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

Non-Financial Information Statement and sustainability information 2025

The Board of Directors, in the meeting held on February 26, 2026, has drawn-up, together with the consolidated Annual Accounts for the year ended on December 31, 2025, the corresponding consolidated Directors' Report which, amongst other documents, includes by reference, the attached Non-Financial Information Statement and sustainability information. The Statement includes the corresponding Independent Limited Assurance Report from the external auditor EY.

Madrid, 27 February 2026

Amadeus IT Group, S.A.

Amadeus IT Group, S.A. and Subsidiaries

Non-Financial Information Statement and sustainability information 2025

(This document is part of the consolidated Directors' report for the year ended December 31, 2025, formulated by the Board of Directors at the meeting held on February 26, 2026)

amadeus

Amadeus IT Group, S.A. and Subsidiaries

Non-Financial Information Statement and sustainability information 2025

(This document is part of the consolidated Directors' report for the year ended December 31, 2025, formulated by the Board of Directors at the meeting held on February 26, 2026)

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1. GENERAL INFORMATION

ESRS 2 - GENERAL DISCLOSURES

Through this document —Non-Financial Information Statement and sustainability information 2025— Amadeus complies with the Law 11/2018, of December 28, 2018 on non-financial information statements, and the Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment, and amending Regulation (EU) 2019/2088. It has been produced in accordance with Directive (EU) 2022/2464 of the European Parliament and of the Council as regards corporate sustainability reporting (CSRD), and the European Sustainability Reporting Standards (ESRS) (Set 1, 2023), and using new flexibilities, introduced by the "Quick Fix" Delegated Act[1]. This report is completed with certain elements of the law11/2018[2], included in *Annex I - Non-financial and diversity reporting requirements (Law 11/2018)*.

Basis for preparation

ESRS 2 BP-1- General basis for preparation

The Non-Financial Information Statement and sustainability information of Amadeus IT Group, S.A. and subsidiaries (hereafter, Amadeus, the "Amadeus Group", the "company" or "the Group")[3] for the year ended December 31, 2025, has been prepared in compliance with the Law 11/2018, of December 28, 2018 on non-financial information statements, in accordance with the CSRD and the ESRS (Set 1, 2023), and using new flexibilities, introduced by the "Quick Fix" Delegated Act. This statement outlines Amadeus' business model, risk management, governance, and sustainability performance, including relevant metrics.

The section *Disclosures pursuant to Article 8 of Regulation (EU) 2020/ 852 (Taxonomy Regulation)* of this document details Amadeus' compliance with these EU requirements. This Non-Financial Information Statement and sustainability information is part of the consolidated Directors' Report for the year ending December 31, 2025.

This report uses the same consolidation scope as the Amadeus consolidated annual accounts. covering Amadeus IT Group, S.A. and its controlled entities listed in the appendix of that document, unless stated otherwise[4]. ESRS 2-BP-1 p. 5 a , ESRS 2-BP-1 p. 5 b i

Principal elements of Amadeus' upstream and downstream value chain have been considered in the double materiality assessment process, as described in section *ESRS 2 IRO-1- Description of the*

[1] Available at https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L_202501416

[2] By December 31, 2025, the CSRD had not yet been incorporated into Spanish law. In November 2025, Spain's National Securities Market Commission (CNMV) and the Accounting and Auditing Institute (ICAC) released a joint statement to guide companies on sustainability reporting for 2025. They recommended that major issuers align their reporting with the EU's CSRD and ESRS, even though these have not yet been fully transposed in Spain. The guidance also suggested using new options like the "Quick Fix" while still complying with Law 11/2018, aiming to ensure that 2025 fiscal year reports provide data comparable across the EU. Following this guidance, Amadeus has prepared its Non-Financial Information Statement and Sustainability information.
This report has been completed with certain elements of the law 11/2018, included in *Annex I - Non-financial and diversity reporting requirements (Law 11/2018)*.

[3] Amadeus IT Group, S.A. is the parent company of the Amadeus Group ('the Group').

[4] Throughout 2025, the consolidated scope has undergone slight adjustments, as Amadeus has acquired, liquidated, sold, merged or set up some companies during the year. Further information regarding these perimeter changes can be found in section *Note 2.3 Consolidation scope* of the consolidated annual accounts. Additionally, the *Appendix* of that document lists the subsidiaries, associates and joint-ventures in which the Group has direct or indirect interests as of December 31, 2025 and 2024. In limited cases where data for a specific metric from an acquired legal entity has not been accessible, this is indicated in the relevant section.

processes to identify and assess material impacts, risks and opportunities. Sustainability information related to non-consolidated entities and Amadeus' value chain is clearly identified. ESRS 2-BP-1 p. 5 c

This Non-Financial Information Statement and sustainability information 2025 has been produced using various information sources and internal systems, and being guided by the principles of relevance, faithful representation, comparability, verifiability and understandability.

Throughout the document, Amadeus units or areas will be called by their official company names, typically in English, unless specified otherwise. To maintain information traceability, these names will not be adapted nor translated. This same approach is used for naming certain key company aspects.

The company has chosen not to make public disclosures regarding certain internal information in cases involving sensitive information, which is clearly marked as such.ESRS 2-BP-1 p. 5 d

ESRS 2 BP-2- Disclosures in relation to specific circumstances

Time horizons

Amadeus utilizes the timeframes outlined in ESRS 1; however, certain additional considerations have been taken into account for aspects linked to climate change risks and opportunities[5]. ESRS 2-BP-2 p. 9 a , ESRS 2-BP-2 p. 9 b

Value chain estimation

Value chain data has been estimated to calculate scope 3 emissions, as explained in the corresponding section, including the level of accuracy[6]. ESRS 2-BP-2 p. 10 a , ESRS 2-BP-2 p. 10 b ,ESRS 2-BP-2 p. 10 c

Amadeus will work to obtain direct value chain data in the coming years. ESRS 2-BP-2 p. 10 d

Sources of estimation and outcome uncertainty

Amadeus discloses some metrics based on certain assumptions and estimations. This encompasses, information on environment-related metrics, including those related to climate change, scope 1, 2 and 3 emissions and/or energy consumption. Notably, for scope 3 emissions, a minor portion has been calculated utilizing primary data obtained from the Amadeus value chain, whereas the rest relies on estimations. Details regarding the sources of estimation and any uncertainties are provided in the relevant sections, when applicable. ESRS 2-BP-2 p. 11 a ,ESRS 2-BP-2 p. 11 b i , ESRS 2-BP-2 p. 11 b ii

Additionally, forward-looking information based on the best knowledge available at the time of preparation has been included. Nevertheless, future events may change these predictions. This applies to information regarding risks and opportunities, including their qualitative financial effects. Nevertheless, it is important to mention that this document does not include quantitative parameters or monetary related amounts.ESRS 2-BP-2 p. 11 b i

Changes in preparation or presentation of the sustainability information

In 2025, Amadeus revised its materiality assessment as part of the process of refreshing its sustainability strategy and roadmap. See section *ESRS 2 IRO-1- Description of the processes to identify and assess material impacts, risks and opportunities* for more details.

As a result, new material impacts, risks and opportunities have been identified. The corresponding information has been included in this report, considering phase-in provisions and the new flexibilities -Quick Fix- (please refer to section below). ESRS 2-BP-2 p. 13 a

[5] See section *ESRS 2 - IRO-1 - Description of the processes to identify and assess material climate-related impacts, risks and opportunities.*
[6] See for instance section *E1 - 6 - Gross Scopes 1, 2, 3 and total GHG emissions.*

Additionally, some minor updates have been made in some disclosure requirements or individual metrics which are also explained in the corresponding sections:

- The greenhouse gas emissions inventory has been reviewed and some adjustments were made following the requirements of the Science Based Targets initiative (SBTi). Amadeus has revalidated its near-term and net-zero science-based targets SBTi. See section *ESRS E1 - Climate change* for further details.
- The Amadeus Environmental Management System coverage expanded from 14 major sites in 2024 to 20, representing 81% of the total Amadeus offices surface, and 78% of the total Amadeus workforce worldwide. The impact of the remaining locations is then estimated by applying average consumption rates per net area derived from these major sites. Such modifications do not bring about notable differences.
- The Non-financial Information Statement and sustainability information for 2024 omitted data related to companies acquired during that year for certain specific Own-workforce metrics. This missing information has been incorporated into the 2025 disclosures. Likewise, for companies acquired in 2025, some metrics are absent from this document if the relevant data was not accessible. To promote transparency, the scope for each metric is clearly detailed within the appropriate table. Additionally, the collective agreement related information has been adjusted and reclassified by region to ensure compliance, as indicated in the corresponding section.

Disclosures related to other legislation or generally accepted sustainability reporting standards

The Consolidated Non-Financial Information Statement and sustainability information 2025 includes information required by other regulations[7]: ESRS 2-BP-2 p. 15

- The Regulation EU 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment, and amending Regulation (EU) 2019/2088.
- Commission Delegated Regulation (EU) 2020/1818 of 17 July 2020 supplementing Regulation (EU) 2016/1011 of the European Parliament and of the Council as regards minimum standards for EU Climate Transition Benchmarks and EU Paris-aligned Benchmark.
- Regulation (EU) 2021/1119 of the European Parliament and of the Council of 30 June 2021 establishing the framework for achieving climate neutrality and amending Regulations (EC) No 401/2009 and (EU) 2018/1999 .
- Commission Implementing Regulation (EU) 2022/2453 of 30 November 2022 amending the implementing technical standards laid down in Implementing Regulation (EU) 2021/637 as regards the disclosure of environmental, social and governance risks.
- Commission Delegated Regulation (EU) 2020/1816 of 17 July 2020 supplementing Regulation (EU) 2016/1011 of the European Parliament and of the Council as regards the explanation in the benchmark statement of how environmental, social and governance factors are reflected in each benchmark provided and published.

Incorporation by reference

This document incorporates all details mandated by the relevant framework within its main sections. Supplementary references to external documents are included to offer further insights that enhance the material discussed in this report.ESRS 2-BP-2 p. 16

[7] See, for instance, section *ESRS 2 - IRO-2- Disclosure Requirements in ESRS covered by the undertaking's sustainability statement.*

Use of phase-in provisions

Relying on the phase-in provisions of ESRS, in accordance with the provisions of *Appendix C of ESRS 1 List of Phase-in Disclosure requirements*, and the "Quick Fix" Delegated Act, Amadeus opts to: ESRS 2-BP-2 p. 17 a

ESRS	Disclosure requirement	Full name of the Disclosure Requirement	Use of phase-in provisions
ESRS 2	SBM-1	Strategy, business model and value chain	Breakdown of total revenue by significant ESRS sectors will be reported when/ whether the European Commission adopts the corresponding delegated act.
ESRS 2	SBM-3, par 48	Material impacts, risks and opportunities and their interaction with strategy and business model	Anticipated financial effects of Amadeus material risks and opportunities will be reported in future reports.
ESRS E1	E1-9	Anticipated financial effects from material physical and transition risks and potential climate -related opportunities	Amadeus has opted to use the phase-in allowance regarding the financial effects from material physical and transition risks and potential climate-related opportunities, given the complexity and uncertainty of the calculations of these financial effects. Nevertheless, the company provides the related qualitative information in this report.
ESRS S1	S1-11	Social protection	Amadeus has opted to use the phase-in allowance
ESRS S2	—	Workers in the value chain	Amadeus has opted for making use of the temporary exemptions for these topical standards, as established in the "*Quick-fix" Delegated Act*. Consequently, in this report certain summarized information on the topics concerned may be found, in accordance to the ESRS 2, General Disclosures, paragraph 17.
ESRS S3	—	Affected communities	
ESRS S4	—	End users and consumers	

Updating disclosures about events after the end of the reporting period

No major events from January 1st, 2026, onwards have been included in the 2025 Non-Financial Information Statement and sustainability report.

Governance

ESRS 2 GOV-1 - The role of the administrative, management and supervisory bodies

The Board of Directors is Amadeus' highest representative, administrative, managerial and controlling body. It sets out the company's general guidelines and economic objectives (financial and non-financial) and carries out the company's strategy (steering and implementation of company policies), supervision activities (management control) and communication functions (liaising with shareholders).

The Spanish Capital Companies Act also gives further powers to the Board of Directors, some of which are non-delegable. In this regard, the Board of Directors is the responsible body for policies on, among others:

- Corporate Social Responsibility.
- Dividends.
- Risk management and control (including fiscal risks).
- Corporate governance.
- Tax strategy.

- Related-party transactions (other than those reserved for the General Shareholders' Meeting), with delegation faculties under certain circumstances.

Moreover, it is responsible for the definition of the company's sustainability policy (relating to environmental, social and corporate governance matters, among others) and that of the Group; its organization and functioning and, in particular, the approval and amendment of its own regulations.

Additionally, among its responsibilities lie risk management, which includes transition and physical risks related to climate change and other sustainability related risks. The Board also reviews and approves Amadeus' sustainability strategy.

Amadeus recognizes and embraces the benefits of having a diverse Board and sees increasing diversity of knowledge, experience, and gender at Board level as an essential element in the continued improvement of the Board's effectiveness. The Board includes and makes good use of differences in its Directors' skills, regional and industry experience, background, race, gender and other distinctions. These are considered in determining the optimum composition of the Board and are balanced appropriately. Board appointments are made on merit in terms of skills, experience, independence and knowledge that can contribute to the Board's effectiveness.

The Board of Directors of Amadeus is composed of a minimum of five (5) and a maximum of fifteen (15) members. As of December 31, 2025, it consists of a total of twelve (12) members, one executive director, Mr. Luis Maroto Camino, President and CEO of Amadeus, and eleven (11) external non-executive directors, all of them independent (91.67%)[8]:ESRS 2-GOV-1 p. 21 a , ESRS 2-GOV-1 p. 21 e

- Female Directors represent 41.67% of the members of the Board of Directors as of December 31, 2025 (45.45% in 2024). ESRS 2-GOV-1 p. 21 d
- Seven (7) nationalities are represented on the Board (one more than in 2024).
- The age of the members of the Board ranges from 50 to 70, unchanged from the previous year.

Amadeus does not have board-level employee representation since it is not applicable in the Spanish legislation. ESRS 2-GOV-1 p. 21 b

Members of the Board of Directors are appointed by resolution of the General Shareholders' Meeting for an initial period of three years. After this, they can be re-elected for additional periods of one year, with no limit.

Amadeus has had a Directors' Selection Policy in place since 2016, which was updated in 2022 with the June 2020 recommendations from the Spanish Good Governance Code of Listed Companies.

This selection process looks at a range of factors, including but not restricted to:

- The business's current strategy;
- The Board's composition, especially its members' industry, functional and geographic experience;
- The Board's diversity, especially but not limited to gender diversity.

The financial and industry expertise, broad management skills and dedication of Directors have contributed significantly toward the quality and efficiency of the Board's operations and committees. Among the Board members there is a diversity of professional experience, competencies and background, as it is evidenced in the self-assessment that the Board of Directors carries out every year[9].ESRS 2-GOV-1 p. 21 c,ESRS 2-GOV-1 p. 23, ESRS G1.GOV-1 p. 5 b

[8] 90.9% en 2024.
[9] No members of the Board of Directors, Executive Management Group or management team of Amadeus have held roles in public administration or regulatory bodies in the two years prior to the 2025 reporting period.

Therefore, most members of the Board possess expertise, competencies and/or relevant experience in the sectors in which Amadeus operates, in sustainability matters and in business conduct matters. Those skills and expertise are key to properly monitor and oversee sustainability matters.

Additionally, the members of the Board of Directors continually develop and update their knowledge through tailor-made training sessions. In this regard, in 2025, a training plan of three (3) sessions was carried out. In particular, the training sessions covered the following topics: Artificial Intelligence, IFRS 18 and DORA & NIS2. Furthermore, the Board constantly monitors sustainability matters (with annual information updates) as well as Risk and Compliance and Cybersecurity matters (with half-year information updates), among others.ESRS 2-GOV-1 p. 23 a

Moreover, the Board of Directors or its Committees may receive assistance from internal or external subject experts to discuss matters (of certain importance and complexity) in their meeting sessions (see section *ESRS 2 GOV-2 – Information provided to and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies*). ESRS 2-GOV-1 p. 23 b

Composition of the Board of Directors as of December 31st, 2025

Name of Director	Director category	Position on the Board	Member of Committees[1]	Diversity		
				Gender	Nationality	Age distribution
Mr. William Connelly	External Independent	Chair		Male	French	>65
Mr. Stephan Gemkow	External Independent	Vice-Chair	AUDIT	Male	German	60-65
Mr. Luis Maroto Camino	Executive Director	CEO		Male	Spanish	60-65
Mrs. Pilar García Ceballos-Zúñiga	External Independent	Director	AUDIT	Female	Spanish	60-65
Mr. Peter Kürpick	External Independent	Director	REMCO	Male	German	55-60
Mrs. Xiaoqun Clever-Steg	External Independent	Director	REMCO	Female	German	50-55
Mrs. Jana Eggers	External Independent	Director		Female	US	55-60
Mrs. Amanda Mesler	External Independent	Director	AUDIT, REMCO	Female	US	60-65
Mrs. Eriikka Söderström	External Independent	Director	AUDIT (Chair)	Female	Finnish	55-60
Mr. David Vegara Figueras	External Independent	Director	AUDIT	Male	Spanish	55-60
Mr. Frits Dirk van Paasschen	External Independent	Director	REMCO (Chair)	Male	US/Dutch	60-65
Mr. Leo Puri	External Independent	Director	REMCO	Male	British	60-65

[1] AUDIT: Audit Committee; REMCO: Nominations and Remuneration Committee.

The Board of Directors is supported by the Audit Committee and the Nominations and Remuneration Committee (consisting of five non-executive Directors each), both with responsibility over sustainability matters. In this regard, the Audit Committee of the Board supervises compliance with Amadeus' sustainability strategy and related policies, including the company's performance. This process is carried out on a recurrent basis.ESRS 2-GOV-1 p. 22 b , ESRS 2-GOV-1 p. 22 c i , ESRS 2-GOV-1 p. 22 c ii

As reflected in the Regulations of the Audit Committee of Amadeus IT Group, S.A, the fundamental responsibilities of the Audit Committee are to advise the Board of Directors and supervise, without intervention in the execution or management of the company's Senior Management and executive bodies. In this regard, the Audit Committee is responsible for, among others[10]:ESRS 2-GOV-1 p. 22 b

[10] See "Regulations of the Audit Committee of Amadeus IT Group, S.A", section "4", available at Amadeus website (https://amadeus.com/content/dam/amadeus/corporate/documents/en/investors/all-years/corporate-governance/audit-committee-regulations.pdf).

- the "supervision of financial and non-financial information" (which includes, among others, to supervise the reporting information related to sustainability matters and the effectiveness of control and risk management systems, evaluating the progress and degree of advancement of the sustainability plans and objectives established by the Board of Directors, both operational and strategic).
- the "supervision of the management and control of the financial and non-financial risks" (which includes, among others, to supervise the effectiveness of internal control and risk management systems as a whole, embracing both financial and non-financial risks, including operational, technological, legal, sustainability, political and reputational or those related to corruption).
- the "supervision of internal audit" (which includes, among others, to supervise the internal audit plan, verifying that the plan covers the main financial and non-financial risks, and reflects suitable coordination with other existing assurance functions, such as risk management and control and regulatory compliance, as well as with the statutory auditor and the sustainability assurance provider).
- the "relations with the statutory auditor and with the sustainability assurance provider" (which includes, among others, to review, in conjunction with the statutory auditor and the sustainability assurance provider, the content of the reporting information related to sustainability matters, the audit report and of the additional report accompanying the audit work).
- moreover, it is responsible for supervising the compliance with the company's policies in sustainability related matters, and internal rules of conduct.

The Nominations and Remuneration Committee also includes among its responsibilities some sustainability matters, among which are the following[11]:ESRS 2-GOV-1 p. 22 b

- to favor diversity of knowledge, experience, age and gender and, with respect to gender, to establish a goal for representation of the gender least represented on the Board of Directors, and develop guidance on how to achieve that goal;
- to evaluate the competence, knowledge and experience necessary in the members of the Board of Directors, analyze the other activities of each Director and specify the required profile and capacities;
- to draw up a matrix of the Board's competencies, which will be reviewed on a regular basis, depending on the challenges and opportunities that the company is expected to face in the short, medium and long term;
- to set-up sustainability goal achievements of the company as part of the variable remuneration of the executive management team, and the employees in general.

Having Amadeus' CEO serve as the Executive Director of the Board of Directors strengthens the communication between the Board and the company's management team, enhancing the efficiency of the Board's decision-making process. Following a transitional phase during which Amadeus' President and CEO assumed direct responsibility for sustainability matters, this area has developed significantly. As a result, responsibility has now been passed to the Executive Committee.

In 2024, Amadeus established the Sustainability (ESG) Steering Committee to review the status of and compliance with the company' sustainability strategy and make key strategic decisions related to sustainability. This committee is a delegated advisory and decision-making body of the Amadeus

[11] See Art. 6 of the "Regulations of the Nominations and Remuneration Committee of Amadeus IT Group, S.A", regarding to the Committee responsibilities, available at Amadeus website (https://amadeus.com/content/dam/amadeus/corporate/documents/en/investors/all-years/corporate-governance/regulation-remco-december23.pdf).

Executive Committee and consists of 16 members, including two from the Executive Committee. The committee's sponsor, the SVP, Chief Corporate & Legal Affairs Officer of Amadeus, reports to the Executive Committee and/or the CEO on any significant issues raised during Sustainability (ESG) Steering Committee meetings. The Executive Committee serves as the final authority on decisions.
NEIS 2-GOV-1 p. 22 c i, NEIS 2-GOV-1 p. 22 c ii

The Sustainability (ESG) Steering Committee is tasked with identifying impacts, risks and opportunities, recommending and validating mitigation actions, prioritizing opportunities, and facilitating execution. In terms of long-term goals and targets, this committee is responsible for recommending goal adjustments and monitoring progress toward achieving them.

Finally, the Sustainability Office oversees the company's progress on sustainability, ensuring alignment with Amadeus' sustainability ambitions, and adapting to market trends and requests. It is responsible for developing the sustainability strategy, implementing key projects, managing sustainability reporting, and making critical sustainability decisions, leveraging both the Sustainability (ESG) Steering Committee and the Executive Committee to drive Amadeus' sustainability efforts forward.

Sustainability responsibilities, including those related to the impacts, risks and opportunities in sustainability matters ESRS 2-GOV-1 p. 22 a , ESRS 2-GOV-1 p. 22 c AR 4, ESRS 2-GOV-1 p. 22 c i , ESRS 2-GOV-1 p. 22 c ii , ESRS 2-GOV-1 p. 22 c iii , ESRS 2-GOV-1 p. 22 d

Board of Directors

- Reviews and approves Amadeus' sustainability strategy.
- Ensures compliance with those additional sustainability related principles that the company decides to adopt.
- Approves the sustainability policy of the company and of the Group, its organization and functioning and, in particular, the approval and amendment of its own Regulations.
- Defines the policy for management and control of risks, and supervision of the internal information and control systems.
- Risk management (which includes transition and physical risks related to climate change and other sustainability related risks).

Audit Committee

- Supervises financial and non-financial information (which includes, among others, to supervise the reporting information related to sustainability matters and the effectiveness of control and risk management systems, evaluating the progress and degree of advancement of the sustainability plans and objectives established by the Board of Directors, both operational and strategic).
- Supervises the management and control of the financial and non-financial risks (which includes, among others, to supervise the effectiveness of internal control and risk management systems as a whole, embracing both financial and non-financial risks, including operational, technological, legal, sustainability, political and reputational or those related to corruption).
- Supervises the internal audit (which includes, among others, to supervise the internal audit plan, verifying that the plan covers the main financial and non-financial risks, and reflects suitable coordination with other existing assurance functions, such as risk management and control and regulatory compliance as well as with the statutory auditor and the sustainability assurance provider).
- It is responsible for the "relations with the statutory auditor and with the sustainability assurance provider" (which includes, among others, to review, in conjunction with the statutory auditor and the sustainability assurance provider, the content of the reporting information related to sustainability matters, the audit report and of the additional report accompanying the audit work).
- Supervises the compliance with the company's policies in sustainability related matters, and internal rules of conduct.

Nominations and Remuneration Committee

- Favors diversity of knowledge, experience, age and gender and, with respect to gender, to establish a goal for representation of the gender least represented on the Board of Directors, and develop guidance on how to achieve that goal.
- Evaluates the competence, knowledge and experience necessary in the members of the Board of Directors, analyzes the other activities of each Director and specifies the required profile and capacities.
- Draws up a matrix of the Board's competencies, which is reviewed on a regular basis, depending on the challenges and opportunities that the company is expected to face in the short, medium and long term.
- To set-up sustainability goal achievements of the company as part of the variable remuneration of the executive management team, and the employees in general.

Executive Committee

Assumes direct responsibility for sustainability matters and acts as final validator of decisions made by the Sustainability (ESG) Steering Committee.

Sustainability (ESG) Steering Committee

- Acknowledges regulations and standards, validates mitigation actions, and facilitates execution.
- Acknowledges risk management updates, recommends and validates mitigation actions, and facilitates execution.
- Approves relevant policies.
- Recommends evolution of long-term goals and targets.
- Prioritizes investment opportunities and advocates for budget allocation.
- Reviews proposals for sustainability (ESG) Governance structure.
- Influences communication.

Sustainability Office

- Defines Amadeus sustainability ambition, strategy and proposes targets.
- Identifies & analyzes regulations and standards.
- Identifies gaps and proposes mitigation actions.
- Elaborates policies, proposes approval process for relevant policies.
- Prepares and coordinates the sustainability reporting materials.
- Defines goals and monitors execution of sustainability ambition and progress towards targets.
- Identifies opportunities to uplift Amadeus' sustainability ambition and qualify opportunities.

Areas/Units at Amadeus

- Sustainability is cascaded through the organization: action owners across Amadeus are in charge of executing actions.

ESRS 2 GOV-2 – Information provided to and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies

As included in the Regulations of the Board of Directors, the Board on a plenary basis is responsible for approving the company's strategy, the organization for its implementation, as well as the supervision and control of the company's management in order to ensure that it complies with the objectives set and respects the corporate object and interest.

This strategy has been defined by a set of strategic pillars for the company, guided by its material topics and values, and based on operating pillars, sustainability among others (see *Sustainability related goals, in section ESRS 2 SBM-1- Strategy, business model and value chain*, for more details). This is how Amadeus embedded sustainability topics, and the related impacts, risks and opportunities, into the core of the strategy, operations, and culture of the Group. Furthermore, this explains the mechanism used by the Board of Directors to consider sustainability matters while overseeing the Amadeus strategy. ESRS 2-GOV-2 p. 26 b

Additionally, the Board of Directors monitors and discusses the progress on sustainability matters at least once a year (through information updates), with the assistance of the Head of the Sustainability Office, in addition to individual updates as deemed necessary by relevant functional owners. Thus, the Board provides feedback that influences the development of relevant sustainability initiatives and, if required, decides upon these matters. ESRS 2-GOV-2 p. 26 a

As previously indicated, the Board constantly monitors sustainability related issues (with annual information updates) as well as Risk and Compliance and Cybersecurity issues (with half-year information updates), among others. Also, training sessions in Artificial Intelligence, IFRS 18 and DORA & NIS2 were also held during the year. ESRS 2-GOV-2 p. 26 b , ESRS 2-GOV-2 p. 26 c

Throughout the year, the Audit Committee of the Board has supervised compliance with Amadeus' sustainability strategy and related policies, including the company's sustainability performance. In this regard, it usually includes Risk and Compliance matters on the agenda of its ordinary meetings, which dealt in detail with risks, including sustainability related risks and non-financial information risks and control, among others, in order to identify the top risks, trends and the mitigating actions to put in place, in case required (see section *GOV-5 – Risk management and internal controls over sustainability reporting* for more information about the Amadeus risk management framework). The Audit Committee also supervises compliance with Amadeus policies regarding ethics and business conduct matters. ESRS 2-GOV-2 p. 26 a , ESRS 2-GOV-2 p. 26 b

As for the Nominations and Remuneration Committee, it also includes matters linked to sustainability in its sessions. In particular, they are mainly related to the analysis of diversity on the Board of Directors (as regards to knowledge, experience, age, gender and competencies of Board members, among others) and related topics. ESRS 2-GOV-2 p. 26 c

The list of the specific material impacts, risks and opportunities addressed by the Board of Directors and its Committees during 2025 is detailed in section *4. Impact, Risk and Opportunities Management*.

GOV-3 – Integration of sustainability-related performance in incentive schemes

Remuneration of the Board of Directors is set in line with the Directors' Remuneration Policy 2025-2027, approved by the 2024 General Shareholders Meeting[12,13].

[12] This information is consistent with the remuneration report prescribed in articles 9a and 9b of Directive 2007/36/EC on the exercise of certain rights of shareholders in listed companies.
[13] To elaborate this policy, the Nominations and Remuneration Committee asked Willis Towers Watson and Deloitte to research pay practices at similar companies and review the latest guidance. The new policy is based on market standards, best practices, investor guidelines, and the company's needs.
The Policy is available at https://corporate.amadeus.com/documents/en/investors/2024/annual-general-meeting/directors-remuneration-policy-2025-2027.pdf

Directors remuneration principles						
Link between remuneration and value creation	Competitiveness	Suitability	Pay equity	Good governance	Sustainability	Transparency and clarity

- Amadeus includes sustainability-related metrics in the annual incentive scheme for the Executive Directors[14]. The total remuneration for the Executive Director is based on non-performance elements (fixed remuneration) and variable pay (short- and long-term incentive).

Total remuneration for the Executive Director ESRS 2-GOV-3 p. 29 , ESRS 2-GOV-3 p. 29 a	
Non-performance elements	**Variable pay** ESRS 2-GOV-3 p. 29 b
Fixed remuneration • Base Salary • Allowances • Benefits (in kind or allowances) • Director's fees	Short-term incentive – Annual Bonus • Annual bonus plan payable in cash which may be subject to deferral conditions Long-term incentive • Plans settled in shares, cash or combination of both, which vest on service and performance conditions Both the short-term and the long-term incentives could include a combination incentivizes and rewards performance in a combination of Company financial, non-financial (including environmental, social and governance) and/or individual objectives. Financial metrics will normally have a minimum weight of 70%. Non-financial metrics, which may typically include environmental, social and governance indicators, have a robust measurement process which assesses qualitative and quantitative information. The combined weight of non-financial metrics shall not exceed 30%.

In particular, the 2025 performance objectives for the short-term incentive – Annual Bonus - included financial goals, weighted of 88%, and sustainability goals, with a weighting of 12%. ESRS 2-GOV-3 p. 29 d

- Financial: revenue, EBITDA, adjusted earnings per share (EPS).
- Sustainability[15]. Each metric is selected from the broad catalog of sustainability targets. Consequently, there is a clear alignment between the metrics and the sustainability strategy of Amadeus: ESRS 2-GOV-3 p. 29 b ,ESRS 2-GOV-3 p. 29 c

Sustainability dimension	Metric	Weight NEIS 2-GOV-3 p. 29 d
Environmental	Electricity per employee (kWh per FTE)	2.4 %
Environmental	Net CO2 emissions (tons of CO2)	2.4 %
Social	Community Investment (€ m)	2.4 %
Social	Training hours per employee	2.4 %
Governance	Cybersecurity training	2.4 %

These metrics, selected by the Nominations and Remuneration Committee, are clear, measurable goals that match Amadeus' sustainability strategy and short-term company objectives.

At the end of 2025 and beginning of 2026, the Nominations and Remuneration Committee has reviewed performance against these targets and determined that a payout is appropriate considering the level of achievement in relation to target[16]. Refer to the Amadeus Directors' remuneration report 2025 (section *Annual bonus*, included in part 7. *Compensation of the Executive Director (planned for year 2026 and accrued in 2025))* for further details in relation to the Annual bonus and the sustainability related metrics. ESRS 2-GOV-3 p. 29 e

[14] As of December 31, 2025 the only director that has executive functions is the Chief Executive Officer of the Company.
[15] These metrics were discussed by the Nominations and Remuneration Committee at the February 2025 session.
[16] The Nominations and Remuneration Committee approves and reports to the Board on their compliance against targets and their definition. The Board of Directors oversees these aspects through the committee reports and approves the proposal of the Director's Remuneration Report to be submitted to the General Shareholders' Meeting for an advisory vote, pursuant to article 541.4 of the Spanish Capital Companies Act, which forms part of the stand-alone and consolidated Directors' Report.

- With respect to the remuneration of the Non-Executive Directors, it consists of a fixed fee. They are remunerated with respect to their effective dedication and responsibility. The Chairman and Non-Executive Directors do not participate in any incentive linked to Company performance or pension plans, nor are they entitled to attendance fees. Only verified travel and overnight accommodation expense incurred in attending Board meetings and/or any Board committee meetings are reimbursed.

Amadeus also includes sustainability performance in incentive plans for all employees. The same sustainability metrics used in the Executive Director Annual Bonus are part of the bonus schemes for staff and management. ESRS 2-GOV-3 p. 29 b ,ESRS 2-GOV-3 p. 29 c

GOV-4 – Statement on due diligence

Amadeus systematically identifies and addresses potential negative impacts on sustainability—including those related to human rights—by integrating them into its double materiality assessment process. The Company adheres to the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises.

The objective is to proactively prevent and mitigate possible human rights and environmental impacts that may arise within Amadeus or throughout its value chain, with particular attention to third parties, while also fulfilling the expectations and regulatory requirements.

In 2025, Amadeus strengthened its due diligence practices by placing greater emphasis on stakeholder input during the identification and, where relevant, assessment of risks and impacts, including those related to human rights and the environment. Additional details on this initiative can be found in section *ESRS 2 SBM-2- Interests and views of stakeholders.*

Furthermore, at the end of 2025, Amadeus has launched a project to enhance its due diligence process. Its objective is to establish a robust foundation for future evaluations and to introduce further improvements through a detailed analysis of its value chain. In this regard, a new methodology has been defined which focuses on assessing key sectors and geographies to identify actual and potential human rights adverse impacts across its upstream, own operations and downstream. The company has set the target to carry out an human rights assessment on 80% of operations by 2026.

The following table outlines how Amadeus incorporates the main components of due diligence, with relevant information on the due diligence process provided in applicable sections of this report.

Core elements of sustainability Due Diligence ESRS 2-GOV-4 p. 30

Embedding due diligence in governance, strategy and business model More details at: ESRS 2 GOV-2 ESRS E1-1 ESRS S1-1 Strategy and policies related to workers in the value chain - Training and skills development Strategy and policies related to affected communities - Socio-economic empowerment Strategy and policies related to end users and consumers - Accessibility, SMEs and industry professionals, IT Service disruption ESRS G1-1 ESRS G1-2 Cybersecurity (entity specific) Data privacy (entity specific) Artificial intelligence (entity specific)	Due diligence is integrated into Amadeus' business operations through a comprehensive framework of internal policies and procedures. These include the Sustainability Policy, Human Rights Policy, Environmental Policy, People Policy, Code of Ethics and Business Conduct, Corporate Crime Prevention Policy, Anti-Bribery & Anti-Corruption Policy, Community Impact and Charitable Donations Policy, Group Purchasing Policy, Amadeus Code of Ethics and Business Conduct for third parties, AI Policy and the Enterprise Risk Management Policy, among others. The Human Rights Policy draws on internationally recognized standards such as the United Nations Global Compact, the Universal Declaration of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, the UN Guiding Principles on Business and Human Rights, the European Social Charter, and the OECD Guidelines for Multinational Enterprises. This policy outlines Amadeus' main commitments to human rights, focusing on employees, society and local communities, supply chains, and third parties. Specifically, Amadeus recognizes its responsibilities toward society and local communities by addressing privacy and cybersecurity, promoting a clean, healthy, and sustainable environment, protecting minority and community rights, and combating corruption and bribery. The company has further strengthened its dedication to upholding human rights within its supply chain by requiring suppliers to adhere to the principles set out in both the Human Rights Policy and the Code of Ethics and Business Conduct for Third Parties. Moreover, the Human Rights Policy commits Amadeus to conducting a human rights due diligence both within the organization and among external partners. The policy also addresses the consequences of non-compliance, and outlines governance and accountability structures. Approval of the Human Rights Policy is granted by the Sustainability (ESG) Steering Committee, while oversight and assurance of environmental, social, and corporate governance practices fall under the responsibility of the Board of Directors, through the Audit Committee, ensuring alignment with the company's strategy and established policies.
Engaging with affected stakeholders in all key steps of the due diligence More details at: ESRS 2 SBM-2 ESRS 2 IRO-1 ESRS S1-2 Processes for engaging with workers in the value chain - Industry professionals, affected communities, end users and consumers ESRS S3-2 ESRS S4-2 ESRS G1-2 Processes for engaging with stakeholders about impacts - Tax, Cybersecurity, Data privacy, Artificial Intelligence	As previously stated, in 2025, Amadeus strengthened its due diligence practices by placing greater emphasis on stakeholder input during the identification and, where relevant, assessment of risks and impacts, including those related to human rights and the environment. Stakeholders have access to up-to-date information about the Company, primarily through publications and channels, containing financial and non-financial information, available at the Amadeus' website. Additionally, Amadeus engages in dialogue with its stakeholders on a regular basis, based on their needs, using different communication channels. Through the Speak Up Channel, stakeholders are encouraged to safely submit an inquiry or to report, anonymously if desired, suspected issues.
Identifying and assessing adverse impacts More details at: ESRS 2 IRO-1 ESRS 2 SBM-3 ESRS 2 - SBM-3-E1 ESRS 2 - SBM-3-S1 Introduction ESRS S2 - Workers in the value chain Introduction ESRS S3 -Affected communities Introduction ESRS S4 - End users and consumers ESRS 2 - IRO 1 - G1 ESRS 2 - SBM-3 - G1 - Tax transparency ESRS 2 - SBM-3 - G1 - Cybersecurity ESRS 2 - SBM-3 - G1 - Data privacy ESRS 2 - SBM-3 - G1 - Artificial Intelligence ESRS G1-2	The due diligence process at Amadeus entails an examination of potential impacts and risks on sustainability-related topics, including those associated with human rights and the environment, stemming from both the company's own operations and its value chain. This process is seamlessly integrated into Amadeus' double materiality assessment. It begins with an initial identification of impacts, which are categorized according to the topics, sub-topics, and sub-sub-topics as defined by the ESRS framework. Subsequently, internal experts carry out an evaluation of negative impacts based on their scale, scope, ability to be remedied, and likelihood, taking into account stakeholder perspectives already collected and the expertise of external consultants in relevant areas. This assessment results in impacts being classified as either material or non-material. Furthermore, Amadeus employs dedicated tools to perform due diligence on prospective suppliers and third parties, alongside monitoring and sanctions screening, which includes a human rights risk assessment for high-risk cases. Consideration of human rights is also integrated into Amadeus' merger and acquisition activities. Human rights remain a key component of Amadeus' overall risk management framework. As noted above, Amadeus plans to further strengthen its human rights risk and impact assessment in 2026, building on internationally recognized standards through a project initiated at the end of 2025.

Taking actions to address adverse impacts More details at: ESRS 2 MDR-A (including entity-specifics) ESRS E1 - 3 ESRS S1 - 4 Taking actions on material IROs - Affected communities ESRS G1 - 1 ESRS G1 - 2 ESRS G1 - 3 ESRS 2 - MDR-A - Tax ESRS 2 - MDR-A - Data privacy ESRS 2 - MDR-A - Cybersecurity ESRS 2 - MDR-A - Artificial Intelligence	Through ongoing analysis and impact assessments, Amadeus develops, applies, and oversees targeted actions aimed at preventing, reducing, and addressing any adverse sustainability impacts—such as those related to human rights and the environment—that may arise from its operations or throughout its entire value chain. These efforts include: • Preventive measures: Implementation of internal rules and policies, with dedicated teams ensuring adherence to both internal procedures and external regulations while also pinpointing opportunities for improvement. These policies are reinforced by specific initiatives like training programs, awareness campaigns, and ongoing monitoring. • Detection: Mechanisms designed to identify potential violations in these areas. • Response and mitigation: Clearly defined procedures for acting in cases where breaches or conduct contrary to Amadeus' values and principles are detected. All of these measures are fully embedded in the company's business processes. For third parties—such as suppliers and contractors—Amadeus relies on several key tools to minimize risks: • Code of Ethics and Business Conduct for Third Parties: This document outlines the human rights and environmental commitments required of all business partners. The Environmental Policy, Human Rights Policy, and Anti-Bribery & Anti-Corruption Policy also establish direct obligations for partners. • Supply chain risk assessments: As part of the Due Diligence procedures, suppliers are evaluated on ESG topics, including human rights, environmental stewardship, and anti-corruption practices, among others. Unsatisfactory responses can lead to exclusion from the supply chain. • Contractual obligations: Amadeus imposes specific requirements related to sustainability on suppliers and other third parties through contractual clauses.
Monitoring the effectiveness of these efforts and communication More details at: ESRS S1 -3 ESRS G1-1 ESRS S1-17	Amadeus provides a Speak Up Channel accessible via the corporate website and intranet, allowing stakeholders to communicate concerns. This channel operates under the guidelines of the Speak Up Policy. Reports submitted through this channel may be (i) investigated internally by Amadeus; (ii) forwarded to an external party such as a law firm or consultant; or (iii) referred to public authorities, as appropriate. If an investigation confirms a violation, Amadeus will implement suitable disciplinary or legal measures against those responsible, based on the seriousness of the incident. The Corporate Compliance and Investigations department, which is impartial and free from conflicts of interest, is responsible for receiving and managing complaints submitted through the Speak Up Channel. To promote responsible use of this resource, Amadeus offers online training for employees, along with additional training and awareness initiatives on related sustainability topics. To ensure transparency, Amadeus publishes updates about key concerns reported through the whistleblower channel in its Non-Financial Information Statement and sustainability information, and the Amadeus Global Report—all available on the company's website. Notably, in 2025, no human rights violations were reported through the Speak Up Channel or by other means, and therefore, no remedial actions were necessary in this area.

