadeus reports publicly and yearly on the status of its Human Rights Policy through the Amadeus Global Report and the Non-Financial Information Statement.
2. Amadeus has conducted a risk assessment of Human Rights in a selected number of countries, that is publicly available, based on the following criteria: (i) according to Human Rights standards, or (ii) because of the importance in the operations for Amadeus, especially in terms of reputational impact. The risk assessment performed in 2023 covered more than

78% of Amadeus operations in terms of workforce (Internal and external), as well each companies' providers and suppliers. The results obtained from this assessment show that the probability for these risks to materialize in these countries is not relevant. Further, as a technology service provider for the travel industry, the risk of Amadeus infringing or negatively impacting human rights when conducting its business is very low.

3. Eligible Amadeus providers and partners are subject to a compliance due diligence, that reviews whether those third parties may have had instances of certain human rights breaches, and whether they have adequate Human Rights policies in place.
4. Incidents of non-compliance with the Amadeus Human Rights Policy can be reported through the corporate whistleblower channel called the Speak-up channel, which is a safe, confidential and anonymous tool available internally and externally.

Further information on the processes and measures implemented in relation to consumer interests, anticorruption, taxation and fair competition is included in the corresponding sections of this Non-Financial Information Statement (see *3.1 First Line*, *4. Amadeus policies*, *7.3 Customer services*, *7.5 Fiscal information*).

Economic activities analyzed beyond those reported as eligible

Amadeus is a technology company dedicated to the travel industry. Amadeus provides solutions and services for the travel industry: airlines, airports, ground handlers, car rental companies, corporations, cruise and ferry operators, hotels and event venues, insurance providers, travel sellers, tourism boards, travelers themselves and more. Amadeus facilitates complex transactions between travel providers and travel sellers and delivers mission critical IT solutions for travel companies.

We have built a commercial and operational network all over the globe, which facilitates the commercialization of products for travel providers, reducing their fixed costs of distribution and the risks associated with them, making their operations more flexible and efficient.

In addition, our large customer base of IT solutions permits that we maintain a level of R&D investment that contributes to the development of the most advanced technology solutions, making them available to our customers in a flexible manner, reducing the risks and fixed costs associated with internal investment in IT infrastructure and developments. This is particularly relevant and valuable in the context of frequent mergers and acquisitions in the sector, and the current uncertainty in the industry. In 2023, Amadeus invested €1,115.6 million in R&D (net) and an accumulated €8.3 billion (net) over the last 10 years.

Our large network of customers, level of R&D investment and travel expertise are key elements of our value proposition and of our contribution to making the travel industry more efficient from the operational and sustainability points of view.

Overall, our business is successful to the extent it helps to improve the operational, economic and environmental efficiency of travel industry players.

Given the particularities about the Amadeus business explained above, we found it difficult to match our activities to the EU Taxonomy list of eligible activities. In our understanding, some significant activities of Amadeus that contribute to the environmental sustainability of the travel industry are not included in the current list of Taxonomy activities. Moreover, a large proportion of the sustainability benefits of our solutions is intertwined with the rest of the functionalities of our products and services. They often represent a marginal element of our value proposition, CapEx and OpEx and do not produce any relevant turnover. Finally, some of our activities, and their contribution to sustainability can hardly be evaluated independently of the wider system in which these activities operate.

In the paragraphs below we further elaborate and provide examples of the cases described above. Some of our activities may fall in more than one of these categories.

Other economic activities with positive sustainable impacts not yet considered in the Taxonomy

Besides economic activities currently included in the Taxonomy, Amadeus is involved in other economic activities, that improve the operational efficiency of our customers, and this operational efficiency also implies improved environmental performance, typically through reduced fuel consumption.

For example, our solution Altéa Departure Control Flight Management was developed to optimize aircraft load with enhanced efficiency and precision compared to previous solutions, boosting productivity and centralizing operations in one place. The solution delivers a range of benefits for the airline, including:

a. Improved flight departure monitoring
b. Improved capacity management with load distribution and balance automatically calculated
c. Efficient ground handling management by applying carrier preferences and processes
d. Optimize staff management through easier shift scheduling, dangerous goods certifications and load controller licensing and validation

All of the above benefits, and particularly the optimized aircraft trim, permit a reduction of fuel used and, CO_2 emissions released into the atmosphere. Amadeus carried out a study with our customer Finnair back in 2011, analysing the performance of approximately 40,000 flights. The analysis concluded that the Amadeus solution helped the airline to improve the estimation of fuel needed and significantly reduced the unnecessary fuel burn.[47] At the beginning of 2024, we commissioned a similar study to external consultants. The study concluded that the estimated CO_2 savings facilitated by Amadeus Altéa DCS FM, as compared to other solutions in the market, amount to 2.3 million tons annually, a figure equivalent approximately to 175 times Amadeus scopes 1 and 2 combined for the year 2022. Therefore, the contribution of the solution to sustainability is very relevant, in our understanding.