GOV-5 – Risk management and internal controls over sustainability reporting

Amadeus management has endorsed an Enterprise Risk Management Framework to identify the main risks the company faces, set up controls to mitigate them, and monitor these risks regularly. This framework follows international standards (COSO ERM -Committee of Sponsoring Organizations of the Treadway Commission- and ISO 31000) and best practices to make sure risks are managed in a clear and organized way. This framework encompasses the Enterprise Risk Management Policy, the risk assessment processes, and Amadeus' risk appetite.

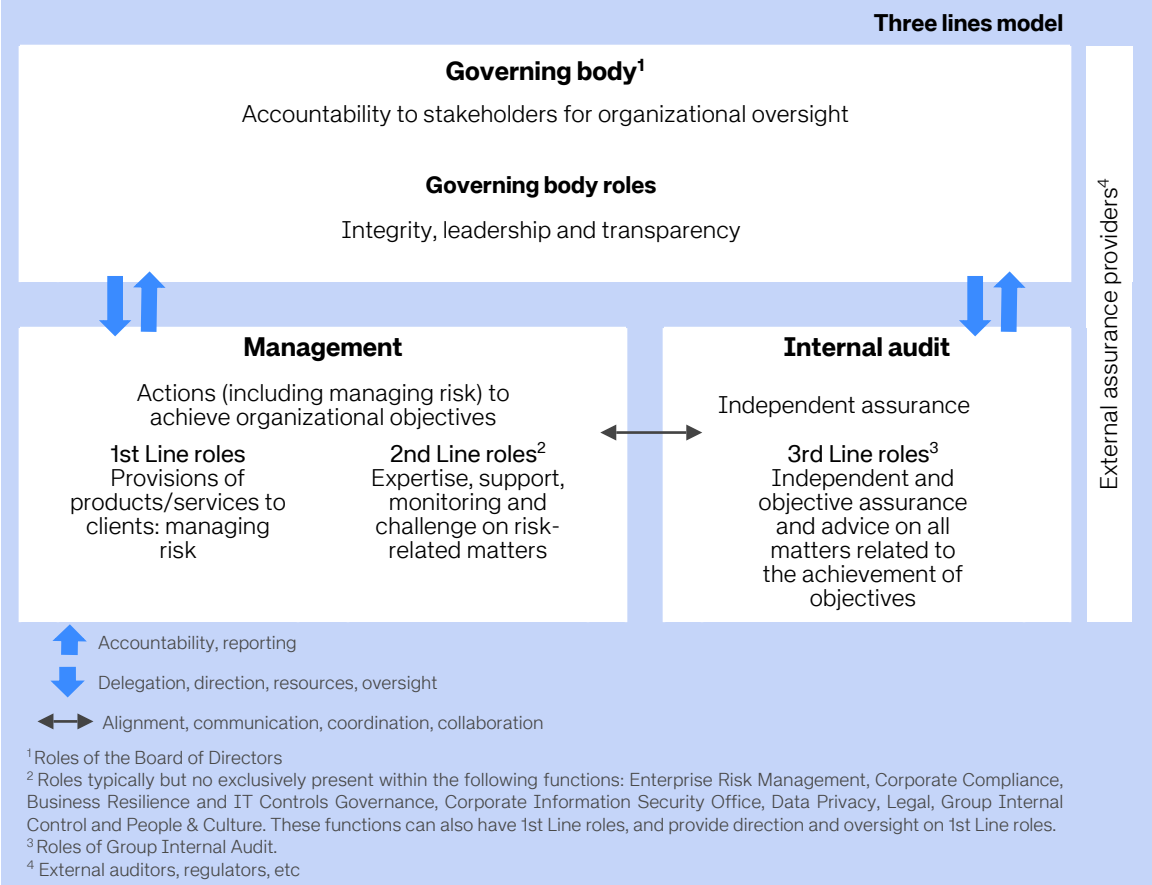
In particular, the Enterprise Risk Management Policy, applicable to all Amadeus Group majority-controlled companies, sets out the basic principles and general framework of Enterprise Risk and Control management that could affect the achievement of the objectives, ensuring that risks are identified, analyzed, evaluated, managed and controlled in a systematic way and within the established risk levels.

According to the Enterprise Risk Management Policy, risks are classified into the following categories:

Strategic	Financial	Legal and compliance	Operational	Sustainability
Risks related to Amadeus objectives.	Financial risks relative to market, credit, interest, liquidity, reporting, internal systems, planning, funding, etc.	Risks resulting from violations of laws, regulations, codes of conduct, or organizational standards.	Risks resulting from inadequate or failed internal processes, people, including talent, and systems, or from external events or IT service failures.	Risk related to environmental, social and people, business conduct and ethical aspects not included in the Legal and Compliance risks category.

Risk Management Model, roles and responsibilities

Amadeus formally adopted the Three Lines of Defense Model ('Three Lines Model') with the endorsement of the Board and the Executive Committee.



In relation to the roles and responsibilities in Risk Management:

- The Board of Directors is responsible for approving the risk management and control policy, including tax, financial and non-financial risks, as well as the periodic monitoring of internal reporting systems and controls.
- The Audit Committee:
  - Assesses the effectiveness and integrity of the management and control function of the financial and non-financial risks. To that end, the Audit Committee must receive regular reports from Company's Management on the functioning of existing systems and on the conclusions of any tests conducted on such systems by internal auditors or by external third parties.
  - Supervises the effectiveness of internal control and risk management systems as a whole, embracing both financial and non-financial risks (including operational, technological, legal, sustainability, political and reputational or those related to corruption), ensuring that risk supervision is included in Committee Meeting agendas so that significant financial and non-financial risks can be analyzed over the course of the year, reassessing the list of risks and the level of tolerance established for each risk, identifying emerging risks, and meeting at least annually with the officers heading up the risk and compliance area in order to analyze the risk map.

- Supervises the internal audit area.
- Supervises relations with the statutory auditor and with the sustainability assurance provider.
- Supervises the compliance with the Company's policies in sustainability related matters, and internal rules of conduct.

- The Amadeus Risk & Compliance Board (ARC), a delegated body of the Executive Committee, provides guidance and supervises risk and compliance management activities, ensuring effective risk management oversight throughout the Company.
- The Risk Assessment Group, an ad-hoc collegial decision-making group, is commissioned under the approved Terms of Reference for the ARC to judge specific issues and escalate them to the ARC, if required.
- The Strategic Risk Management team is focused on the top-down strategic side of risk management, including the annual Corporate Risk Map, the Risk Appetite Framework and emerging risks. The risks resulting from risk exercises are reported regularly to the Amadeus Risk & Compliance Board and the Audit Committee.
- The Business Units Risk Contributors manage the risks in each Business Unit and report to the Strategic Risk Management Unit on the results obtained.
- The Risk Owners are in charge of risk treatment plans, monitoring and providing updates when required.
- Group Internal Audit strengthens Amadeus IT Group, S.A.'s ability to create, protect, and sustain value by providing the Audit Committee and management with independent, risk-based, and objective assurance, advice, insight, and foresight.
    - The scope of the internal audit activities covers the entire breadth of the organization, including all of Amadeus IT Group, S.A.'s activities, assets, and personnel. Internal audit services also encompass, but are not limited to, objective examinations of evidence to provide independent assurance and advisory services to the Audit Committee and management on the adequacy and effectiveness of governance, risk management, and control processes for Amadeus IT Group, S.A.
    - Group Internal Audit's purpose, mandate, oversight, roles and responsibilities, scope and type of internal audit services are set by the Audit Committee to ensure that it has sufficient means to carry out its duties. To further ensure Group Internal Audit's objectivity, its staff have no direct operational responsibility or authority over any of the activities they review. Accordingly, internal auditors do not implement internal controls, develop procedures, install systems or engage in any other activity that may impair their judgment.
    - The Internal Audit function adheres to the mandatory elements of The Institute of Internal Auditors' International Professional Practices Framework (including the Global Internal Audit Standards and Topical Requirements). The Chief Audit Executive reports periodically to the Audit Committee and management regarding the Internal Audit function's conformance with the Standards, which is continuously assessed through a quality assurance and improvement program.

Risk management and internal control processes and systems in relation to sustainability reporting

Through its risk assessment process, Amadeus has found that its exposure to non-financial information reporting risks could potentially result in fraud, greenwashing and lack of disclosure of relevant information. To prevent them and ensure data integrity, consistency, and traceability across the reporting process, several actions have been implemented[17]. ESRS 2-GOV-5 p. 36 c AR 11

- Amadeus has defined and implemented an internal control framework for sustainability reporting (ICSR) based on COSO principles. This model based on the Three Lines of Defense, explained before, where it is established that the First Line is responsible for identifying, managing, and mitigating risks, while Amadeus Group Internal Control (GIC), as the Second Line, oversees and monitors the ICSR[18]. The third line, the Group Internal Audit Department (GIA) provides independent assurance on the effectiveness of the company's internal control model over sustainability reporting. ESRS 2-GOV-5 p. 36 a AR 11

  Additionally, an independent sustainability assurance provider also verifies that the company's sustainability reporting practices meet required standards and regulations.

  The scope of sustainability reporting determines the aspects to be reported, depending on their relevance for Amadeus and its stakeholders. ESRS 2-GOV-5 p. 36 a AR 11

  The information to be reported under the CSRD is determined by the double materiality assessment (DMA), considered when analyzing the scope of the ICSR. See more information on the DMA in section *ESRS 2 IRO-1- Description of the processes to identify and assess material impacts, risks and opportunities.*

  Amadeus ICSR model contains a sustainability risk and control matrix for the Group that covers the material sustainability topics and the entity specifics identified through the double materiality assessment (see section *SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model*). The structure of the ICSR Matrix includes the control objective, related risks, control descriptions and evidences. Additionally, after identifying risks in sustainability information, responsible to approve and check the information have been defined as well, making sure duties are separated. ESRS 2-GOV-5 p. 36 b AR 11

  During the year, the Company advanced the development of ICSR framework through the implementation of a formal Risk and Control Matrix, supported by the identification of relevant business processes impacting sustainability reporting based on the outcomes of the double materiality assessment. In this context, sustainability-related controls were identified and documented, together with the definition of a standardized methodology for testing both design and operating effectiveness. In addition, roles and responsibilities were formalized through dedicated matrices to support consistent governance and accountability within the ICSR framework.

  While these elements constitute the core components of the current ICSR system, further enhancements are planned for the next phase of implementation, including the review and refinement of control descriptions and the extension of the framework to ensure

[17] Amadeus has internal principles that guide the production and reporting of financial and sustainability information. In particular, the Policy regarding communication of economic, financial, non-financial and corporate information and regarding communication and contact with shareholders, institutional investors, and proxy advisors is based on, among other principles:
- Responsibility, diligence and transparency in the provision of information.
- Equal treatment and protection of the legitimate rights and interests of the market in general.
- Suitability and proportionality of the information to the stakeholders' needs and interests.
- The economic, financial, sustainability, and corporate information must be clear, objective, understandable, and simultaneous, and may not give rise to ambiguity or misunderstandings.
- The information will be presented in a concise, rational and organized manner.

[18] During 2025, the Group Internal Policy has been updated, including and formalizing Amadeus' Group Internal Control unit's key responsibilities on ICSR matrix

comprehensive end-to-end coverage of sustainability reporting risks across the full reporting lifecycle.

- An operative governance model has been set to define the roles and responsibilities in sustainability reporting.ESRS 2-GOV-5 p. 36 d AR 11

  The Sustainability Office at Amadeus is accountable for producing the consolidated Non-Financial Information Statement and sustainability information 2025.

  The Strategic Risk Management unit oversees and facilitates the implementation of effective risk management practices, including enterprise level sustainability-related risks. This unit also facilitates the results of the annual Corporate Risk Map to be incorporated into the double materiality assessment (financial materiality) by the Sustainability Office (see section *IRO-1- Description of the process to identify and assess material impacts, risks and opportunities* for further details).

  Supporting this process, the Sustainability Financial Compliance team and Group Internal Control, overseen by the Chief Accounting Officer, ensure compliance with sustainability reporting requirements. The Group Internal Control monitor and update the ICSR control model matrix (see paragraph above), while the Sustainability Financial Compliance team ensures accurate financial disclosure, within the sustainability framework, and align the financial statements with the non-financial information report.

  Functional unit managers and employees provide necessary information to the Sustainability Office to meet reporting requirements.

- IT platforms and/or databases are used to collect qualitative and quantitative information and calculate the metrics to report. In this regard, Amadeus has started some projects to automatize the information gathering process, to reduce errors and manual processes.
- Lastly, preparing the Non-Financial Information Statement and sustainability information involves analyzing, monitoring, updating, and reviewing relevant policies and guidelines. The Sustainability Office is responsible for this task. Additionally, Amadeus consistently monitors regulatory changes to ensure compliance.

Periodic reporting of the findings to the administrative, management and supervisory bodies ESRS 2-GOV-5 p. 36 e AR 11

Amadeus has created a governance framework for financial and sustainability reporting. This ensures that governance bodies regularly receive updates on related progress.

- The Audit Committee receives and reviews the financial and non-financial information that the Group delivers to markets and regulatory bodies. It oversees the process of preparing the reporting information related to sustainability matters; it reviews compliance with the legal and regulatory requirements applicable to the Company, the adequacy of the consolidation perimeter, and the correct application of accounting policies.

  The Audit Committee is regularly informed by the Group Internal Auditor and other internal stakeholders[19] of the most relevant weaknesses detected during the course of their work, the remediation plans, and actions already undertaken.

- The Group Internal Audit, which reports functionally to the Audit Committee and administratively (i.e., day-to-day operations) to the Secretary of the Board of Directors, also monitors the effectiveness of the Group's internal control and risk management systems in relation to sustainability disclosure. The Group Internal Audit's plan for the assessment of the

[19] See sections *ESRS 2 GOV-1 - The role of the administrative, management and supervisory bodies*, *ESRS 2 GOV-2 – Information provided to and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies* for more detail.

ICSR effectiveness is submitted to the Audit Committee for approval before execution in order to ensure that it includes the Committee's considerations in this respect.

- The sustainability assurance provider communicates to the Audit Committee the conclusions resulting from their verification procedures. Additionally, the sustainability assurance provider is granted contact with the Audit Committee to share, discuss, or report on those aspects they consider necessary or relevant.
- Finally, the Sustainability (ESG) Steering Committee supervises the main tasks of the Sustainability Office and the advancement of the Sustainability strategy to ensure Amadeus meets stakeholder expectations and regulatory requirements related to sustainability information. This Committee serves as an advisory and decision-making body for the Amadeus Executive Committee (see more details in section *ESRS 2 GOV-1 - The role of the administrative, management and supervisory bodies*.

Strategy

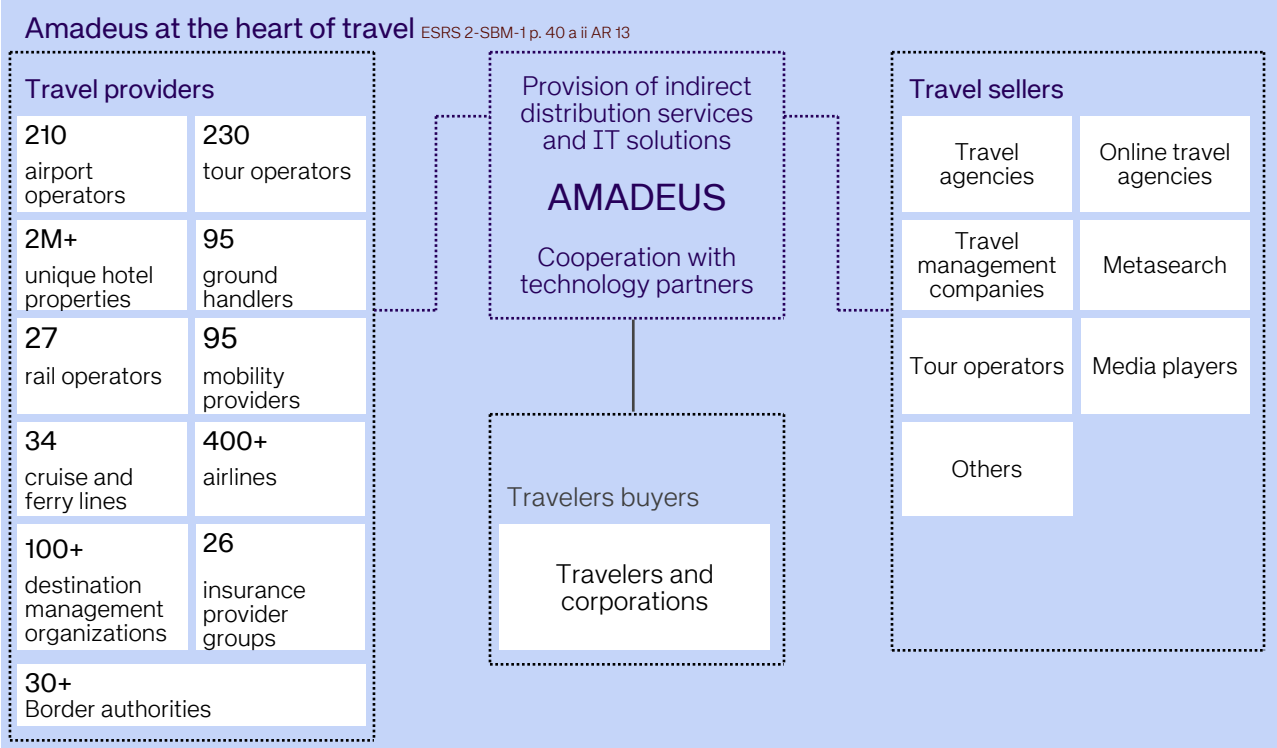
ESRS 2 SBM-1- Strategy, business model and value chain

Amadeus' products and services, business model and value chain ESRS 2-SBM-1 p. 42 AR 14

Amadeus is a technology company dedicated to the travel industry, mainly operating in the Information technology (IT) sector,that provides technology solutions and services. Through its operations in more than 190 countries, Amadeus facilitates complex transactions between travel providers and travel sellers and provides mission critical IT solutions for travel providers.

The company's business model creates value by being at the heart of the travel and helping to deliver great traveler experiences with more information, choices and autonomy. Its purpose is to make the travel experience better for everyone, everywhere by inspiring innovation, partnerships and responsibility to people, places and planet. Through technology, Amadeus powers the global travel and tourism industry, inspiring more open ways of working and more connected ways of thinking, always with an eye on how the industry can evolve, how the customers can better serve travelers and how the company contributes to society and the environment. Hence, sustainability is key to the company.

Its business model is characterized by three key elements that drive its value creation. Firstly, the company's global reach is essential, enabling travel providers to connect with customers worldwide, even in regions where they do not operate. Secondly, Amadeus' sound financial position and long-standing industry relationships allow for substantial investments in research and development, resulting in advanced technological solutions that enhance the efficiency and sustainability of the travel industry. Finally, the company's skilled and diverse workforce is instrumental in focusing on critical areas and ensuring the success of development efforts. To deliver these advanced technology solutions, Amadeus also relies on external resources, including hardware providers and consultancy services, which help maintain its global reach and facilitate operations worldwide. ESRS 2-SBM-1 p. 42 a , ESRS 2-SBM-1 p. 42 b



Significant groups of products and/or services offered ESRS 2-SBM-1 p. 40 a i AR 13, ESRS 2-SBM-1 p. 42 AR 14

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

- Air IT Solutions, focused on travel customers including results from both, Airline IT and Airport IT businesses. The Group offers a portfolio of technology solutions (primarily Altéa Passenger Service System -PSS- and New Skies) that automate mission-critical processes for travel providers. This segment generates revenues from the transactions processed in the Amadeus platform, as well as from other IT services.
- Hospitality & Other Solutions, mainly focused on hospitality customers including, both the distribution and IT solutions services, payments solutions, mobility, insurance and ferry, digital media, business intelligence and travel advertising.
- Air Distribution, comprising travel customers where the primary offering is Amadeus Global Distribution System (GDS) platform. It generates revenues mainly from booking fees that the Group charges to travel providers for bookings made, as well as other non–booking revenues but excluding hotel and car providers.

Upstream ESRS 2-SBM-1 p. 42 AR 14, ESRS 2-SBM-1 p. 42 c AR 15

From a supply chain perspective, Amadeus' principal activity is related to online transaction processing and technology development. Consequently, most of Amadeus' external vendors fall under the following categories:

- Consulting and marketing services
- Hardware vendors
- Software vendors

- Data communication vendors

Additionally, most of the spending is with a few vendors, especially hardware producers (servers) and consultancy firms. With 50 key vendors making up over 64% of global spending, Amadeus has a stable vendor concentration.

Suppliers' employees are also considered part of the upstream Amadeus' value chain.

Downstream ESRS 2-SBM-1 p. 42 AR 14, ESRS 2-SBM-1 p. 42 c AR 15

As a Business-to-Business (B2B) company, Amadeus' downstream refers mainly to the services provided to travel related companies worldwide[20].

Customers include providers of travel products and services, such as airlines (network, domestic, low-cost and charter carriers), airports, hotels (independent properties and big chains), tour operators (mainstream, specialist and vertically integrated players), insurance companies, land and sea transport companies (car rental companies, railway companies, cruise lines and ferry lines), travel sellers and brokers (offline and online travel agencies) and travel buyers. Customers are in more than 190 countries around the world.

Moreover, from a sustainability standpoint, in 2025 Amadeus has delved into the downstream value chain to enhance the identification process for direct and indirect impacts, risks, and opportunities. In this context, besides customers, the following stakeholders within the value chain are noteworthy:

- Customers' employees.
- Communities and other vulnerable groups.
- Industry professionals and travel and tourism Small and Medium Enterprises (SMEs).
- Travelers.

Furthermore, Amadeus invests in companies to expand its global network, industry expertise, and technology. The goal is to foster and support innovation relevant to the travel industry.

[20] Amadeus is a B2B company, meaning it serves business clients rather than individual consumers. However, in 2025, Amadeus has also considered the impacts, risks, and opportunities related to its customers to better align with its top priorities, including the identified risks.

Amadeus presence around the world* ESRS 2-SBM-1 p. 40 a ii AR 13

*Sites marked only with a dot on the map represent smaller Amadeus sites, branches, companies non-wholly owned by Amadeus and distributors

Headcount of employees by geographical areas ESRS 2-SBM-1 p. 40 a iii AR 13

As of December 31, 2025, Amadeus had a total headcount of 20,605 employees (20,643 in 2024). This workforce is distributed across over 100 offices worldwide.

Headcount of employees by geographical areas as of December, 2025[1] ESRS S1-6 p. 50 a

	2025	2024
France	4,560	4,580
India	4,211	4,145
Spain	2,098	1,941
United States	1,961	2,206
Germany	1,181	1,219
Philippines	838	788
Colombia	689	552
United Kingdom	665	691
Turkey	473	479
Australia	407	430
Portugal	393	404
Bulgaria	311	327
Thailand	296	305
Costa Rica	273	253
Poland	251	247
Singapore	218	227
United Arab Emirates	204	192
Other geographies	1,576	1,657
Total	**20,605**	**20,643**

[1] Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group in controlled companies. Figures do not include the entities considered as Joint Ventures and Associates. Headcount as of the end of the reporting period.

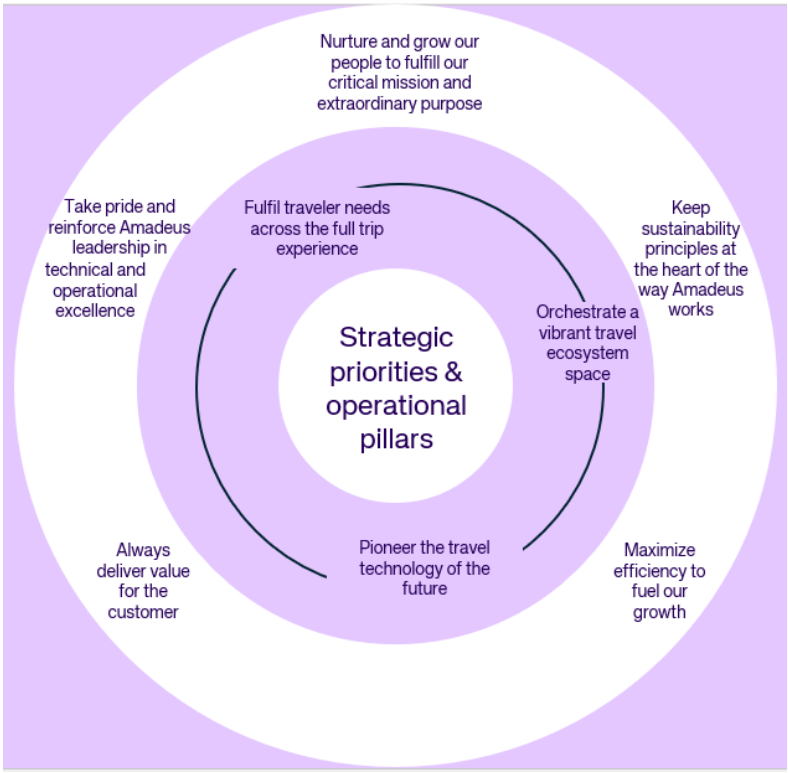
Breakdown revenues ESRS 2-SBM-1 p. 40 b AR 13

Based on the Explanations Compilation related to ESRS by EFRAG, since the European Commission has not issued a delegated act detailing the ESRS sector list, Amadeus has opted to not disclose the information mentioned in ESRS 2, paragraph 40 (b)[21].

Sustainability-related goals

Amadeus' strategy is defined by a set of strategic priorities/pillars for the company and guided by its material topics and values. To promote the success of this strategy, operating pillars have been defined as enablers for the strategy to be executed. ESRS 2-SBM-1 p. 40 g AR 13

[21] See question *ID 39 – SBM-1 sector breakdown and phase-in* in the document published by the EFRAG: https://www.efrag.org/sites/default/files/media/document/2024-07/Compilation%20Explanations%20January%20-%20July%202024.pdf



Amadeus integrates sustainability across all business units and corporate functions through its sustainability strategy and roadmap 2026–2027. The company has evolved its approach, reflecting its commitment to an integrated, audience-relevant, and impact-driven strategy.

Within its strategy, Amadeus embraces a holistic view of sustainability that reflects the interconnected nature of its actions and impacts. It consists of three strategic areas, with 10 goals.

- These core dimensions and objectives incorporate the outcomes of the double materiality evaluation, in addition to considering other significant factors (new trends, evolution of the context, etc).
- Target definition. A bottom-up approach was followed, involving Amadeus business units and corporate experts—who understand the needs of stakeholders—helping to define them. Where relevant, industry best practices and benchmarks were also considered.ESRS S1-5 p. 47 a , ESRS 2-MDR-T p. 80 f AR 24 - AR 26, ESRS 2-MDR-T p. 80 h AR 24 - AR 26
- Progress toward these goals is closely monitored: the Sustainability (ESG) Steering Committee reviews them at least once every quarter, while the Executive Committee makes key decisions. The Board of Directors receives annual updates and discusses sustainability progress at least once a year (see *ESRS 2 GOV-1 - The role of the administrative, management and supervisory bodies* for further details). ESRS S1-5 p. 47 b , ESRS S1-5 p. 47 c
- Additionally, each goal is supported by specific actions, which are regularly monitored by the Sustainability Office together with the relevant business units. When needed, updates are shared with the Sustainability (ESG) Steering Committee. Amadeus employees are responsible for carrying out these actions and working towards the targets[22].ESRS S1-4 p. 38 d

[22] To enhance understanding and enable tracking, the actions and targets are detailed within the respective parts of this document.

ESRS 2-SBM-1 p. 40 e AR 13, ESRS 2-SBM-1 p. 40 g AR 13

Leveraging Amadeus' core business to enable sustainable and inclusive travel through technology and data.

- Optimizing customers' environmental and social impact with our IT solutions
- Empowering sustainable and inclusive travel choices through actionable information

Using Amadeus' industry position to catalyze transformation across the travel ecosystem.

- Collaborating on opportunities that strengthen Amadeus value proposition and accelerate sustainable and inclusive growth in travel & tourism
- Contributing to sustainable and inclusive development in Amadeus communities

Embedding sustainability into internal culture, operations, and governance.

- Fostering an environment for employees to be their best selves at work.
- Offering growth opportunities for all.
- Creating an innovative and sustainable culture.
- Enabling better decision-making and strengthen transparency, accountability and risk governance.
- Maintaining the highest standards of security and data privacy, while promoting ethical and accessible technology use.
- Improving the sustainability of Amadeus operations and supply chain.

Employees | Customers | Industry associations, alliances, and partnerships | Society and environment | Governments , authorities, and regulatory bodies | Suppliers

In recent years, Amadeus has progressed toward the majority of its strategic targets. Achievements include, among others, the following[23]:

	Baseline		Target		Result 2025	Achievement
	Year	Result	Year	Data		
Scope 1 and 2 (tCO_2eq)	2022	15,747	2030	9,133	13,143	On track
Gender balance at senior leadership positions (%) % women in senior leadership positions	2023	30%	2025	31%	31.99%	✔ Achieved
Community investment (€M) Value destined per year	2023	3.1	2025	>3.5	5,1	✔ Achieved
ESG training completion (%) ESG fundamentals training completed by employees	2023	0%	2025	25%	29%	✔ Achieved
Vendors' ESG risk evaluation (%) % of spending assessed in sustainability-related topics	2023	0%	2025	>70%	67%	✘ Not achieved
CEBC training (%) % of staff trained in CEBC	2023	83%	2025	>95%	97.7%	✔ Achieved
Cybersecurity training completion rate (%) % of staff trained in cybersecurity per year	2023	95%	2025	>98%	99%	✔ Achieved

[23] Details regarding the targets, as well as their extension through the 2026-2027 period, can be located throughout different parts of this document.

Products and technology developments

Amadeus aims at making sustainability a core part of its products and services, in line with its sustainability goal to leverage Amadeus' core business to enable sustainable and inclusive travel through technology and data. Following this commitment, Amadeus offers solutions that support every stage of the customer journey, from inspiration and booking to pre-trip, on-trip, and post-trip activities.

Technology developments ESRS 2-SBM-1 p. 40 f AR 13

Inspiration

Propose more sustainable travel options that meet travelers' needs.

Booking

Provide visibility on sustainability impact and mitigation options

Pre-trip

Deliver technological tools to optimize efficiency in planning for travel providers and travelers

On-trip

Help optimize travel efficiency in operations

Post-trip

Facilitate reporting tools that help setting up travel policies and sustainability targets

Transversal Travel Impact Suite Supports Amadeus customers to access relevant sustainability-related information (e.g. estimated travel emissions) and offsetting options.	**Airlines** Amadeus Ancillary Services Helps airlines create, manage, and sell more efficiently their ancillary offer, including accessibility needs and emission compensation.	**Airlines** Volantio Helps airlines rebook passengers from overloaded flights to those with available seats.	**Hospitality** Hotel distribution Supports travelers and customers to access sustainability data and select travel options.
Travel Sellers Amadeus Air-Rail display Accesses rail and flight options and compares or easily combines train travel with a flight as part of a multi modal journey.	**Airlines** Airline Fare Families Boosts airlines and travel agency bookings and revenues through flexible fare families and bundled fare options, along with travel emission compensation.	**Airports** Self-service check-in kiosks and bag-drop Provides airports with biometric identity verification solutions.	**Hospitality & Destinations** Amadeus Discover Enables local activity providers to connect with travel suppliers.
Travel Sellers Agency insights productivity tracker Supports travel agencies in tracking and analyzing productivity metrics related to their travel bookings, including environmental impact.	**Airlines** Sky suite Helps airlines define schedules, allocate fleet and set frequency of their routes, which reduces fuel consumption.	**Airports** Amadeus sequence manager Helps airports reduce waiting times at the runway by optimizing aircraft start-up times, minimizing fuel consumption.	**Hospitality** Delphi Optimizes sales, catering, and event management to drive operational efficiencies and support sustainability goals.
Corporate Travel & Expense Amadeus Cytric Provides employees and corporations with an integrated online solution to manage travel and expenses, also displaying trip emissions estimation.	**Airlines** Flight operations controller Helps airlines manage operational disruptions by optimizing decision-making processes, helping reduce fuel consumption.	**Airports** Airport cloud use service (ACUS) Supports airports to operate check-in and boarding with its cloud-based services.	**Hospitality** HotSOS Empowers hotels to schedule preventative maintenance tasks, optimizing operational efficiency.
Mobility Mobility distribution Provides emissions visibility and information in the shopping flow according to the type of car chosen and length of stay.	**Airlines** Altéa departure control - Flight Management Automates for airlines the calculation of fuel (Zero Fuel Weight) and the optimal load distribution.	**Destinations** Media solutions Helps destinations see the accumulated information on CO2 emissions based on travel methods as generated by a media campaign.	

More information on the Amadeus solutions have been included in sections *Climate change mitigation and energy - Supporting more efficient travel through technology and data* and *Taking action on material IROs on end users and consumers - Accessibility.*

ESRS 2 SBM-2- Interests and views of stakeholders

Amadeus establishes its map and model of stakeholders by pinpointing the groups that both influence and are influenced by its activities. The company integrates stakeholder interactions with these groups into its management approach, organizational model, and commitments.

In 2025, a project has been undertaken to review these groups and their segmentation, type of interaction, the relationship channels with each of them, and related outcomes. This initiative has taken into account the perspectives of both external and internal stakeholders, such as employees, shareholders, suppliers, and local communities, among others, at a local or consolidated level, depending on the stakeholder. Additionally, it has been grounded in the company's regular and systematic dialogue with its stakeholders, utilizing both direct and indirect platforms and other means of engagement. By leveraging these communication tools, Amadeus facilitates stakeholders' access to current company information and enables them to voice their concerns effectively.

Stakeholder's engagement project

A four-step project to gain key insights that will enhance the identification and evaluation of impacts, risks, and opportunities concerning sustainability issues, including human rights, while taking into account the existing communication channels within the Group.

Stakeholders mapping and identification	Internal interviews	Information request and analysis	Areas of improvements
Conduct a thorough examination of Amadeus' stakeholder mapping by differentiating them into sub-levels. (level 1 and level 2, including vulnerable groups), including the respective communication mechanisms already in place.	Enhance understanding of the current communication channels, the information collected from stakeholders, the documentation of engagement conclusions, and identify emerging trends.	Examine the information gathered during and after the interviews to support the identification and evaluation process of IROs.	Suggestions for enhancing the existing communication channels have been put forward for future initiatives.

The outcomes of the project have been integrated into the revised double materiality assessment and, consequently, been taken into consideration during the revision of the sustainability strategy and roadmap. ESRS 2-SBM-2 p. 45 b , ESRS 2-SBM-2 p. 45 c , ESRS 2-SBM-2 p. 45 c i

Additionally, in light of some of the identified areas of improvements, specific actions have started to be implemented upon with the relevant stakeholders. ESRS 2-SBM-2 p. 45 c ii

The Board of Directors, through the Audit Committee, regularly receives feedback from employees and other stakeholders via the Speak Up channel. Additionally, as part of the Non-Financial Information Statement and sustainability information 2025, the Board and Audit Committee receive insights on stakeholders' interests and opinion.ESRS 2-SBM-2 p. 45 d

Stakeholder engagement ESRS 2-SBM-2 p. 45 a , ESRS 2-SBM-2 p. 45 a i , ESRS 2-SBM-2 p. 45 a ii , ESRS 2-SBM-2 p. 45 a iii , ESRS 2-SBM-2 p. 45 a iv , ESRS 2-SBM-2 p. 45 a v

Stakeholder	Communication channels	Engagement purpose	Outcomes
Employees and external candidates	• Engagement surveys • European Work Council • Speak Up Channel • Health and safety committee • Psychosocial risk assessment • Active listening - Employee mailbox	• Foster a culture of open dialogue by actively listening to employee feedback and incorporating insights to improve the workplace environment. • Maintain continuous and constructive engagement with employee representatives to strengthen social dialogue. • Empower employees' growth and development to ensure everyone feels valued and supported, with access to equal opportunity. • Uphold the highest standards of integrity, ethics, and compliance, ensuring a safe and respectful workplace for all. • Ensure transparent communication on company performance, transformation, and sustainability initiatives. • Attract, engage, and retain diverse talent of all backgrounds by positioning Amadeus as an employer of choice in a competitive market.	• Employees value Amadeus' stable, reliable, and caring culture, built on mutual respect and trust. • Flexibility is a priority, supporting better work–life balance and wellbeing. • Competitive compensation and benefits are essential for engagement and retention. • Gender diversity, and inclusion remain central expectations among employees. • Continuous learning and career development opportunities are highly appreciated and contribute to long-term motivation and growth.
Shareholders, investors, ESG ratings	• Roadshows and conferences • Engagement roadshows • Annual general shareholders meeting • Investor Relations Inbox	• Align Amadeus' goals with those of shareholders and investors. • Understand their expectations and interests. • Share detailed information about Amadeus' performance. Address concerns and maintain open communication. • Follow market regulations.	• Financial and ESG ratings • Satisfaction of information needs of financial stakeholders for financial and sustainability data. • Response to investors interests.
Customers	• Customer Experience Program, including surveys, interviews, customer-focused events, etc.) • Research and studies	• Monitor customer experiences at various stages. Understand their needs and expectations, including sustainability related. • Turn feedback into actionable improvements. • Inform customers about trends and solutions. • Identify market trends and anticipate customer needs, • Explore how customers perceive the Amadeus brand.	• Develop IT solutions to help customers with sustainability. • Ensure solutions are accessible. • Help small and medium-sized businesses grow and make a local impact. • Strengthen partnerships to address traveler challenges. • Adopt new technologies and use Artificial Intelligence more.
Suppliers and vendors	• Coupa Supplier Portal • Risk assessments • Sustainability (ESG) Third-Party Risk Management • Speak Up Channel • Supplier mandatory questionnaire	• Identify strategic partners, communicate with potential vendors, and ensure new suppliers meet quality, management, and safety standards. • Ensure third parties comply with Amadeus' principles and promote integrity and ethical business conduct among suppliers by preventing misconduct and supporting compliance with regulations • Assess and improve suppliers' practices in sustainability topics and identify potential risks in the value chain.	• To identify and address potential risks in the value chain, Amadeus checks if suppliers follow sustainability practices. • Recognizing these risks helps identify possible negative impacts in the supply chain. • Sustainability procedures for suppliers promote positive changes in their sustainable practices.
Travel and Tourism SMEs, industry professionals	• Participation in main industry associations, networking activities, etc. • Blog posts, bylines and other media engagements. • Surveys, Voice of customers	• Foster sustainable travel and tourism by supporting startups, empowering entrepreneurs, and investing in new technologies. • Promote digital skills for current and future professionals. • Represent the sector's interests and share knowledge. • Monitor key trends and understand their impact on Amadeus.	• Monitor and adapt to tourism challenges in key destinations. • Support SMEs by building capacity, developing skills, and providing technology access to benefit local communities and offer innovative digital solutions. • Develop inclusive solutions.. • Promote Amadeus Learning Services to enhance the pipeline of digitally skilled talent. • Focus on cybersecurity.
Governments, authorities and regulatory bodies	• Direct engagement through participation in main industry associations • Participation in meetings, events and initiatives (think tanks, etc.) • Participation in public hearings and regulatory bodies	• Engage in public consultations and legislative processes to align with societal and regulatory expectations. • Gain early insights into regulatory trends. • Build thought leadership and credibility with key institutions. • Advocate for Amadeus' interests and promote its initiatives to ensure fair competition and a level playing field.	• Public and private exposure to several topics such as digital markets, cybersecurity, personal data, AI, etc. • Strengthen Amadeus market position and proactively address compliance requirements. The company is currently engaged in regulations related to AI, cloud, data governance, cybersecurity, and multimodal mobility, among others.
Local communities and environment	• Direct engagement and partnerships with NGOs through participation in community impact activities • Participation in meetings, events and initiatives • Speak-Up channel	• Foster local community development through travel and tourism. • Support local communities during humanitarian crises. Promote digital access and inclusion. • Minimize travel's environmental impact. • Communicate Amadeus' social and environmental efforts. • Address community complaints and concerns.	• Promote economic and social development for vulnerable groups. • Provide humanitarian aid during crises like natural disasters and conflicts. • Encourage digital inclusion and digitalization in local communities. • Reduce Amadeus' environmental impact. • Support a more sustainable travel industry.
Travelers	• Indirect sources of information	• Enhance traveler experiences with a connected and sustainable ecosystem. • Help travelers make sustainable choices. • Create solutions that are inclusive and accessible. • Identify traveler needs for Amadeus' clients. • Monitor emerging trends in travel.	• Climate change is a growing issue, offering Amadeus a chance to create related solutions. • Improving content accessibility can lead to new growth opportunities. • Travelers are more worried about privacy and data security when sharing information with companies.