The activity to build and implement this software couldn't be matched with the Taxonomy list of eligible activities, despite the fact that the solution is very efficient and reduces emissions compared to other less sophisticated solutions in the market.

Activities that contribute directly or indirectly to sustainability, with a low relevance in terms of turnover, CapEx or OpEx

In 2023, Amadeus processed 450 million airline bookings. The Amadeus distribution platforms, through which the bookings are processed, provide users three critical pieces of information to help the traveler to make her/his travel purchase decision, i.e., airline schedules, availability of seats and fares. In addition, in some of our platforms Amadeus provides the information on estimated CO_2 emissions per passenger for the specific itineraries the traveler is searching. This information of estimated CO_2 emissions per passenger is currently obtained by Amadeus thanks to our agreement with the UN International Civil Aviation Organization (ICAO). We are planning to expand this service to other means of transportation and also to other calculators that include more granular information related to sustainability performance beyond greenhouse gas emissions. In this respect, Amadeus

[47] The main results of the study were published at https://amadeus.com/documents/en/airlines/case-study/amadeus-air-dispatch-case-study.pdf

joined the Travalyst Coalition in 2022. Travalyst is a global coalition of some of the largest brands in the travel and technology sector. Travalyst aims to bring travel related sustainability information to the mainstream to help travelers make more sustainable travel choices.

The purpose of providing this information to the traveler is to help travelers factor in sustainability elements in their purchasing decisions. Considering that we deliver this information to millions of travelers, we can make a relevant contribution to raise awareness of sustainability impacts and facilitate the selection of more sustainable travel options.

This information element of our value proposition is an addition to our distribution platforms that does not produce any direct turnover, and it will be difficult and mostly arbitrary to estimate any indirect turnover based on the enhanced value it delivers to the Amadeus distribution platform. In addition, the investment required to implement this functionality is minor compared to the overall company CapEx and OpEx.

In conclusion, we believe that informing millions of travelers about the CO_2 emissions released due to their trips contributes to influence them to choosing more sustainable travel options, however this activity is not contemplated in the current EU Taxonomy regulation and it would be difficult to measure its impact based on turnover obtained, or CapEx and OpEx spend.

Activities whose role in sustainability can hardly be evaluated in isolation

The travel industry needs to be considered as an overall system in which all players interact, and the overall efficiency of the system depends on individual performance, and also in the way different players cooperate.

For example, the airline industry has developed over the years certain standards regarding critical issues like safety, messaging, using codes that permit combined operations like interlining[48] or code sharing[49] that have contributed to reaching load factors[50] above 80%, and this would be very difficult, if not impossible, to reach by individual airlines in isolation or by alternative means of transportation.

Similarly, Amadeus has developed solutions to help our customers become more efficient, but the improved efficiency in many cases requires cooperation from many players. For example, Amadeus Sequence Manager is a tool implemented at airports like Munich or Copenhagen. Sequence Manager brings a collaborative approach to optimize flight departure processes. Sequence Manager optimizes the order in which flights should depart from their stands, reducing the amount of time aircraft spend on the runway before taking off.

The solution enables a common situational awareness, shared among all airport stakeholders. The solution is based on key performance indicators, preferences, and pre-defined criteria to maximize the use of all available airport resources, minimizing overall delays, reducing fuel use, emissions released, local pollution per passenger flown and economic costs.

Sequence Manager brings benefits to all parties involved.

a. For airport operators, it helps optimize the overall airport capacity making better use of existing infrastructure

[48] Interline refers to a commercial agreement between airlines to handle passengers traveling on itineraries that require more than one flight and more than one airline. As opposed to code sharing, interlining implies there is more than one operating carrier

[49] Code sharing is a marketing agreement between two or more airlines by which one or more airlines sell tickets on a flight operated by another airline

[50] Load factor in this case is defined as the number of passengers of an aircraft divided by the total seating capacity of the aircraft. Obviously, the higher the load factor, the more efficient the flight is in fuel and greenhouse gas emissions per passenger

b. For aircraft operators, it reduces fuel costs and improves punctuality, with less time spent on the runway and delays. The reduced fuel used means less greenhouse gas emissions and less local pollution per passenger carried

c. Finally, it enhances the passenger experience by diminishing the chance of delays and missed connections, which in turn reduces the negative environmental impact of disruptions

Sequence Manager is used by airports, but it requires cooperation from other airport players to be used to its maximum potential. As explained above, the solution provides benefits beyond our commercial relationship with the airport. Accordingly, the sustainability improvements provided cannot be measured only in terms of the customer that uses the solution but in the overall airport system in which the solution operates. Consequently, we don't see a strong correlation between the turnover, CapEx or OpEx linked to the solution and the sustainability benefits provided by its use.

As the main sustainability benefits are linked to many of the stakeholders involved in the operation of Amadeus Sequence Manager and to the overall system in which the solution operates, we could not match this activity with any of the listed in the Taxonomy Regulation.

Based on the reasoning above, we are evaluating the calculation of scope 4 emissions, i.e., emissions reductions that occur outside of a product's life cycle or value chain, but as a result of the use of that product, so that we can provide visibility of the benefits explained in the points above. Based on the study commissioned by Amadeus, external consultants estimated annual CO_2 savings of 4,000 tons only in one of the airports in which the solution operates. These savings are estimated based on a methodology developed specifically to evaluate savings in comparison to other existing solutions in the market but unfortunately, to our knowledge, there is no standard mechanism to quantify these savings.

Based on the ample room for interpretation that in our understanding the Taxonomy allows, we are taking a prudent approach. In case of doubt, we are not including activities as eligible. Nonetheless, we continue to monitor several activities that could be considered eligible for future reporting years.

Table I – Proportion of turnover from products or services associated with Taxonomy-eligible and Taxonomy-aligned economic activities

	Proportion of turnover																			
	Financial year 2023	Year			Substantial Contribution Criteria						DNSH criteria ('Does Not Significantly Harm')									
	Economic Activities (1)	Code (2)	Turnover (3)	Proportion of Turnover, year 2023 (4)	Climate Change Mitigation (5)	Climate Change Adaptation (6)	Water (7)	Pollution (8)	Circular Economy (9)	Biodiversity (10)	Climate Change Mitigation (11)	Climate Change Adaptation (12)	Water (13)	Pollution (14)	Circular Economy (15)	Biodiversity (16)	Minimum Safeguards (17)	Proportion of Taxonomy aligned (A.1.) or eligible (A.2.) turnover, year 2022 (18)	Category enabling activity (19)	Category transitional activity (20)
	Text		MEURS	%	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
Alignment data	**A. TAXONOMY-ELIGIBLE ACTIVITIES**																			
	A.1. Environmentally sustainable activities (Taxonomy-aligned)																			
	Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)			0%														0%		
	Of which Enabling																			
	Of which Transitional				[redacted]															
Eligibility data	**A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)**																			
					EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	[redacted]									
	Activity 8.1 – Data processing, hosting and related activities	CCM 8.1	369.1	6.8%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								7.1%		
	Turnover of Taxonomy eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		369.1	6.8%	6.8%													7.1%		
	A. Turnover of Taxonomy eligible activities (A.1+A.2)		369.1	6.8%														7.1%		
	B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
	Turnover of Taxonomy non-eligible activities		5,072.1	93.2%																
	Total		5,441.2	100%																

Table II – Proportion of CapEx from products or services associated with Taxonomy-eligible and Taxonomy-aligned economic activities