Impacts, risks and opportunities management

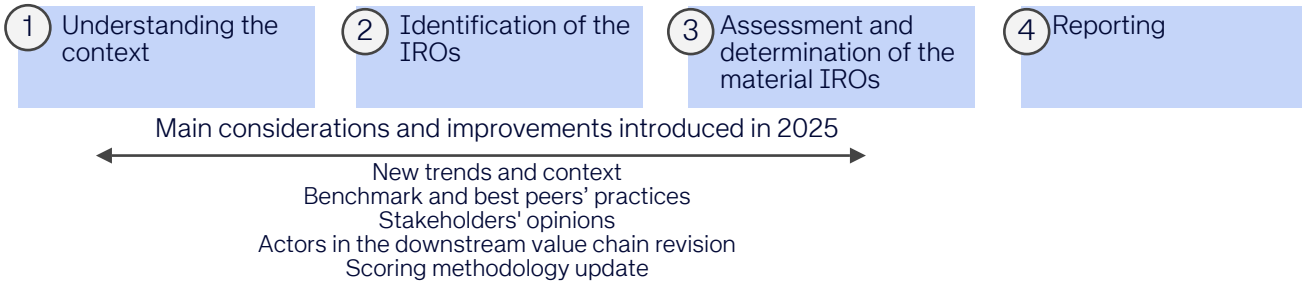
ESRS 2 IRO-1- Description of the processes to identify and assess material impacts, risks and opportunities

Amadeus conducted its first double materiality assessment in 2024 adhering to the *Materiality assessment Implementation Guidance - IG 1* published by the EFRAG[24]. This assessment aimed to identify and evaluate Amadeus's actual and potential impacts, both positive and negative, as well as risks and opportunities (IROs) concerning people and the environment, ultimately defining its material sustainability topics. ESRS 2-IRO-1 p. 53 a

In 2025, the assessment has been updated to reflect changes from the past year, to implement main changes and trends, foster the alignment between the DMA results and the Amadeus' sustainability strategy and roadmap, and better integrate stakeholder perspectives into the process, among others. Additionally, the scoring methodology was revised, taking into account the updated scales of the corporate risk assessment and methodology. ESRS 2-IRO-1 p. 53 h

The scope of the Amadeus double materiality includes sustainability IROs connected to Amadeus' own operations and upstream and downstream value chain, including through its products and services as well as through its business relationships.

As done in 2024, the analysis has been developed in four phases. In 2025, new considerations and improvements have been introduced into the three first ones: ESRS 2-IRO-1 p. 53 h



Understanding the context

The objective of this first phase has been to deep dive into Amadeus' business model, operations, and value chain, as well as main stakeholders (please refer to sections *ESRS 2 SBM-1- Strategy, business model and value chain and ESRS 2 SBM-2- Interests and views of stakeholders)*. ESRS 2-IRO-1 p. 53 g

- Own operations: Amadeus' companies have been mapped, according to business lines and geographies, considering new Amadeus acquisitions[25]. This has enabled to detect critical areas or activities where potential IROs could be identified.
- Upstream value chain: as in 2024, the assessment has been focused on the list of suppliers by examining main industries and regions in which they operate, to pinpointing crucial sustainability-related issues.
- Downstream value chain: an analysis of the downstream value chain has been performed via the stakeholder engagement project. Direct customers of Amadeus, SMEs, end-users outside the core customer base, industry professionals, communities, among others—have all been taken into account in this respect. Furthermore, relevant products and investments were taken into account when identifying impacts, risks, and opportunities.

[24] Available at https://www.efrag.org/sites/default/files/sites/webpublishing/SiteAssets/IG%201%20Materiality%20Assessment_final.pdf
[25] For instance, *Forwardkeys*, a new Amadeus Company.

- Stakeholders: as described in section above (*ESRS 2 SBM-2- Interests and views of stakeholders)* in 2025, Amadeus has carried out a stakeholder engagement analysis with the aim of better incorporating the stakeholders' opinions in updating the double materiality assessment. Documents including stakeholders' perspectives were analyzed, considering their connection to ESRS sub-subtopics.
- Lastly, other contextual information, both internal and external, was analyzed, such as the Corporate Risk Map, the first social impact measurement exercise, reports released by peers for the fiscal year 2024, and relevant regulatory landscape affecting the company, among others.

Identification of IROs[26]

The purpose of this phase has been to update the list of identified IROs during 2024. Considering the inputs mentioned above and the list of topics, subtopics and sub-subtopics defined in ESRS 1[27], the IROs have been updated, analyzing each subtopics and sub-subtopics covered by the ESRS.

Topics and subtopics that were not pertinent to our business model, such as animal welfare, among others, have been excluded from the review. Additionally, new entity-specific topics and subtopics have been identified, including those related to artificial intelligence.

- Impact materiality: Amadeus' human rights and environmental due diligence procedure was considered in 2024 and subsequently integrated with the double materiality assessment. To focus on factors that could have significant adverse impacts, Amadeus evaluated its business activities, the geographies in which the Group operates, and the upstream and downstream value chain. ESRS 2-IRO-1 p. 53 b ,ESRS 2-IRO-1 p. 53 b i ,ESRS 2-IRO-1 p. 53 b ii

  Regarding stakeholder engagement, it is important to note that no ad hoc surveys or channels have been created for double materiality purposes. Instead, the existing mechanisms employed by the Company have been analyzed, as they already offer significant and numerous outputs and insights. The conclusions and findings from each source or stakeholder were aligned with the relevant ESRS topics, subtopics, and sub-subtopics. ESRS 2-IRO-1 p. 53 b iii
- Financial materiality: As of 2024, Amadeus has integrated sustainability-related risks, arising from its operations and value chain, in its Corporate Risk Catalogue . Furthermore, in 2025, Amadeus has concentrated on reviewing and enhancing its catalogue of social and environmental risks[28]. Within the scope of the stakeholder engagement project, external independent sources, such as ESG analysts, investors, and sustainability reporting standards, have been examined. To pinpoint opportunities, the sustainability strategy has been taken into account, and the mentioned external independent sources have also been analyzed. ESRS 2-IRO-1 p. 53 c , ESRS 2-IRO-1 p. 53 c iii , ESRS 2-IRO-1 p. 53 e

The relationships between the impacts and its dependencies, along with the potential risks and opportunities they may generate, have also been considered during the identification process. ESRS 2-IRO-1 p. 53 c i

At the corporate level, expert internal stakeholders were assigned to finalize the validation and updating of the results, which include identified impacts, risks, and opportunities. These specialists receive inputs from the Amadeus sites, integrating the specific conditions and contexts in which they operate. ESRS 2-IRO-1 p. 53 b iii

[26] For further details about the process, particularly the approach followed to identify climate-related risks, including the use of scenarios, please refer to section *ESRS 2 - IRO-1 - Description of the processes to identify and assess material climate-related impacts, risks and opportunities.*
[27] Appendix A: Requirements for application of ESRS 1 – General Requirements, specifically in AR 16.
[28] The Enterprise Risk function is involved both in the identification and evaluation process to look out for internal alignment.

Assessment and determination of the material IROs

In this phase, the IROs identified in the previous step have been assessed, taking into account the following:

- Actual or potential impacts[29] have been assessed considering the following factors: ESRS 2-IRO-1 p. 53 b , ESRS 2-IRO-1 p. 53 b iv
    - Scale: How grave the impact is for people or the environment.
    - Scope: How widespread is the impact.
    - Irremediable character (only for negative potential and actual impacts): Whether the negative impacts can be remediated.
    - Likelihood (only for potential impacts): Possibility for an impact to materialize, in the short, medium or long term.

  Amadeus' scales ranging from low (1) to critical (5). They have been developed by using internal procedures and external expert input to maintain objectivity. In 2025, these criteria and definitions were updated, including clarifications to assist owners in the assessment process. Additionally, to ensure that a factor—whether due to its magnitude, scope, or irremediability—assessed as very high or critical has a predominant influence on the analysis, without other elements diminishing its importance, different assessment scenarios have been created. This approach results in an evaluation whose outcomes are more accurate and better reflect the actual situation.

  An initial evaluation has been proposed by external consultants, incorporating, when applicable, the inputs from the stakeholders engagement. This evaluation has been subsequently validated by internal corporate experts, independently of any subsequent measures, who also have deep knowledge of affected stakeholders and users of sustainability reports and receive inputs from the Amadeus sites. ESRS 2-IRO-1 p. 53 b iii

  Finally, the established thresholds have been applied to differentiate material impacts. Those rated as high, very high, or critical are deemed material, according to the Corporate Risk Map methodology[30]. ESRS 2-IRO-2 p. 59

- Risks and opportunities over the short, medium, or long term were assessed following the Amadeus Risk Management Framework and methodology (see section *ESRS 2 GOV 5 - Risk management and internal controls over sustainability reporting*). To this end, the following have been considered: ESRS 2-IRO-1 p. 53 c , ESRS 2-IRO-1 p. 53 c ii
    - Magnitude: Both financial and non-financial effects, including reputational, operational, and legal, which could affect Amadeus' business.
    - Likelihood: The probability of a risk or opportunity materializing.

  The latest Corporate Risk Map has been used to evaluate sustainability related risks based on updated 2025 scales ranging from low (1) to critical (5) (residual approach[31]). In this regard, as already mentioned, in 2025 Amadeus has enhanced its catalogue of social and environmental-related risks to be considered in the double materiality assessment. External stakeholders' inputs (ESG analysts, providers, proxy advisors) have been integrated into the evaluation process. Any risks and opportunities that these stakeholders have flagged as significant have been acknowledged and directly reflected in the analysis.ESRS 2-IRO-1 p. 53 e

[29] In the short, medium or long-term.
[30] Amadeus, as a company, follows a prudent approach to managing impacts, risks and opportunities. Consequently, impacts and risks rated as high, very high, or critical (scoring greater than 2 on a 1-to-5 scale) are considered material for the analysis.
[31] Related mitigation measures in place have been detailed in the corresponding sections.

For opportunities not captured in the corporate risk map, a dedicated internal evaluation was carried out using identical criteria and methodologies. ESRS 2-IRO-1 p. 53 f

Amadeus has performed a qualitative analysis to evaluate the potential financial impacts of risks and opportunities on its financial position, performance, cash flows, access to finance, or cost of capital.

Based on the assessment, established thresholds were applied to identify material risks and opportunities in line with the corporate risk methodology. As a result, those deemed as high, very high, and critical were classified as material.

Controls have been applied throughout the process:ESRS 2-IRO-1 p. 53 d

- In 2025, following the recommendations of Group Internal Audit, the double materiality process has been formalized to ensure consistency across reporting periods. This process addresses the requirements of the ESRS and the EFRAG guidelines. The document will undergo revisions whenever updates or improvements are required.
- The double materiality assessment is performed in accordance with internal procedures. In particular, the thresholds and time horizons applied derived from the Amadeus Corporate Risk Management Framework. Moreover, as previously stated, definitions pertaining to impacts evaluation were reinforced and clarified. ESRS 2-IRO-1 p. 53 e

  In 2025, special attention has been given to promoting the alignment between the DMA results, the rAmadeus sustainability strategy and roadmap, and the Corporate top risks.
- Finally, supported evidences have been gathered through the whole process, with a detailed description of the different steps.

Both the process itself and the obtained results have been approved and/or endorsed by:ESRS 2-IRO-1 p. 53 d

- The Head of Sustainability, the SVP, Chief People & Culture Officer, and the Chief Accounting Officer.
- The Sustainability (ESG) steering Committee, which has gone through the entire process, including the approval of the final results.
- Members of the executive Committee who, when applicable, have reviewed and approved the final results.
- The Board of Directors, for endorsement.

Future steps ESRS 2-IRO-1 p. 53 h

The company will review the double materiality assessment to identify, evaluate, and prioritize the IROs whenever new relevant trends, contextual developments, or regulatory changes are identified.

ESRS 2 SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model

Result of the double materiality analysis

In 2025, 42 IROs were deemed material, 9 more than the previous year. These changes mainly stem from new considerations and improvements introduced in the 2025 double materiality assessment, specially impacting on the social dimension. ESRS 2-SBM-3 p. 48 g

The newly identified material sustainability matters include:

- S2: Workers in the value chain (Equal treatment and opportunities for all)
- S3: Affected communities (Communities' economic, social, and cultural rights)
- S4: End-users and consumers (Social inclusion of consumers and/or end-users)
- Artificial Intelligence (G1: Entity specific)

These findings align with the Amadeus sustainability strategy and roadmap 2026-2027.

Additionally, due to internal or external changes, some risks, such as those diversity and data privacy related, have not deemed material (results aligned with the corporate risk map). Despite this, information on these topics is included still in the report as they are significant from an impact materiality perspective.

While some IROs were combined into single sub-topics in 2024 (e.g., climate change mitigation and energy), in 2025, they were recategorized under more specific sub-topics.

Finally, it is worth noting that certain IROs—such as those related to tax, cybersecurity, data privacy, and artificial intelligence (the latter introduced for the first time in 2025)—are presented under entity-specific topics. This approach enables Amadeus to disclose information that is specifically tailored to the company's unique circumstances. ESRS 2-SBM-3 p. 48 h

Summary of main material IROs related changes ESRS 2-SBM-3 p. 48 g

ESRS E1 - Climate change	The migration of Amadeus systems to the cloud has rendered the risk of energy disruption non-material. Furthermore, the company's solutions have been recognized for generating additional positive impacts related to climate change mitigation, while a negative impact linked to Amadeus energy consumption has been also identified.
ESRS S1 - Own workforce	Based on the latest assessment, the risk related to diversity has been considered not significant, reflecting updated evaluation criteria and the company's established measures. Likewise, the opportunity associated with Amadeus's strong brand identity has been assessed as not financially material at this stage. However, a new significant negative impact has been identified in relation to workplace harassment. In contrast, a significant positive impact has also been recognized, reflecting the relevance of Amadeus's ongoing employee engagement and communication initiatives.
ESRS S2, S3, S4	New material IROs have been recognized reflecting the growing importance of issues like accessibility and overtourism. Additional feedback gathered during the revision of the sustainability strategy and roadmap—such as input on Amadeus's social contributions—has also shaped these results. This approach has helped to identify those priority areas. The first effort to measure social impact has been key in recognizing the substantial influence connected to workers in the value chain. The findings from this objective exercise conducted in 2025 have been incorporated directly into the assessment of double materiality. Lastly, the latest Corporate Risk Map update has provided insights that draw attention to various risks, including, but not limited to, those concerning IT interruptions.
ESRS G1 - Business conduct	The most recent Corporate Risk Map has identified third-party management risk and corporate criminal risk as material ones, among others. As a result of these findings, the potential for negative impacts related to corruption and bribery has also been recognized.
Entity specific	Data privacy-related risks have been deemed non-material due to the effective safeguards and protocols currently in place. In terms of impact materiality, certain actual and potential artificial intelligence–related impacts have been identified.

Based on the double materiality analysis, the following topics are not material to Amadeus and, hence, no information is reported on:ESRS 2-IRO-2 p. 58

- ESRS E2 Pollution
- ESRS E3 Water and marine resources
- ESRS E4 Biodiversity and ecosystems
- ESRS E5 Resource use and circular economy

These ESRS topics are not material for two main reasons:

- Amadeus has no direct or indirect connection to these topics, so no relevant impacts, risks, or opportunities were identified.
- When assessed, the impacts, risks, and opportunities related to these topics have not exceed the materiality thresholds.

As result, while consolidating and mapping all the results and updates, the results are as follows:

Material topics and sub-topics

Topic		Sub-topic	Impact materiality	Financial materiality
ESRS E1	Climate change	Climate change mitigation	■	■
		Energy	■	
ESRS S1	Own workforce	Working conditions	■	
		Equal treatment and opportunities for all	■	■
ESRS S2	Workers in the value chain	Equal treatment and opportunities for all	■	
ESRS S3	Affected communities	Communities‘ economic, social, and cultural rights	■	
ESRS S4	Consumers and end-users	Social inclusion of consumers and/or end-users	■	■
ESRS G1	Business conduct	Corporate culture	■	■
		Protection of whistle-blower	■	
		Political engagement	■	
		Management of relationships with suppliers	■	■
		Corruption and bribery, prevention	■	■
	Tax (entity specific)		■	
	Cybersecurity (entity specific)		■	■
	Data privacy (entity specific)		■	
	Artificial intelligence (entity specific)		■	

■ Material

List of material IROs

Information on Amadeus material IROs resulting from the materiality assessment is presented in the table below.

It is important to note that after evaluating the identified risks and opportunities, Amadeus has concluded that they do not have a material financial impact on the financial statements for the current reporting period. ESRS 2-SBM-3 p. 48 b , ESRS 2-SBM-3 p. 48 d

Material impacts, risks and opportunities ESRS 2-SBM-3 p. 48 a ,ESRS 2-SBM-3 p. 48 c i , ESRS 2-SBM-3 p. 48 c ii , ESRS 2-SBM-3 p. 48 c iii , ESRS 2-SBM-3 p. 48 f , ESRS 2-SBM-3 p. 48 h

Topic / Sub - topic / Entity specific		IROs	Scope/ concentration	Time horizons	Strategy and/or business model [1]	More references
ESRS - E1 - Climate change						
Climate change mitigation / Energy	E1.1	+ Advancing Climate Mitigation Through Green IT Solutions and R&D	Own operations	Actual	Amadeus addresses these material impacts, risks and opportunities through the commitment to "Embed sustainability into internal culture, operations, and governance" included in the sustainability strategy and roadmap 2026-2027, and the Climate Transition Plan, among others.	*Sections ESRS E1 · Climate change*, and section *Sustainability-related goals in SBM-1- Strategy, business model* and value chain contain specific details.
	E1.2	+ Fostering sustainable travel through investments in companies that deliver in environmental solutions	Own operations	Actual		
	E1.3	- Environmental and Social Impact of Amadeus Scope 1 and 2	Own operations	Actual		
	E1.4	- Environmental and Social Impact of Amadeus scope 3	Value chain	Actual		
	E1.5	- Environmental impact of Amadeus energy consumption	Own operations	Actual		
	E1.6	O Leveraging Emissions travel solutions	Own operations	Medium-term		
	E1.7	O IT solutions contribute to improved environmental performance	Own operations	Medium-term		
ESRS - S1 - Own workforce						
Working conditions						
Secure employment	S1.1	+ Direct employment stability	Own operations	Actual	Amadeus addresses these material impacts, risks and opportunities through the People and Culture (P&C) Strategic pillars, the Employer Value Proposition, the Amadeus for All Strategy (Diversity & Inclusion), and the commitment "Embed sustainability into internal culture, operations, and governance" included in the sustainability strategy and roadmap 2026-2027.	Sections *ESRS S1 -Own workforce* and section *Sustainability-related goals* in *SBM-1- Strategy, business model and value chain* contain specific details.
Work-life balance & Health	S1.2	+ Enhancement of employee well-being	Own operations	Actual		
Adequate wages	S1.3	+ Advancement of socio-economic conditions through adequate wages	Own operations	Actual		
Social dialogue	S1.4	+ Employee engagement and transparent communication	Own operations	Actual		
Collective bargaining	S1.5	+ Improvement of working conditions with respect to those established in legislation	Own operations	Actual		
Equal treatment and opportunities for all						
Gender equality and equal pay	S1.6	+ Implementation of equal pay measures	Own operations	Actual		
Training and skills development	S1.7	+ Workforce upskilling	Own operations	Actual		
	S1.8	+ Career growth and internal mobility	Own operations	Actual		
	S1.9	R Inability to attract and retain superior technical and specialized talent -increased talent attrition	Own operations	Medium term		
Measures against violence and harassment	S1.10	- Workplace harassment and incidence of workplace discrimination	Own operations	Actual		
Diversity	S1.11	+ Fostering a diverse and inclusive workforce	Own operations	Actual		

Material impacts, risks and opportunities ESRS 2-SBM-3 p. 48 a ,ESRS 2-SBM-3 p. 48 c i , ESRS 2-SBM-3 p. 48 c ii , ESRS 2-SBM-3 p. 48 c iii , ESRS 2-SBM-3 p. 48 f , ESRS 2-SBM-3 p. 48 h

Topic / Sub - topic / Entity specific		IROs	Scope/ concentration	Time horizons	Strategy and/or business model [1]	More references
ESRS - S2 - Workers in the value chain						
Equal treatment and opportunities for all					Amadeus addresses these material impact through the commitment to "Use Amadeus' industry position to catalyze transformation across the travel ecosystem" and related objectives, included in the sustainability strategy and roadmap 2026-2027.	See section *ESRS S2- Strategy and policies related to workers in the value chain - Training and skills development* containing specific details.
Training and skills development	S2.1	+ Digital upskilling of customer employees	Downstream value chain	Actual		
ESRS - S3 - Affected communities						
Communities' economic, social, and cultural rights					Amadeus addresses these material impacts, risks and opportunities through the commitment to "Use Amadeus' industry position to catalyze transformation across the travel ecosystem" and related objectives, included in the sustainability strategy and roadmap 2026-2027.	See section ESRS S3 - *Strategy and policies related to affected communities - Socio-economic empowerment* containing specific details.
Others	S3.1	- Overtourism and pressure on local communities	Downstream value chain	Actual		
Others	S3.2	+ Socio-economic empowerment	Downstream value chain	Actual		
ESRS - S4 - End users and consumers						
Social inclusion of consumers and/or end-users					Amadeus addresses these material impacts, risks and opportunities through the commitment to "Use Amadeus' industry position to catalyze transformation across the travel ecosystem" and related objectives, included in the sustainability strategy and roadmap 2026-2027.. Additionally, the company has in place its Accessibility Strategy.	*See sections Strategy and policies related to end users and consumers - Accessibility, Strategy and policies related to End users and consumers - Impact-Driven SMEs and startups, Strategy and policies related to end users and consumers - IT service disruption containing specific details.*
Non-discrimination	S4.1	+ Accessible technology	Downstream value chain	Actual		
Access to products and services	S4.2	+ Enabling sustainable growth of Impact-Driven SMEs and startups	Downstream value chain	Actual		
	S4.3	O Amadeus' solutions to groups at risk of exclusion	Downstream value chain	Medium term		
	S4.4	R IT service disruption	Downstream value chain	Medium term	Amadeus addresses this material risk through the Amadeus business resilience program.	
ESRS - G1 – Business conduct						
Corporate Culture	G1.1	+ Fostering Social and Economic Growth through Ethical Corporate Compliance	Own operations	Actual	Amadeus addresses these material impacts and risks through the Corporate Compliance Program, the responsible purchasing policies, the Antitrust and Competition Policy, and the commitment to "Embed sustainability into internal culture, operations, and governance" included in the sustainability strategy and roadmap 2026-2027.	Sections *ESRS G1 -Business conduct* and section *Sustainability-related goals in SBM-1- Strategy, business model and value chain* contain specific details.
	G1.2	+ Enhanced protection and promotion of human rights achieved through robust, systematically implemented management systems	Own operations	Actual		
	G1.3	R Non-compliance with antitrust/competition and dominant position laws	Own operations	Medium term		
	G1.4	R Failure to comply or to implement any required adaptations to comply with regulations	Own operations	Medium term		
Protection of whistle-blowers	G1.5	+ Strengthening stakeholder confidence through transparent and accessible channels	Own operations	Actual		

Material impacts, risks and opportunities ESRS 2-SBM-3 p. 48 a ,ESRS 2-SBM-3 p. 48 c i , ESRS 2-SBM-3 p. 48 c ii , ESRS 2-SBM-3 p. 48 c iii , ESRS 2-SBM-3 p. 48 f , ESRS 2-SBM-3 p. 48 h

Topic / Sub - topic / Entity specific		IROs	Scope/ concentration	Time horizons	Strategy and/or business model [1]	More references
Management of relationships with suppliers including payment practices	G1.6	+ Increasing sustainable practices among suppliers through its purchasing policies and procedures	Upstream value chain	Actual		
	G1.7	R Third Party Management	Upstream value chain	Short term		
Political engagement and lobbying activities	G1.8	+ Collaborative Approach to Environmental, Social, and Economic Impact	Own operations	Actual		
Corruption and bribery (incidents)	G1.9	- Market malfunctioning and public funds diversion as a result of potential cases of corruption and bribery in Amadeus and/or its value chain	Value chain	Potential		
	G1.10	R Corporate Criminal Risks, including those related to corruption	Value chain			
ESRS - G1 – Tax (entity specific)						
Tax	ES1.1	+ Supporting economic growth through tax contributions and transparent engagement with tax authorities	Own operations	Actual	Amadeus addresses this material impact by implementing its Tax Policy and by upholding robust corporate and tax governance practices and initiatives.	Section Fair and transparent tax practices (entity specific) contains specific details.
ESRS - G1 – Cybersecurity (entity specific)						
Cybersecurity	ES3.1	+ Cybersecurity practices to protect the travel industry	Own operations	Actual	Amadeus addresses these material impacts and risks through its Information Security strategy, which includes the adoption of robust cybersecurity measures and the cultivation of an advanced cybersecurity culture.	Section Cybersecurity (entity specific) and Data privacy (entity specific) contains specific details.
	ES3.2	R Cybersecurity Risk	Own operations	Short term		
	ES3.3	R Failure in Cybersecurity compliance	Own operations			
ESRS - G1 – Data privacy (entity specific)						
Data privacy	ES2.1	- Exposure of stakeholders' private data in Amadeus operations or its value chain	Value chain	Potential	Amadeus addresses these material impacts by the implementation the Privacy strategy and the Corporate Standard on Privacy by Design, among other initiatives.	Section Data privacy (entity specific) contains specific details.
ESRS - G1 – Artificial intelligence (entity specific)						
Artificial intelligence	ES4.1	+ Responsible use of artificial intelligence	Own operations	Actual	Amadeus addresses this material impact by the AI governance model, the Responsible AI framework, and the AI intelligence strategy execution, among others.	Section Artificial Intelligence (entity specific) contains specific details.
	ES4.2	- Inadequate skills development in AI	Own operations	Long term		

+ Positive impact
- Negative impact
R Risk
O Opportunity

MDR-P – Policies adopted to manage material sustainability matters

To address the impacts, risks, and opportunities identified through the double materiality assessment, Amadeus has established a range of targeted policies. In particular, Amadeus' corporate policies apply globally to the whole organization, and are supported by processes that undergo regular internal and external quality reviews to ensure regulatory compliance and application of best practice. These corporate policies are complemented by additional policies and processes applicable to specific Amadeus units or roles.

The following table presents a brief overview of the policies. Further details on each one, including descriptions and their alignment with the material IROs, as well as related actions and targets are provided in the relevant sections throughout the report.

Name of the Policy	Scope or its exclusions ESRS 2-MDR-P p. 65 b AR 21	Most senior level accountable for its implementation ESRS 2-MDR-P p. 65 c	Third-party standards or initiatives ESRS 2-MDR-P p. 65 d	Interests of key stakeholders ESRS 2-MDR-P p. 65 e	Availability ESRS 2-MDR-P p. 65 f
Sustainability Policy	The Policy is applicable to Amadeus IT Group S.A. and all Amadeus Group companies where the Company owns or controls, directly or indirectly, most of the shares; as well as any other non-fully owned Amadeus companies that have agreed to be bound by this Policy. Some of the principles of the Policy, depending on the materiality of each case, extends to Amadeus Group third parties who work for, or provide any kind of product, service or goods to, Amadeus, including but not limited to business partners, vendors, consultants and agents. Finally, the policy also applies to joint ventures subject to materiality considerations and Amadeus' level of participation and control in the specific joint venture.	The Sustainability (ESG) Steering Committee is the sustainability governing body composed of senior executives to influence the direction of the sustainability strategy and make related decisions. It acts as delegated body of the Executive Committee, that will act as final validator of decisions. The Sustainability (ESG) Office oversees progress, consistency, and alignment to the sustainability strategy across Amadeus and continuous adaptation to trends and market requests (including the development of the strategy, the implementation of strategic sustainability projects, sustainability reporting key decisions), leveraging the Sustainability (ESG) Steering Committee and the Executive Committee.	Internationally recognized standards	To define the sustainability strategy and the Sustainability Policy, a bottom-up approach has been followed, involving Amadeus business units who had deep knowledge of affected stakeholders.	Available internally through the intranet and externally at the Amadeus website: https://corporate.amadeus.com/documents/en/investors/all-years/corporate-governance/policies/amadeus-sustainability-policy-06-2024.pdf
Human Rights Policy ESRS S1-1 p. 21 AR 12	Amadeus IT Group S.A. and all Amadeus Group companies where the Company owns or controls, directly or indirectly, most of the shares; as well as any other nonfully owned Amadeus companies or joint venture that have agreed to be bound by this Policy Additionally, the Policy applies to eligible Amadeus Group third parties who work for, or provide any kind of product, service or goods to, Amadeus, including but not limited to business partners, vendors, consultants, agents.	The Sustainability (ESG) Steering Committee is in charge of the approval of this Policy and acts as delegated body of the Executive Committee – that will act as final validator of decisions – for sustainability and, in particular, human rights matters. The Sustainability (ESG) Office and Sustainability (ESG) Steering Committee have the responsibility for adhering to these commitments as well as for overseeing their implementation and help to ensure that any breaches are reported through the Speak Up Channel and investigated by the Corporate Compliance department.	Main international benchmarks established by the United Nations. • United Nations Global Compact • The Universal Charter of Human Rights, which constitutes the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, and the Covenant on Economic, Social and Cultural Rights • United Nations Guiding Principles (UNGPs) on Business and Human Rights • Organization for Economic Cooperation and Development's Guidelines for Multinational Enterprises • European Social Charter	Through internal responsible experts at corporate level who had knowledge of interests of the stakeholders	Available internally through the intranet and externally at the Amadeus website: https://corporate.amadeus.com/documents/en/corporate-sustainability/report/amadeus-human-rights-policy.pdf

Name of the Policy	Scope or its exclusions ESRS 2-MDR-P p. 65 b AR 21	Most senior level accountable for its implementation ESRS 2-MDR-P p. 65 c	Third-party standards or initiatives ESRS 2-MDR-P p. 65 d	Interests of key stakeholders ESRS 2-MDR-P p. 65 e	Availability ESRS 2-MDR-P p. 65 f
Code of Ethics and Business Conduct (CEBC)	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. In addition to direct employees of the Amadeus Group, this also extends to agents, scholarship holders, subcontracted personnel, and, in general, all people who work or render their services in any Amadeus Group Company. In the case of subcontracted people who render their services for an Amadeus Group Company through another company, Amadeus will endeavor to have such entities expressly agree to principles consistent with the CEBC.	Corporate Compliance and Investigations	Internationally-recognized standards and highest ethical standards. Applicable 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, among others.	Amadeus periodically assesses the adequacy of its policies including the scope and key stakeholders.	It is available internally through the intranet and externally at the Amadeus website: https://corporate.amadeus.com/documents/en/corporate-sustainability/report/amadeus-code-of-ethics-and-business-conduct.pdf
Environmental Policy	The Policy is applicable to Amadeus IT Group S.A. and all Amadeus Group companies where the Company owns or controls, directly or indirectly, most of the shares; as well as any other non-fully owned Amadeus companies that have agreed to be bound by this Policy. Some of the principles of the Policy, depending on the materiality of each case, extends to Amadeus Group third parties who work for, or provide any kind of product, service or goods to, Amadeus, including but not limited to business partners, vendors, consultants and agents. Finally, the policy also applies to joint ventures subject to materiality considerations and Amadeus' level of participation and control in the specific joint venture.	The President and CEO of Amadeus assumes direct responsibility over sustainability topics and is the ultimate responsible for the definition and execution of the sustainability (ESG) strategy. The Sustainability (ESG) Steering Committee is in charge of the approval of the Policy and acts as delegated body of the Executive Committee—that will act as final validator of decisions—for sustainability and, in particular, environmental matters. The Sustainability (ESG) Office is ultimately responsible for the definition of the Amadeus environmental strategy, environmental performance progress, consistency, and alignment to the sustainability ambition and, particularly, environmental issues, across Amadeus, and continuous adaptation to trends and market requests, leveraging the Sustainability (ESG) Steering Committee and the Executive Committee. The Group Environmental Officer and Head of Sustainability (ESG) Reporting, within the Sustainability (ESG) Office, is directly responsible for the measurement, monitoring, improving and setting of climate change-related targets, as well as the Amadeus environmental policy.	The Science Based Targets initiative (SBTi) Net-Zero Standard. Laws and regulations related to environmental sustainability.	Silent stakeholders have been taken into consideration.	This Policy is available internally through the intranet and externally at the Amadeus website: https://corporate.amadeus.com/documents/en/corporate-sustainability/report/amadeus-environmental-policy.pdf
People Policy	Amadeus IT Group S.A. and all Amadeus Group companies where the Company owns or controls, directly or indirectly, most of the shares; as well as any other non-fully owned Amadeus companies that have agreed to be bound by this Policy.	SVP, Chief People & Culture Officer	Law applicable in each territory or country and international practices, as set out in relevant intentional instruments.	Key labour-related topics were identified and integrated through input from stakeholders representatives, with direct knowledge of employee needs.	Available internally through the intranet.
Health & Safety Group Corporate Policy	All companies within the Amadeus Group.	P&C	Local requirements regarding Health and Safety	In its development, requests from employees, channeled by local P&C representatives, have been considered.	Available internally through the intranet.

Name of the Policy	Scope or its exclusions ESRS 2-MDR-P p. 65 b AR 21	Most senior level accountable for its implementation ESRS 2-MDR-P p. 65 c	Third-party standards or initiatives ESRS 2-MDR-P p. 65 d	Interests of key stakeholders ESRS 2-MDR-P p. 65 e	Availability ESRS 2-MDR-P p. 65 f
Global Workcation Policy	Applicable to all Amadeus Group companies.	P&C	Not applicable.	In its development, requests from employees, channeled by local P&C representatives, have been considered.	Available internally through the intranet.
Community Impact and Charitable Donations Policy	All Amadeus Group employees, including contractors.	The Sustainability Office is the most senior level in organization that is accountable for implementation of policy.	Amadeus sustainability framework and ethical and compliance policies.UN Sustainable Development Goals.	Amadeus periodically assesses the adequacy of its policies including the scope and key stakeholders.	This Policy is internally available to Amadeus own workforce in the Amadeus intranet and externally in the Amadeus website: https://corporate.amadeus.com/documents/en/corporate-sustainability/report/amadeus-community-impact-and-charitable-donations-policy.pdf
Business Continuity Policy	Amadeus Group employees, agents, intermediaries, consultants, sub-contractors, suppliers and Joint Venture partners working on behalf of Amadeus worldwide.	SVP, Chief Corporate & Legal Affairs Officer	Not applicable.	The primary goal is to safeguard Amadeus employees, systems, and infrastructure, while effectively handling disruptions to ensure their impact remains within acceptable boundaries; in doing so, the interests of stakeholders are inherently taken into account.	Available internally through the intranet.
Anti-Bribery and Anti-Corruption Policy	Employees -including the Amadeus executive management, officers, directors and contractors-, agents, intermediaries, consultants, sub-contractors, suppliers and Joint Venture partners of Amadeus are under the scope of this policy.	The prevention of bribery or corruption in any form is the responsibility of Amadeus executive management. For its part, Corporate Compliance and Investigations is the owner of the Anti-Bribery & Corruption Policy. 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.	Highest standards and rules of business ethics, both internally and externally, including United Nations Convention against Corruption. Applicable 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	Amadeus periodically assesses the adequacy of its policies including the scope and key stakeholders.	The policy is available to stakeholders, including the administrative, management and supervisory bodies members, Amadeus own workforce and business partners, at https://corporate.amadeus.com/documents/en/corporate-sustainability/report/amadeus-abc-policy.pdf
Corporate Crime Prevention Policy	Amadeus IT Group and its affiliates and subsidiaries	Board of Directors approves to implement this Policy. The Compliance Officer periodically reviews this Policy and proposes to the Board of Directors, through the Audit Committee, any required modifications and updates.	Regulatory regulations Ethics and compliance culture	Amadeus periodically assesses the adequacy of its policies including the scope and key stakeholders.	Policy publicly available at: https://amadeus.com/content/dam/amadeus/corporate/documents/en/investors/2018/corporate-governance/corporate-crime-prevention-policy.pdf

Name of the Policy	Scope or its exclusions ESRS 2-MDR-P p. 65 b AR 21	Most senior level accountable for its implementation ESRS 2-MDR-P p. 65 c	Third-party standards or initiatives ESRS 2-MDR-P p. 65 d	Interests of key stakeholders ESRS 2-MDR-P p. 65 e	Availability ESRS 2-MDR-P p. 65 f
Anti-Fraud Policy	All Amadeus Group employees, full or part time, including the Amadeus executive management, officers, directors and contractors. Agents, intermediaries, consultants, sub-contractors, suppliers and Joint Venture partners, persons and companies working on behalf of Amadeus worldwide must also comply with anti-fraud laws applicable to them and/or the standards set in this Policy, whichever is higher, when working on behalf of Amadeus.	Amadeus Executive Management.	Highest standards of business ethics, laws, rules, and regulations governing anti-fraud. Laws, rules, and regulations governing anti-fraud, in all the countries where Amadeus operates.	Amadeus periodically assesses the adequacy of its policies including the scope and key stakeholders.	Available internally through the intranet.
Conflict of interest Policy	This Policy applies to all Amadeus employees, including executives, directors, and contractors. It also extends to agents, consultants, and partners working on behalf of Amadeus. Compliance is mandatory, with local standards taking precedence.	The owner of the Policy is Corporate Compliance and Investigation, which shall oversee and administer it.	Highest standards of business ethics, including complying with laws, rules, and regulations governing conflicts of interest	Amadeus periodically assesses the adequacy of its policies including the scope and key stakeholders.	Available internally through the intranet.
Speak Up Policy	The Policy is applicable to Amadeus Group where the Company owns or controls, directly or indirectly, the majority of the shares; as well as any other non-fully owned Amadeus companies that have agreed to be bound by this Policy	Corporate Compliance and Investigations owns this Policy. This unit will oversee and administer the Policy, develop, and maintain procedures and guidelines to support the Policy and work with key stakeholders to ensure that all receive adequate communication and training on the Policy and its implications	Directive (EU) 2019/1937 of the European Parliament and of the Council of 23 October 2019 on the protection of persons who report breaches of Union law Highest standards of business ethics, including complying with all laws, rules, and regulations. Applicable data protection legislation by protecting the privacy of personal data it collects and processes.	Amadeus periodically assesses the adequacy of its policies including the scope and key stakeholders.	Publicly available at https://corporate.amadeus.com/documents/en/corporate-sustainability/report/speak-up.pdf
Code of Ethics and Business Conduct for Third Parties (CEBC-T)	Amadeus third parties who work or provide any kind of product, service or goods to Amadeus, including but not limited to business partners, vendors, consultants, agents.	The CEBC-T has been approved by the Chief Risk and Compliance Officer at Amadeus and the Group Purchasing Department implements this Policy with vendors. Legal department also ensures adherence for eligible third parties contractually.	Laws and regulations pertaining to health and safety, labor, human rights and discrimination, insider trading, taxation, data privacy, competition and antitrust, the environment, public tenders, fraud and corruption prevention.	Amadeus periodically assesses the adequacy of its policies including the scope and key stakeholders.	The CEBC-T is publicly available to stakeholders in the Amadeus website: https://amadeus.com/documents/policies/amadeus-code-of-ethics-and-business-conduct-for-third-parties.pdf
Amadeus Group purchasing policy	Applicable to all Amadeus companies that are majority owned by Amadeus	The Group Purchasing department is the most senior level in Amadeus accountable for the implementation of the Policy.	Highest ethical standards.	This policy promotes fair and transparent purchasing processes.	Available internally through the intranet.
Amadeus Political Contributions, Lobbying, and Government Engagement Policy	This Policy is applicable to all Amadeus employees, intermediaries and consultants that work on the company's behalf for lobbying purposes, was approved by the Executive Committee and Amadeus Industry Affairs unit is in charge of its supervision and administration.	Approved by the Executive Committee and Amadeus Industry Affairs unit is in charge of its supervision and administration.	Applicable laws and regulations and internal company policies. Its collaborations across the global travel industry are based on the principles of neutrality and transparency, fair competition and respect for society around the Group.	NA	The Policy is publicly available at https://corporate.amadeus.com/documents/en/corporate-sustainability/report/Political-Contributions-Lobbying-Government-Engagement-Policy.pdf
Antitrust and Competition Policy	Applicable to all Amadeus group employees, agents, consultants and sub-contractors working on behalf of Amadeus worldwide	The Regulatory Affairs Unit at Amadeus is responsible for maintaining this policy and approving any changes to it. Additionally, all individuals subject to this policy must promptly report any suspected violation of this matter.	Applicable laws and regulations in the countries and jurisdictions in which we operate, including competition and anti-trust.	NA	Available in the Amadeus' intranet. A summary is available on Amadeus' public website: https://corporate.amadeus.com/documents/en/investors/2021/corporate-governance/competition-policy-for-publication.pdf

Name of the Policy	Scope or its exclusions ESRS 2-MDR-P p. 65 b AR 21	Most senior level accountable for its implementation ESRS 2-MDR-P p. 65 c	Third-party standards or initiatives ESRS 2-MDR-P p. 65 d	Interests of key stakeholders ESRS 2-MDR-P p. 65 e	Availability ESRS 2-MDR-P p. 65 f
Corporate Tax Policy	The Policy applies to all taxes, tax risks and tax topics managed in all countries where the Group operates or has a presence, and to all Amadeus Group companies.	The Board of Directors is the ultimate body responsible for the approval of this Policy, the same will be reviewed every three years, notwithstanding the submission for approval of a new document in the event of material changes. Additionally, the Tax Compliance Committee, with the assistance of the Corporate and Tax Unit, ensures the proper implementation and continuous improvement of the tax compliance system, supporting the Audit Committee and reporting to the Board and Executive Committee recurrently. See section below containing detailed information about the tax governance model in Amadeus.	Sustainable Development Goals. International and national standards governing tax compliance, tax management and transfer pricing such as: GRI-207, Spanish Code of Good Practices, Tax Compliance Standard UNE 19602, OECD Transfer Pricing Guidelines for Multinational Enterprises and Tax Administrations and Recommendations of the EU Joint Transfer Pricing Forum.	Amadeus' Corporate Tax Policy has adopted as fundamental pillars the principles of cooperation and collaboration with the tax authorities. Additionally, promoting responsible tax practices, proper tax contributions while enhancing a tax transparent attitude before its interested parties is a commitment included in the Policy.	Amadeus's Corporate Tax Policy is publicly available to stakeholders at Amadeus website: https://corporate.amadeus.com/documents/en/investors/all-years/corporate-governance/corporate-tax-policy.pdf
Global Information Security Policy	Adherence to the Global Information Security Policy is mandatory for all fully and majority owned Amadeus companies. Furthermore, compliance with the Global Information Security Policy is mandatory for all parties and individuals (employees, temporary employees, trainees, contractors and other personnel) involved in the collection, processing, storage and/or transmission of information owned by Amadeus or processed, stored and/or transmitted on behalf of its customers.	It is approved by Amadeus Executive management.	The SPS has been defined, and is continually updated, considering input from industry standards and best practices, such as the ISO 27000 series or PCI DSS, and considering legal, statutory, regulatory and contractual requirements.	The SPS has been defined considering input from several industry standards and best practices, and as such, the interest of key stakeholders.	It is available to the own workforce in the intranet. Additionally, the Policy is publicly available at https://amadeus.com/en/policies/security-policy
Privacy Policy	The policy applies to all employees and contractors of Amadeus Group with access to personal data.	Group Data and AI Office at Amadeus is responsible for developing, implementing and overseeing compliance with this policy, including the awareness and dissemination to those who should know of it.	• Relevant regulatory frameworks such GDPR (Regulation (EU) 2016/697). • Global privacy principles (OECD Privacy Guidelines, ISO 27701)	The Amadeus privacy policies are specifically crafted to protect individuals whose personal data is processed, including travelers and employees. As a result, the policies are centered on prioritizing the security and interests of these stakeholders.	This Policy is available in the Amadeus intranet. Additionally, the Policy is publicly available on Amadeus Trust Centre: https://amadeus.com/documents/policies/amadeus-privacy-policy.pdf
AI Policy	The policy applies to all employees and contractors of Amadeus Group and covers all AI-related activities where AI is used, integrated or built internally.	Group Data and AI Office at Amadeus is responsible for developing, implementing and overseeing compliance with this AI Policy, including the awareness and dissemination to those who should know of it.	• Relevant regulatory frameworks such as the Regulation (EU) 2024/1689 of the European Parliament and of the Council of 13 June 2024 laying down harmonized rules on artificial intelligence (EU AI Act). • Ai Pact (EU initiative) • Recognized Global AI Ethics and Responsible AI frameworks	The policy aims to protect these groups directly or indirectly: • Customers & Partners: The policy mitigates risks such as data leakage and ensures trust in AI-enabled products. • Travelers and individuals whose personal data may be used or impacted.	This Policy is available in the Amadeus intranet. Additionally, the Policy is publicly available on Amadeus Trust Centre: https://amadeus.com/documents/policies/ai/amadeus-group-ai-policy-framework.pdf

MDR-A – Actions and resources in relation to material sustainability matters

Amadeus has implemented or planned a set of actions to prevent, mitigate, and remedy both actual and potential negative impacts, as well as to promote positive ones and address associated risks and opportunities.

To meet the information requirements, the details of these actions are presented in the relevant sections in order to facilitate better traceability and readability of the information. In this regard:

- Unless specifically noted otherwise, these initiatives are ongoing and carried out regularly, in most cases on an annual basis. For this reason, there are generally no specific timeframes or end dates for the completion of each key action, as they are part of continuous processes. ESRS 2-MDR-A p. 68 c
- In terms of resources, unless otherwise indicated, the related action, individually, do not exceed the internal threshold set for classification as significant operational or capital expenditures. This threshold aligns with the materiality standard used in the company's financial statements. In certain specific cases, the information is considered confidential internally. Amadeus recognizes the importance of continuously improving its processes. As such, the company is planning to conduct a more detailed review on it in the future. ESRS 2-MDR-A p. 69 a, ESRS 2-MDR-A p. 69 b , ESRS 2-MDR-A p. 69 c , ESRS S1-4 p. 43

2. ENVIRONMENTAL INFORMATION

Disclosures pursuant to Article 8 of Regulation (EU) 2020/ 852 (Taxonomy Regulation)

Regulatory background

The Taxonomy Regulation, as part of the European Commission's plan to promote sustainable economic growth, supports the European Green Deal. It provides a classification system for environmentally sustainable activities, enabling companies and investors to reorientate capital flows with the goal of carbon neutrality by 2050.

The EU Taxonomy defines six environmental objectives, each accompanied by a list of economic activities, with detailed descriptions and sustainability criteria:

1. Climate change mitigation (CCM).
2. Climate change adaptation.
3. The sustainable use of water and protection of marine resources.
4. The transition to a circular economy.
5. Pollution prevention and control.
6. The protection and restoration of biodiversity and ecosystems.

In this regard, the regulatory framework applicable as of 31 December 2025 is the following:

- Regulation (EU) 2020/852 ("EU Taxonomy Regulation") on the establishment of a framework to facilitate sustainable investments.
- Delegated Act (EU) 2021/2139 ("Climate Delegated Act"), establishing the technical screening criteria for determining the conditions under which an economic activity qualifies as contributing substantially to climate change mitigation or climate change adaptation and for determining whether that economic activity causes no significant harm to any of the other environmental objectives.
- Delegated Act (EU) 2021/2178 ("Disclosures Delegated Act"), specifying the content and presentation of information to be disclosed by undertakings.
- Delegated Act (EU) 2022/1214 ("Complementary Climate Delegated Act") and Delegated Act (EU) 2023/2485 (amending Climate Delegated Act with additional technical screening criteria for certain activities not previously covered).
- Delegated Act (EU) 2023/2486 (supplementing regulation for the rest of taxonomy objectives).
- Delegated Act (EU) 2024/3215 correcting certain language versions of Delegated Act (EU) 2021/2139 ("Climate Delegated Act").
- Commission Delegated Regulation (EU) 2026/73 of 4 July 2025 amending Delegated Regulation (EU) 2021/2178 as regards the simplification of the content and presentation of information to be disclosed concerning environmentally sustainable activities and Delegated Regulations (EU) 2021/2139 and (EU) 2023/2486 as regards simplification of certain

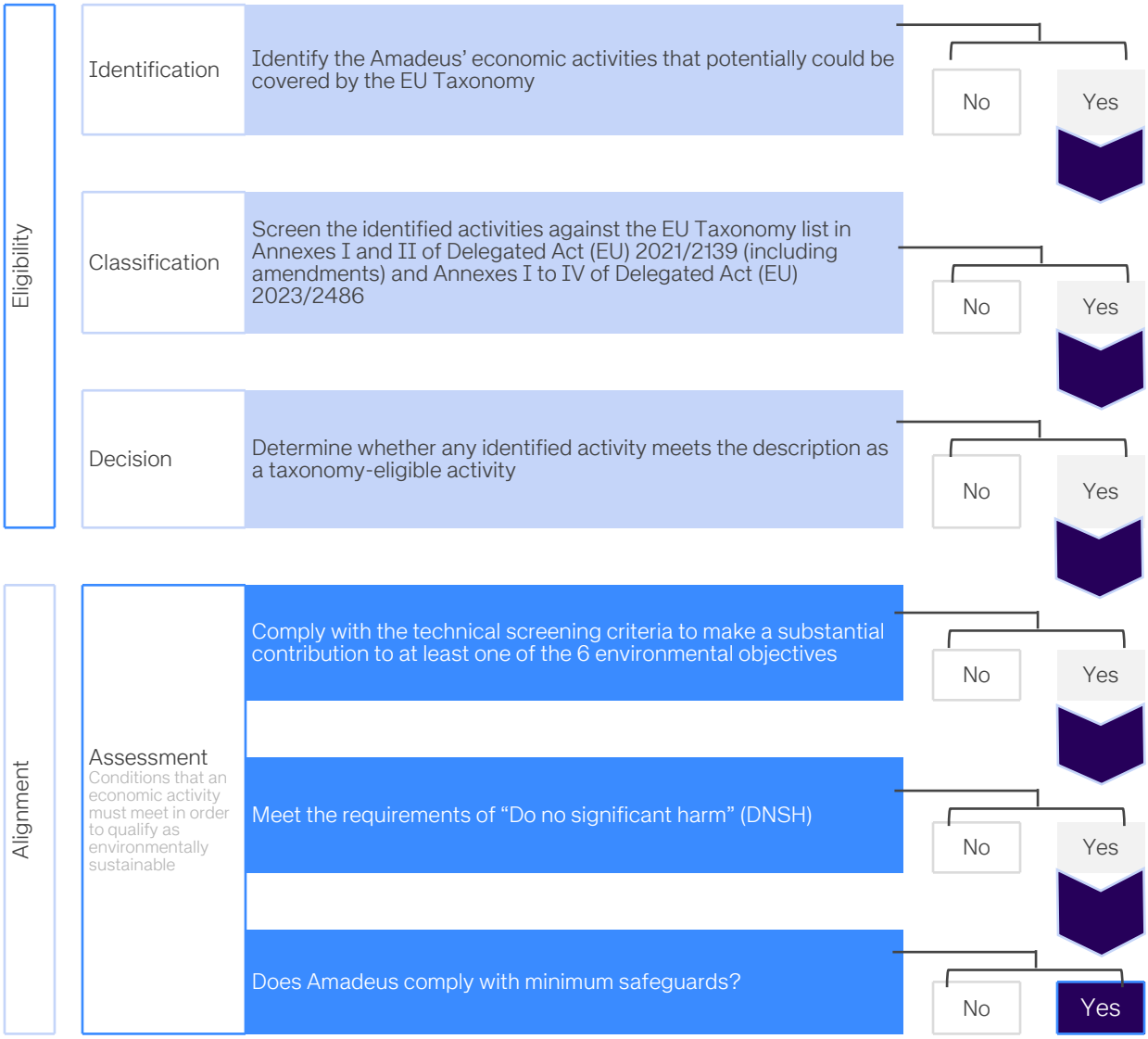
technical screening criteria for determining whether economic activities cause no significant harm to environmental objectives.

Under the current regulatory[32] framework, companies must disclose whether their activities are taxonomy-eligible and, if so, they are also aligned according to established criteria. For these activities, companies report three key performance indicators: percentage of turnover, capital expenditure (CapEx) and operating expenditure (OpEx) attributable to them.

This dynamic framework could expand its scope of activities overtime, including new activities through successive legislative updates.

Assessment of compliance with Regulation (EU) 2020/852

Amadeus has established the following annual process to determine which Group activities are eligible and which meet the alignment criteria under the EU Taxonomy regulation.



[32] Amadeus has decided to continue applying the full methodology and disclosure requirements set out in Regulation (EU) 2020/852 and Regulation (EU) 2022/856, despite the simplified framework introduced through the recent Omnibus Delegated Act.

a) Nature of the taxonomy-eligible and taxonomy-aligned economic activities

As in previous years, during 2025 Amadeus conducted an analysis, mapping its economic activities to the six environmental objectives. As a result, no new eligible activities have been identified and, therefore, "8.1 Data processing, hosting and related activities" remains as Amadeus' sole taxonomy-eligible activity related to the Climate Change Mitigation objective[33, 34].

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 other business activities. 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.

Activity 8.1 is a component of that performance obligation and cannot be isolated from Amadeus' development, marketing, and commercialization activities for the provision of access to its products and services through its own or third parties' data centers.

Once the taxonomy-eligible activity has been identified, Amadeus has also assessed compliance with the taxonomy-alignment requirements for the Data processing, hosting and related activities to substantially contribute to climate change mitigation. Amadeus has carried out a qualitative analysis of the substantial contribution criteria, DNSH and social minimum safeguards to verify the fulfillment of the conditions required. The assessment concluded that Amadeus' taxonomy-eligible activity is not taxonomy-aligned.

Amadeus data processing activities that qualify as eligible are fundamentally carried out at the main Amadeus data center and in the public cloud. The Amadeus expectations are that this migration of data processing activities to a public cloud will allow the data processing economic activity to be aligned with taxonomy requirements in the future. Please refer to the section *Assessment of compliance with the taxonomy alignment criteria* 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.

b) Assessment of compliance with the taxonomy alignment criteria

The analysis to assess if the activity 8.1, identified as taxonomy-eligible, substantially contribute to climate change mitigation and therefore is 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 I of the "Climate Delegated Act".

As for the technical criteria of Annex I of the "Climate Delegated Act", Amadeus has performed an assessment individually at the level of each of the different data centers that it operates directly or through subcontractors.

1. Substantial contribution to climate change mitigation

Two main technical criteria must be fulfilled under the substantial contribution of the activity 8.1 to climate change mitigation:

[33] As explained in section below, given the particularities about the Amadeus business, it is difficult to match its activities to the EU Taxonomy list of eligible activities. In Amadeus' 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 its solutions is intertwined with the rest of the functionalities of Amadeus products and services. Finally, some of Amadeus' activities, and their contribution to sustainability can hardly be evaluated independently of the wider system in which these activities operate. See section *Economic activities analyzed beyond those reported as eligible* for more details, including some particular examples.

[34] According to the analysis carried out, Amadeus does not contribute to the other environmental objectives by any other activity covered by the Taxonomy.

- Firstly, relating to the compliance with the relevant expected practices set out in the EU 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. EN 50600 was renewed for Amadeus in August 2023 and is valid until August 2026 and it is annually audited by a third party.

  In addition, Amadeus obtained the additional certification according to the ISO/IEC22237 standard in 2024, which was renewed in 2025. 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. The ISO/IEC 22237, it is an international standard analogous to EN 50600, takes a comprehensive approach covering 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.

- Secondly, regarding the requirement that the global warming potential (GWP) of refrigerants used in the data center cooling system does not exceed 675, Amadeus' main data centre in Erding (Germany) does not comply with this requisite. Consequently, it is not taxonomy-aligned. In most of the rest Amadeus data centres, the situation regarding refrigerants utilized is similar to the main Data Center.

  The refrigerants of Amadeus' data centres have not been changed to one that is compliant with the GWP Taxonomy requirement due principally to the following reasons:

  - In contrast with the EU Taxonomy regulation, the current EU F-gas regulation, does not ban the refrigerant used by Amadeus until 2030. In Amadeus' understanding, it is uncertain what refrigerant will be required to use after that date by the EU F-gas regulation.
  - Amadeus considers the GWP is only materialized if the gas is leaked and released into the atmosphere. Consequently, anti-leakage systems that were implemented at Amadeus main Data Center become very relevant, and these measures do not seem to be considered by the EU 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.
  - Amadeus is transitioning its data processing activities to the cloud. Consequently, the significant investment required for the implementation of a compliant refrigerant—which in case of Amadeus 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 period of time.

Regarding data processing activities subcontracted to Microsoft Azure public cloud, Microsoft has informed Amadeus that it cannot currently confirm whether the Microsoft data centers supporting Amadeus and the Microsoft cloud services provided to Amadeus are aligned with the Climate Delegated Act criteria for Activity 8.1 (Annex I). Microsoft's subsidiaries in the EU/EEA do not

currently report on eligibility or alignment under Taxonomy Regulation and are not expected to fall within the scope of the regulation before 2027. Microsoft has committed to keep Amadeus updated regularly as when they publish further announcements or data available to the market about its engagement with the Taxonomy Regulation and its criteria for data centers.

2. Do no significant harm (DNSH)

The criteria of DNSH ensures that the economic activity does not impede the other environmental objectives of the EU Taxonomy from being reached, meaning that it has no significant negative impact on them.

Article 17 of the Taxonomy Regulation requires activities to meet DNSH criteria for the six environmental objectives. Annex I of the Climate Delegated Act provides the specific technical screening criteria for DNSH compliance.

The status of Amadeus' assessment is summarized below for each of the other applicable 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

Amadeus carried out the climate related risk analysis using the TCFD guidelines, and scenarios from the Intergovernmental Panel on Climate Change (IPCC) and the Network for Greening the Financial System (NGFS).

Particularly, the analysis of the physical climate change related risks has been based on scenarios including, short-, medium and long-term climate projections:

- High and very high GHG emissions scenarios (RCP 8.5, SSP3-7.0 and SSP5-8.522).
- The very low and low GHG emissions scenarios (RCP 2.6, SSP1-1.9 and SSP1-2.6).

Further details are explained in section *ESRS 2 - IRO-1 - Description of the processes to identify and assess material climate-related impacts, risks and opportunities.*

- Sustainable use and protection of water and marine resources

The requirements set in Annex I 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 the materiality analysis. For the Data Centre in Erding, permits for the withdrawal and discharge of water/wastewater have been received. The local regulations are fulfilled in this aspect. Further information is available in section *Water consumption, included in the Annex I - Non-financial and diversity reporting requirements (Law 11/2018).*

- Transition to a circular economy

Given the nature of Amadeus business as an IT provider, this topic is more material for its hardware providers than for its own operations. It should also be noted that through the double materiality assessment, Amadeus has not identified any material impacts, risks or opportunities related to resource use and the circular economy associated with its own operations or its upstream and/or downstream value chain. See more information in section *Circular economy and use of resources, included in the Annex I - Non-financial and diversity reporting requirements (Law 11/2018).*

3. Minimum social safeguards

In October 2022, the "Final Report on Minimum Safeguards"[35] was published, which provides recommendations to undertakings for evaluating compliance with minimum social guarantees (minimum safeguards).

The Report proposes four pillars (Human Rights, Corruption, Taxation and Fair Competition) and several criteria to comply within each of them. If any of the criteria in each pillar are not met, the Minimum Safeguards requirements will not be fulfilled.

Based on this Report, Amadeus has considered the following aspects to evaluate its compliance at Group level.

- Human Rights[36]

The Amadeus Human Rights Policy states its human rights commitments. This Policy takes as a reference the United Nations Global Compact (UNGC), the Universal Charter of Human Rights, International Labour Organisation (ILO) Declaration on Fundamental Principles and Rights at Work, UNGPs, the European Social Charter and the OECD Guidelines for Multinational Enterprises.

The company systematically identifies and addresses potential negative impacts on sustainability—including those related to human rights—by integrating them into its double materiality assessment process. Moreover, human rights form part of Amadeus' risk management framework. The company evaluates the risks of infringing on the following rights:

- Fair and favorable working conditions (including zero tolerance towards child labor or forced labor).
- Fair wages/compensation.
- Freedom of association/collective bargaining.
- Diversity, inclusion and non-discrimination.
- Health and safety (including reconciliation and rest).
- Data protection.

Although these risks do not rank as significant on the Corporate Risk Map, Amadeus has taken proactive steps to address them by incorporating prevention and monitoring measures.

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. See more information in section Amadeus Speak Up channel and investigations.

Finally, it is worth noting that in 2025, 0 of severe human rights incidents (e.g., forced labor, human trafficking, or child labor) were identified. Furthermore, no complaints (0) were reported to the National Contact Point for the OECD Multinational Enterprise.

- Corruption

Amadeus has a zero-tolerance approach to acts of bribery and corruption by employees or anyone acting on behalf of Amadeus. Amadeus's corporate policies, especially the Anti-Bribery & Anti-Corruption Policy, are shaped by these commitments, which focus on preventing unlawful conduct like bribery and corruption. These principles are put into practice through prevention, detection and mitigation actions.

[35] https://finance.ec.europa.eu/system/files/2022-10/221011-sustainable-finance-platform-finance-report-minimum-safeguards_en.pdf
[36] At the end of 2025, Amadeus launched a project to enhance its human rights risk and impact assessment. See more information in section *GOV-4 – Statement on due diligence.*

In 2025, Amadeus did not receive any convictions or fines for violation of anti-corruption or anti-bribery laws, nor has it been the subject of any legal actions relating to corruption or bribery.

See more information in sections *G1-1 - Business conduct policies and corporate culture*, and *G1-3 - Prevention and detection of corruption and bribery.*

- Taxation

Through the Corporate Tax Policy, approved by the Board of Directors, Amadeus 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.

To support the fulfillment of its Tax Policy commitments, the Company has implemented various measures. For instance, Amadeus has set up a tax risk management and control system designed to ensure that all entities within the Group adhere to established tax compliance standards.

In 2025, Amadeus faced no criminal convictions related to tax evasion.

See more information in section *Fair and transparent tax practices (entity specific).*

- Fair competition

The Antitrust and Competition Policy is designed to set forth the general principles of antitrust and competition laws that apply to Amadeus globally and to help Amadeus employees understand how these affect their day-to-day work.

Amadeus employees at different levels are responsible for being familiar with and avoiding anticompetitive activities. In this regard, the Corporate & Legal Affairs department frequently organizes training sessions to remind employees of the Policy and explain the obligations and exemplary practices. In this regard, in 2025, 120 employees have been trained in Antitrust and Competition Law Compliance (3,549 in 2024)[37]. The variation in the figures concerning 2024 stems from the fact that these training sessions have been specifically directed toward Amadeus functions that encounter greater exposure to antitrust and competition-related matters.

In relation to the class action complaint filed in a US federal court in Illinois against Amadeus and several hotel brands for alleged infringement of US antitrust laws in 2024, the court granted Amadeus and the hotel defendants' motion to dismiss the case. The court allowed the class plaintiff to file an amended complaint, which Amadeus and the hotel defendants again moved to dismiss the case; that motion remains pending before the court with the decision expected in early 2026, which could either end the case or lead to appeals. Amadeus will continue to vigorously defend itself, and as of today, the company does not expect that any material payments will be necessary once the case is final.

Amadeus is not subject or party to any other legal actions pending or completed regarding anti-competitive behavior, and has not been identified as a participant in any other violations of antitrust and monopoly legislation.

See more information in section *Fair competition.*

Key performance indicators (KPIs) and accounting policy

The following tables summarize the three KPIs reported for the financial years ended December 31, 2025, and 2024, respectively.

[37] To gather the necessary information, data was sourced from Group Ordinary Systems (Workday). The total number of employees who have completed the course has been taken into account.

Key performance indicators (KPIs)				
				As of December 31, 2025
	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	6,517.0	7.7 %	0.0 %	92.3 %
CapEx	868.8	0.8 %	0.0%	99.2 %
OpEx	763.3	9.0 %	0.0 %	91.0 %
				As of December 31, 2024
Turnover	6,141.7	7.3 %	0.0 %	92.7 %
CapEx	1,079.4	1.7 %	0.0 %	98.3 %
OpEx	694.4	10.5 %	0.0 %	89.5 %

The required templates under Annex II of the ''Disclosures Delegated Act", as updated by Annex V of Commission Delegated Regulation (EU) 2023/2486, are included in Tables I, II and III at the end of this section.

To calculate the turnover, CapEx and OpEx indicators, all the data used was sourced from Amadeus' IT systems, which are designed to collect and store information accurately. These systems operate under robust processes, supported by efficient internal controls that are regularly reviewed. Consistent data sources were used to prevent the same item from being considered more than once under the same KPI. Additionally, this data is also audited by an external auditor on a regular basis. All of this contributes preventing double counting.

The taxonomy-eligible KPIs have been calculated in accordance with Annex I of the "Disclosures Delegated Act". The Amadeus taxonomy-eligible activity does not meet all technical screening criteria required to substantially contribute to the climate change mitigation objective; therefore, no disclosure has been included in the description of Amadeus' accounting policies below. For additional details on the assessment performed, please refer to section "Assessment of compliance with the taxonomy alignment criteria".

The turnover, CapEx and OpEx cover all the activities across the Amadeus IT Group and align with the consolidation scope as described in *note 2.3 Consolidation scope*.

A. KPI related with turnover

The proportion of taxonomy-eligible activities within Amadeus' total turnover has been calculated as the ratio of net turnover from products and services associated with taxonomy eligible activities (numerator) to total net turnover (denominator), in each case for the financial years ended December 31, 2025, and 2024, respectively.

Revenues from the stand-ready obligation to make available Amadeus platforms and software to customers can be reconciled to *note 12.1 Disaggregation of revenue from contracts with customers* of Amadeus consolidated annual accounts. The allocation key is not directly reconciled as it includes Amadeus' development, data and distribution centers costs.

The turnover KPI numerator corresponds to net turnover from products and services associated with taxonomy-eligible economic activity 8.1 "Data processing, hosting and related activities", reconcilable to note 12.1 of the Amadeus consolidated annual accounts. As explained above, net revenues from the stand-ready obligation to make available Amadeus products and services to customers cannot be fully allocated to this economic activity. Consequently, a ratio based on the relative weight of the

costs associated with Amadeus data centers operations over the total costs of the development, marketing, commercialization, and data processing activities was applied.

The turnover KPI denominator is based on Amadeus consolidated net revenue in accordance with IAS 1.82(a). For further details on accounting policies regarding Amadeus consolidated net revenue, see n*ote 4.2.8 Revenue from contracts with customers* of Amadeus' consolidated annual accounts for the year ended December 31, 2025. Amadeus consolidated net turnover can be reconciled to our consolidated annual accounts, c.f. the consolidated statement of comprehensive income (revenue).

During 2025, total eligible turnover has risen by 11.3% which is higher than the Amadeus' total revenues. This is due to the data center's increased weight in the KPI calculation.

B. KPI related with capital expenditure (CapEx)

CapEx consists of additions to tangible and intangible fixed assets during the financial year, before depreciation, amortization, and any re-measurement, 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 accounting policies regarding Amadeus' CapEx, cf. *note 4.2.4 Intangible assets, note 4.2.5 Property, plant and equipment, and 4.2.6 Leases* of Amadeus' consolidated annual accounts.

The CapEx KPI numerator includes CapEx for assets or processes linked with taxonomy-eligible economic activities ("category a"). Amadeus considers that assets and processes are associated with taxonomy-eligible activities when they are essential components required to execute an economic activity.

For the year ended December 31, 2025, total CapEx directly invested in data centers amounts to €6.6 million, compared to €18.6 million in 2024. This figure has decreased due to the cloud migration strategy.

CapEx related to purchasing outputs from taxonomy-eligible economic activities and individual measures enabling low-carbon transition, or leading to greenhouse gas reductions, are taxonomy-eligible when it meets the description for that economic activity. As reliable taxonomy-alignment statements from Amadeus suppliers' output are currently not available and amounts are not significant, no CapEx/OpEx is reported for this category.

For the year ended December 31, 2025, the total CapEx can be reconciled to Amadeus' consolidated annual accounts, cf. note 7.2 Intangible assets *:* "Additions, €22.8 million", "Additions of Software internally developed €739.9 million", "Changes in consolidation perimeter €13.5 million", *note 8 PROPERTY, PLANT AND EQUIPMENT:* "Additions €60.5 million" and "Changes in consolidation perimeter €(0.2) million" and *note 9 LEASES:* "Additions" €32.8 million and "Changes in consolidation perimeter" €(0.5) million.

For the year ended December 31, 2024, the total CapEx can be reconciled to Amadeus' consolidated annual accounts, cf. note *7.2 Intangible Assets:* "Additions, €10.4 million", "Additions of Software internally developed €712.1 million", "Changes in consolidation perimeter €217.6 million", *note 8 PROPERTY, PLANT AND EQUIPMENT:* "Additions €79.9 million" and "Changes in consolidation perimeter €4.9 million" and *note 9 LEASES:* "Additions € 51.6 million" and "Changes in consolidation perimeter €2.9 million".

As of December 31, 2025 total proportion of eligible Capex (0.8%) has decreased due to the migration to the cloud during the fiscal year.

C. KPI related with operating expenditure (OpEx)

OpEx consists of direct non-capitalized costs associated with the 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 Amadeus' consolidated statement of comprehensive income (cf. note 4.2.4 Intangible assets of Amadeus' consolidated annual accounts). This includes all non-capitalized expenditure that is directly attributable to research or development activities, in line with Amadeus consolidated annual accounts (IAS 38.126).
- 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 Amadeus internal cost centers. The related cost items can be found in various line items in Amadeus' consolidated statement of comprehensive income, including personnel and related expenses (maintenance and repair of IT-systems and infrastructures).

With regard to the numerator, reference is made to the corresponding statements on the CapEx KPI. Only OpEx relating to "category a" was included.

As of December 31, 2025 total eligible OpEx amounts to €68.8 million (9.0%), being slightly lower than previous year (€73.3 million (10.5%), respectively, in 2024).

Economic activities analyzed beyond those reported as eligible

Amadeus facilitates transactions between travel providers and travel sellers, and delivers mission critical IT solutions for travel companies. Amadeus provides IT solutions to a broad range of industry stakeholders, including 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. See more details in section *ESRS 2 SBM-1- Strategy, business model and value chain*

Amadeus has built a global commercial and operational network that helps travel providers market their products more efficiently, lowering fixed costs of distribution, reducing risks, and making operations more flexible.

In addition, Amadeus' large IT customer base supports its R&D investment, enabling the development of advanced technology solutions that are delivered flexibly to customers. This approach reduces the risks and fixed costs of investing in IT infrastructure and internal developments. This is particularly valuable in a sector marked by frequent mergers and acquisitions.

Amadeus' extensive customer network, intense R&D investment and deep travel expertise are central to its value proposition. This contributes to making the travel industry more efficient and sustainable.

Overall, Amadeus' 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, it is difficult to match its activities to the EU Taxonomy list of eligible activities. In Amadeus' 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 its solutions is intertwined with the rest of the functionalities of Amadeus products and services. They often represent a fraction of its value proposition, CapEx and OpEx do not produce

any relevant turnover in isolation. Finally, some of Amadeus' activities, and their contribution to sustainability can hardly be evaluated independently of the wider system in which these activities operate.

The paragraphs below further elaborate and provide examples of the cases described above. Some of Amadeus 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 EU Taxonomy, Amadeus is involved in other economic activities that improve the operational efficiency of its customers, and this operational efficiency also implies improved environmental performance, typically through reduced fuel consumption.

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

- Improved flight departure monitoring.
- Improved capacity management with load distribution and balance automatically calculated.
- Efficient ground handling management by applying carrier preferences and processes.
- Optimized 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, facilitate 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.[38] In 2024, Amadeus and Accenture produced a similar research. The study concluded that the estimated CO_2 savings facilitated by Amadeus Altéa DCS FM and Amadeus Sequence Manager combined, aggregated at industry level, can deliver emissions reductions equivalent to 0.6% of total aviation emissions annually. Consequently, the contribution of IT solutions to sustainability is very relevant.

The activity to build and implement this software could not be matched with any of the activities of the Taxonomy list of eligible activities, despite the fact that the solution can help to reduce 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 2025, Amadeus processed 484 million airline bookings (471.2 in 2024). The Amadeus distribution platforms, through which the bookings are processed, provide users three critical pieces of information to help the traveler making her/his travel purchase decision, i.e., airline schedules, availability of seats and fares. In addition, Amadeus distribution platforms provide 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 agreements with various providers, including the UN International Civil Aviation Organization (ICAO),

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

the Travalyst Coalition and IATA. We are planning to expand this service to other means of transportation.

The purpose of providing this information is to help travelers factor in sustainability elements in their purchasing decisions. Considering that Amadeus delivers this information to millions of travelers, a relevant contribution can be made 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 the company's 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, Amadeus believes that informing millions of travelers about the CO_2 emissions released due to their trips contributes to raising sustainability awareness and fostering 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 the different players interact, and the total efficiency of the system depends on individual performance, and also in the way different players interact.

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[39] or code sharing[40] that have contributed to reaching load factors[41] 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 depart from their stands, reducing the amount of time aircraft spend taxiing on the runway before taking off.

The solution enables a common situational awareness, shared among the 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 parties involved.

- For airport operators, it helps optimize the overall airport capacity making better use of existing infrastructure.
- For aircraft operators, it reduces fuel costs and improves punctuality, with less time spent on the runway and in delays. The reduced fuel used means less greenhouse gas emissions and less local pollution per passenger carried.

[39] Interlining 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
[40] 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.
[41] 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

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

Sequence Manager is utilized by airports, but it needs collaboration from other airport stakeholders to reach its full potential. The solution provides benefits beyond Amadeus' 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, Amadeus does not 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, Amadeus is 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 it 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, there is no standard mechanism to quantify these savings.

Based on the ample room for interpretation that in Amadeus understanding the Taxonomy allows, a prudent approach is being taken. In case of doubt, activities are not being included as eligible. Nonetheless, Amadeus continues to monitor several activities that could be considered eligible for future reporting years.

Annex 2. Templates for KPIs- Taxonomy eligible activities

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

Proportion of turnover

	Financial year 2025		Year		Substantial Contribution Criteria						DNSH criteria ('Does Not Significantly Harm')									
	Economic Activities (1)	Code (2)	Turnover (3)	Proportion of Turnover, year 2025 (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 2024 (18)	Category enabling activity (19)	Category transitional activity (20)
	Text		M EURS	%	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																			
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										
	Activity 8.1 – Data processing, hosting and related activities	CCM 8.1	502.7	7.7%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								7.3%		
	Turnover of Taxonomy eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		502.7	7.7%	7.7%													7.3%		
	A. Turnover of Taxonomy eligible activities (A.1+A.2)		502.7	7.7%														7.3%		
	B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
	Turnover of Taxonomy non-eligible activities		6,014.3	92.3%																
	Total		6,517.0	100%																

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

Proportion of CapEx

	Financial year 2025	Year			Substantial Contribution Criteria						DNSH criteria ('Does Not Significantly Harm')									
	Economic Activities (1)	Code (2)	CapEx (3)	Proportion of CapEx, year 2025 (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 2024 (18)	Category enabling activity (19)	Category transitional activity (20)
	Text		M EURS	%	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)																			
	CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)			0%														0%		
	Of which Enabling																			
	Of which Transitional																			
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										
	Activity 8.1 – Data processing, hosting and related activities	CCM 8.1	6.6	0.8%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								1.7%		
	CapEx of Taxonomy eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		6.6	0.8%	0.8%													1.7%		
	A. CapEx of Taxonomy eligible activities (A.1+A.2)		6.6	0.8%														1.7%		
	B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
	CapEx of Taxonomy non-eligible activities		862.2	99.2%																
	Total		868.8	100%																

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

Proportion of OpEx

	Financial year 2025	Year			Substantial Contribution Criteria						DNSH criteria ('Does Not Significantly Harm')									
	Economic Activities (1)	Code (2)	OpEx (3)	Proportion of OpEx, year 2025 (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 2024 (18)	Category enabling activity (19)	Category transitional activity (20)
	Text		M EURS	%	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]	[redacted]	[redacted]	[redacted]	[redacted]	[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]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Activity 8.1 – Data processing, hosting and related activities	CCM 8.1	68.8	9.0%	EL	N/EL	N/EL	N/EL	N/EL	N/EL	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	10.5%	[redacted]	[redacted]
	OpEx of Taxonomy eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		68.8	9.0%	9.0%						[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	10.5%	[redacted]	[redacted]
	A. OpEx of Taxonomy eligible activities (A.1+A.2)		68.8	9.0%							[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	10.5%	[redacted]	[redacted]
	B. TAXONOMY-NON-ELIGIBLE ACTIVITIES																			
	OpEx of Taxonomy non-eligible activities		694.5	91.0%																
	Total		763.3	100%																

ESRS E1 - CLIMATE CHANGE

As part of the sustainability strategy and roadmap 2026-2027, the Environmental Strategy is based on three pillars:

- Solutions for customers. Supporting customers to optimize their own environmental impact with Amadeus IT solutions, and empowering sustainable travel choices through actionable information.
- Travel ecosystem. Engaging with industry stakeholders in joint sustainability initiatives to address global environmental challenges.
- People and business practices . Addressing the environmental impact of own operations and, to the extent possible, of the value chain.

ESRS 2 - GOV-3 - E1 - Integration of sustainability-related performance of incentive schemes

Since 2022, the *Amadeus Performance Plan* (APP)—which forms part of the variable pay of all employees—includes two environmental indicators as follows:ESRS E1.GOV-3 p. 13

- Electricity consumption per full-time equivalent worker[42] (kWh per FTE).
- Scope 1 and 2 emissions reduction and offsetting in line with the objective to become carbon neutral by 2025.

In addition to three other sustainability indicators that focus on social and governance issues, these five metrics constitute 12% of the short-term variable remuneration of all Amadeus employees (Annual Bonus), including the President and CEO, as well as the members of the Executive Committee. The Board of Directors is excluded from this variable remuneration. ESRS E1.GOV-3 p. 13

At Amadeus, the Nominations and Remuneration Committee reviews performance against targets and determines whether payout is appropriate considering the level of achievement in relation to target.

See the section *ESRS 2 GOV-3 – Integration of sustainability-related performance in incentive schemes* containing further details.

ESRS 2 - IRO-1 - Description of the processes to identify and assess material climate-related impacts, risks and opportunities

Impacts

To determine actual and potential impacts associated with climate change, Amadeus has drawn upon the climate-related topics and subtopics outlined in application requirement 16 of ESRS 1. Particular attention was paid to the Amadeus greenhouse gas (GHG) inventory—including scope 1, 2, and 3 emissions—as well as the portfolio solutions and the composition of both upstream and downstream value chain, alongside other relevant sources. Using these references, specialists within Amadeus conducted the impact identification process. The identified impacts underwent assessment and prioritization according to the procedure described in section *ESRS 2 IRO-1- Description of the process to identify and assess material impacts, risks and opportunities.*ESRS E1.IRO-1 p. 20 a, AR 9 AR 10

[42] 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.

Risks and opportunities

Amadeus has refreshed its climate risk and opportunity analysis following the recommendations of the Task Force on Climate-related Financial Disclosure (TCFD) guidelines, incorporating the latest Intergovernmental Panel on Climate Change (IPCC) and the Network for Greening the Financial System (NGFS) scenarios. ESRS E1.IRO-1 AR 11 a AR 13-AR 14

Climate related scenarios ESRS E1.IRO-1 p. 21 AR 13-AR 14, ESRS E1.IRO-1 AR 11 d AR 13-AR 14, ESRS E1.IRO-1 AR 12 c AR 13-AR 14	Scope ESRS E1.IRO-1 AR 11 c AR 13-AR 14, ESRS E1.IRO-1 AR 12 b AR 13-AR 14	Time horizons ESRS E1.IRO-1 AR 11 b AR 13-AR 14
To enhance Amadeus's understanding of the risks and opportunities that could impact the company, scenarios representing the "optimal" and "most extreme" climate risks have been chosen for both physical and transition scenario analyses.	The scope of the analysis considered entities relating to Amadeus direct operations, including critical infrastructures/assets (office locations); Amadeus supply chain, focused on a subsection of the most critical supplier; and downstream value chain elements, focusing on major clients at the sector	The company has taken into consideration the short, medium and long term as defined by the sources and scenarios utilized in the assessment[1].