	Proportion of CapEx																			
	Financial year 2023	Year			Substantial Contribution Criteria						DNSH criteria ('Does Not Significantly Harm')									
	Economic Activities (1)	Code (2)	CapEx (3)	Proportion of CapEx, year 2023 (4)	Climate Change Mitigation (5)	Climate Change Adaptation (6)	Water (7)	Pollution (8)	Circular Economy (9)	Biodiversity (10)	Climate Change Mitigation (11)	Climate Change Adaptation (12)	Water (13)	Pollution (14)	Circular Economy (15)	Biodiversity (16)	Minimum Safeguards (17)	Proportion of Taxonomy aligned (A.1.) or eligible (A.2.) CapEx, year 2022 (18)	Category enabling activity (19)	Category transitional activity (20)
	Text		MEURS	%	N; N/	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
Alignment data	**A. TAXONOMY-ELIGIBLE ACTIVITIES**																			
	A.1. Environmentally sustainable activities (Taxonomy-aligned)																			
	CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)			0%														0%		
	Of which Enabling																			
	Of which Transitional				[redacted]															
Eligibility data	**A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)**																			
					EL;N/EL	EL;N/EL	EL;N/EL	EL;N/EL	EL;N/EL	EL;N/EL	[redacted]									
	Activity 8.1 – Data processing, hosting and related activities	CCM 8.1	12.9	2.0%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								3.6%		
	CapEx of Taxonomy eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		12.9	2.0%	2.0%													3.6%		
	A. CapEx of Taxonomy eligible activities (A.1+A.2)		12.9	2.0%														3.6%		
	B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
	CapEx of Taxonomy non-eligible activities		645.1	98.0%																
	Total		658.0	100%																

Table III – Proportion of OpEx from products or services associated with Taxonomy-eligible and Taxonomy-aligned economic activities

	Proportion of OpEx																			
	Financial year 2023	Year			Substantial Contribution Criteria						DNSH criteria ('Does Not Significantly Harm')									
	Economic Activities (1)	Code (2)	OpEx (3)	Proportion of OpEx, year 2023 (4)	Climate Change Mitigation (5)	Climate Change Adaptation (6)	Water (7)	Pollution (8)	Circular Economy (9)	Biodiversity (10)	Climate Change Mitigation (11)	Climate Change Adaptation (12)	Water (13)	Pollution (14)	Circular Economy (15)	Biodiversity (16)	Minimum Safeguards (17)	Proportion of Taxonomy aligned (A.1.) or eligible (A.2.) OpEx, year 2022 (18)	Category enabling activity (19)	Category transitional activity (20)
	Text		MEURS	%	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
Alignment data	**A. TAXONOMY-ELIGIBLE ACTIVITIES**																			
	A.1. Environmentally sustainable activities (Taxonomy-aligned)																			
	OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)			0%														0%		
	Of which Enabling																			
	Of which Transitional				[redacted]															
Eligibility data	**A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)**																			
					EL;N/EL	EL;N/EL	EL;N/EL	EL;N/EL	EL;N/EL	EL;N/EL	[redacted]									
	Activity 8.1 – Data processing, hosting and related activities	CCM 8.1	63.3	10.1%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								10.4%		
	OpEx of Taxonomy eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		63.3	10.1%	10.1%													10.4%		
	A. OpEx of Taxonomy eligible activities (A.1+A.2)		63.3	10.1%														10.4%		
	B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
	OpEx of Taxonomy non-eligible activities		561.5	89.9%																
	Total		624.8	100%																

9. Annex B. Table of contents as required by Law 11/2018

Content	Amadeus ESG Issue	Material (Y/N)	Page	GRI related indicator
Business model				
• Business model description			4-6	2-1 Organizational details (a, b) 2-6 Activities, value chain and other business relationships
• Geographical presence			4	2-1 Organizational details (c, d)
• Objectives and strategy			6-7	3-3 Management of material topics
• Principal factors and trends that affect future evolution			7-11	3-3 Management of material topics
Reporting Standard			1	1-Foundation
• Materiality analysis			2-3	3-1 Process to determine material topics 3-2 List of material topics
Risks linked to company activity			14-16	3-3 Management of material topics
Fight against corruption and bribery			18-20; 52	
• Measures adopted to prevent corruption and bribery	Ethics and integrity	Y	19	205-1 Operations assessed for risks related to corruption 205-2 Communication and training about anti-corruption policies and procedures
• Measures to fight against money laundering	Ethics and integrity	Y	19	3-3 Management of material topics
• Contributions to charities and non-governmental organizations	Ethics and integrity	Y	19; 52	3-3 Management of material topics
Environmental matters			21-35	
• Current and future potential impact of company operations over the environment			21	3-3 Management of material topics
• Procedures for environmental certifications and evaluations			25	3-3 Management of material topics
• Dedicated resources to prevent environmental risks			21-23	3-3 Management of material topics
• Application of the precautionary principle			21	3-3 Management of material topics
• Provisions in relation to environmental risks			30-31	3-3 Management of material topics