[1]Near Term (2021-2040), Medium Term (2041-2060), Long Term (2081-2100), as defined in the official sources climate atlases, not matching the time horizons defined by Amadeus.

Physical climate change-related risks ESRS E1.IRO-1 p. 20 b AR 13-AR 14

Amadeus own operations

This analysis is based on scenarios Representative Concentration Pathways (RCP) and Shared Socioeconomic Pathway (SSP), of the IPCC, including, short- and long-term climate projections[43]: ESRS E1.IRO-1 AR 11 a AR 13-AR 14, ESRS E1.IRO-1 p. 21 AR 13-AR 14

- High and very high GHG emissions scenarios (RCP 8.5, SSP3-7.0 and SSP5-8.522), to reflect the "worst case" physical climate scenario. These help to identify the physical threats and regional vulnerabilities that could arise if global temperatures rose by more than 4°C by the end of the century.ESRS E1.IRO-1 p. 20 b i AR 13-AR 14, ESRS E1.IRO-1 AR 11 d AR 13-AR 14
- The very low and low GHG emissions scenarios (RCP 2.6, SSP1-1.9 and SSP1-2.6), depicting a future in which global temperature rise is limited to 1.5°C by 2100 and global CO2 emissions are cut to net zero around 2050.

Official sources like climate atlases[44] have been used to identify and assess potential exposure of Amadeus to climate hazards. These encompass both acute, such as flood and heavy precipitation, heat waves, and chronic, like heat stress, that may presently or eventually affect the company.

Taking historical data as baseline reference, the analysis has examined shifts in factors like average temperature, extreme heat events, and rainfall patterns across the referenced emission scenarios, analyzing the degree of risk posed by each hazard, in the short, medium and long term. To do so, the locations of Amadeus's critical assets were considered.

Throughout the assessment, the probability of occurrence and the possible effects on operations, health and safety, reputation, and assets were evaluated using specific scales. The findings were consolidated into broad risk categories. Both the initial and residual impacts were considered, taking into account the measurements currently implemented.

Value chain

Public information from key vendors and sector-specific risk maps were reviewed:

- Suppliers. By gathering public information from key suppliers, Amadeus gained insight into the physical risks that are present within its upstream value chain, including, for example, supply disruptions caused by natural disasters, or extreme weather events. Furthermore, the information

[43] The Intergovernmental Panel on Climate Change establishes various scenarios of Representative Concentration Pathways (RCP) and Shared Socioeconomic Pathway (SSP). See more information at https://www.ipcc.ch/report/ar6/syr/downloads/report/IPCC_AR6_SYR_SPM.pdf
[44] For example, https://climate.copernicus.eu/ and https://interactive-atlas.ipcc.ch/

obtained from suppliers often includes descriptions of specific control actions and risk mitigation strategies that are being implemented.

- Downstream value chain. Public reports, mainly sector-specific ones, have been taken into account to understand the physical climate-related risks that could affect its main customer segments.

Transition climate change-related risks ESRS E1.IRO-1 p. 20 c AR 13-AR 14

Amadeus own operations

TCFD transition risks and opportunities have been considered within the risk identification process, with differentiation made between market, reputational, technological, and policy and legal risks. Based on this classification, internal specialists have identified an initial set of transition risks. The process included considering various scenarios and timeframes (short-, medium- and long term)[45]: ESRS E1.IRO-1 p. 21 AR 13-AR 14, ESRS E1.IRO-1 AR 12 a AR 13-AR 14

- The orderly transition pathway (SSP1-2.6/Net Zero 2050), assuming that climate policies are introduced early and become gradually more stringent to limit global warming to below 1.5°C by 2050[46]. ESRS E1.IRO-1 p. 20 c i AR 13-AR 14, ESRS E1.IRO-1 AR 12 c AR 13-AR 14
- The hot house world scenarios (SSP3-7.0/Current Policies), simulating that limited mitigation actions are in place.

Following Amadeus' corporate risk methodology, each identified transition risk and opportunity previously defined has been qualitatively assessed, considering the potential impact in business activities and its likelihood. ESRS E1.IRO-1 AR 12 a AR 13-AR 14

Value chain

In assessing transition climate-related risks and opportunities associated with value chain, the methodology previously outlined for physical risks has been applied. Accordingly, publicly available data disclosed by Amadeus' main suppliers, along with main customers industry-specific risk mapping resources, were taken into account.

Results

The assessment therefore found that, nowadays, climate change does not present any substantial risks that go beyond the materiality threshold set by the enterprise risk methodology. Based on the company's assets and business activity profile, it was determined that, for the time being, there are no assets or operational practices within Amadeus that demand major adjustments to facilitate the shift to a climate-neutral economy. Currently, no high-carbon-emitting assets nor stranded assets under Amadeus' control have been identified that would otherwise require the implementation of structural changes to meet climate objectives. ESRS E1.IRO-1 p. 20 b ii , ESRS E1.IRO-1 p. 20 c ii , ESRS E1.IRO-1 AR 11 c AR 13-AR 14, ESRS E1.IRO-1 AR 12 b AR 13-AR 14, ESRS E1.IRO-1 AR 12 d AR 13-AR 14

Nevertheless, during the materiality assessment, the company identified various opportunities relating to climate change. The rising demand for solutions that mitigate climate change may create new business possibilities (performance, cash flow).

Details regarding climate change-related risks and opportunities have been presented in the subsequent section *ESRS 2 – SBM-3 - E1 - Material IROs and their interaction with strategy and business model* Furthermore, the Amadeus consolidated annual accounts contain a reference to sustainability risks, with an emphasis on those connected to climate change, as well as an overview of the processes used for their identification and assessment. For further information, please consult *note 22.5 Sustainability matters* . ESRS E1.IRO-1 AR 15 AR 13-AR 14

[45] See picture above.
[46] Further information is available at: https://www.ngfs.net/sites/default/files/media/2024/11/20/ngfs_climate_scenarios_technical_documentation.pdf

ESRS 2 – SBM-3 - E1 - Material IROs and their interaction with strategy and business model

As result of the double materiality assessment, material climate change mitigation and energy-related impacts and opportunities have been identified.

Impacts

Amadeus impacts the environment on a global scale by its direct and indirect GHG emissions (scope 1, 2 and 3 emissions). While scope 1 and 2 emissions constitute a smaller portion of the company's total carbon footprint (accounting for 6.31% over the total GHG emissions in 2025 (6.60% in 2024), they are deemed important because it is critical to demonstrate consistent action to stakeholders, particularly to employees and Amadeus' potential to manage and reduce these specific emissions. In addition to this, the use of energy at Amadeus, as well as throughout its broader value chain, has margin for improvement both in terms of efficiency and renewable sources.

In particular, Amadeus acknowledges the need to balance the growth of AI solutions with environmental concerns. Sustainability is one of the six pillars of the Amadeus AI policy. Consequently, Amadeus is exploring ways to measure energy use in relation to AI tools, estimate how this will evolve and set a plan to minimize impact.

Moreover, two positive impacts associated with climate change mitigation have been recognized, relating to Amadeus IT solutions, green R&D projects and strategic investments (please see more details in section *Climate change mitigation and energy - Supporting more efficient travel through technology and data)*. Through these efforts, Amadeus aims to help its clients lower their greenhouse gas emissions. Additionally, strategic investments—such as collaborations and joint ventures dedicated to environmental technologies—provide Amadeus with improved visibility into new challenges and prospects. This, in turn, enhances the company's comprehension of the overall path toward decarbonization.

Risks and opportunities - Resilience analysis

The resilience analysis has been conducted alongside the qualitative climate risk assessment[47], taking into account climate projections, and covering Amadeus assets and business activities. Based on the results, Amadeus has identified existing prevention and mitigation measures, and has provided recommendations to address each specific risk. ESRS E1.SBM-3 p. 19 a AR 6, ESRS E1.SBM-3 p. 19 b AR 7a

It is important to note that some of the issues analyzed can be considered both risks and opportunities. However, Amadeus has classified them according to their currently prevalent perceived assessment, either as a risk or an opportunity.

As a result, no material climate-related risk has been identified, while two opportunities have deemed material. The table below provides a summary of the main climate-related physical and transition risks identified, as well as the primary resilience measures implemented.

[47] The methodology and assumptions used, including time horizons, have been explained in section *ESRS 2 - IRO-1 - Description of the processes to identify and assess material climate-related impacts, risks and opportunities* for further details.ESRS E1.SBM-3 AR 7b

Climate change-related risks ESRS E1.SBM-3 p. 18	Description and management measures ESRS E1.SBM-3 AR 8 b	Risk assessment ESRS E1.SBM-3 p. 19 c AR 8a
Physical risks, acute and/or chronic By operating in over 190 countries worldwide, Amadeus along its own value chain is exposed to both chronic and acute physical hazards potentially affecting the communities where the Company , its providers and/or customers operate. According to projections, changes in the near term could be small compared to natural variability, but cumulative changes over time could be expected to be transformative in some areas.		
Physical risks affecting the communities where Amadeus operates	After evaluating both chronic and acute climate related risks, Amadeus has determined these risks to be non-material at present. This assessment is largely due to the company's worldwide operations, which serve to compensate localized threats. Therefore, if climate change-related threats were to affect certain customers, Amadeus' international reach could help to minimize any possible financial consequences. In relation to vendors, as part of its third-party risk evaluation process, Amadeus inquires whether vendors identify and communicate climate-related risks and opportunities in accordance with the guidelines established by the Task Force on Climate-Related Financial Disclosures. Finally, it is also important to note that the company has established an international team dedicated to managing social responsibility initiatives in response to unfavorable incidents within the markets where it operates.	Low to moderate
Physical risks affecting our travel providers and/or customers		Low
Physical risks affecting Amadeus operations	Given Amadeus' widespread global operations, the chance that any of its offices could experience some form of impact could be significant in the long term, particularly in scenarios characterized by high emissions. Some examples include potential temperature increases or the emergence of more frequent extreme weather conditions in particular regions (such as Madrid, India). Nevertheless, due to Amadeus' operational model, which excludes manufacturing, promotes working from home, and relies on rented office spaces, among others, the risk of significant damage to company assets or staff is relatively low. In addition, Amadeus offices are located in different weather zones, with already significant differences in temperatures that can be managed, unless they become increasingly extreme. Furthermore, the company has put in place business continuity measures to manage the consequences of local extreme weather. The Business Resilience Program is structured to safeguard employees, assets, and facilities, while ensuring that any adverse effects remain within manageable levels, thereby supporting uninterrupted service to clients. In this regard, Amadeus 24-hour follow-the sun customer service (global coverage) is ready to provide extra support if needed. Amadeus also holds insurance that covers both property damage and any interruptions to business activities.	Low
Transition risks		
Regulatory risks	Increasingly climate-related regulations and other related requirements—such as carbon pricing, reporting obligations, CO_2 emission fees, etc—could raise operational costs and compliance requirements for Amadeus globally, particularly in regions with strict environmental laws. Non-compliance could result in penalties and reputational damage. Additionally, suppliers and customers could face similar regulatory pressures, impacting Amadeus business. Carbon taxes and evolving transport regulations could also reduce air travel demand and limit customers' ability to invest in Amadeus solutions, potentially leading to revenue loss. Nonetheless, internal assessments suggest that these risks remain low, unless regulatory frameworks grow overly complicated or varied. In response, Amadeus is strengthening communication with EU policymakers and other relevant parties, while adopting enhanced internal practices to properly monitor and meet regulatory requirements. Simultaneously, key vendors and customers appear to be adopting internal strategies to guarantee proper adherence to forthcoming regulatory requirements.	Low
Reputational risks	Due to growing public awareness, social movements like "flygskam" (shame of flying), and increasing stakeholder expectations for sustainability in certain markets, Amadeus, and its downstream value chain, could face reputational challenges linked to climate change. Additionally, failure to offer credible decarbonization plans, meet emission reduction targets, or provide sustainable products and services could lead to loss of competitiveness, exclusion from tender processes, and, consequently, a likely revenue decline. Despite not being a B2C company and having limited direct interaction with the general public, Amadeus's reputation and brand image may suffer if the company does not, or is perceived not to, address climate change responsibly and effectively. Another concern is the risk of failing to meet its short-term and net-zero science-based targets, revalidated by the SBTi in 2025. To address this last challenge, Amadeus has operated its Environmental Management System (EMS) since 2009, striving for ongoing improvements, and actively participates in respected sustainability indices. These initiatives enable the company to openly communicate its environmental achievements and progress toward objectives, as well as to identify and adopt leading practices for continual enhancement.	Moderate

Climate change-related risks ESRS E1.SBM-3 p. 18	Description and management measures ESRS E1.SBM-3 AR 8 b	Risk assessment ESRS E1.SBM-3 p. 19 c AR 8a
Technology risks	Technological improvements or innovations that support the transition to a low-carbon, energy-efficient economic system can impact organizations. As a technology provider for the travel and tourism industry, it is essential for Amadeus to promote solutions that enhance the operational efficiency of its customers. Improvement in operational efficiency is often linked to environmental performance improvement, for example in the form of reduced fuel use per passenger flown.	Moderate
Market risks	Amadeus could face market-related risks from the transition to a low-carbon economy and evolving environmental expectations. These include higher operational costs driven by energy price volatility, resource scarcity, among others. Additionally, inadequate environmental performance compared to industry standards may reduce competitiveness, sustainability scores in tenders, and business opportunities. In this regard, the EMS provides accurate reporting and supports continuous improvement in energy efficiency and emissions reduction. Additionally, ongoing initiatives to extend renewable energy use and promote energy efficiency across operations are in place. On top of this, changes in key sectors, such as aviation —due to adoption of sustainable aviation fuel and other low-carbon measures—could affect some customers, indirectly affecting Amadeus' revenues. Vendors, on their side, could encounter increased demands to enhance energy efficiency or secure reliable sources. This is especially relevant for data centers, where any interruption in energy supply can influence operations, depending on both the magnitude and timing of the disruption. Consequently, making informed choices that consider the sustainability performance of data centers becomes relevant for maintaining a steady energy supply, and consequently safeguarding uninterrupted business activities.	Moderate

[1]Risks that are evaluated as high, very high, or critical are considered to be material; in contrast, risks identified as low or moderate are considered non-material.

Climate change-related opportunities for Amadeus 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. In addition to their environmental impact, these solutions can increase customer conversion, loyalty and improve market reputation.

In this regard, Amadeus develops and fosters IT solutions that can help customers to reduce GHG emissions. The growing demand for products and services that help combat climate change generates business opportunities which could have a potential financial effect in Amadeus (financial performance and cash flows). Further explanation can be found in the section titled *Climate Change Mitigation and Energy – Supporting more efficient travel through technology and data*

Amadeus has opted to exercise the phase-in allowance to omit the financial effects from material physical and transition risks and potential climate-related opportunities required in *E1-9-Anticipated financial effects from material physical and transition risks and potential climate-related opportunities,* given the complexity and uncertainty of the calculations of these financial effects.

Climate change mitigation and energy - Carbon footprint and energy consumption

List of IROs - ESRS E1 - Climate change mitigation and energy

Climate change mitigation	E1.3	- Environmental and Social Impact of Amadeus Scope 1 and 2	Own operations	
	E1.4	- Environmental and Social Impact of Amadeus scope 3	Value chain	Actual
Energy	E1.5	- Environmental impact of Amadeus energy consumption	Own operations	

- Negative impact

E1 - 1- Transition plan for climate change mitigation

Amadeus has the commitment to achieve net zero emissions by 2050, aligned with the goal of limiting global warming to 1.5°C compared to pre-industrial levels, in line with the Paris Agreement and the EU's climate goals. This commitment, outlined in the Amadeus Sustainability (ESG) Ambition 2023-2025, is consistent with Amadeus' overall strategy and operating pillars, and has been integrated into both the sustainability strategy and roadmap 2026-2027 and the Amadeus Climate Transition Plan (hereafter, also the "Plan"), which have received endorsement from the Sustainability (ESG) Steering Committee and the Sustainability Office, respectively. ESRS E1-1 p. 14 , ESRS E1-1 p. 16 a AR 2, ESRS E1-1 p. 16 h , ESRS E1-1 p. 16 i

To achieve net zero scope 1, 2 and 3 GHG emissions by 2050, intermediate targets have been set to ensure proper progress in the next coming years:

- Reduce absolute scope 1 and 2 GHG emissions 42% by 2030 from a 2022 base year.
- Reduce absolute scope 3 GHG emissions 25% by 2030 from a 2022 base year.
- Reduce absolute scopes 1, 2 and 3 GHG emissions 90% by 2050 from a 2022 baseline year, and neutralizing the residual emissions by permanently removing carbon from the atmosphere.

Additionally, Amadeus has achieved its internal target to become carbon neutral by 2025, following a formal commitment made in 2017 to carbon neutral growth by joining the UN Climate Neutral Now Pledge. This target covers Amadeus' scope 1 and 2 emissions, and is independent from and additional to Amadeus' SBTi validated targets.

For more details, refer to *E1 - 4 - Targets related to climate change mitigation and adaptation.*

To achieve these targets, Amadeus will continue implementing actions in the short, medium and long term. Related details are included in section *E1 - 3 - Actions and resources in relation to climate change policies.* ESRS E1-1 p. 16 b

Reduction actions			Offsetting
Measuring to reduce or eliminate greenhouse gas emissions at Amadeus operations and, to the extent possible, at every stage of the value chain.			Amadeus will continue investing in certified emissions reductions that reduce, avoid or remove greenhouse gas emissions. It is important to note that offsetting is not accounted as progress toward Amadeus' SBTi validated targets. It is used to meet Amadeus internal target of carbon neutrality as mentioned above.
Implementing energy efficiency measures to improve the environmental efficiency of own operations. This applies both to own and rented offices, as well as to Amadeus' data processing activities.	Self-sourcing of renewable energy where possible in Amadeus' offices. Making use of market instruments like Guarantees of Origin of renewable energy.	Collaborating with its upstream value chain to reduce scope 3 emissions, through cooperative action undertaken with suppliers, and the implementation of environmental criteria in Amadeus purchasing processes.	
Amadeus also helps customers to decarbonize their activity through the development of technology solutions. See more information in section *Climate change mitigation and energy - Supporting more efficient travel through technology and data*			

Progress regarding the implementation of the transition plan and the accomplishment of the targets is outlined in the sections below. Notably, information about Amadeus's energy usage can be found in section *E1 - 5 - Energy consumption and mix* and the overall greenhouse gas emissions in section *E1 - 6 - Gross Scopes 1, 2, 3 and total GHG emissions.* ESRS E1-1 p. 16 j

Amadeus conducted an assessment in 2025 to estimate the investments needed to meet the Transition Plan targets, particularly the goal of sourcing 100% renewable electricity by 2030. The company is optimizing energy use and plans to rely on market-based instruments to reach this objective. However, global renewable energy certificate markets lack standardization and show high price volatility. As a result, the estimated total cost of achieving the 2030 target exceeds €400,000, with the final amount subject to fluctuations in market conditions. Details addressing the requirements set forth by Regulation 2020/852 are provided in section *Disclosures pursuant to Article 8 of Regulation (EU) 2020/ 852 (Taxonomy Regulation).* ESRS E1-1 p. 16 c , ESRS E1-1 p. 16 e AR 4, ESRS E1-1 p. 16 f

In relation to the locked-in emissions from key assets and products, Amadeus has determined that these emissions should not impede the achievement of GHG emission reduction targets, as its plans to move from its own data center to cloud-based services are expected to be completed by 2026[48]. ESRS E1-1 p. 16 d AR 3

Finally, based on its activities, Amadeus is not excluded from the EU Paris-aligned Benchmarks. ESRS E1-1 p. 16 g AR 5

E1 - 2 - Policies related to climate change mitigation and adaptation

Policies in place to manage material impacts, risks and opportunities related to climate change mitigation and energy are listed in the table below:

[48] Amadeus primarily leases its offices, and emissions related to its products are residual. Consequently, locked-in emissions are not applicable.

Key policies - Climate change mitigation and energy - Carbon footprint and energy consumption ESRS E1-2 p. 24

Environmental Policy	Related IROs	E1.3, E1.4, E1.5
Description and objectives ESRS 2-MDR-P p. 65 a , ESRS E1-2 p. 25 AR 16-AR17	Through this policy, Amadeus formalizes its operating principles and commitments regarding environmental issues to continuously improve the environmental performance of Amadeus' own operations and those of its value chain: • Identify and evaluate Amadeus' own operations and value chain environmental impacts, risks and opportunities, including but not limited to the ones related to climate change. • Effectively manage material environmental impacts, risks and opportunities, particularly those related to energy, climate change mitigation and the direct and indirect releases of greenhouse gases. • Reduce emissions in line with the objectives of the Paris Agreement, at a rate compatible with the 1.5 degrees Celsius of maximum increase in temperatures, following SBTi guidance. • Promote energy efficiency measures. • Extend the use of renewable energy. • Effectively transfer the principles contained in this Policy to relevant vendors, contractors and business partners.	

Sustainability Policy	Related IROs	E1.3, E1.4, E1.5
Description and objectives ESRS 2-MDR-P p. 65 a	The Sustainability Policy shows Amadeus´ related strategy and commitment to sustainable development through the principles that govern the rest of the sustainability related policies. Particularly, the document formalizes Amadeus' commitment to foster environmental sustainability, including: • Taking responsibility for the environmental impact of Amadeus' operations and implementing initiatives to improve the environmental performance of the company. • Measuring the environmental impact generated by Amadeus, setting up action plans to reduce emissions and monitor progress, and promoting responsible practices among employees.	

Human Rights Policy	Related IROs	E1.3, E1.4, E1.5
Description and objectives ESRS 2-MDR-P p. 65 a	The purpose of the Human Rights Policy is to reaffirm Amadeus' commitment to respect and promote human rights in our operations and supply chain. This policy embraces among other commitments to embed sustainability in all its activities and to foster environmental sustainability among its stakeholders. The Policy makes reference to Amadeus' Code of Ethics and Business Conduct and Environmental Policy as they include commitments and objectives related to the environment and establish guidelines and best practices to contribute to the fight against climate change, prevent pollution in production processes, promote the circular economy, the appropriate use of water resources and the protection of biodiversity and nature. See details about measures to provide and/or enable remedy for human rights impacts in section *ESRS 2 GOV-4 – Statement on due diligence*).	

Amadeus AI Policy	Related IROs	E1.3, E1.4, E1.5
Description and objectives ESRS 2-MDR-P p. 65 a	The Amadeus AI Policy sets out the company's framework for developing, deploying, and using artificial intelligence, ensuring these activities adhere to ethical values and all applicable legal standards, such as the EU AI Act. This policy introduces six guiding and ethical principles that govern the development and application of AI tools, with environmental sustainability included among them. In this regard, the policy shows Amadeus commitment to not lose sight of the sustainability of the process of creating AI tools to reduce the carbon footprint throughout the entire life cycle of an AI tool, meaning during design, training, development, validation, re-tuning, implementation and its usage.	

E1 - 3 - Actions and resources in relation to climate change policies

The Amadeus Climate Transition Plan includes action plans for reducing the climate impacts and addressing emissions. As indicated, the Plan is aligned with the Paris Agreement's target of limiting global warming to 1.5 C above pre-industrial levels and promotes the Group's adaptation to a low-carbon economy.

Key actions - Climate change mitigation and energy ESRS E1-3 p. 28

Helios project ESRS E1-3 p. 29 a	Related IRO	E1.3, E1.5
Scope ESRS 2-MDR-A p. 68 b	Amadeus S.A.S. offices in Nice	
Associated policies	Environmental Policy, Sustainability Policy	

Time horizons	2023-2025
Description and outcomes ESRS E1-3 p. 29 b, ESRS 2-MDR-A p. 68 a, ESRS 2-MDR-A p. 68 e	The goal of the Helios project is to reduce the energy consumption and increase the use of renewable energy in Amadeus' largest site, located in Nice. It started in 2023 driven by more than 50 volunteering employees led by Company management and consists on several actions: • Heating, ventilation and air-conditioning equipment replacement for increased efficiency. • Double-glazing window installation. • Roof insulation improvement in buildings where significant heat lost was identified through thermal imaging. • Transition to LED lighting in car parking. • Geothermal energy installation. The geothermal energy installation was completed by the end of 2025, marking a significant milestone, and is expected to achieve these savings on an annual basis: • 61% reduction in heating and cooling energy consumption. • 80% (260 tCO_2 per year) of greenhouse gas emissions saved. • 30% reduction of water consumption (saving 10,000 m^3 of water).

Energy efficiency measures at office buildings ESRS E1-3 p. 29 a	Related IRO	E1.3, E1.5
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group offices	
Associated policies	Environmental Policy, Sustainability Policy	
Time horizons	2024-2030	
Description and outcomes ESRS E1-3 p. 29 b, ESRS 2-MDR-A p. 68 a, ESRS 2-MDR-A p. 68 e	Amadeus puts in place certain recommended actions as a result of energy audits at its office buildings, such as the replacement of light bulbs in Madrid office. Additionally, the company has started the installation of presence sensors in specific offices and expects to cover 50% of the total space of Amadeus sites. This can help to improve the energy efficiency for the climate control of the spaces, with an estimated reduction of 8% in electricity consumption. An efficient planning of energy use included the reduction of the open office area on Fridays during summer months in Madrid - restricting the use of electricity and HVAC to some areas adapting it to the minor occupancy -, as well as the Switch Off Fridays initiative in Bangalore, where workstation area lights are switched off for an off-peak hour. Furthermore, other measures to improve building insulation, and other activities aimed at reducing the consumption of electricity, natural gas, diesel and refrigerants are planned. With these and similar measures, in 2025, more than 100 tCO_2 were avoided while by 2030, it is expected that approximately 700 tCO_2 will be avoided.		

Renewable energy ESRS E1-3 p. 29 a	Related IRO	E1.3, E1.5
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group offices	
Associated policies	Environmental Policy, Sustainability Policy	
Time horizons	Annual basis, from 2024	

Description and outcomes
ESRS E1-3 p. 29 b, ESRS 2-MDR-A p. 68 a, ESRS 2-MDR-A p. 68 e
	To meet its target to achieve an annual sourcing of 100% renewable electricity by 2030, Amadeus plans to:
	• Acquire Guarantees of Origin certifications of renewable energy or similar instruments, progressively extending their use to cover all Amadeus offices. Amadeus has been using Guarantees of Origin of renewable energy for the electricity used in its Data Center in Germany since 2019. With Amadeus shifting to cloud-based solutions, via strategic partnerships, the Data Center's electricity demand was lowered in 2025, making up 58% of the company's total electricity use, down from 61% in 2024. In future years, this figure is anticipated to drop even further. Considering the migration to the cloud[1]:
	  • A roadmap for the purchase of renewable energy has been defined based on the type of certificates available in the countries where the offices are located, and prioritizing those with a higher electricity consumption. In 2025, the renewable electricity plan was internally presented and approved.
	  • This will also entail access to more advanced data center infrastructure and efficient use of computing resources through an improved alignment of data-processing demand and capacity. Consequently, the energy efficiency per transaction processed is expected to be improved.
	In 2025 the active sourcing of renewable electricity covered the electricity consumption of sites located in Lisbon, London, Manila, Nice and Paris, in addition to the Data Center in Germany.
	• Where possible, increase the production of renewable electricity for self-consumption.
	The geothermal installation inaugurated at the end of 2025 in Amadeus largest site, in Nice, has increased Amadeus self-generation of renewable energy. Together with the photovoltaic panels installed in its London office, the total amount of renewable energy self-generated by Amadeus in 2025 was 549,610 kWh (60,519 kWh in 2024). The renewable energy installations are limited to a reduced number of buildings that Amadeus owns or where it has the rights or influence to act, out of its 100+ offices worldwide.
	Through these actions, Amadeus will avoid 100% of its scope 2 emissions by 2030 (market-based).		

[1]The move to the cloud has implications in Amadeus emissions inventory, namely a reduction in Amadeus' scope 1 and 2 emissions and an increase of scope 3 category 1 emissions related to cloud services.

Supplier engagement ESRS E1-3 p. 29 a	Related IRO E1.4
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group suppliers
Associated policies	Environmental Policy, Sustainability Policy
Time horizons	2024-2050
Description and outcomes ESRS E1-3 p. 29 b, ESRS 2-MDR-A p. 68 a, ESRS 2-MDR-A p. 68 e	To decarbonize Amadeus' supplier-related activities, that represent more than half of Amadeus scope 3 emissions, Amadeus engages with suppliers to encourage them to set carbon emissions reduction targets aligned with Amadeus objectives and to demonstrate progress toward achieving these targets. Amadeus has classified its suppliers based on activity, location and spend; and identified those with more emissions. Additionally, it has started to assess whether they have established science-based targets or decarbonization plans. Amadeus is prioritizing the engagement with its top suppliers by emissions. In this context, the company enhanced its processes for engaging with primary suppliers during 2025. As cloud services are increasingly relevant to Amadeus due to the migration to the cloud, Amadeus is engaging to gain visibility over the emissions from its cloud services providers. Additionally, through the supplier procurement processes, the company recognized those that have a higher percentage of renewable energy supply. Although emissions from cloud services are expected to increase in scope 3 category 1, with these actions Amadeus expects to reduce more than 19,000 tCO_2eq from its scope 3 categories 1 and 2.

Business travel footprint reduction ESRS E1-3 p. 29 a	Related IRO E1.4
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group
Associated policies	Environmental Policy, Sustainability Policy
Time horizons	From 2025 onwards
Description and outcomes ESRS E1-3 p. 29 b, ESRS 2-MDR-A p. 68 a, ESRS 2-MDR-A p. 68 e	Amadeus is annually purchasing limited amounts of sustainable aviation fuel (SAF) certificates through airline programs such as Iberia's Círculo SAF and Lufthansa Group Corporate Value Fund, as well as via Chooose[1]. Amadeus also encourages frugality in travel, e.g. by sharing transfers among employees. In 2025, Amadeus has mitigated 369.21 tCO_2e emissions through the purchase of SAF certificates and expects similar reductions in the coming years, in the hope that lower SAF prices in the future allow further and more relevant reductions.

[1]In addition to acquiring carbon credits to offset the entire emissions from business travel using CDM CERs, although these do not count toward the company's SBTi-approved targets. Instead, it serves to fulfill the company's internal commitment to achieving carbon neutrality, as referenced earlier.

Hybrid working and sustainable mobility ESRS E1-3 p. 29 a	Related IRO E1.4
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group
Associated policies	Environmental Policy, Sustainability Policy
Time horizons	From 2022 onwards
Description and outcomes ESRS E1-3 p. 29 b, ESRS 2-MDR-A p. 68 a, ESRS 2-MDR-A p. 68 e	The implementation of the hybrid working model in 2022, that balances business needs with flexibility for employees to combine working from home and working from the office, contributes to reduce Amadeus scope 3 emissions from commuting (category 7). It is expected that over 2,000 tCO_2 will be avoided in 2030, considering both the growth in Amadeus workforce and the adoption of cleaner technologies for passenger vehicles. Additionally, in some Amadeus sites, such as London, commuting in non-fossil fuel transport modes has been facilitated, implementing bike storage for staff, and installing electric bike charging points.

Environmental related awareness ESRS E1-3 p. 29 a	Related IRO E1.3, E1.5
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group
Associated policies	Environmental Policy, Sustainability Policy
Time horizons	From 2024 onwards

Description and outcomes ESRS E1-3 p. 29 b , ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus offers employees opportunities to engage in specialized environmental training, equipping them with the expertise to tackle sustainability challenges. Over the years, these training programs have been enhanced. For example, a sustainability-focused campaign consisting of four distinct modules aims to increase staff awareness about sustainability topics such as climate change. In addition, a variety of webinars have been organized throughout the year, covering subjects like climate modeling, carbon offsets, renewable energy certifications, and initiatives such as Digital Cleanup month. In 2025, training programs were attended by over 5,830 employees. Through these diverse training opportunities and awareness campaigns, Amadeus aims to create an informed and proactive workforce that can contribute to the company's environmental goals.

Sustainable software engineering initiatives ESRS E1-3 p. 29 a		Related IRO	E1.5
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group		
Associated policies	Environmental Policy, Sustainability Policy		
Time horizons	From 2024 onwards		
Description and outcomes ESRS E1-3 p. 29 b , ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus implements sustainable software engineering initiatives to drive continuous improvements in energy and hardware efficiency, through systematic developer engagement, performance measurement, and targeted optimizations. In 2025, related efforts focused on making the Amadeus Shopping application more efficient and sustainable: • Continuous CO_2 reduction: In 2025, the full migration of the Flight Search Engine to Microsoft Azure, combined with ongoing algorithmic optimizations, enabled a significant reduction in computing needs. A 30% decrease in required computing power per transaction served was achieved through AI/ML techniques to drive the Search engine efficiently, dynamic autoscaling of servers, and ARM adoption — directly lowering the energy footprint of each request. Once again in 2025, this fulfills our engagement to reduce the shopping engine application computing needs by at least 10% per year since 2021. • Cloud Transformation: In 2025, the Flight Search Engine moved fully to Microsoft Azure, strengthening scalability, resilience and performance. • Hardware efficiency: The 30% server reduction is complemented by an additional ~20% hardware efficiency gain delivered by Azure's latest processors compared with the previous on premise generation. • ARM migration: Amadeus shifted 99% of workloads to ARM-based servers, which consume less power and deliver better performance—helping the company lower environmental impact		

As artificial intelligence becomes increasingly relevant, the company is exploring ways to track the energy usage and carbon emissions linked to its AI usage both internally and in solutions for customers. Simultaneously, in order to reduce the carbon footprint throughout the entire life cycle of an AI tool, Amadeus promotes to collect and use only the data essential for each project, minimizing storage needs, and optimizing model efficiency, for example, by running computations during off-peak hours.

Additionally, a formal process for identifying and mapping AI systems and use cases have been defined. This structured approach enables Amadeus to proactively identify and address risk areas, laying the groundwork for responsible AI adoption and ongoing compliance. In addition, Amadeus offers its employees training focused on Generative AI, which covers aspects of its ethical, sustainable, and responsible application. More information on AI related topic has been included in section *Artificial intelligence (entity specific)*.

Regarding the resources allocated, Amadeus conducted an assessment in 2025 to estimate the investments needed to meet the Transition Plan targets, particularly the goal of sourcing 100% renewable electricity by 2030. The company is optimizing energy use and plans to rely on market-based instruments to reach this objective. However, global renewable energy certificate markets lack standardization and show high price volatility. As a result, the estimated total cost of achieving the 2030 target exceeds €400,000, with the final amount subject to fluctuations in market conditions. ESRS E1-3 AR21 ,ESRS E1-3 p. 29 c ii,16 c AR 22, ESRS E1-3 p. 29 c iii,16 c AR 20

E1 - 4 - Targets related to climate change mitigation and adaptation

In 2025, Amadeus revalidated its near-term and net-zero targets with the SBTi. The update was triggered by changes in the targets' base year emissions resulting from the inclusion of recent acquisitions, such as Vision-Box, as well as some methodological changes.

Notably, the most significant change stems from the revised extrapolation approach implemented within the Amadeus Environmental Management System (EMS). Previously, from 2018 to 2024, extrapolation relied on the average number of full-time equivalents (FTEs), covering both internal and external personnel. Starting in 2025, however, the variable used for extrapolation is the net area in square meters (m^2), aligning with common practices for assessing office building efficiency and resource use. More information on the EMS can be found in section *Metrics in relation to climate change mitigation - Environmental management system.*

Considering these changes, Amadeus science-based targets, in line with a 1.5°C trajectory, are as follows: ESRS E1-4 p. 32 , ESRS E1-4 p. 33 AR 27-AR 29, ESRS E1-4 p. 34 a + 34 b , ESRS E1-4 p. 34 d

- Near-term targets:
  - Amadeus commits to reduce absolute scope 1 and 2 GHG emissions 42%, at least, by 2030 from a 2022 base year.
  - Amadeus commits to increase active annual sourcing of renewable electricity from 61% in 2022 to 100% by 2030.
  - Amadeus commits to reduce absolute scope 3 GHG emissions 25% by 2030 from a 2022 base year.
  - Amadeus commits that 25% of its suppliers by emissions covering purchased goods and services, will have science-based targets by 2028.
- Long-term targets – Net-Zero by 2050:
  - Amadeus commits to reduce absolute scopes 1, 2 and 3 GHG emissions 90% by 2050 from a 2022 base year.

The methodology used to track performance toward scope 2 targets is the market-based approach[49].

In light of global trends and events impacting travel and tourism, particularly those affecting Amadeus operations—such as the COVID-19 health crisis and geopolitical and security events—Amadeus has selected 2022 as the base year. The reason was to mitigate the influence of external factors that could distort Amadeus' carbon footprint and to select representative figures. .ESRS E1-4 AR 25 a

The targets boundary includes the emissions of the Group, consequently, the consolidation approach used to calculate GHG covers the full group perimeter. ESRS E1-4 p. 34 b

Following an assessment of the SBTi guidance for the "information and communication technology (ICT)" sector, it was determined that the sector-specific criteria for ICT are not compulsory for Amadeus. As a result, a sectoral decarbonization pathway has not been applied. Nevertheless, in establishing its targets, Amadeus has taken into account global climate agreements and worldwide regulatory frameworks aimed at restricting global temperature rise to 1.5° C[50]. Furthermore, during the target-setting process, the Group has evaluated anticipated organizational changes and future developments—such as workforce growth, increased expenditures, the effects of climate change in each climatic zone where its offices are located, and the transition to cloud-based operations.ESRS E1-4 p. 34 e, 16 a AR 26, ESRS E1-4 p. 34 e

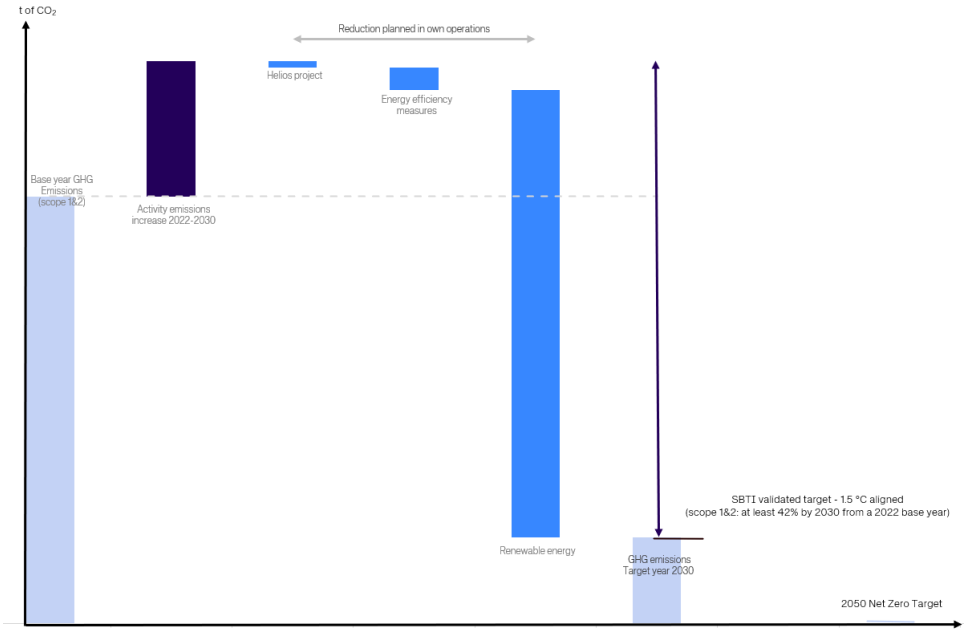
[49] Amadeus scope 2 GHG emissions have been calculated using both the market-based and location-based approach following the "GHG Protocol Scope 2 Guidance", as disclosed in section *E1 - 6 - Gross Scopes 1, 2, 3 and total GHG emissions.*

[50] The Paris Agreement (2015), European Green Deal the EU's, etc

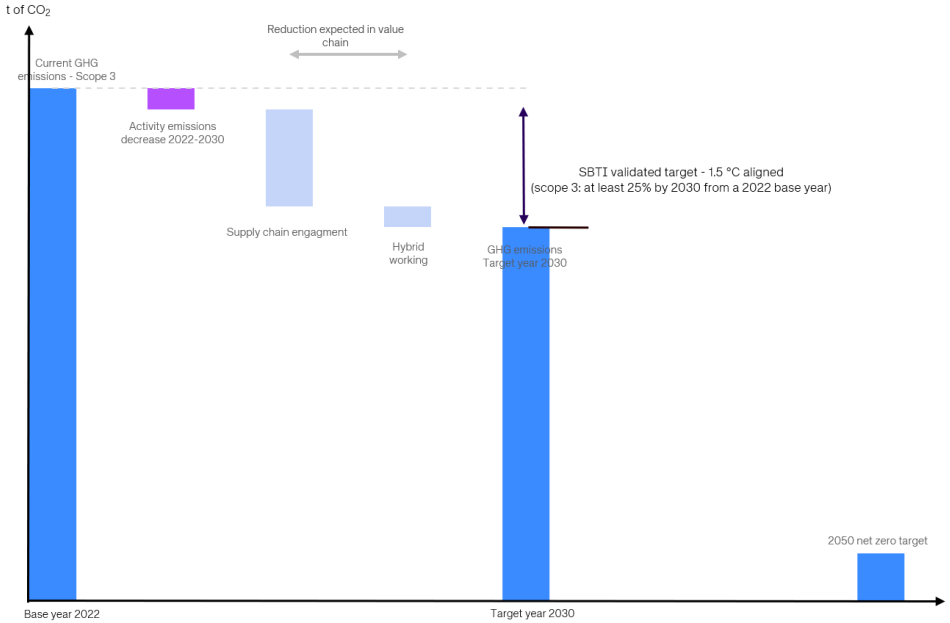
Climate scenarios and shifts in patterns have been analyzed to identify relevant environmental, societal, technological, market, and policy-related developments, and to determine decarbonization levers. For example, in determining reductions in scope 3, category 7, the anticipated increase in the adoption of electric vehicles (EVs) and other cleaner technologies have been considered to calculate greenhouse gas emissions associated with employees' commuting to and from their workplaces, even is the figures related to these emissions are relatively very low. ESRS E1-4 p. 34 e , ESRS E1-4 AR 30 c

Offsets are not counted as progress toward Amadeus' science-based targets. Nevertheless, the company currently purchases Certified Emissions Reductions (CERs) from UN Clean Development Mechanism (CDM) projects for two purposes: (i) to compensate for the emissions from business travel, and (ii) to compensate for the scope 1 and 2 emissions that could not be reduced to reach carbon neutrality by 2025. This last commitment —to reach carbon neutrality by 2025— follows a formal commitment made in 2017 to carbon neutral growth by joining the UN Climate Neutral Now Pledge. This target covers scope 1 and 2 emissions of Amadeus Group and, as mentioned, is independent from and additional to Amadeus' science-based targets validated by the SBTi. See more information in section *E1 - 7 - GHG removals and GHG mitigation projects financed through carbon credits.*

In relation to the expected decarbonization levers and their overall quantitative contributions to achieve the GHG emission reduction targets, as described in section *E1 - 3 - Actions and resources in relation to climate change policies*:ESRS E1-4 p. 34 f, 16 b AR 30



- To address scopes 1 and 2, energy efficiency initiatives have been implemented and are scheduled for office facilities with the aim of lowering both energy consumption and related emissions. Furthermore, for scope 2 specifically, a strategic plan has been established to transition to renewable electricity, with the objective of ensuring that all electricity consumed by Amadeus comes from renewable sources by 2030, in alignment with their commitment.ESRS E1-4 p. 34 f, 16 b AR 30



- For scope 3 emissions, Amadeus is acting principally on those from supplier-related activities that represent more than half of its scope 3 (mainly category 1). Additionally, the company has outlined further initiatives, such as minimizing the environmental impact of business travel, encouraging hybrid work arrangements, and supporting sustainable transportation options (see section *E1 - 3 - Actions and resources in relation to climate change policies*).ESRS E1-4 p. 34 f, 16 b AR 30

In 2025, as outlined in section below *E1 - 6 - Gross Scopes 1, 2, 3 and total GHG emissions,* the scope 1 and 2 emissions were reduced by 16.5% compared to the base year (2022), primarily driven by the increased sourcing of renewable electricity. In relation to the scope 3 emissions, in 2025 they saw a slight decrease of 2.1% compared to 2022. Absolute values are shown in that section as well.
ESRS E1-4 p. 34 a + 34 b ESRS E1-4 p. 34 c

Metrics in relation to climate change mitigation

Environmental management system

Through the Environmental Management System (EMS), Amadeus consistently measures, reports, plans and improves its environmental performance. This includes the identification of best practices, including those related to electricity—both self-generated renewable electricity and active sourcing of renewable electricity—fossil fuels, CO_2 emissions, refrigerant gases, water and waste.

The EMS coverage includes Amadeus' main sites. With over 100 offices globally, many of which are relatively small, it is not practical to directly measure and report the environmental impact of each one. To address this, Amadeus has adopted a pragmatic approach by which direct measurements of impacts in its 20 largest sites are reported, representing 81% of the total Amadeus offices surface, and 78% of the total Amadeus workforce worldwide. The impact of the remaining locations is then estimated by applying average consumption rates per net area derived from these major sites[51].

The Amadeus sites included in the direct reporting are: Bad Homburg (Germany), Bangkok (Thailand), Barcelona (Spain), Bengaluru (India), Bogotá (Colombia), Erding (Germany), Istanbul (Türkiye), Lisbon (Portugal)[52], London (UK), Madrid (Spain), Manila (Philippines), Miami (US), Nice (France), Paris (France), Portsmouth (US), San José (Costa Rica), Singapore, Sofia (Bulgaria) and Sydney (Australia).

It is important to note that some offices are shared with other tenants. Based on the site, the EMS typically collects consumption data from provider invoices, meter readings and in certain cases the information provided by landlords.

E1 - 5 - Energy consumption and mix

Energy consumption and mix

The energy consumption of Amadeus own operations, measured through the EMS, relates to its owned and leased offices, as well as its data center in Germany and its car fleet in Lisbon. This consumption comes from the use of electricity, heating and cooling.

Electricity consumption from fossil fuels and nuclear sources was split at a country level based on the latest electricity supply data from the International Energy Agency (IEA), that is, 2024 data for OECD countries and 2023 data for other countries and the world average.

The consumption or purchased energy from renewable sources includes the consumption covered by the Guarantees of Origin of renewable energy purchased by Amadeus. This is based on the market-based methodology scope 2 emissions calculation.

The consumption of self-generated energy from renewable sources primarily relates to photovoltaic panels installed at certain offices. The reported figure is considering primary data.

[51]In 2025, EMS coverage expanded from 14 major sites in 2024 to 20. While the Amadeus Data Center in Germany remains part of the direct reporting scope, its significance to the overall Amadeus consumption -particularly, energy- has diminished due to ongoing cloud migration. In 2024, the data center accounted for 60% of Amadeus's total electricity usage, but this impact has decreased with further progress in cloud migration.
Additionally, in 2025, the EMS has adopted a new extrapolation method, shifting from using average FTEs (2018–2024) to net area in square meters (m2) as the standard metric.
[52] Two sites in Lisbon (office and factory).

In 2025, Amadeus total energy consumption was 96,197 MWh (111,552 MWh in 2024), decreasing by 14% compared to last year. In this regard, Amadeus has introduced measures to improve efficiency in the use of resources, and is planning to introduce additional ones. See section *E1 - 3 - Actions and resources in relation to climate change policies* for further information.

Energy consumption and mix ESRS E1-5 p. 37, ESRS E1-5 AR 34		
	2025	2024
Total fossil energy consumption (MWh) ESRS E1-5 p. 37 a	18,788.9	24,663.6
Share of fossil sources in total energy consumption (%)	19.5%	22.1%
Consumption from nuclear sources (MWh) ESRS E1-5 p. 37 b	1,648.4	10,490.1
Share of consumption from nuclear sources in total energy consumption (%)	1.7%	9.4%
Fuel consumption from renewable sources, including biomass (also comprising industrial and municipal waste of biologic origin, biogas, renewable hydrogen, etc.) (MWh) ESRS E1-5 p. 37 c i	6,757.3	10,708.6
Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources (MWh) ESRS E1-5 p. 37 c ii	68,452.7	65,629.7
The consumption of self-generated non-fuel renewable energy (MWh) ESRS E1-5 p. 37 c iii	549.6	60.6
Total renewable energy consumption (MWh) ESRS E1-5 p. 37 c	75,759.6	76,398.9
Share of renewable sources in total energy consumption (%)	78.8%	68.5%
Total energy consumption (MWh)	96,196.9	111,552.5
Renewable energy production (MWh) ESRS E1-5 p. 39	549.6	60.6
Non-renewable energy production (MWh) ESRS E1-5 p. 39	0.0	0.0

As previously mentioned, to be consistent with its climate-related targets, Amadeus complements the implementation of energy efficiency measures with other initiatives, such as the use of Guarantees of Origin of renewable energy (GOs). Since 2019 GOs of renewable energy have been purchased covering all the electricity used at the company Data Center and offices in southern Germany. In 2025, the active sourcing of renewable energy was increased to cover the electricity consumption of Amadeus sites located in Lisbon, London, Nice, Manila and Paris. As Amadeus is finalizing its move to the cloud and the data center in Germany will be decommissioned in 2026, the company will progressively extend the use of GOs or similar market instruments to cover the electricity used at all its offices, in line with Amadeus target to progressively increase the annual sourcing of renewable electricity to 100% by 2030.

The consumption of self-generated renewable energy has increased thanks to a geothermal energy installation inaugurated at the end of the year in Amadeus' largest site, in Nice. This is complemented by the energy produced by the solar panels in Amadeus offices in London, that have been replaced in 2025.

Energy intensity based on net revenue (high climate impact sectors) ESRS E1-5 p. 40-43

Given the nature of the Group's operations, Amadeus has begun evaluating which activities are linked to sectors with significant climate impact. To this end, and following the criteria outlined for high climate impact sectors in Annex II of the Commission Delegated Regulation (EU) that supplements Directive 2013/34/EU regarding sustainability reporting standards[53], Amadeus has carried out a review to identify those activities that correspond to sections A through H and Section L of Annex I to Regulation (EC) No 1893/2006 (as specified in Commission Delegated Regulation (EU)

[53] Available in https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=OJ:L_202302772

2022/128819). This evaluation aims to determine the level of energy usage associated with Amadeus' operations in these sectors.

E1 - 6 - Gross Scopes 1, 2, 3 and total GHG emissions

To measure and report emissions, Amadeus uses the EMS and follows the GHG Protocol Corporate Standard (version 2024). Additionally: ESRS E1-6 AR 39 b, c, d

- The principles and requirements of the GHG Protocol Scope 2 Guidance have been considered.
- Scope 3 emissions have been identified following the guidelines outlined in the GHG Protocol Corporate Standard and GHG Protocol Corporate Value Chain (scope 3) Accounting and Reporting Standard, which establishes fifteen categories of scope 3 emissions.
- Amadeus science-based targets have been built upon its emissions inventory. In addition to the GHG Protocol standards, the SBTi guidelines have been followed for emissions accounting and target setting. The methodology used for Amadeus emissions inventory has been reviewed by the SBTi during the target revalidation process (see further clarification below).

As outlined below, modifications to the GHG calculation methodology have been introduced, impacting emissions across scopes 1, 2, and 3. These adjustments have been made to data for the years 2022, 2024, and later. In light of these updates, in 2025, Amadeus has sent its baseline figures and 2024 calculations to the SBTi for revalidation of its associated targets. Changes are linked to: ESRS E1-6 p. 47

- EMS coverage expanded from 14 major sites in 2024 to 20. Figures have been calculated considering the direct reporting of the sites included in the EMS plus the estimation of the rest of the sites, as explained in section above *Environmental management system.*
- The inventory boundary includes the emissions from the Amadeus IT Group S.A. and all its subsidiaries. Vision-Box and ICM, two acquired companies within the Group, have been included in the emissions inventory in 2025. The activities carried by both, under the Air Operations business unit, are based on hardware products for airports and border control authorities. ESRS E1-6 AR 40
- New extrapolation method to estimate the consumption of the remaining sites not directly monitored through the EMS. Since 2018, an extrapolation was done using average FTEs; in 2025 the variable used for extrapolation was shifted to net area in square meters (m^2) as the standard metric.

The table below illustrates the emissions calculation methodology, including those main modifications introduced in 2025, that have been made to scope 1, scope 2, as well as the various categories within scope 3 emissions.

Emissions calculation methodology ESRS E1-6 p. 47 , ESRS E1-6 AR 39 b, c, d

Scope 1 Direct emissions at Amadeus associated with natural gas, diesel and refrigerant gases.	Data from 20 largest sites are directly monitored, representing 81% of the total Amadeus sites surface, and 78% of the total Amadeus workforce worldwide. The impact of the remaining locations is then estimated. Amadeus has applied average consumption rates per net area derived from these major sites directly monitored, to estimate the consumption of the remaining sites and achieve the coverage of all Amadeus locations in the reporting - previously, the extrapolation was based on average FTEs. Emission factors from the latest version of DEFRA (UK Government GHG Conversion Factors for Company Reporting. Department for Business, Energy & Industrial Strategy) are used to calculate these emissions. The most recent Global Warming Potential (GWP) values published by the IPCC based on a 100-year time horizon to calculate CO_2eq emissions of non-CO_2 gases have been used.

Scope 2 Indirect emissions associated to the use of electricity at Amadeus office buildings worldwide and at the Data Center in Germany.	Location-based methodology Similarly as for scope 1, data has been collected from Amadeus' 20 main sites. A ratio kWh/m^2 has been calculated based on the net area (m^2) in those sites, and the electricity consumption of the remaining 19% has been estimated applying this ratio. The variable used for this extrapolation has been changed to net area instead of average FTEs in 2025 - recalculating accordingly 2022 (Amadeus targets' base year) and 2024 (comparative year) figures. Amadeus applies the emission factors per country from the International Energy Agency source (IEA 2024 Emission Factors) for the sites monitored in the EMS, and the world emission factor for the rest of the sites estimated. Market-based methodology Market-based scope 2 emissions differ from location-based emissions in that: (i) sites 100% covered by the use of Guarantees of Origin of renewable energy or equivalent instruments have been excluded (in 2025, these sites are Amadeus offices and data center in Erding, and the offices in London, Nice, Manila and Paris); (ii) residual mix emission factors in the countries where this information is available have been applied (sources: AIB in Europe and Green-e for the US). Otherwise, the emission factors from the International Energy Agency (IEA 2025 Emission Factors) have been applied instead. The most recent Global Warming Potential (GWP) values published by the IPCC based on a 100-year time horizon to calculate CO_2eq emissions of non-CO_2 gases have been used.

The seven greenhouse gases have been included when relevant; Amadeus emissions inventory considers CO_2, CH_4, N_2O and HFCs, while PFC, SF_6 and NF_3 gases are excluded as they are insignificant due to Amadeus business activity.

Scope 3

ESRS E1-6 AR 46 i , ESRS E1-6 AR 46 h

Scope 3 -Category 1. Purchased goods and services Emissions from purchased or acquired goods and services that are necessary for the execution of the activity.	Emissions are determined using three distinct approaches: • For the emissions associated with Microsoft Azure cloud services and Microsoft 365, the provider supplies the data directly. • In 2025, Amadeus selected its principal suppliers and employed a calculation relying on publicly available data, such as emissions and revenues from these suppliers, combined with its expenditure. • For all other suppliers, Amadeus utilizes the spend-based method, which estimates emissions by applying EXIOBASE emissions factors to annual purchase information. Amadeus plans to increase the percentage of primary data, that is, to engage with certain key providers to request the emissions associated to purchased products and services.
Scope 3 -Category 2. Capital goods Emissions associated with the life cycle of the capital goods purchased.	Amadeus considered its capital investments from the reporting period when determining this category and applied EXIOBASE emission factors to carry out the necessary calculations. Furthermore, following the approach in Category 1, in 2025, Amadeus selected its top providers and developed an assessment based on publicly available data, including emissions and revenue figures, along with the company's expenditure with those suppliers.
Scope 3 -Category 3. Fuel and energy-related activities Emissions from the production, transport and distribution of the purchased fuel and electricity.	DEFRA's emission factors for both natural gas and diesel were utilized. The Well to Tank (WtT) emission factors were implemented by determining these factors in various countries with the highest levels of consumption, then applying the proportion of WtT emissions to scope 2 emissions for the remaining countries. For extrapolation, the approach was revised in 2025, as previously described, by using office net area in square meters instead of the average number of full-time equivalents (FTEs), and by relying on actual data from 20 locations instead of 14.
Scope 3 -Category 4. Upstream transportation and distribution Emissions associated with transport and distribution services of purchased products, parcels and machinery	Data pertaining to purchases within the sector classified as "Supporting and auxiliary transport activities; activities of travel agencies (63)" has been reviewed. Furthermore, emissions resulting from last-mile delivery associated with other supplier transactions have been assessed and incorporated. The emissions inventory has been influenced by the addition of Vision-Box and ICM, as these companies primarily engage in supplying hardware solutions for airports and border control authorities. As a result, the transportation and distribution of goods, including inbound and outbound logistics, are significant aspects of their operations and must be accounted for and disclosed in reporting. An estimation of emissions related to the partial use of third-party warehouses and distribution centers has been included in this category.
Scope 3 -Category 5. Waste generated in operations Emissions from waste management.	The waste generated in Amadeus' operations is calculated using both actual and estimated amounts of waste. Based on Amadeus' waste data, the residual waste generation is extrapolated to the entire workforce. Amadeus uses DEFRA emission factors to calculate the emissions derived from waste management. Starting in 2025, Vision-Box is part of the direct reporting under the EMS, with notable significance for Category 5 because its Lisbon factory generates a greater volume and variety of waste compared to its office locations.
Scope 3 -Category 6. Business travel Emissions from air and rail corporate trips and overnights of employees.	The emissions from air and rail business travel come from Amadeus' corporate tool Cytric – using ICAO methodology for flight emissions and Greentripper for rail. Emissions from hotels are not included in the mandatory reporting, in accordance with the GHG Protocol's optional guidance. There have been no updates or adjustments made to this category for the year 2025.
Scope 3 -Category 7. Employee commuting Emissions from transportation of employees between their homes and their worksites.	Several variables for the calculation of commuting emissions have been considered: employee attendance to the office (1-5 days per week); percentage of employees that declared a private car; average distance from employees' residence to Amadeus premises—an assumption was made based on People & Culture data to allocate transportation allowance in our main site, and extrapolated to other locations—and applied an average emission factor for passenger cars from the European Environment Agency. No changes or revisions have been applied to this category for 2025. However, Amadeus is evaluating the possibility of collecting additional firsthand data to minimize reliance on extrapolation.

Scope 3 -Category 11. Use of sold products Emissions from the use of hardware products by customers	Emissions resulting from the use of Vision-Box and ICM hardware products used for passenger processing at airports are accounted under category 11 of scope 3. In determining these emissions, factors such as the quantity of units sold by product type, anticipated lifespan, projected daily operating hours, and average power usage were taken into account, alongside the IEA Emissions Factors dataset. Due to the incorporation of Vision-Box and ICM, this category is being disclosed for the first time in 2025. The emissions from the use of Amadeus software solutions by its customers are considered indirect use-phase emissions by the SBTi Corporate Net Zero Standard (v1.2) and therefore fall outside the minimum boundary of category 11 emissions and are not included in Amadeus GHG inventory.
Scope 3 -Category 12. End-of-life treatment of sold products Emissions from the waste disposal and treatment of products sold at the end of their life	Due to the incorporation of Vision-Box and ICM into the emissions inventory, their activities involving supplying hardware for airports and border control should be considered to calculate this category. The calculation for this category involves assessing the product's weight, material composition, and the proportion of recyclable materials by product type. The packaging used in the shipping of products to customers has been included in this category, considering type of material and end-of-life treatment methods. DEFRA emission factors for waste disposal, which take into account both the material and end-of-life treatment, are applied. Where specific data for certain products is lacking, estimates have been used to fill the gaps.
Scope 3 -Category 15. Investments Emissions associated with Amadeus investments for which Amadeus has no operational control	Amadeus has utilized the average data approach to estimate emissions related to its investments. For the purposes of calculation, the company relied on the "Additions to equity-accounted investees" figure up to the year 2024. Beginning in 2025, however, the full amount of investments—specifically, €6.4 million categorized as "Investments accounted for using the equity method"— has been taken into account. As the Quantis tool used in previous years has been decommissioned, Amadeus has based on historical results for this calculation.

The following scope 3 categories are not applicable to the Company's operations:ESRS E1-6 AR 46 i

- Category 8. Upstream leased assets. Since Amadeus has operational control over its facilities, refrigerant gas emissions have been included in scope 1.
- Category 9. Downstream transportation. As the Company pays for the transportation and distribution of sold products, inbound and outbound logistics are considered under category 4, and category 9 is not applicable.
- Category 10. Processing of sold products. Amadeus sells final products and solutions. Therefore, this category is not applicable.
- Category 13. Downstream leased assets. Amadeus does not lease assets to third parties.
- Category 14. Franchises. Since Amadeus does not have franchises in its business model and is not involved in franchise operations, this category is not relevant.

In 2025, scope 1 and 2 emissions made up 6.31% of the total greenhouse gas emissions, compared to 6.60% in 2024, while scope 3 emissions constituted the remaining 93.69% (93.40% in 2024).

Among the various scope 3 categories, category 1 stood out as the largest contributor, representing 70.65% of the total scope 3 emissions (62.84% in 2024), far from the following categories by weight: category 6 business travel accounted for 8.64% of total scope 3 (8.03% in 2024) and category 11, accounted for 7.41% (10.54% in 2024).

Reviewing Amadeus's carbon emissions from one year to the next, the total GHG emissions (including scope 1, scope 2 market-based, and scope 3) have increased by 0.57% with respect to 2024. When measured against the baseline year of 2022, there is an overall decrease of 3.2%.

- The absolute scope 1 emissions increased by 24% from 2024, but it still represents a reduction of 7.0% from the base year. While emissions from natural gas and diesel used have decreased, the emissions from refrigerant gases have increased compared to the base year mainly due to gaining further visibility in the last reporting years.
- The scope 2 location-based decreased by 7.7% versus 2024, while the decrease of scope 2 market-based was 9.3% during the same period. The decrease is mainly due to the implementation of energy efficiency practices and the increase in self-generation of renewable energy. In relation to market-based scope 2 emissions, the coverage of contractual instruments such as the Guarantees of Origin of renewable energy used by

Amadeus has been increased. These are only used if a Guarantee of Origin/cancellation statement is in hand or a signed letter of intent assuring the arrival of such a statement is present at the time of reporting. The share of Guarantees of Origin or equivalent contractual instruments in 2025 was 77% of the electricity consumption (63% in 2024). ESRS E1-6 AR 45 d

- As a result, scope 1 and 2 saw a reduction of 5.0% in 2025 compared to 2024, and a reduction of 16.5% when measured against the baseline year of 2022. These improvements bring the company nearer to its target of achieving a 42% decrease in absolute scope 1 and 2 greenhouse gas emissions by 2030, using 2022 as the reference year. To further progress, the company plans to maintain its investments in renewable energy sources and implement additional energy-saving initiatives throughout its office locations.
- The total scope 3 emissions declined by 0.3% from 2024 to 2025. Compared to 2022, scope 3 emissions saw a reduction of 2.1% despite the bigger growth in the business. Several reasons take part in this result. Hence, while some of these categories, such as categories 1, 3, 4 and 7, have slightly decreased, others have increased, such as category 11 (34.5% increase from the base year) due to the number of units sold.

2.4% of the total GHG scope 3 has been calculated using primary data from certain providers (1.2% in 2024). ESRS E1-6 AR 46 g

See further information in table below, considering that:

- Amadeus' science-based targets were set for the total scope 3 emissions - not by scope 3 category.
- For scope 2 emissions, the targets were determined using the market-based methodology.

Figures in tCO_2eq	Retrospective				Milestones and target years			
	Base year 2022[1]	2024	2025	% 2025 / 2024	2025	2030	2050	Annual % target / Base year
Scope 1 GHG emissions								
Gross Scope 1 GHG emissions ESRS E1-6 p. 44 a AR 39, ESRS E1-6 p. 48 a AR 43	2,406	1,801	2,237	24 %		—	—	—
Scope 1 GHG emissions from regulated emission trading schemes (%) ESRS E1-6 p. 48 b AR 44	0	0	0	0 %				
Scope 2 GHG emissions								
Gross location-based Scope 2 GHG emissions ESRS E1-6 p. 44 b AR 39, ESRS E1-6 p. 49 a, 52 a AR 45, AR 47	32,760	35,353	32,641	-8 %		—	—	—
Gross market-based Scope 2 GHG emissions ESRS E1-6 p. 44 b AR 39, ESRS E1-6 p. 49 b, 52 b AR 45, AR 47	13,340	12,027	10,906	-9 %		—	—	—
Scope 1 & 2 emissions (market-based)	**15,747**	**13,829**	**13,143**	**-5 %**		**9,133**	**1,575**	**5 %**
Scope 3 GHG emissions ESRS E1-6 AR 46 d								
Total Gross indirect (Scope 3) GHG emissions ESRS E1-6 p. 44 c AR 39, ESRS E1-6 p. 51 AR 46	199,293	195,576	195,061	-0.3 %		149,470	19,929	3 %
1 Purchased goods and services	143,664	122,898	137,816	12 %		—	—	—
2 Capital goods	6,853	15,387	8,059	-48 %		—	—	—
3 Fuel and energy-related activities (not included in Scope 1 or Scope 2)	8,009	8,280	6,996	-15 %		—	—	—
4 Upstream transportation and distribution	10,150	4,481	3,042	-32 %		—	—	—
5 Waste generated in operations	14	58	67	16 %		—	—	—
6 Business traveling	10,531	15,707	16,860	7 %		—	—	—
7 Employee commuting	6,498	5,852	5,288	-10 %		—	—	—
8 Upstream leased assets	0	0	0	0 %		—	—	—
9 Downstream transportation	0	0	0	0 %		—	—	—
10 Processing of sold products	0	0	0	0 %		—	—	—
11 Use of sold products	10,747	20,611	14,451	-30 %		—	—	—
12 End-of-life treatment of sold products	3	8	11	36 %		—	—	—
13 Downstream leased assets	0	0	0	0 %		—	—	—
14 Franchises	0	0	0	0 %		—	—	—
15 Investments	2,824	2,294	2,471	8 %		—	—	—

Total GHG emissions								
Total GHG emissions (location-based) ESRS E1-6 p. 44 d AR 39, ESRS E1-6 p. 44, 52 a AR 47	234,459	232,730	229,939	-1 %		—	—	—
Total GHG emissions (market-based) ESRS E1-6 p. 44 d AR 39, ESRS E1-6 p. 44, 52 b AR 47	215,040	209,405	208,204	-1 %		131,262	19,929	4 %

[1] 2022 and 2024 figures have been restated as Amadeus revisited its GHG emissions inventory to make the necessary adjustments to include acquired companies and methodology changes explained in E1 - 6 - Gross Scopes 1, 2, 3 and total GHG emissions. Amadeus revalidated its carbon emissions reduction targets with the SBTi in 2025. In the base year, the restatement meant:

- 12% increase in scope 1 emissions mainly due to the change in extrapolation methodology for the sites not directly monitored (based on net area instead of workforce), and the inclusion of the acquired company Vision-Box;
- scope 2 emissions decreased (1% decrease in location-based and 17% increase in market-based emissions) due to a change in the extrapolation methodology for the sites not directly monitored (now based on office area), as well as due to expanding the direct reporting.
- total scope 3 emissions increased by 15%. This was mainly due to the inclusion of the hardware business - from the acquired companies Vision-Box and ICM - into the emissions inventory, which caused a significant increase of category 4 emissions from inbound and outbound transportation and distribution, and the addition of category 11 and category 12 emissions.

[2] In accordance with the Spanish Royal Decree 214/2025, Amadeus has also duplicated the calculation of its 2025 GHG emissions inventory using the specific methodology required by the Spanish legislation. This has been carried out by applying the emission factors set by the Spanish Ministry for the Ecological Transition and the Spanish Office for Climate Change, via its carbon footprint registry portal, to the emissions from Amadeus offices located in Spain. The consolidated GHG inventory considering these emission factors is:

- Gross Scope 1 GHG emissions: 2,245 tCO2eq
- Gross location-based Scope 2 GHG emissions: 32,533 tCO2eq
- Gross market-based Scope 2 GHG emissions: 10,480 tCO2eq
- Total Gross indirect (Scope 3) GHG emissions: 200,136 tCO2eq

The columns of the table are the following:

- Base year 2022: value of the metric in the base year against which progress towards the target is measured.
- 2025: the value for the metric in 2025.
- 2030: value of target for the metric in year 2030.
- 2050: value of target for the metric in year 2050.
- Annual % target / base year: average annual emission reduction figure, considering 2022 as base year and 2030 as the target year.

No biogenic emissions of CO_2 from the combustion or bio-degradation of biomass separately from the scope 1, 2 or 3 have been emitted by Amadeus. ESRS E1-6 AR 43 c , ESRS E1-6 AR 45 e , ESRS E1-6 AR 46 j

Amadeus does not have associates, joint ventures, or subsidiaries that remain unconsolidated, nor does it participate in joint arrangements established outside an entity included in the consolidation perimeter. Therefore, the company has not presented Scope 1 and 2 emissions separately for the consolidated group and its participations. ESRS E1-6 AR 40 , ESRS E1-6 p. 50

Concerning GHG emissions per revenue, in 2025 it was 35.28 tCO_2eq per € million (location-based) and 31.95 tCO_2eq per € million (market-based), which has decreased compared to the previous year.

	GHG intensity per net revenue	
	2025	2024
Total GHG emissions (location-based) per revenue (tCO_2eq/€ million) ESRS E1-6 p. 53 AR 53, 54	35.28	37.93
Total GHG emissions (market-based) per revenue (tCO_2eq/€ million) ESRS E1-6 p. 53 AR 53, 54	31.95	34.11
Revenue (€ million) ESRS E1-6 AR 55	6,517.00	6,141.70

GHG intensity based on revenue has been calculated as gross scope 1, scope 2 (both market-based and location-based), and gross scope 3 emissions divided by reported revenue in € million, as disclosed in the consolidated annual accounts (see note 12 REVENUE).ESRS E1-6 p. 55

E1 - 7 - GHG removals and GHG mitigation projects financed through carbon credits

In recent years, Amadeus has acquired carbon credits and intends to continue doing so in the near future for two main reasons: firstly, to offset emissions resulting from business travel, and secondly, to address scope 1 and 2 emissions that remain after reduction efforts along its planned route to achieving carbon neutrality by 2025[54]. The organization is committed to selecting carbon credits exclusively from initiatives that have undergone third-party verification and adhere to established quality benchmarks. As a result, Amadeus obtains Certified Emissions Reductions (CERs) through projects under the United Nations' Clean Development Mechanism (CDM).

The Clean Development Mechanism (CDM), as outlined in the Kyoto Protocol, is a market-based instrument. It enables authorized third parties to invest in projects that lower emissions, granting them Certified Emission Reductions (CERs) for their efforts. Each CER represents a decrease of one ton of carbon dioxide. By establishing these market mechanisms, the United Nations encourages sustainable progress, provides an economical solution to emission challenges, and promotes private sector participation in global emission reduction initiatives. ESRS E1-7 p. 61c , ESRS E1-7 AR 61

Certified Emissions Reduction purchases ESRS E1-7 p. 56, ESRS E1-7 p. 56 a, ESRS E1-7 p. 56 b, ESRS E1-7 p. 58 a , ESRS E1-7 AR 62 a, ESRS E1-7 p. AR 62 c , ESRS E1-7 p. AR 62d , ESRS E1-7 AR 62 e		
	2025	2024
Total (tCO_2e)	29,634	27,779
Share from removal projects (%)	0 %	0 %
Share from reduction projects (%)	100 %	100 %
Clean Development Mechanism (%)	100 %	100 %
Share from projects within the EU (%)	0 %	0 %
Share of carbon credits qualified as corresponding adjustments under Article 6 of the Paris Agreement (%)	0 %	0 %

In 2025, a total of 29,634 tCO_2e were cancelled through the purchase of carbon credits (27,779 tCO_2e in 2024). As indicated above, the 100% are verified against recognized quality standards.

The 29,634 tCO_2e cancelled correspond to Amadeus scope 1 and 2 emissions plus its business travel emissions, deducting 369.21 tCO_2e mitigated through the purchase of sustainable aviation fuel certificates (SAFc).

The total tons of CO_2e cancelled in 2025 are close to what Amadeus estimated in 2024 as credits to be cancelled (30,000 tCO_2e). ESRS E1-7 p. 56 b, ESRS E1-7 p. 58 AR 56

[54] It is important to note that these offsets are not counted as progress toward Amadeus' science-based targets.

The estimated total amount of carbon credits planned to be canceled in the future, for year 2026, is 30,000.00 tCO_2e, out of which 0 tCO_2e are based on existing contractual agreements. This estimation is in line with Amadeus plans to offset scope 1 and 2 GHG emissions that cannot be avoided—in continuation of its carbon neutrality target—and to also offset the emissions from business travel.

	Carbon credits planned to be cancelled in the future
	Amount until December 31, 2026
Total (tCO_2e)	30,000

Amadeus has not yet implemented targeted measures for the removal or storage of greenhouse gas emissions. However, the company has pledged to offset any remaining emissions—representing 10% of those recorded in the base year—over the long term in order to achieve net zero. In line with SBTi targets, these residual emissions will be neutralized using carbon capture and storage initiatives, which will occur outside of Amadeus' value chain. ESRS E1-7 p. 56 a, ESRS E1-7 p. 58 AR 56, ESRS E1-7 61 , ESRS E1-7 60 ,ESRS E1-7 61 a , ESRS E1-7 61 b

E1 - 8 - Internal carbon pricing

Amadeus does not apply internal carbon pricing schemes in its business.

Climate change mitigation and energy - Supporting more efficient travel through technology and data

		List of IROs - ESRS E1 - Climate change mitigation and energy		
Climate change mitigation	E1.1	+ Advancing Climate Mitigation Through Green IT Solutions and R&D		
	E1.2	+ Fostering sustainable travel through investments in companies that deliver in environmental solutions		
	E1.6	O Leveraging Emissions travel solutions The growing demand for products and services that help combat climate change generates business opportunities which could have a potential financial effect in Amadeus	Value chain	Actual
	E1.7	O IT solutions contribute to improved environmental performance The growing demand for products and services that help combat climate change generates business opportunities which could have a potential financial effect in Amadeus		

+ Positive impact O Opportunity

Amadeus develops technology solutions aimed at supporting improvements in the operational and environmental efficiency of its customers, such as helping them to reduce fuel used per passenger flow. Additionally, through its distribution systems, the company provides information on carbon emissions, allowing travelers to select travel options with lower impact. These efforts not only contribute positively but also could create business opportunities for Amadeus. For additional information, please refer to sections *ESRS 2 - IRO-1 - Description of the processes to identify and assess material climate-related impacts, risks and opportunities* and *ESRS 2 – SBM-3 - E1 - Material IROs and their interaction with strategy and business model.*

Strategy and policies related to climate change mitigation - Supporting more efficient travel through technology and data

Amadeus is involved in the travel experience of millions of people every day. As a technology provider in the travel and tourism industry, the company acknowledges its responsibility to contribute to sustainability through its IT solutions. Highlighted in its Sustainability Roadmap 2026-2027 as one of the three goals, Amadeus leverages its business strengths to support sustainable travel by harnessing technology and data-driven solutions.

Key policies - Climate change mitigation and energy - Supporting more efficient travel through technology and data ESRS E1-2 p. 24

Environmental Policy		Related IROs	E1.1, E1.2, E1.6, E1.7
Description and objectives ESRS 2-MDR-P p. 65 a	Through this policy, Amadeus formalizes its operating principles and commitments regarding environmental issues to continuously improve the environmental performance of Amadeus' own operations and those of its value chain. • Analyze, quantify and improve, wherever possible, the environmental performance of Amadeus products and services. Foster and develop IT solutions that help to improve the environmental performance of the customers that use these solutions. • Collaborate with industry partners and public institutions in the achievement of common environmental goals for the travel industry as a whole. • Effectively transfer the principles contained in this Policy to relevant vendors, contractors and business partners.		
Sustainability Policy		**Related IROs**	**E1.1, E1.2, E1.6, E1.7**
Description and objectives ESRS 2-MDR-P p. 65 a	The Sustainability Policy shows Amadeus´ related ambition and commitment to sustainable development through the principles that govern the rest of the sustainability related policies. Particularly, the document formalizes Amadeus' commitment to foster environmental sustainability, including: • Analyzing and improving, wherever possible, the environmental performance of Amadeus' products and services, looking for sustainable innovation to generate long term environmental benefits. • Collaborating with industry partners and public institutions in the achievement of common environmental goals for the travel industry.		

Simultaneously, Amadeus recognizes that sustainability within the travel sector demands a collective commitment from every participant in the industry. The strategy and sustainability roadmap includes a third component focused on joint initiatives. Through cooperation, the company is able to address sustainability issues that cannot be resolved independently.

Actions related to climate change mitigation - Supporting more efficient travel through technology and data

Throughout all phases of the travel process (inspiration, booking, pre-trip, on-trip, post-trip) Amadeus incorporates environmental functionalities into its offerings, supporting different travel providers, as outlined in table below. ESRS 2-MDR-A p. 68 b

ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e

Airline perspective	• **Fare families:** Display bundled fare options and conditions along with offer attributes related to travel emission compensation including SAF. • **SkySuite** to optimize network and schedules, that will contribute increase load factors and therefore reduce flight emissions per passenger. • **Flight Operations controller** reduces fuel consumption by optimizing operations and minimizing delays. • **Altea Departure Flight Management** reduces fuel consumption through accurate load control and optimized flight balance • **Volantio.** Rebooking passengers on overloaded flights, reduces fuel consumption by increasing load factors and optimizing the use of existing flights.	**Travel Impact Suite:** Supports customers of Amadeus solutions to access relevant sustainability-related information (such as estimated travel emissions) and options to compensate for their emissions by reinvesting or donating money equivalent to their travel impact. Built on three key pillars—Inform, Mitigate, and Compensate—the Travel Impact Suite provides solutions that enable travel sellers to prioritize more sustainable practices. The Amadeus Travel Impact Suite is complemented by Travel Impact Booster, which lets travelers and corporations support carbon reduction projects. These are provided by partners like Chooose and CarbonClick. This new content is accessible via APIs and other touchpoints.
Airport	• **Amadeus Sequence Manager** minimizes fuel consumption by reducing time spent idling with engines on, thus reducing flight emissions. • **ACUS (Airport Cloud Services)** generates operational cost savings for the airport and reduces the overall environmental footprint.	
Corporations	Amadeus' corporate booking tool, Cytric, continuously enriches its offering by including travel-related carbon emissions, streamlining expenses, and promoting more inclusive and conscious travel. • **Cytric:** a single, integrated online solution to manage travel and expenses to help travel managers steer travel programs with accurate travel emission reporting and offer employees more sustainable travel options. • **Cytric Insights** provides travel emission reports and dashboard to help agencies and corporations understand their environmental impact. Through partners such as Squake and eco.mio, Cytric leverages nudging and gamification to encourage travelers to make more sustainable choices and drive lasting behavioral change.	
Travel seller	• **Air-Rail display:** Access rail and flight options as part of a multi-modal journey. • **Agency insights Productivity Tracker** provides travel emission reports and dashboard to help agencies and corporations understand their environmental impact.	
Hotel	• **Hotel** descriptive content to showcase eco-labels, energy-efficient buildings, information on average emissions of hotels and EV chargers at the property. CO2 information integrated in hotel display. • **HotSOS:** predictive maintenance to minimizing waste and optimize operational efficiency. • **Delphi:** guest preferences and real-time updates to catering plans to minimizes overproduction, reducing waste and operational inefficiencies	
Mobility	• **EV cars**. Amadeus Cars Plus allows you to search and filter by car type, including electric vehicles. • **Mobility information:** Provides visibility and information in the shopping flow on average emissions according to the type of car chosen and length of stay.	
Destinations	• **Destination gateway** Track flight emissions of incoming visitors to help destinations better manage seasonality and analyze tourist flows at destination. • **Amadeus Discover:** Availability of wide range of activities, this could mean less overcrowding for more popular activities. • **Media Solutions:** Provides accumulated information on CO2 emissions based on travel methods as generated by a media campaign for a destination.	

Because climate change is a global challenge that needs to be addressed in cooperation, the company collaborates with industry associations and other stakeholders in environmental sustainability projects. This includes, among others, the following:

- Collaboration with ICAO. Since 2009, Amadeus and ICAO have a long-term agreement in place, whereby Amadeus uses ICAO's carbon calculator on its distribution platforms, providing travelers with information about GHG emissions released during their trips.
- In October 2022 Amadeus joined the Travalyst coalition. A not-for-profit made up of some of the biggest travel and technology companies globally, Travalyst delivers consistent, credible and easy-to-understand sustainability information across multiple platforms for both travel providers and consumers. In 2024, Amadeus launched the Travel Impact Suite, which includes the information of Travalyst's Travel Impact Model.
- Early in 2024, Amadeus joined the World Sustainable Hospitality Alliance to bring its travel expertise to the table in the quest to support a more prosperous and responsible hospitality sector. Amadeus is the first global travel tech company to join the industry body.