• Pollution: measures to prevent, reduce or restore carbon emissions	Pollution	N	23-25	3-3 Management of material topics
• Circular economy and waste management: measures to reuse, recycle or otherwise prevent waste generation and waste food	Circular economy	N	23-24	306-1 Waste generation and significant waste-related impacts 306-2 Management of significant waste-related impacts 306-3 Waste generated
• Sustainable use of resources			24; 33-35	
◦ Water consumption	Water	N	26; 35	303-1 Interactions with water as a shared resource 303-3 Water withdrawal
◦ Use of raw materials	Use of IT equipment and other resources	N	26-27; 35	301-1 Materials used by weight or volume
◦ Energy consumption (direct and indirect)	Climate change	Y	24-26; 33	302-1 Energy consumption within the organization
◦ Measures to improve energy efficiency	Climate change	Y	24-26	3-3 Management of material topics
◦ Renewable energy use	Climate change	Y	26	302-1 Energy consumption within the organization
• Biodiversity protection	Biodiversity	N	27	3-3 Management of material topics
• Climate change			27-35	
◦ Greenhouse gas emissions	Climate change	Y	34-35	305-1 Direct (Scope 1) GHG emissions 305-2 Energy indirect (Scope 2) GHG emissions 305-3 Other indirect (Scope 3) GHG emissions
◦ Measures to adapt to climate change	Climate change	Y	27-35	3-3 Management of material topics 201-2 Financial implications and other risks and opportunities due to climate change
◦ Mid and long-term emissions targets	Climate change	Y	28	3-3 Management of material topics
Workforce, social and human rights related information			36-51	
Employment			36-44	
• Number of employees by region, gender, age, type of contract and professional category	Talent attraction and retention	Y	36-38	2-7 Employees 405-1 Diversity of governance bodies and employees
• Dismissals by age, gender and professional category	Talent attraction and retention	Y	39	3-3 Management of material topics

• Average remuneration evolution by gender, age and professional category	Talent attraction and retention	Y	39-40	3-3 Management of material topics
• Average remuneration of board members and executive team	Ethics and integrity	Y	41	3-3 Management of material topics
• Pay gap	Diversity and equal opportunities	N	40-42	405-2 Ratio of basic salary and remuneration of women to men
• Work Disconnect policy	Talent attraction and retention	N	42	3-3 Management of material topics
• Employees with disabilities	Diversity and inclusion	N	43	405-1 Diversity of governance bodies and employees
Working-time management			42-44	
• Working-time management	Health, safety and well-being	N	42-44	3-3 Management of material topics
• Hours of absenteeism	Health, safety and well-being	N	44	3-3 Management of material topics
• Work-life balance measures	Health, safety and well-being	N	42-44	3-3 Management of material topics
Health and safety			44	
• Health and safety working conditions	Health, safety and well-being	N	44	403-1 Occupational health and safety management system
• Number of work accidents, Injury rate by gender and Lost day rate, by gender	Health, safety and well-being	N	44	403-9 Work-related injuries
• Occupational disease rates by gender	Health, safety and well-being	N	44	403-10 Work-related ill health
Social dialogue - Relationship with employees			44-46	
• Organization of social dialogue	Talent attraction and retention	Y	44-46	3-3 Management of material topics
• Percentage of employees covered by collective agreements	Talent attraction and retention	Y	46	2-30 Collective bargaining agreements (a)
• Results of collective agreements on health and safety	Health, safety and well-being	N	46	403-4 Worker participation, consultation, and communication on occupational health and safety
• Mechanisms and procedures to promote employee involvement in company management	Talent attraction and retention	Y	44-46	3-3 Management of material topics
Training and development			46-47	
• Policies implemented in the field of training	Talent attraction and retention	Y	46-47	404-2 Programs for upgrading employee skills and transition assistance programs
• Total amount of training hours by professional	Talent attraction and retention	Y	47	404-1 Average hours of training per year per employee