- SITA and Amadeus, under the patronage of AACO, have joined forces to explore flight-specific GHG emissions calculations, helping airlines and passengers make more sustainable choices through greater transparency and measurability.
- Amadeus joined the GBTA Foundation as a new corporate partner, directly contributing to its industry-wide People and Planet programs. On the Planet side, Amadeus joined the GBTA Sustainability Initiative as a Silver partner, to accelerate climate action in business travel.
- Amadeus is one of the founding members of "Círculo SAF", alongside companies from aviation, technology, energy, banking, and telecommunications sectors. The initiative led by Iberia aims to scale SAF use and foster cross-industry cooperation for net-zero objectives.

Targets related to climate change mitigation - Supporting more efficient travel through technology and data

Amadeus' sustainability strategy and roadmap sets forth qualitative objectives to continue integrating environmental sustainability features into its products. Specifically, the organization intends to expand its range of environmental sustainable offerings and capabilities, across both IT solutions and distribution channels.

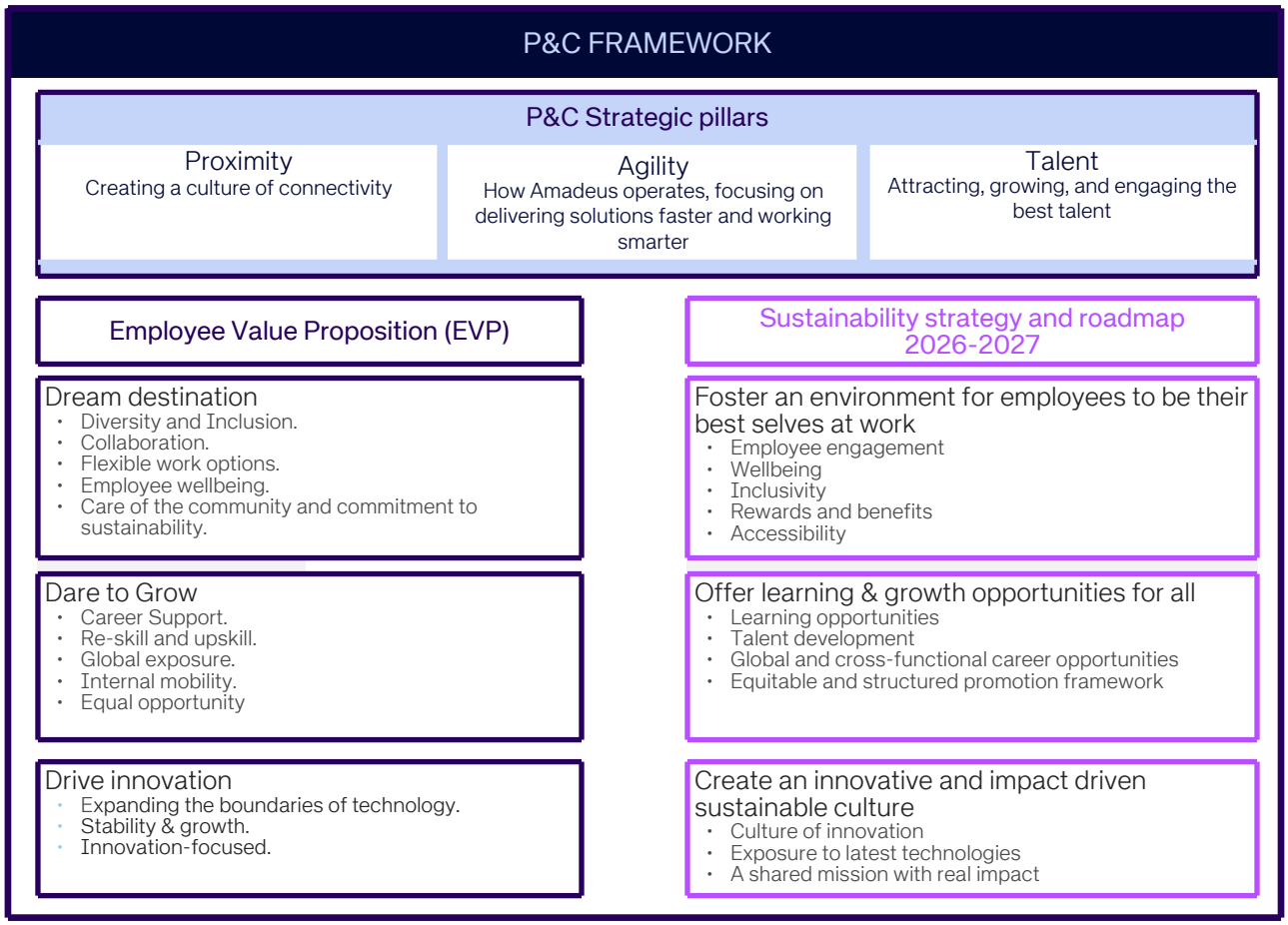
3. SOCIAL INFORMATION

ESRS S1 - OWN WORKFORCE

ESRS 2 – SBM-3 - S1 - Material impacts, risks and opportunities and their interaction with strategy and business model

Amadeus places its people at the core of the company's ongoing achievements. Guided by the People & Culture[55] strategic framework—built on proximity, agility, and talent—and supported by the Employee Value Proposition (EVP), the company has refreshed its sustainability strategy and roadmap 2026-2027 in 2025, that align with its business strategy and double materiality outcomes.

By upholding principles of diversity, inclusion, wellbeing equal opportunity, safety, and workplace attractiveness, Amadeus continually strengthens its dedication to fostering a positive work environment and continuing to be a great place to work, all while remaining true to its core values.



As explained in section *ESRS 2 IRO-1- Description of the processes to identify and assess material impacts, risks and opportunities,* Amadeus has updated its double materiality assessment in 2025. Information on material IROs related to Amadeus' own workforce are included and detailed throughout this section where relevant, to provide greater clarity. These are broad in scope and apply across all regions, functions, and employee groups within the company's workforce. ESRS S1.SBM-3 p. 14 b ,ESRS S1.SBM-3 p. 14 c , ESRS S1.SBM-3 p. 14 d AR 44

[55] People & Culture (P&C) is the human resources area in Amadeus.

The 2025 Double Materiality Assessment confirmed that no significant negative impacts were identified in relation to child, forced labour, people with particular needs or those in higher-risk contexts, within Amadeus's operations or individual incidents[56]. However, the company continues to strengthen its human-rights due-diligence processes to identify, assess, and mitigate potential impacts and risks across all regions and tiers of the value chain (see also section *GOV-4 – Statement on due diligence)*. ESRS S1.SBM-3 p. 14 f i , ESRS S1.SBM-3 p. 14 f ii , ESRS S1.SBM-3 p. 14 g i , ESRS S1.SBM-3 p. 14 g ii , ESRS S1.SBM-3 p. 15 AR 8, ESRS S1.SBM-3 p. 16 AR 9

No material negative impacts on Amadeus own workforce have been found as a result of the Climate Transition Plan either. However, the sustainability strategy and roadmap 2026-2027 includes, among other objectives, to embed sustainability education as part of employees activities, contributing to improve their sustainability skills and, hence, strengthen Amadeus's commitment to these matters.ESRS S1.SBM-3 p. 14 e

Amadeus's workforce includes both employees and non-employees, following the company's reporting policies. External workers are divided into five groups, including workforce contractors, service providers, and interim staff. The scope of the policies, actions, and targets described in this section is specified when applicable. ESRS S1.SBM-3 p. 14 AR 6 - AR7

S1-2 Processes for engaging with own workforce and workers' representatives about impacts

List of IROs - ESRS S1 - Own workforce

Social dialogue	S1.4	+ Employee engagement and transparent communication	Own operations	Actual

+ Positive impact

Amadeus fosters a culture of continuous dialogue through regular engagement surveys, employee representation bodies, and transparent communication channels. These mechanisms enable timely feedback, strengthen trust, and ensure that employee perspectives inform decision-making at both local and global levels. Continuous dialogue is a cornerstone of Amadeus' culture, enabling trust, and shared ownership of decisions across levels and geographies. ESRS S1.SBM-3 p. 14 c

S1-1 - Policies related to own workforce - Employee engagement and transparent communication

Transparent and inclusive communication with employees, collaboration, and employee engagement are recognized as key in the P&C framework.

Key policies - Social dialogue ESRS S1-1 p. 19

People Policy		Related IROs	S1.10
Description and objectives ESRS 2-MDR-P p. 65 a , ESRS S1-1 p. 20 b	The Amadeus' People Policy outlines its key commitments to fostering a workplace where every employee feels valued, respected, supported, and empowered. In particular, as noticed in the Policy, Amadeus has the commitment to uphold and respect employees' freedom of expression within the workplace, fostering an open, safe and inclusive environment. The company promotes open dialogue and value diverse viewpoints as essential to a collaborative and innovative culture, through several mechanisms (for instance, regular engagement surveys, etc		

Engagement mechanisms (actions) ESRS S1-2 p. 27 AR 24

To sustain transparency and belonging at scale, Amadeus uses various information, engagement and communication channels, such as company-wide leadership briefings, town hall meetings, regular Neo Insider news bulletins, company-wide mailings, conversations on internal social channels Neo and Viva Engage, among others. These channels help employees stay up to date on

[56] Several Amadeus legal entities operating in the United Kingdom, Australia, France, Canada, and California must comply with legislation mandating them to release yearly reports detailing the actions they take to address modern slavery and human trafficking within their business activities and supply chains.

company strategy, customers, market trends, technology, and important event. Through the intranet, Amadeus also shares information about major programs, company performance, open vacancies, policies, training opportunities, benefits, among others, so employees know how to make the most of what Amadeus offers around the world.ESRS S1-2 p. 27 b AR 19, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 b

In some countries[57], employees have started Employee Resource Group (ERG), which benefit from senior Management Sponsorship —such as the Amadeus Women's Network, Women in Tech, Amadeus Proud (for LGBTQIA+ employees), the Fenix Network (for those with long-term illnesses) and ENABLE (for employees with disabilities and neurodiversity). These groups create safe spaces for people to connect, support each other, and grow.ESRS S1-2 p. 28 , ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 b

Furthermore, in countries like Spain and Portugal, active listening is an established practice, promoting reciprocal communication processes. Through these, employees can get the information they need and share their opinions openly. To help with this, communication and feedback activities are planned and carried out during the year. ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 b

Amadeus measures overall employee engagement three times a year to understand what employees think and to improve what needs attention. These surveys include questions on topics like well-being, equal opportunity diversity, career growth, flexibility, stress management, employer brand, talent development, cross-collaboration, among others. To help everyone understand the surveys, Amadeus has made short explanatory videos.ESRS S1-2 p. 27 a , ESRS S1-2 p. 27 b AR 19, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 b

Human resources staff runs these surveys, and the SVP, Chief People & Culture Officer is responsible for the process. Results are shared with top leaders, managers, and teams using the company intranet, so everyone is aware of the findings and can work together on improvements. ESRS S1-2 p. 27 c AR 18

The Company has set up a European Works Council (called "Amadeus European Employee Council", AEEC) to share information and, where required, consult on important subjects of a transnational nature that affect employees across the EU Member states where Amadeus has a presence. The latest agreement, updated in 2023, applies to staff in Amadeus businesses in EU countries, European Economic Area signatories, and non-EU countries such as Switzerland and the UK. ESRS S1-2 p. 27 a , ESRS S1-8 p. 63 b

AEEC members are current Amadeus employees elected or appointed according to their country's laws. These representatives give voice to worker concerns and interests and are regularly briefed by management on various topics[58].

In addition, local and joint works councils and employee committees -including health and safety committees- in offices like Spain, Belgium, France, Poland, and South Africa. Health & Safety teams and employee representatives meet several times a year and join relevant discussions when needed. In other countries, such as UK and Portugal, related discussions take place in employee forums or the work environment team is in charge of it -for instance, in Norway, Sweden-. ESRS S1-2 p. 27 a

MDR -M - Metrics in relation to material sustainability matters - Employee engagement and transparent communication

For the last years, Amadeus has measured the employee Net Promoter Score (eNPS). In 2025, the eNPS has slightly decreased in relation to 2024 from 54 to 46 in the third wave 2025. Nevertheless, it remains higher than the approved internal target.

[57] Greece, NORAM, Sweden, Norway, Denmark, among others.
[58] In some countries -for instance, Spain, France-, the related-work council organizes specific activities to improve work life balance and promote well-being among employees (trips, sport activities, etc) funded by the company.

Employee engagement and transparent communication (metric)		
	As of 3rd wave, September, 2025	As of 3rd wave, September, 2024
Employee Net Promoter Score (eNPS) ESRS 2-MDR-M p. 75	46.0	54.0

The eNPS is calculated based on the question "I would recommend Amadeus as a great place to work", that is scored from 0-10. To calculate the eNPS, subtract the percentage of detractors (those scoring from 0-6) the percentage of Promoters (scoring from 9-10), while passives (scores ranged from 7-8) are not considered. The final score can range from -100 (everyone is a Detractor) to +100 (everyone is a Promoter). Data is processed on Qualtrics.ESRS 2-MDR-M p. 77 a

Survey insights directly inform leadership priorities, team-level discussions, and targeted actions.

Following the 2025 engagement survey outcomes, Amadeus remains committed to maintaining transparency, as it has consistently done in the past and intends to pursue in the future. The next priority is fostering growth through initiatives such as Career Week and the development of Skills Profiles. The survey results from 2025 emphasize the flexibility and supportive workplace atmosphere provided by Amadeus. Additionally, they reveal that staff members appreciate open communication from management and the chances for professional development. This strength enables Amadeus to confidently address future challenges while keeping employees at the heart of its operations.

S1-3 Processes to remediate negative impacts and channels for own workforce to raise concerns

List of IROs - ESRS S1 - Own workforce				
Measures against violence and harassment	S1.10	- Workplace harassment and incidence of workplace discrimination	Own operations	Actual

- Negative impact

Amadeus is committed to establish a safe, respectful workplace -free from discrimination and harassment-, where all employees feel secure. The company is aware that harassment and discrimination in the workplace can significantly harm employees, even if these incidents are limited in scope. That's why it is important to have measures in place to prevent these issues before they happen.ESRS S1-3 p. 32 a AR 27, ESRS S1.SBM-3 p. 14 b

The company provides its own workforce with different mechanisms, including third parties mechanisms, for raising and/or addressing concerns related to labour matters: ESRS S1-3 p. 32 b AR 28, ESRS S1-3 AR 29 , ESRS S1-3 p. 32 d

- Through the Speak Up Channel, employees are encouraged to safely submit an inquiry or to report, anonymously if desired, suspected issues that may contravene laws, regulations or business practices, or that may constitute unethical conduct that could result in a breach of the CEBC—including those related to human rights violations, discrimination or harassment —. See details in *G1-1 Business Conduct policies and Corporate Culture*, including protection against retaliation for individuals that use the channel. ESRS S1-3 p. 32 c
- Additionally, if individuals are unsure about whether they have information regarding something they should report, or if they would like to speak to someone before submitting a report, they may directly speak to a P&C member.
- Finally, reporting possible violations is also available via telephone. During the process, individuals are guided to describe the related incident.

The Audit Committee is responsible for supervising the functioning of the Speak Up Channel. See more related information in sections *ESRS 2 - GOV-1 - The role of the administrative, management and supervisory bodies related to business conduct and G1-1 - Business conduct policies and corporate culture.* ESRS S1-3 p. 32 e AR 32

S1-1 - Policies related to own workforce - Measures against violence and harassment

The following policies reflect Amadeus commitment to establish a safe, respectful, and violence-free workplace -free from discrimination and harassment-.

Key policies - Measures against violence and harassment ESRS S1-1 p. 19

Human rights Policy	Related IROs S1.10
Description and objectives ESRS 2-MDR-P p. 65 a , ESRS S1-1 p. 20 , ESRS S1-1 p. 20 c , ESRS S1-1 p. 24 a , ESRS S1-1 p. 24 b AR 15 - AR 16	The purpose of the Human Rights Policy is to reaffirm Amadeus' commitment to respect and promote human rights in its operations and supply chain. Through this Policy, the company shows its commitment to ensuring that every single employee is treated with respect, dignity, and fairness and that they are given equal opportunities. This means that through recruitment, compensation and benefits, training, development, promotion, transfer, mobility, and termination - individuals are solely assessed based on their merit and their ability to meet the requirements and standards of the role and that they are not discriminated against.
People Policy	**Related IROs S1.10**
Description and objectives ESRS 2-MDR-P p. 65 a , ESRS S1-1 p. 24 a , ESRS S1-1 p. 24 b AR 15 - AR 16	The Amadeus' People Policy outlines its key commitments to fostering a workplace where every employee feels valued, respected, supported, and empowered. In particular, the company shows its commitment to maintain a zero-tolerance stance on violence, verbal abuse, harassment and any threatening behavior in the workplace. Amadeus explicitly rejects any and all discrimination based on gender, race, ethnic origin, nationality, age, disability, state of health, sexual orientation, gender identity/expression, family status, religion, union activities or political beliefs. Additionally, it is committed to establishing clear reporting channels and response protocols to address incidents promptly and confidentially.
Code of Ethics and Business Conduct (CEBC)	**Related IROs S1.10**
Description and objectives ESRS 2-MDR-P p. 65 a ,ESRS S1-1 p. 24 a , ESRS S1-1 p. 24 b AR 15 - AR 16	The Amadeus CEBC sets forth the commitment of the company to conduct business pursuant to the highest ethical standards and its strict compliance with all appropriate and applicable laws and regulations. It covers several areas, including "Our People" among others. In this regard, through its CEBC, Amadeus explicitly rejects any and all forms of discrimination based on gender, race, ethnic origin, morals, age, disability, state of health, sexual orientation, gender identity/expression, family status, religion, union activities or political beliefs.

Process and channels to raise concerns and remediate negative impacts (actions) ESRS S1-1 p. 20 c , ESRS S1-1 AR 17 g , ESRS S1-4 p. 38 a AR 42

Following its commitment to maintaining a safe and respectful workplace, Amadeus has put in place a range of measures designed to prevent, address, and resolve any instances of any workplace, sexual harassment or discrimination. These are formalized in the *Workplace or Sexual Harassment and Discrimination Procedure*, approved in 2025[59]. ESRS S1-1 p. 23 , ESRS S1-1 p. 24 d

- Preventing discrimination and harassment relies on proactive communication, continuous awareness-building, and mandatory training. All people managers complete compulsory training modules on the prevention of harassment and discrimination, while all employees are encouraged to participate through additional learning sessions. In 2025, more than 3,596 of employees completed these trainings. ESRS S1-1 AR 17 c

  Additionally, adherence to non-discrimination and equality standards is mandatory for all staff. Every employee is required to read, understand, and comply with the CEBC and Speak Up Policy, as described in Section *G1-1 - Business conduct policies and corporate culture*.

- Amadeus has defined key principles and minimum standards covering aspects such as privacy protection, precautionary measures, and non-retaliation. Clear procedures ensure that all complaints are handled appropriately and consistently.

- Depending on the findings, various internal measures have been established based on whether the case is substantiated. If the case is confirmed, this may involve disciplinary and

[59] Amadeus commitment to promoting diversity and inclusion is reflected in the first EVP pillar, the Sustainability strategy and roadmap 2026-2027, and the Amadeus for All (Diversity & Inclusion) Strategy. More information on how Amadeus manages these topics has been included in section *Diversity* in this report.

corrective actions and other specific measures. In situations where the case is proven but does not qualify as harassment or discrimination, or if it is not substantiated, a defined process is in place to address these outcomes. ESRS S1-4 p. 38 b , ESRS S1-4 p. 39 AR 34

In addition to the above, in 2025, the Audit Committee approved the Internal Investigation Protocol, which integrates both the Reports Management Procedure and the Internal Investigation Procedure. These documents define the end-to-end process for handling concerns submitted through the Speak Up Channel, ensure protection against retaliation for individuals who report in good faith and establish the general principles for investigating cases received via the channel or other irregular situations. ESRS S1-1 p. 23

S1-17 - Incidents, complaints and severe human rights impacts

In 2025:

a) Amadeus received 42 communications related to discrimination, including harassment (40 in 2024), of which 19 were admitted for analysis (28 in 2024). Of these, 11 were filed through the Speak Up Channel and 8 were reported to P&C (16 and 12 respectively in 2024). ESRS S1-17 p. 103 a , ESRS S1-17 p. 103 b

b) 15 complaints were raised by the own workforce (19 in 2024), with an additional 4 complaints submitted anonymously (9 in 2024). No complaints were related to working conditions (as in 2024). Additionally, excluding those already reported in (a) above, the company did not receive any complaints related to equal treatment and opportunities for all, as was also the case in 2024. Furthermore, 0 complaints were reported to the National Contact Point for the OECD Multinational Enterprise (0 in 2024). ESRS S1-17 p. 103 b , ESRS S1-17 p. 104 a

c) Finally, 0 of severe human rights incidents (e.g., forced labor, human trafficking, or child labor) were identified (0 in 2024). ESRS S1-17 p. 104 a

No fines, penalties and compensation for damages resulted from the complaints disclosed above. ESRS S1-17 p. 103 c , ESRS S1-17 p. 104 b

All information was compiled using established internal reporting systems. ESRS S1-17 p. 103 d

Secure employment, collective bargaining[60]

List of IROs - ESRS S1 - Own workforce

Secure employment	S1.1	+ Direct employment stability	Own operations	Actual
Collective bargaining	S1.5	+ Improvement of working conditions with respect to those established in legislation		

+ Positive impact

Amadeus continually delivers meaningful impacts to its global workforce by ensuring secure employment opportunities across all locations and creating working conditions that go beyond local legal standards. ESRS S1.SBM-3 p. 14 c

S1-1 - Policies related to own workforce - Secure employment, collective bargaining

Amadeus' first EVP pillar and the goals *Fostering an environment for employees to be their best selves at work* and *Offering growth opportunities for all* of the sustainability strategy and roadmap 2026-2027 demonstrate the company's commitment to enabling employees to perform at their best. Human and labor rights are embedded as fundamental principles that safeguard dignity and rights for every employee.

[60] For reporting efficiency and to prevent duplication, policies and actions related to the identified IROs have been consolidated due to their interconnected nature and shared contributions. This consolidation highlights positive impacts such as the provision of secure employment and favorable working conditions for employees, which exceed legal requirements, including the implementation of fair wages.

Key Policies - Secure employment, collective bargaining ESRS S1-1 p. 19

Human Rights Policy	Related IROs S1.1, S1.5
Description and objectives ESRS 2-MDR-P p. 65 a, ESRS S1-1 p. 20 , ESRS S1-1 p. 20 a , ESRS S1-1 p. 21 AR 12, ESRS S1-1 p. 22	The Human Rights Policy reaffirms Amadeus's commitment to respecting and promoting human rights across its operations and value chain. This policy embraces among other commitments: • Ensuring fair and decent working conditions by adhering to all applicable laws and international labour standards, including those prohibiting slavery, forced labour, child labour, and human trafficking1. The company maintains zero tolerance for any form of exploitation and acts promptly to investigate and remediate any identified cases. • Complying with the International Labour Organisation (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. This Policy is guided by major international standards set by the United Nations, including United Nations Global Compact, Universal Declaration of Human Rights and related international human rights agreements, core labor rights from the International Labor Organization (ILO), United Nations Guiding Principles on Business and Human Rights, OECD Guidelines for Multinational Enterprises and the European Social Charter.

[1]Slavery and human trafficking also include forced labor, child exploitation, trafficking of persons, or any practice that restricts a person's freedom for personal or commercial gain.

People Policy	Related IROs S1.1, S1.5
Description and objectives ESRS 2-MDR-P p. 65 a	The People Policy defines Amadeus's commitments to fostering a workplace where every employee is valued, respected, and empowered to thrive. Key commitments include: • Secure Employment. Amadeus offers secure and stable employments that follow best practices and local labor laws, ensuring a reliable work environment. Employment contracts are clear, legally compliant, and include key details like compensations, benefits, and job responsibilities. • Freedom of association and collective bargaining. Amadeus supports employees' rights to join groups and unions, in line with national laws. The company also encourages participation in employee resource groups and respects collective bargaining where this is the wish of a majority of employees within an appropriate bargaining unit and as provided for in national law and/or practice.

Code of Ethics and Business Conduct (CEBC)	Related IROs S1.1, S1.5
Description and objectives ESRS 2-MDR-P p. 65 a	The Amadeus CEBC sets forth the commitment of the company to conduct business pursuant to the highest ethical standards and its strict compliance with all appropriate and applicable laws and regulations. It covers several areas, including "Our People" among others. In this regard, Amadeus respects and promotes international human rights, and expects its providers, third party contractors and business partners to uphold internationally-recognized standards regarding working conditions and the dignified treatment of employees.

These commitments are reinforced in the collective agreements, where applicable.

S1-4 - Taking action on material IROs own workforce - Secure employment, collective bargaining ESRS S1-4 p. 37 , ESRS S1-4 p. 38 c AR 42

Amadeus continuously implements initiatives aimed at creating a positive workplace and improving conditions for all employees. These efforts focus on expanding worker protections, going beyond what is required by local laws, and fulfilling the company's policy commitments and principles.

In this regard, depending on where the Company operates, different methods are used to stay updated on changes in laws and labor practices and implement practices accordingly. In UK, Benelux, Portugal, Italy, Spain, India, NORAM, and Canada external experts in labor compliance provides updates to ensure working conditions match current local rules. In places like Poland, Sweden, Norway, Denmark, Greece, India, United Arabia Emirate, Saudi Arabia, Senegal, NORAM, Canada and offices in Central and South America the teams regularly and closely monitor laws developments to incorporate it into Amadeus practices. In other countries—such as UK, France, Portugal, Italy, Spain, Greece, Philippines, and offices in South Africa, Kenya, Nigeria, NORAM—staff subscribe to official journals or industry associations to receive legal updates. In addition, countries like Spain have adopted all of the initiatives outlined above, and regularly conduct training sessions on labor topics in partnership with an external provider. The main goal is to ensure the company

always complies and goes beyond local laws and regulations and that managers continue to develop capability in the key aspects of employee management.

Additionally, as described in section *GOV-4 – Statement on due diligence*, the company carries out a Human Rights due diligence process to identify and prevent any potential human rights negative impact within Amadeus' own operations and value chain.

As previously mentioned, employees have the legal right to form representation at both European and local levels in some countries. The Amadeus European Employee Council unites representatives from Amadeus entities across Europe, including the UK and Switzerland. For more details, see section *S1-2 Processes for engaging with own workforce and workers' representatives about impacts*.

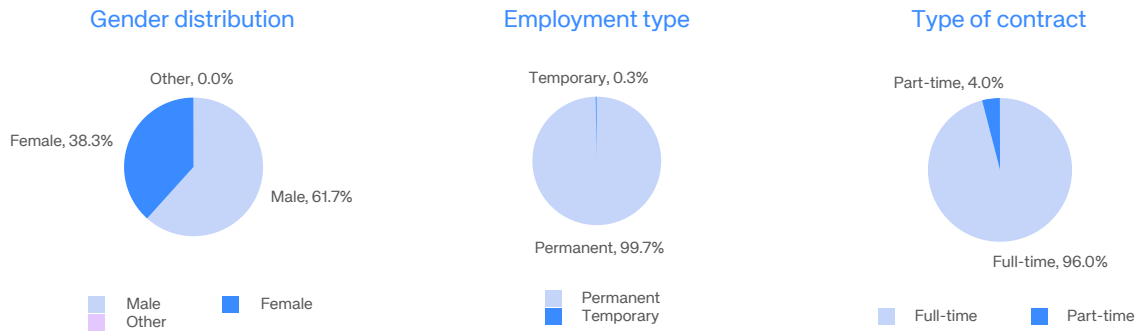
Lastly, it is worth noting that Amadeus has implemented several other initiatives that also contribute to these positive outcomes. Further details about these measures are provided in the sections below.

S1-5 - Targets related to managing material IROs - Secure employment, collective bargaining ESRS S1-5 p. 46 AR 50-AR51

Aligned to its commitments included in Amadeus policies, the Group aims to keep making a positive impact and go beyond local requirements, recognizing that practices and regulations differ across the many countries where Amadeus operates.

S1-6 - Characteristics of the undertaking's employees

By the end of 2025, Amadeus has a total of 20,605 employees (headcount) (compared to 20,643 in 2024)[61,62], of which[63]:



In terms of FTEs, the total was 20,241.8 (20,163.7 in 2024)[64].

[61] Amadeus uses the average number of employees over the period to calculate certain indicators. For this reason, both the figures as of December 31, 2025 and the period average are shown in the tables below.
[62] To ensure all Amadeus Group companies report labor data consistently and use the same terms, Amadeus has internal rules and guidances. These documents define employees and external resource categories and explain how to calculate and report related figures.
[63] 37.9% women and 62.1% men in 2024. Only one employee with gender "Other". 99.0% permanent and 1.0% temporary in 2024. (96.1% full-time employees and 3.9% part-time employees in 2024.
[64] Data is sourced from the Group's main system (MDM) and covers all permanent and temporary employees—both full-time and part-time—of Amadeus IT Group in controlled companies. FTEs are reported as of the end of the reporting period.

Number of employees by gender (headcount)

ESRS S1-6 p. 50 a , ESRS S1-6 p. 50 a AR 57, ESRS S1-6 p. 50 d , ESRS S1-6 p. 50 d i , ESRS S1-6 p. 50 d ii

	As of December 31, 2025 [1]	As of December 31, 2024[1]
Male	12,703	12,813
Female	7,900	7,829
Other	2	1
Non reported	0	0
Total employees	20,605	20,643

[1] The data comes from Amadeus' main system (Workday) and includes all permanent and temporary employees in controlled companies. It does not cover Joint Ventures or Associates. The headcount reflects the number of employees at the end of the reporting period.ESRS S1-6 p. 50 d

Workforce by region (headcount) ESRS S1-6 p. 50 a , ESRS S1-6 p. 50 a AR 57, ESRS S1-6 p. 50 d , ESRS S1-6 p. 50 d i , ESRS S1-6 p. 50 d ii , ESRS S1-6 p. 51

	As of December 31, 2025 [1]	As of December 31, 2024[1]
Europe	10,597	10,586
Asia-Pacific	6,334	6,280
North America	2,083	2,330
Central and South America	1,169	1,030
Middle East and Africa	422	417
Total employees	20,605	20,643

[1] The data comes from Amadeus' main system (Workday) and includes all permanent and temporary employees in controlled companies. It does not cover Joint Ventures or Associates. The headcount reflects the number of employees at the end of the reporting period. ESRS S1-6 p. 50 d

Number of employees by gender and type of contract at the end of the period (Headcount)[1] ESRS S1-6 p. 50 b , ESRS S1-6 p. 50 d , ESRS S1-6 p. 50 d i , ESRS S1-6 p. 50 d ii , ESRS S1-6 p. 52 , ESRS S1-6 p. 52 a , ESRS S1-6 p. 52 b

As of December 31, 2025					As of December 31, 2024				
Female	Male	Other	Not disclosed	Total	Female	Male	Other	Not disclosed	Total
Number of employees									
7,900	12,703	2	0	20,605	7,829	12,813	1	0	20,643
Number of permanent employees[2]									
7,864	12,676	2	0	20,542	7,742	12,702	1	0	20,445
Number of temporary employees[3]									
36	27	0	0	63	87	111	0	0	198
Number of non-guaranteed hours employees[4]									
0	0	0	0	0	0	0	0	0	0
Number of full-time employees[5]									
7,330	12,446	2	0	19,778	7,250	12,589	1	0	19,840
Number of part-time employees[6]									
570	257	0	0	827	579	224	0	0	803

[1] Data is taken from Amadeus' main system (Workday) and includes all permanent and temporary employees in controlled companies. Joint Ventures and Associates are not included. The headcount is as of the end of the reporting period.
[2] A permanent employee has a direct contract with Amadeus, no set end date, and is paid monthly.
[3] A temporary employee has a direct contract with Amadeus for a fixed period and is paid monthly.
[4] There are no employees with non-guaranteed hours.
[5] Full-time employees work the standard hours defined by national laws and practices.
[6] Part-time employees work fewer hours than full-time, as defined above.

Average employee distribution (Headcount)[1] ESRS S1-6 p. 50 b , ESRS S1-6 p. 50 d , ESRS S1-6 p. 50 d i , ESRS S1-6 p. 50 d ii , ESRS S1-6 p. 52 , ESRS S1-6 p. 52 a ESRS S1-6 p. 52 b									
As of December 31, 2025					As of December 31, 2024				
Female	Male	Other	Not disclosed	**Total**	Female	Male	Other	Not disclosed	**Total**
Number of employees									
7,828.5	12,701.0	1.5	0.0	20,531.0	7,490.5	12,130.5	1.0	0.0	19,622.0
Number of permanent employees[2]									
7,788.0	12,673.5	1.5	0.0	20,463.0	7,399.5	12,025.0	1.0	0.0	19,425.5
Number of temporary employees[3]									
40.5	27.5	0.0	0.0	68.0	91.0	105.5	0.0	0.0	196.5
Number of non-guaranteed hours employees[4]									
0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Number of full-time employees[5]									
7,253.5	12,461.0	1.5	0.0	19,716.0	6,916.5	11,907.5	1.0	0.0	18,825.0
Number of part-time employees[6]									
575.0	240.0	0.0	0.0	815.0	574.0	223.0	0.0	0.0	797.0

[1] Data comes from Amadeus' main system (Workday) and includes all permanent and temporary employees in controlled companies. Joint Ventures and Associates are not included. The average headcount is calculated by adding the number of employees at the start and end of the period, then dividing by two.
[2] A permanent employee has a direct contract with Amadeus, no set end date, and is paid monthly.
[3] A temporary employee has a direct contract with Amadeus for a fixed period and is paid monthly.
[4] There are no employees with non-guaranteed hours.
[5] Full-time employees work the standard hours set by national laws and practices.
[6] Part-time employees work fewer hours than full-time employees, as defined in footnote 5.

Details about the distribution of Amadeus employees can be also found in note 22.3 Employee distribution of the Amadeus consolidated annual accounts. The average distribution figures are shown with decimal points in this document, while the corresponding numbers appear rounded in the consolidated annual accounts. ESRS S1-6 p. 50 f

Turnover rate

In 2025, a total of 1,696 employees left Amadeus (compared to 1,327 in 2024). Of these 597 were women 1,099 were men, and 0 others. In 2024, 478 women, 849 men and 0 others left.

Employees who have left Amadeus (Headcount)		
	As of December 31, 2025	As of December 31, 2024
Total number of employees who have left the company[1] ESRS S1-6 p. 50 c AR 59, ESRS S1-6 p. 50 d	1,696	1,327

[1] Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group in controlled companies, terminated voluntarily or involuntarily during the reporting period.

For its part, in 2025 the turnover rate has been 8.3%, compared to 6.8% in 2024, still maintaining a comparatively low turnover level when set against other companies in the IT sector.ESRS S1-6 p. 50 c

	Turnover rate	
	As of December 31, 2025	As of December 31, 2024
Turnover ratio (by average headcount)[1]	8.3 %	6.8 %
Turnover ratio (at the end of the period)[2]	8.2 %	6.4 %
Voluntary employee turnover rate (by average headcount)[3]	4.6 %	4.4 %
Voluntary employee turnover rate (at the end of the period)[4]	4.6 %	4.4 %

[1] The employee turnover ratio (by average headcount) is determined by dividing the number of employees who left Amadeus (both voluntary and involuntary departures, as shown in the table above) by the average headcount for the period.
[2] The employee turnover ratio (at the end of the period) is determined by dividing the number of employees who left Amadeus (both voluntary and involuntary departures, as shown in the table above) by the number of headcount at the end of the period.
[3] The voluntary employee turnover rate (by average headcount) is calculated as the number of employees who have voluntary left Amadeus relative to the average headcount for the period.
[4] The voluntary employee turnover rate (at the end of the period) is calculated as the number of employees who have voluntary left Amadeus relative to the number of headcount at the end of the period.
The data is sourced from the Group's main system (Workday) and includes all permanent and temporary staff of Amadeus IT Group within controlled companies.

S1-7 - Characteristics of non-employees in the undertaking's own workforce

As of December 31, 2025, the number of non-employees (FTE) in Amadeus was 1,228.4, compared to 1,428.4 in 2024. ESRS S1-7 p. 55 a

At Amadeus, external resources are divided into five main categories, with non-employees specifically including workforce contractors, service providers, and interim staff (see also section *ESRS 2 – SBM-3 - S1 - Material impacts, risks and opportunities and their interaction with strategy and business model*).) ESRS S1-7 p. 56 AR 62

Non-employees at the end of the period (Headcount)[1] ESRS S1-7 p. 55 a , ESRS S1-7 p. 55 b , ESRS S1-7 p. 55 b i , ESRS S1-7 p. 55 b ii		
	As of December 31, 2025	As of December 31, 2024
Number of non-employees (FTEs)	1,228.4	1,428.4

[1] Data has been extracted from the Group's ordinary system (MDM), including all full and part time non-employees of Amadeus IT Group in controlled companies. FTEs as of the end of the reporting period.ESRS S1-7 p. 55 b

S1-8 - Collective bargaining coverage and social dialogue

Globally, 40.1% of the workforce is covered by collective agreements in 2025 (practically the same as in 2024 (40.2%)). However, at major Amadeus sites in Europe—such as Madrid (Spain), Nice (France), and Erding (Germany)—where a large portion of employees are based, coverage is close to 100%. ESRS S1-8 p. 60 a AR 66

Collective bargaining and social dialogue ESRS S1-8 p. 60 b , ESRS S1-8 p. 60 c , ESRS S1-8 p. 63 a AR 69, ESRS S1-8 AR 70

	As of December, 31, 2025			As of December, 31, 2024		
	Collective Bargaining Coverage		Social dialogue	Collective Bargaining Coverage		Social dialogue
Coverage Rate [1, 2]	Employees – EEA (European Economic Area)	Employees – Non-EEA	Workplace representation (EEA only)	Employees – EEA (European Economic Area)	Employees – Non-EEA	Workplace representation (EEA only)
0-19%	Bulgaria, Netherlands, Poland, Portugal	APAC: China, India, Indonesia, Japan, Malaysia, Philippines, Singapore, Thailand, Central & South America: Argentina, Colombia, Costa Rica North America: Canada, United States of America, Middle East & Africa: Saudi Arabia, United Arab Emirates Europe: Turkey, Ukraine, United Kingdom	Netherlands, Portugal	Bulgaria, Netherlands, Poland	APAC: China, India, Japan, Malaysia, Philippines, Singapore, Thailand, Central & South America: Argentina, Colombia, Costa Rica North America: Canada, United States of America, Middle East & Africa: Saudi Arabia, United Arab Emirates Europe: Turkey, Ukraine, United Kingdom	Bulgaria, Netherlands
20-39%						
40-59%						
60-79%	Germany	APAC: Australia		Germany	APAC: Australia	
80-100%	Belgium, France, Italy, Spain, Sweden	Central & South America: Brazil	Belgium, Bulgaria, Germany, France, Italy, Poland, Spain, Sweden	Belgium, France, Italy, Spain, Sweden	Central & South America: Brazil	Belgium, Germany, France, Italy, Poland, Spain, Sweden

[1] Data has been collected manually from each region where Amadeus operates and then consolidated by P&C, except for three Amadeus subsidiaries (accounting for 0.4% of total Amadeus employees) for which no data is available. This table only contains information on countries with more than 50 employees. For FY2024, the information has been adjusted and reclassified by region to ensure compliance.

Rewards - Adequate wages, equal pay for work of equal value

List of IROs - ESRS S1 - Own workforce

Adequate wages	S1.3	+ Advancement of socio-economic conditions through adequate wages	Own operations	Actual
Equal pay	S1.6	+ Implementation of equal pay measures		

+ Positive impact

By adopting remuneration policies that guarantee equal pay for work of equal value, Amadeus creates a positive and motivating work environment. The salary model not only acknowledges individual contributions and celebrates top performers, but also fosters a culture that is based on equal opportunity and inclusive—reinforcing a strong sense of belonging throughout the organization. ESRS S1.SBM-3 p. 14 c

S1-1 - Policies related to own workforce - Adequate wages, equal pay for work of equal value

The first pillar of the Employee Value Proposition—Dream Destination—and the Amadeus' Sustainability Roadmap 2026-2027 exemplify the company's commitment to delivering a comprehensive rewards package.

Through intentional policies and a culture rooted in fairness, Amadeus ensures that all employees are treated equal and that pay discrimination has no place within the organization.

Key Policies - Secure employment, collective bargaining, adequate wages ESRS S1-1 p. 19			
Human Rights Policy		Related IROs	S1.3, S1.6
Description and objectives ESRS 2-MDR-P p. 65 a, ESRS S1-1 p. 20	The purpose of the Human Rights Policy is to reaffirm Amadeus' commitment to respect and promote human rights in its operations and supply chain. The policy shows Amadeus commitment to compensate employees according to local laws and market best practices. All pay policies are based on pay equity philosophy and charter.		
People Policy		Related IROs	S1.3, S1.6
Description and objectives ESRS 2-MDR-P p. 65 a	The Amadeus' People Policy outlines its key commitments to fostering a workplace where every employee feels valued, respected, supported, and empowered. In particular, the policy reflects the company's commitment to provide attractive remuneration packages, including salary, bonuses, stock, and benefits—ensuring equitable compensation for jobs, which meets or exceeds local minimum wage standards, and to offer equal opportunity at all stages of the employees' lives.		