Accessibility for people with disabilities	Diversity and inclusion	N	47-48	3-3 Management of material topics
Equity	Diversity and inclusion	N	48	3-3 Management of material topics
Human rights related information			49-51	
• Implementation of human rights related diligence procedures	Human rights	N	49-51	3-3 Management of material topics 2-25 Processes to remediate negative impacts
• Complaints related to Human Rights violations	Human rights	N	51	406-1 Incidents of discrimination and corrective actions taken
• Compliance with and promotion of agreements in accordance with the ILO related to respect for freedom of association and the right to collective bargaining, elimination of employment discrimination, elimination of forced labor and effective abolition of child labor.	Human rights	N	49-50	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk 408-1 Operations and suppliers at significant risk for incidents of child labor 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor
• Prevention, management and complaints about cases of violation of human rights	Human rights	N	49	3-3 Management of material topics 2-25 Processes to remediate negative impacts 406-1 Incidents of discrimination and corrective actions taken
Social commitment			52-54;59	
• Impact over local development and employment	Travel industry development through Amadeus' IT solutions	Y	52-54	3-3 Management of material topics 413-1 Operations with local community engagement, impact assessments, and development programs
• Impact over local populations and on the territory	Travel industry development through Amadeus' IT solutions	Y	52-54	3-3 Management of material topics 413-1 Operations with local community engagement, impact assessments, and development programs

• Relationships with local stakeholders			52-54	2-29 Approach to stakeholder engagement 413-1 Operations with local community engagement, impact assessments, and development programs
• Association and sponsorship actions	Industry collaboration	N	52; 59	2-28 Membership associations
Relationship with vendors			55-58	
• Inclusion of social, environmental and gender considerations in purchasing policy	Procurement practices	N	55-58	3-3 Management of material topics
• Social and environmental responsibility of vendors	Procurement practices	N	55-58	3-3 Management of material topics 308-1 New suppliers that were screened using environmental criteria 414-1 New suppliers that were screened using social criteria
• Supplier evaluation procedures: Monitoring systems and audits and results	Procurement practices	N	58	3-3 Management of material topics 308-1 New suppliers that were screened using environmental criteria 414-1 New suppliers that were screened using social criteria
Customer services			58-59	
• Measures for customer health and safety	Travel industry development through Amadeus' IT solutions Cybersecurity and data privacy	Y Y	58-59	3-3 Management of material topics
• Customer complaints management and number of complaints received and resolution			58-59	3-3 Management of material topics
Fiscal information			59-65	
• Pre-Tax Results and tax cash paid per country	Solvency and economic performance Compliance, Governance & Business Ethics	Y Y	63-65	207-4 Country-by-country reporting
• Public subsidies received	Compliance, Governance & Business Ethics	Y	65	201-4 Financial assistance received from government

EU Taxonomy as per EU Regulation 2020/852			66-78
• Our activities	Overall description of Amadeus activities in relation to EU Taxonomy Regulation	N	66-67
• Our KPIs and accounting policies	Eligible activities and proportion of turnover, Capex and Opex	N	67-69

Independent Limited Assurance Report on the Consolidated Non-Financial Statement for the year ended December 31, 2023

AMADEUS IT GROUP, S.A. AND SUBSIDIARIES

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Building a better working world

INDEPENDENT LIMITED ASSURANCE REPORT ON THE (CONSOLIDATED) NON-FINANCIAL INFORMATION STATEMENT

Translation of a report originally issued in Spanish. In the event of discrepancy, the Spanish-language version prevails

To the Shareholders of AMADEUS IT GROUP, S.A.:

Pursuant to Article 49 of the Code of Commerce we have performed a verification, with a limited assurance scope, of the accompanying Consolidated Non-Financial Information Statement (hereinafter NFS) for the year ended December 31, 2023, of AMADEUS IT GROUP, S.A., and subsidiaries (hereinafter the Group) that forms part of the accompanying Consolidated Management Report *of* the Group.

The content of the NFS includes additional information to that required by prevailing mercantile regulations in relation to non-financial information that has not been subject to our verification. In this regard, our assignment has been exclusively limited to the verification of the information shown in Annex B "Table of contents as required by Law 11/2018" included in the accompanying NFS.

Responsibility of the Board of Directors

The preparation of the NFS included in the Consolidated Management Report of AMADEUS IT GROUP, S.A. and its content, is the responsibility of the Board of Directors of AMADEUS IT GROUP, S.A. The NFS has been prepared in accordance with the content required by current mercantile regulations and in conformity with the criteria outlined in the selected *Sustainability Reporting Standards of Global Reporting Initiative (GRI standards)* selected, as well as other criteria described in accordance with that indicated for each subject in Annex B "Table of contents as required by Law 11/2018" included in the accompanying NFS.

The Board of Directors are also responsible for the design, implementation and maintenance of such internal control as they determine as necessary to enable the preparation of an NFS that is free from material misstatement, whether due to fraud or error.

They are further responsible for defining, implementing, adapting and maintaining the management systems from which the information necessary for the preparation of the NFS is obtained.

Our independence and quality management

We have complied with independence and other ethical requirements of the International Code of Ethics for Accounting Professionals (including international independence standards) issued by the International Ethics Standards Board for Accountants (IESBA), which is based on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behavior.

Our Firm applies International Standard on Quality Management 1 (ISQM 1), which requires us to design, implement and operate a system of quality management including policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

The engagement team consisted of experts in the review of non-financial information and, specifically, information on economic, social, and environmental performance.

Our responsibility

Our responsibility is to express our conclusions in an independent limited assurance report based on the work performed. Our review has been performed in accordance with the requirements established in the current International Standard on Assurance Engagements 3000 "Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (ISAE 3000 Revised) issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) and the guidelines for verifying Non-Financial Statement, issued by the Spanish Institute of Chartered Accountants (ICJCE).

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained is substantially lower.

Our work consisted in making enquiries of Management and the various Group units participating in the preparation of the NFS, reviewing the process for gathering and validating the information included in the NFS, and applying certain analytical procedures and selective tests by means of sampling as described below:

- Meetings with the Group's personnel to obtain an understanding of the business model, policies and management approaches applied, the main risks related to these matters and obtain the necessary information for our external review.
- Analysis of the scope, relevance and integrity of the content included in the NFS for the year 2023 based on the materiality analysis made by the Group and described in chapter 1 "Introduction", considering the content required by prevailing mercantile regulations.
- Analysis of the processes for gathering and validating the data included in the 2023 Non-Financial Information Statement.
- Review of the information on the risks, policies and management approaches applied in relation to the material aspects included in the 2023 NFS.

- Check, through tests, based on a selection of a sample, the information related to the content of the 2023 NFS and its correct compilation from the data provided by the information sources.

- Obtaining a representation letter from the Board of Directors and Management.

Paragraph of emphasis

Pursuant to Regulation (EU) 2020/852 of the European Parliament and of the Council of June 18, 2020 on the establishment of a framework to facilitate sustainable investment, and pursuant to the Delegated Acts enacted in accordance with the provisions of that Regulation, undertakings shall disclose information on how and to what extent the undertaking's activities are associated with eligible economic activities in relation to the following environmental objectives: the sustainable use and protection of water and marine resources, the transition to a circular economy, pollution prevention and control, and the protection and restoration of biodiversity and ecosystems (other environmental objectives). For certain new activities included in the climate change mitigation and adaptation objectives, undertakings shall disclose for the first time for the year 2023 additional information on eligible and aligned activities that was already required in 2022 in relation to the climate change mitigation and adaptation objectives. As a result, no comparative information on eligibility has been included in the accompanying NFS in relation to other environmental objectives listed above or to the new activities included in the climate change mitigation and adaptation objectives. Additionally, to the extent that the information relating to 2022 was not required with the same level of detail as in 2023, the information disclosed in the accompanying NFS is not strictly comparable, either. Furthermore, it should be noted that AMADEUS IT GROUP S.A.'s directors have included information on the criteria that, in their opinion, allow for better compliance with the aforementioned obligations. These criteria are defined in Note Annex A "EU Taxonomy as per Regulation 2020/852" of the accompanying NFS. Our conclusion is not modified in respect of this matter.

Conclusion

Based on the limited assurance procedures conducted and the evidence obtained, nothing has come to our attention that causes us to believe that the Group's NFS for the year ended December 31, 2023 has not been prepared, in all material respects, in accordance with the contents required by current commercial regulation and the criteria of the selected GRI standards, as well as other criteria, described as explained for each subject matter in the Annex B "Table of contents as required by Law 11/2018" of the aforementioned NFS.

Use and distribution

This report has been prepared as required by current mercantile regulation in Spain, thus it may not be suitable for any other purpose or jurisdiction.

ERNST & YOUNG, S.L.

(Signature on the original in Spanish)

Elena Fernández García

February 27, 2024