S1-4 - Taking action on material IROs own workforce - Adequate wages, equal pay for work of equal value

Amadeus has developed a framework (job architecture) that guides what jobs and skills the businesses need, and underpins how Amadeus determines the labor market norm for its jobs and their value for reward purposes. This framework is designed to uphold the Amadeus three compensation principles *Pay for Performance, Market Competitiveness, and Pay Equity.*

In addition, Amadeus implements a series of ongoing initiatives to ensure adherence to these commitments. The table below highlights some of the most significant ones[65].

Key actions - Adequate wages, equal pay for work of equal value ESRS S1-4 p. 37			
Tracking the effectiveness ESRS S1-4 p. 38 d	Information about how Amadeus tracks and assesses the effectiveness of the actions and initiatives in delivering outcomes have been included in section *Sustainability-related goals (ESRS 2 SBM-1-Strategy, business model and value chain.*		
Pay & Benefits - more than just a payslip		Related IROs	S1.3, S1.6
Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group		
Associated policies	People Policy		
Description ESRS S1-4 p. 38 c AR 42, ESRS 2-MDR-A p. 68 a ESRS 2-MDR-A p. 68 e	Amadeus provides substantial contributions to its employees through both fixed and variable compensation. Depending on local conditions, key benefits include private medical coverage, life and disability insurance, subsidized cafeteria purchases and retirement plans, business travelers and special emergency and medical cover, among others [1]. Through this comprehensive approach, Amadeus ensures that all employees receive more than just a salary—enhancing their health, well-being, and overall quality of life.		
[1]All employees may benefit from global business travel insurance (AIG), *Everbridge* (supporting duty of care for our business travelers), and the medical health insurance			
Annual bonus		Related IROs	S1.3
Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group		
Associated policies	People Policy		
Description ESRS S1-4 p. 38 c AR 42, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	The Amadeus annual bonus program is designed to recognize individual contributions while also aligning with the company's financial and strategic goals. It combines both personal and company performance measures (Amadeus Performance Plan, APP), allowing all employees to benefit from Amadeus' overall success. The APP is composed by a basket of financial and sustainability metrics and targets approved annually by the Board of Directors. See more information in section *GOV-3 – Integration of sustainability-related performance in incentive schemes* By implementing this scheme, Amadeus shows its commitment to employee recognition, empowers them to reach their highest potential, and provides competitive variable pay.		
Annual salary review process		Related IROs	S1.3, S1.6

[65] For further information regarding how to monitor the success of implemented measures and gather feedback from staff about current initiatives, please consult section *S1-2 Processes for engaging with own workforce and workers' representatives about impacts.*

Scope ESRS 2-MDR-A p. 68 b	Employees - Amadeus Group
Associated policies	Human Rights Policy, People Policy
Description ESRS S1-4 p. 38 c AR 42, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus annually reviews and benchmarks its salaries against those offered by leading organizations to ensure that the company remains both competitive and equitable. This approach guarantees that employees receive appropriate and equitable compensation based on their roles and local market conditions. The Group adheres to local pay equality laws and reporting requirements in each country where it operates. Its compensation rules incorporate global guidelines, which are implemented during the annual salary review process. These guidelines emphasize equitable pay, taking into account employee performance and competencies to guide salary decisions.

Global Share Purchase Plan	Related IROs S1.3
Scope ESRS 2-MDR-A p. 68 b	The majority of employees in locations where share offerings comply with local laws are eligible to participate
Associated policies	People Policy
Description ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a ,ESRS 2-MDR-A p. 68 e	Possibility to invest in Amadeus shares using a salary deduction method, and then receive additional shares after a 12 month holding period. Amadeus gives opportunities for the employees to be linked to its financial journey, and employee stock ownership reinforces retention. In 2025, the company has made ongoing efforts to offer greater transparency, ensuring employees have clear and comprehensive information regarding eligibility criteria, as well as the processes and timelines for participation. As result, more than 40% of the eligible employees enrolled in the plan.

Relocation packages	Related IROs S1.3
Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group
Associated policies	People Policy
Description ESRS S1-4 p. 38 c AR 42, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus offers international mobility programs and policies designed to assist employees through comprehensive relocation packages. For instance, selected employees receive tailored support when moving to a new residence. This relocation assistance is integrated into Amadeus' broader strategy for employee rewards and benefits (refer to the actions outlined above).

Buy back program	Related IROs S1.3
Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group
Associated policies	People Policy
Description ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus gives the possibility to employees to buy back their end-of-lifecycle devices, reducing landfill. Terms and conditions are defined in the specific documentation & guidelines. The Buyback Program is part of Amadeus' broader sustainability and rewards strategy, aligning with environmental goals and employee engagement and benefits. In 2025 the buyback of 3,945 devices was facilitated.

Pay equity Plan	Related IROs S1.3, S1.6, S1.11
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group
Associated policies	Human Rights Policy, People Policy
Description ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus has implemented a globally consistent framework to ensure pay equity across all entities and employee. This framework combines data-driven analysis, governance oversight, and continuous awareness initiatives to promote fairness and transparency in compensation practices. • Pay-equity analysis. Amadeus conducts regular reviews of pay data to identify and address potential disparities based on gender or other protected characteristics. Results are monitored at both global and regional levels to ensure alignment with the company's Pay-for-Performance and Pay-Equity principles. • Training and awareness. Since 2024, all compensation planners have participated in mandatory Pay-Equity training. By 2025, participation reached 100 %. The training builds understanding of equitable-pay principles and reinforces accountability in compensation decisions. Amadeus also maintains open communication with employees on pay-equity topics to strengthen trust and transparency. • Pay-process governance. Compensation processes have been enhanced through stricter controls, systematic documentation, and tracking to ensure that all payments are issued accurately and within established timeframes. Through these measures, Amadeus ensures that compensation remains fair, consistent, and compliant with both internal policies and external regulatory standards.

With regard to the actions mentioned above, no significant negative impacts related to development have been identified.ESRS S1-4 p. 41 AR 37

S1-10 - Adequate wages ESRS S1-10 p. 69 AR 72 - AR 74

All Amadeus employees in European countries receive wages that comply with Directive (EU) 2022/2041, while 100% of employees in non-European countries are paid according to relevant national benchmarks.

To assess whether employees receive an adequate wage, the lowest salary in the lowest pay category is taken from the Amadeus system (Workday). This amount is then compared to the minimum wage in each relevant country. The evaluation is performed separately for every country where Amadeus operates and is reviewed at least annually.

The company uses national standards to determine employee wages, and follows official regulations and standards in every country where it operates ensuring they are adequate and competitive.

S1-16: Remuneration metrics (pay gap and total remuneration)[66]

Unadjusted pay gap

The unadjusted global gender pay gap is shown as a percentage and is calculated using the following formula:ESRS S1-16 p. 97 c AR 99, AR 102

$$\frac{(Average\ gross\ hourly\ pay\ level\ of\ male\ employees\ -\ Average\ gross\ hourly\ pay\ level\ of\ female\ employees)}{(Average\ gross\ hourly\ pay\ level\ of\ male\ employees)} * 100$$

Average gross hourly pay level and unadjusted gender pay gap ESRS S1-16 p. 97 a AR 98 - AR 100

	As of December 31, 2025	As of December 31, 2024
Average gross hourly pay level of male employees (€/hour)	36.6	37.39
Average gross hourly pay level of female employees (€/hour)	32.7	33.17
Gender pay gap (unadjusted)	10.60 %	11.34 %

The average gross hourly pay shown above is calculated by dividing total target compensation (base salary, target annual bonus, and target long-term incentive) by the annual contractual hours. The unadjusted gender pay gap, expressed as a percentage, is determined by the difference between the average gross hourly pay of male and female employees, divided by the average gross hourly pay of male employees. This calculation does not account for factors such as job function, job level, performance, or location, so the figure is not adjusted for objective criteria.

Figures show that the unadjusted pay gap has slightly decrease in 2025, implying that the earnings differential has narrowed compared to previous years. It is important to note, that, while a decrease in the unadjusted gap is a positive sign, it is also essential to analyze the weighted pay gap to gain a clearer understanding of pay equity within specific roles or categories.

Weighted overall gender pay gap[67]

The weighted overall gender pay gap, represented as a percentage, is calculated by measuring the difference in average gross hourly earnings between male and female employees within each

[66] Raw remuneration data have been extracted from Group's ordinary system (Workday). All Amadeus legal entities have been included.
[67] The weighted pay gap in 2023 was 6.4%, as disclosed in the Non Financial Information Statement and sustainability information 2024 (see page 181). This was calculated as the difference between the total average compensation of male employees and the average compensation of female employees, divided by the average compensation of male employees, by employee level.

professional category, and then dividing this difference by the average gross hourly earnings of male employees in the same category.

Based on this method, the gender pay gap by professional category is as follows:

Gender pay gap by professional category (weighted gender pay gap) ESRS S1-16 p. 98		
	As of December 31, 2025	As of December 31, 2024
Executive Level	3.9 %	18.0 %
Associate Directors	2.3 %	3.0 %
Senior Manager	3.9 %	4.0 %
Manager	7.6 %	7.3 %
Staff	0.8 %	1.2 %
Total (Weighted Average)	3.0 %	3.2 %

In recent years, the weighted overall gender pay gap at Amadeus has steadily narrowed (3.0% in 2025 versus 3.2% in 2024), implying positive impact of the company's proactive initiatives aimed at reducing gender-based pay differences. The reduction of the executive-level gender pay gap to 3.9% in 2025 (from 18% in 2024) is mainly due to the increase of women at senior leadership level (SVP positions) during the year. These ongoing efforts are part of the Amadeus for All (Diversity & Inclusion) strategy[68] and the sustainability strategy and roadmap 2026-2027.

The remaining gaps are primarily attributable to Amadeus's international footprint and the number of men in senior leadership positions—an area the company recognizes as important to address. Addressing this structural imbalance is a defined strategic priority, supported by ongoing talent-development, succession-planning, and inclusive-leadership initiatives.

While Amadeus does not currently publish the adjusted gender pay gap, the company actively monitors and assesses it to ensure that any differences are explained by objective factors such as performance, job family, job level, and country. When salary differences are reviewed in light of these factors—such as country and job level—the global average gap is reduced to less than 5%. Where unexplained gaps are detected Amadeus has processes to course-correct such as the annual reward cycle or annual reports training for managers.

Annual total remuneration ratio

The ratio of the highest paid person to the median employee, shown as a percentage, is calculated as the total annual compensation of the company's highest paid person, divided by the median of the total annual employee compensation.

Ratio of the highest-paid person ESRS S1-16 p. 97 b AR 101		
	As of December 31, 2025	As of December 31, 2024
Total annual compensation of the company's highest-paid person[1]	€4,849,524.0	€3,936,735.0
Median of the total annual employee compensation (excluding the highest-paid individual)	€71,598.0	€68,245.0
Ratio of the highest-paid person	67.7	57.7

[1]This figure is different from the one disclosed in section *Remuneration (see the Annex of this document)*, as well as the one disclosed in other corporate reports, due to the inclusion of different remuneration components as required under their respective frameworks

The total compensation is calculated considering the annual base salary as of December 2025. Cash benefits (bonus and special payments), benefits in kind and long term incentive refer to actual paid

[68] Please refer to the 'Diversity' section for more details on the Amadeus for All (Diversity & Inclusion) strategy.

during fiscal year 2025, which may be related to prior year performance. For benefits in kind, the global total amounts converted into euros are used and divided by the number of employees in FTE (see section *S1-6 - Characteristics of the undertaking's employees*) included in the median calculation.

The increase in the CEO pay ratio for 2025 is mainly due to the increase in value of the long-term incentive scheme vesting that occurred in 2025 (€748,886 in 2024 vs. €1,548,090 in 2025). The vesting value is based on the pre-defined company performance-based elements, which can fluctuate year on year—including a possible nil payout which has occurred. This scheme applies only to the top leadership group. The achievement result and resulting share price at vest are non-discretionary and may vary year on year. ESRS S1-16 p. 97 c AR 99, AR 102

Raw data have been extracted from internal system (Workday).

Work-life balance and well-being

List of IROs - ESRS S1 - Own workforce

Work-life balance	S1.2	+ Enhancement of employee well-being	Own operations	Actual

+ Positive impact

Amadeus is dedicated to cultivating a supportive and positive workplace culture, prioritizing flexible work arrangements and proactively addressing matters related to well-being. The company understanding on this term covers all their possible angles, not just the absence of disease, but a complete state of physical, mental, emotional, financial and social health. Through targeted commitments, programs and initiatives, Amadeus fosters an inclusive and empowering environment in which wellbeing is embedding in culture and the Amadeus for All strategy.ESRS S1.SBM-3 p. 14 c

S1-1 Policies related to own workforce - Work-life balance and well-being

The first EVP pillar and the primary long-term objective of the Sustainability Roadmap 2026-2027 are dedicated to promoting a healthy work-life balance for employees—through flexible work arrangements, well-being initiatives, and more. As a result, these efforts help generate positive impacts.

Reflecting this commitment, well-being has been a top priority for Amadeus in 2025. The company has made significant progress in laying the foundation for establishing a global well-being strategy and ambition. These commitments are also reflected in Amadeus policies.

Key Policies - Work-life balance and well-being ESRS S1-1 p. 19

People Policy		Related IROs	S1.2
Description and objectives ESRS 2-MDR-P p. 65 a	The Amadeus' People Policy outlines its key commitments to fostering a workplace where every employee feels valued, respected, supported, and empowered. Amadeus is committed to maintain a healthy work-life balance by offering flexible work options and ensuring employees have fair work hours and rest periods, in line with relevant rules and policies. The company also respects employees' right to disconnect after working hours, following its internal guidelines. Additionally, the company aims at promoting an environment where health, safety and well-being are promoted for employees, while also encouraging the adoption of positive practices in these areas, consistent with local regulations and other internal policies and rules. It is also dedicated to implementing workplace accident prevention actions and measures.		
Sustainability Policy		Related IROs	S1.2

Key Policies - Work-life balance and well-being ESRS S1-1 p. 19

Description and objectives ESRS 2-MDR-P p. 65 a	The Sustainability Policy shows Amadeus´ related ambition and commitment to sustainable development through the principles that govern the rest of the sustainability related policies. In particular, this policy includes the commitment to promoting a flexible, healthy, and inclusive employee experience and reduce and remove, when possible, risks to the health, safety and welfare.
Code of Ethics and Business Conduct (CEBC)	**Related IROs S1.2**
Description and objectives ESRS 2-MDR-P p. 65 a	The Amadeus CEBC sets forth the commitment of the company to conduct business pursuant to the highest ethical standards and its strict compliance with appropriate and applicable laws and regulations. It covers several areas, including "Our People" among others. In this regard, the CEBC shows the Amadeus commitment to helping all employees find a healthy work-life balance.
Human Rights Policy	**Related IROs S1.2**
Description and objectives ESRS 2-MDR-P p. 65 a, ESRS S1-1 p. 20	The Human Rights Policy confirms Amadeus' commitment to respecting and promoting human rights in its operations and supply chain. It ensures compliance with health and safety regulations, supports a healthy workplace, and protects employees' well-being. The policy also promotes employees' right to rest and work-life balance by reasonably limiting working hours.
Global Workcation Policy	**Related IROs S1.2**
Description and objectives ESRS 2-MDR-P p. 65 a	The Policy acknowledges the Amadeus commitment to promoting more flexible working arrangements and develop a way of working that fits the company's way of thinking and values

Additionally, Amadeus is committed to health and safety through its Health and Safety Policy. The company works to create a safe work environment by reducing risks for employees, contractors, visitors, and others affected by its operations. Each Amadeus entity, at local level, is responsible for having its own health and safety policies and procedures. In this regard, depending on the site, Amadeus legal entities have their own Health and Safety Policy (for instance Spain and Portugal, UK, etc). ESRS S1-1 p. 23

In this line, some Amadeus entities have in place the right to digital disconnection related policies, applicable, for instance, in Spain, Portugal, France, and Belgium (Amadeus' employees). Through these policies, the company acknowledges the right of employees not to respond to work-related calls, emails, or messages outside their working hours, except in cases of force majeure or exceptional circumstances[69].

Finally, it is important to mention that some Amadeus sites have in place a Flexible Hybrid Working Model Policy, with the objective to balance business needs with employee flexibility and work–life balance. These policies define the flexibility to work from home while recognizing the importance of office presence for collaboration, innovation, and maintaining a positive workplace culture.

S1-4 - Taking action on material impacts on own workforce - Work-life balance and well-being

The well-being of employees plays a vital role in fostering a healthy and productive workplace. Recognizing this, Amadeus has a long-standing tradition of prioritizing well-being through a variety of initiatives, reaffirming its importance in 2025.

These initiatives form part of an overarching global strategy, distributed in four key areas, with certain actions adapted locally to meet unique needs and opportunities for improvement. Throughout 2025, the company has focused on consolidating these efforts to advance and articulate a unified global well-being strategy, giving priority to those initiatives that deliver the greatest impact and are most relevant to Amadeus employees.

[69] The related policies are approved at local level and overseen by the general manager, or site Manager, as applicable.

The P&C team monitors, at an overall level, how well the actions taken are properly implemented.

Key actions - Work-life balance and well-being ESRS S1-4 p. 37

Tracking the effectiveness ESRS S1-4 p. 38 d	Information about how Amadeus tracks and assesses the effectiveness of the actions and initiatives in delivering outcomes have been included in section *Sustainability-related goals (ESRS 2 SBM-1- Strategy, business model and value chain.*

Well-being and health awareness	Related IROs	S1.2
Scope ESRS 2-MDR-A p. 68	Employees at Amadeus Group	
Associated policies	People Policy, Sustainability Policy, CEBC, Human Rights Policy, Health and Safety Policy	
Description ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	In 2025, Amadeus continued their series of quarterly Global Well-being interactive expert sessions, each focusing on key topics such as transforming men's health in the workplace, mastering stress, optimizing physical health, optimizing brain performance, neurodiversity in the workplace and depression, anxiety and bipolarity in the workplace. More than 640 employees participated in these sessions in 2025. Additionally, for the second consecutive year, Amadeus celebrated its Global Well-being event in honor of World Mental Health Day. Employees were given the opportunity to join a live relay featuring 18 continuous hours of inspiring, educational, and informative talks from experts on well-being and mental health. There were more than 1,169 unique Amadeus participants (to at least 1 session) from 36 countries. Furthermore, at certain Amadeus locations (Spain, Portugal, France, United Kingdom), the company organizes *Well-being Week*—a week dedicated to activities that promote overall wellbeing, on the theme of Wellbeing and Wellness. These events focus on supporting mental health, emotional wellness, stress reduction, nutrition, financial wellbeing, sleep habits, back care, and women's health, among other topics. In Spain, for instance, participants reported average satisfaction scores between 4.0 and 4.6 out of 5. Across the APAC region, Amadeus continues to strengthen its focus on Wellbeing — often referred to locally as "Wellness" — through a growing number of initiatives, including R U OK Day in Australia and New Zealand, Wellness Weeks in the Philippines and Singapore, mindfulness and health sessions in Japan, Thailand, and Malaysia, and a series of mental health, counselling, and health check activities in India, reflecting the increasing importance of this topic. Finally, the company provides health, safety and wellbeing related trainings, webinars or educational resources in several regions, including Spain, UK, France, Colombia, Poland, Sweden, Norway, Italy among others.	

Physical and mental health and medical support	Related IROs	S1.2
Scope ESRS 2-MDR-A p. 68	Employees at Amadeus Group	
Associated policies	People Policy, Sustainability Policy, CEBC, Human Rights Policy, Health and Safety Policy	
Description ESRS S1-4 p. 38 c AR 42, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Employees based in many Amadeus sites[1] are eligible for a company-sponsored annual health check-up, which covers both physical and analytical assessments. Complementing these offerings, some locations provide on-site medical support[2]; for example, in Spain, the Amadeus Doctor (General Practitioner) is available weekly at the office to provide general consultations, sports check-ups, and travel advice. Furthermore, employees in select locations—including Spain, Portugal, France, APAC, and Amadeus North Americas (under the Health and Welfare Benefit Wrap Plan)—are covered by medical insurance. Additionally, employees can access confidential assistance, expert advice, and short-term counseling services 24/7, addressing financial, mental, and physical wellbeing. These resources are offered at numerous sites, including Spain, Portugal, France, APAC, and the Americas. In the UK, Amadeus provides trained Mental Health First Aiders (MHFAs) at various locations to support employees whenever they need someone to talk to. Additionally, in regions like India, employees benefit from immediate and accessible mental health support through on-site counselors. These resources enhance employee morale and contribute to a healthier work culture by providing timely support for mental health needs, as well as promoting access to preventive care and continuous medical support tailored to individual circumstances.	

[1] Among others, Spain, Portugal, France, APAC, Norway, UK, Sweden, Turkey, Dubai, etc
[2] Spain, Portugal, France, APAC, Americas (personify health, nurse case manager, etc)

Actions for better health and well-being	Related IROs	S1.2
Scope ESRS 2-MDR-A p. 68	Amadeus Group	
Associated policies	People Policy, Sustainability Policy, CEBC, Human Rights Policy, Health and Safety Policy	

Key actions - Work-life balance and well-being ESRS S1-4 p. 37

Description ESRS S1-4 p. 38 c AR 42, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Main sites have taken steps to help employees balance work and life, create a positive work environment, and provide resources for better health. Each site uses different approaches based on its own needs: • At certain sites, tailored well-being programs are put in place to address specific needs. For example, in France, the Mental Well-being program brings together staff, managers, P&C, union members, doctors, psychologists, and social workers to regularly meet, discuss, and identify mental health risks so they can take preventive steps. This effort is supported by the "we care" prevention program, which offers sessions on preventive health and well-being (cancer awareness, onsite diagnoses, heart health checks, road safety, nutrition, etc). The goal is to improve employee well-being. In Spain, the Wellbeing Works program organizes initiatives into three main areas: emotional, physical, and professional health; and sets out a set of transversal activities to support them. For its part, in UK the well-being program has been defined around physical, financial, mental wellbeing and nutritional support. Employees have access to different resources. • Main Amadeus sites in Europe, the Americas, and India provide employees with sports facilities, gym memberships, health apps, organized activities, or reimbursement options to promote healthy lifestyles. For instance, in Spain, employees can use both onsite and online exercise spaces. In France, staff have access to tennis, beach volleyball, and basketball courts, along with play areas. In the Americas, employees can join fitness and gym programs to support their well-being. • Break areas, wellness and relaxation rooms, or special equipments -including lactations rooms- are available for employees in several facilities (Spain, Portugal, Singapore, France, among others). • Additionally, online communities provide employees with opportunities to connect over common interests such as hobbies and sports. For example, the Sync community in India serves as a platform where staff can exchange information about various clubs, including those focused on music, football, cricket, badminton, volleyball, cycling, running, yoga, photography, among others. • Furthermore, many sites, including Armenia, Sweden, Denmark, Norway, Estonia, Poland, Spain, and Portugal, offer healthy food options for employees. Additionally, some locations promote nutritional awareness to further support well-being • Amadeus also offers transport options at select locations, including shuttles, bike rentals, company bikes in France, and a cycle-to-work scheme in EMEA. These services support individual needs, enhance safety, and encourage sustainable commuting.

Safe and healthy physical work environment	Related IROs	S1.2
Scope ESRS 2-MDR-A p. 68	Several sites at Amadeus Group	
Associated policies	People Policy, Sustainability Policy, CEBC, Human Rights Policy, Health and Safety Policy	
Description ESRS S1-4 p. 38 c AR 42, ESRS 2-MDR-A p. 68 a ,ESRS 2-MDR-A p. 68 e	Several initiatives have been put in place to ensure a safe and healthy physical work environment. Among others: • As part of the site risk evaluation process, hazards related to facilities are reviewed, with mitigation actions and controls analyzed accordingly. Many sites -such as those in Italy, Greece, France, Belgium, Poland, UK, India, Philippines. Colombia or Kenya- conduct annual evacuation drills, maintain emergency procedures or plans, and/or implement other safety measures. In certain locations, such as Spain and France, occupational risk assessments are regularly conducted for each role and site, including evaluations of psychosocial and emerging risks when applicable. Based on these assessments, monitoring actions are implemented to address identified risks. Additionally, in Spain, Portugal, Kenya, UK, Greece, Costa Rica and Colombia environmental parameters like lighting, temperature, humidity, and indoor air quality are monitored; cleaning activities are scheduled and reviewed, often in close collaboration with external partners, and access to hazardous substances and equipment is restricted—some practices also extended to other sites including United Arab Emirates, Saudi Arabia, Belgium, Netherlands, Italy and Costa Rica, • The corporate BeSafe initiative is in place to ensure rapid notification and support for employees in the event of an emergency. • Personalized ergonomic accommodations and adapted facilities are offered at various locations, including in the Americas through leave and disability programs, as well as in France, Spain, and Portugal.	

Hybrid work model, flexible working schedule and flex days	Related IROs	S1.2
Scope ESRS 2-MDR-A p. 68	Amadeus Group	
Associated policies	People Policy, Sustainability Policy, CEBC, Workcation Policy	
Description ESRS S1-4 p. 38 c AR 42, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e, ESRS S1-4 AR 33 c	Amadeus has a flexible working model in place designed to benefit both employees and its people, based on everyone working a minimum of 50% from the office. More than 89% of Amadeus employees benefit from hybrid or remote working arrangements in 2025. This hybrid model also allows employees to work from anywhere[1] 30 days per year. Having the option to regularly work from home, facilitates work-life balance, e.g. by avoiding commuting time, improving employees well-being. Additionally, at certain Amadeus location (for instance, Spain and France), employees have total flexibility to distribute weekly working hours, within limits established; and possibility of taking off half days. Finally, it is important to mention that some employees have the opportunity to enjoy of an extra day off paid leave and/or gift per certain years of service, and compensation for working during weekends or bank holidays due to business trips.	

Key actions - Work-life balance and well-being ESRS S1-4 p. 37

[1]Amadeus identifies some sanctioned countries and risks countries according to the International SOS list no eligible for this program.

Family support and benefits at Amadeus		Related IROs	S1.2
Scope ESRS 2-MDR-A p. 68	Amadeus Group		
Associated policies	People Policy		
Description ESRS S1-4 p. 38 c AR 42, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Across all locations, Amadeus complies with all relevant parental leave regulations for both parents, and in certain sites, the company offers leave that goes beyond the statutory requirements. For primary caregivers—which typically refers to maternity leave—the company provides 33 weeks of paid leave in France, 17 weeks in Spain, and 26 weeks in India. Non-primary caregivers, commonly referred to as paternity leave, are eligible for 16 weeks in Spain, 4 weeks in France, and 10 days in India[1]. In Singapore, the "newborn parents soft landing" initiative allows new parents to work reduced hours. Across APAC, compensation leave may extend to cover certain family circumstances; for example, Singapore employees receive up to 6 days of extended family leave annually. In addition, life and disability insurance benefits are offered to employees in certain locations, including Spain and Portugal.		

[1] In Spain, according to the regulation, paid birth and care leave grows from 16 to 17 weeks (28 for single-parent families) plus two additional paid weeks (four for single-parent families) that can be taken flexibly until the child is 8 years old.

Furthermore, in France and the UK, Amadeus provides support for employees transitioning to retirement or opting for part-time work at the end of their careers.

With regard to the actions mentioned above, no significant negative impacts related to development have been identified.ESRS S1-4 p. 41 AR 37

S1-5 - Targets related to managing material IROs - Work-life balance and well-being

As previously mentioned, in 2025 Amadeus has strengthened its well-being strategy to further enhance the positive impacts the company is already generating on its employees in this area. In this regard, the company has the objective of delivering and implementing a global wellbeing framework by 2027. This approach will help identify both gaps and best practices, enabling the development of a unified framework that ensures coherence across the company. ESRS S1-5 p. 46 AR 50-AR51

Additionally, it is important to mention that at the main Amadeus sites, local targets focused on improving the health and well-being of individuals have already been set.

S1-14 - Health and safety metrics

In Amadeus, 91.6% of employees are covered by a health and safety management system, counted by headcount[70] (86.5% in 2024).ESRS S1-14 p. 88 a AR 80

In 2025, the total number of work-related accidents was 69 (44 in 2024), none of them resulting in fatalities. With regard to the number of cases of recordable work-related ill health, no cases were recorded in 2025 (as well as in 2024). The main factor behind the rise in accidents in 2025 was incidents reported in APAC and France, which also resulted in a higher number of days lost for these reasons.

[70] [1]Data collected manually and consolidated by P&C at Amadeus. Data from Amadeus subsidiaries accounting for 0.4% of total Amadeus employees have not been included. Definition of Occupational health and safety management system as provided by Global Reporting Initiative standards has been considered.

Health and safety metrics		
	As of December 31, 2025	As of December 31, 2024
Number of fatalities[1] ESRS S1-14 p. 88 b AR 82, AR 89 - AR91	0	0
Number of work-related accidents[2] ESRS S1-14 p. 88 c AR 89 - AR 91	69	44
Rate of recordable work-related accidents[3] ESRS S1-14 p. 88 c AR 89 - AR 91	1.93	1.19
Number of cases of work-related ill health[4] ESRS S1-14 p. 88 d	0	0
Number of days lost due to work-related injuries and fatalities[5] ESRS S1-14 p. 88 e AR 95	1,291	696

[1] Fatalities are the number of employees who lost their lives as a result of a work-related injuries and work-related ill health. To collect this information, data has been collected manually and consolidated by P&C at Amadeus.
[2] To obtain work-related incidents, data has been collected manually and consolidated by P&C at Amadeus.
[3] Rate of recordable work-related accidents (injury rate) calculated based on the number of work related accidents/ the effectively worked hours in the year* 1,000,000.
[4] Occupation diseases arising from exposure to hazards at work. To obtain work ill health, data has been collected manually and consolidated by P&C at Amadeus.
[5] Time ('days') that could not be worked (and is thus 'lost') as a consequence of a worker or workers being unable to perform their usual work because of an occupational accident or disease. A return to limited duty or alternative work for the same organization does not count as lost days. Number of day lost have been collected manually and consolidated by P&C at Amadeus.
Data from Amadeus subsidiaries accounting for 0.9% of total Amadeus employees have not been included.

S1-15 - Work-life balance

In 2025, 100% of Amadeus' employees were entitled to family-related leave (97.5% in 2024). Additionally, 2.4% of entitled employees took family-related leave, of which 1.1% were men, and 4.5% were women (2.2% in 2024, 1.1% male and 4.0% female respectively). Depending on the specific Amadeus site, these entitlements are established through internal policies, collective bargaining agreements, or both.

Work-life balance ESRS S1-15 p. 93 a AR 96 - AR 97, ESRS S1-15 p. 93 b , ESRS S1-15 p. 94		
	At December 31, 2025	At December 31, 2024
% of Amadeus employees entitled to take family-related leave[1,2]	100.0 %	97.5 %
% of Amadeus employees that took family-related leave in the year[3, 4]	2.4 %	2.2 %
% of female that took family-related leave in the year	4.5 %	4.0 %
% of male that took family-related leave in the year	1.1 %	1.1 %

[1] Data collected manually and consolidated by P&C at Amadeus. Data from Amadeus subsidiaries accounting for 0.4% of total Amadeus employees have not been included.
[2] Family-related leave includes maternity leave, paternity leave, parental leave, and carers' leave available to Amadeus employee:
- Maternity leave covers employment-protected leave of absence for employed women directly around the time of childbirth.
- Paternity leave covers leave from work for fathers.
- Parental leave covers leave from work for parents on the grounds of the birth or adoption of a child to take care of that child.
- Carers' leave from work includes leave for workers to provide personal care or support to a relative, or a person who lives in the same household.

[3] In some countries, only maternity leave is covered.
[4] The percentage of employees that took family-related leave in the year, including the split by gender, is derived from the Group Ordinary Systems (Workday).

The percentage of employees entitled to take family-related leave is derived from Amadeus work-life balance-related policies.

Diversity

List of IROs - ESRS S1 - Own workforce				
Diversity	S1.11	+ Fostering a diverse and inclusive workforce	Own operations	Actual
+ Positive impact				

Amadeus promotes a healthy, engaged and motivated workforce by fostering diversity and inclusion and belonging across the organization. This includes, among others, specific efforts to advance LGBTQ+ inclusion, inclusion of people with disabilities, support gender equality in technology roles through inclusive recruitment and development initiatives, and create a workplace culture where all

employees feel valued and empowered to contribute. Together, these efforts help create a workplace culture where all employees feel valued and empowered to contribute[71].ESRS S1.SBM-3 p. 14 c

S1-1 Policies related to own workforce - Diversity

Amadeus aspires to be a leader in Diversity and Inclusion in the travel technology 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. These commitments are reflected in the first EVP pillar, the sustainability strategy and roadmap 2026-2027, and the Amadeus for All (Diversity & Inclusion) Strategy. The P&C function is responsible for implementation, supported by designated P&C representatives at regional level who oversee local execution. ESRS S1-1 AR 17 b

Adherence to Diversity & Inclusion principles is also embedded as a core element within Amadeus's internal regulations.

Key Polices - Diversity ESRS S1-1 p. 19

People Policy - Diversity	Related IROs S1.11
Description and objectives ESRS 2-MDR-P p. 65 a , ESRS S1-1 p. 24 a ESRS S1-1 p. 24 c	The Amadeus' People Policy outlines its key commitments to fostering a workplace where every employee feels valued, respected, supported, and empowered. In particular Amadeus recognizes that it is through a diversity of opinions, perspectives and backgrounds that the company can grow -both as a business and as a collective of individuals. This policy shows Amadeus' commitment to offering equal opportunity and fair treatment for all employees at every stage of their professional journey.
Sustainability Policy - Diversity	**Related IROs S1.11**
Description and objectives ESRS 2-MDR-P p. 65 a ,ESRS S1-1 p. 24 a , ESRS S1-1 p. 24 c	The Sustainability Policy shows Amadeus´ related ambition and commitment to sustainable development through the principles that govern the rest of the sustainability related policies. Particularly, through its Sustainability Policy, Amadeus endeavors to fulfill a variety of goals, including fostering an inclusive and engaging culture and a caring environment, and promoting diverse representation at all levels and professions.
Human Rights Policy - Diversity	**Related IROs S1.11**
Description and objectives ESRS 2-MDR-P p. 65 a ,ESRS S1-1 p. 24 a , ESRS S1-1 p. 20 , ESRS S1-1 p. 24 c	The purpose of the Human Rights Policy is to reaffirm Amadeus' commitment to respect and promote human rights in its operations and supply chain. Particularly, Amadeus's Human Rights Policy commits to ensuring every employee is treated with respect, dignity, and fairness and that they are given equal opportunity, throughout all Amadeus human resources processes. For the Group, valuing diversity and inclusion means accepting and respecting differences between and within cultures, while acknowledging and endorsing differences based on gender, gender expression, gender identity, parental status, age, race, ethnicity, beliefs, social origin, sexual orientation, and disabilities.

In Spain, Amadeus has implemented a Gender Equality Plan in accordance with national legislation. The plan, updated in 2025, was developed in collaboration with employee representatives to ensure that diverse perspectives and needs are taken into account. It is overseen by the Equality Committee, which regularly monitors progress and reviews outcomes based on a diagnostic report.

S1-4 - Taking action on material IROs on own workforce - Diversity[72]

Amadeus addresses diversity impacts through a combination of global and local initiatives. These actions are aligned with the objectives established in the company's Diversity & Inclusion strategies (see section above).

[71] To illustrate how Amadeus addresses accessibility matters, the ESRS S4-End users and consumers section outlines the company's Accessibility strategy. This strategy includes a specific section dedicated to improving accessibility for Amadeus employees, whose information is included here as it is also related to the identified IROs and the affected stakeholder group.

[72]Specific questions about diversity, inclusion, and equal opportunities at Amadeus are incorporated into employee engagement processes to measure, better understand, and act on employees' feedback.

Information about how Amadeus tracks and assesses the effectiveness of the actions and initiatives under the umbrella of the sustainability strategy and roadmap have been included in section *Sustainability-related goals, at the ESRS 2 SBM-1- Strategy, business model and value chain.*

Some initiatives to promote diversity and inclusion and generate positive impacts across the organization have been detailed in previous sections, as they are closely linked to other outcomes such as advancing pay equity and enhancing employee wellbeing.

Key actions - Diversity ESRS S1-4 p. 37

Tracking the effectiveness ESRS S1-4 p. 38 d	At the local/national level, individuals accountable for Diversity & Inclusion have been designated; top management sets and reviews Diversity & Inclusion objectives; P&C coordinates regional/ national leads for local execution and awareness.

Inclusive recruitments and promotions	Related IROs S1.11
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group
Associated policies	People Policy, Sustainability Policy, Human Rights Policy
Description ESRS S1-1 AR 17 a ,ESRS S1-1 AR 17 e , ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus recruitment and promotion processes across regions are based on an inclusive and unbiased practices. They aim to provide equal opportunities for candidates of all backgrounds. To support this, Quick Cards have been developed to guide writing inclusive job descriptions, conducting unbiased interviews, and making fair job offers. Additionally, in 2025, the AI agent Inclujobs was enhanced to make company job ads more inclusive, less biased, shorter, simpler, and more accessible and appealing to candidates. The company also plans to explore AI and predictive analytics to further improve recruitment processes. Recruiters and hiring managers receive training, tools, and guidelines, including resources from the regularly updated internal Recruitment Academy. This includes courses on candidate assessment, talent advising, and inclusive hiring practices, helping to build essential talent acquisition skills. By 2024, 100% of recruiters had completed foundational inclusive recruitment practices training.

Diversity & Inclusion trainings for employees	Related IROs S1.11
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group
Associated policies	People Policy, Sustainability Policy, Human Rights Policy
Description ESRS S1-1 AR 17 c , ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus has created a range of voluntary Diversity & Inclusion e-learning modules for employees. To measure the impact of these trainings, voluntary feedback surveys are used. In 2025, 4,528 enrollments were recorded in these e-learning programs.

Promoting women in tech	Related IROs S1.11
Scope ESRS 2-MDR-A p. 68 b	Amadeus Americas (Colombia), Bangalore, Philippines, India, Turkey
Associated policies	Amadeus Group
Description ESRS S1-4 p. 38 c AR 42,, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus carries out several initiatives in different locations where the Company operates to promote the presence of women in tech. For instance: • The Company collaborates with schools and universities, engages with the community, and promotes girls' participation in STEM programs and sponsorships. Particularly, in Colombia, the Women In Tech program, co-sponsored with Amadeus vendor, New Horizons, and the YWCA, is designed to close the gender gap for women in technology and to increase innovation through diversity. The program sponsored two interns from the Women in Tech program from underrepresented communities. • In Manila, Amadeus collaborates with Food for Hungry Minds to help disadvantaged students through the STEM College Program. For the 2024-25 school year, Amadeus expanded its Scholarship Program to support 14 female college students and 35 female senior high school students in STEM, at schools in both Manila and Malolos. The company has also introduced a STEM scholarship program in the Philippines. • Amadeus's Anokhee Program in India is a pipeline initiative supporting young women in STEM, impacting approximately 400 students between 2025-26. • In Türkiye, the "Future Travellers" internship initiative aims to encourage women to pursue careers in technology, with the intention of offering permanent roles to those who complete the program successfully. During the 2025 internship cycle, female interns made up 52% of those hired. All of these women, who hold tech-related roles, have been engaged on six-month contracts. Through these actions, Amadeus tries to reduce the underrepresentation of women in tech and gender inequality in STEM jobs.

Amadeus Women's Network	Related IROs S1.11
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group (including Scandinavia, Americas, Thailand, Spain, Philippines, India, Germany, France, UK, Singapore)

Key actions - Diversity ESRS S1-4 p. 37

Associated policies	People Policy, Sustainability Policy, Human Rights Policy
Description ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	The Amadeus Women's Network aims to improve women's professional development in Amadeus. The mission is to help women develop their careers and mentor the next generation of women business leaders through programs, resource sharing, and networking opportunities, open to everyone at Amadeus, independently of their gender or location. This Network connected over 2,500 members globally across 13 chapters, hosting key events such as International Women's Day with senior leaders. Additionally, five new chapter has been created in 2025 and a global virtual event with executive sponsors has taken place.

LGBTQI+ Community	Related IROs S1.11
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group
Associated policies	People Policy
Description ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus shows its support for the LGBTQI+ community by following the UN's guidelines to fight discrimination.and membership of the IGLTA. In Spain, Amadeus was one of the founders of REDI, an NGO that promotes LGBTQI+ inclusion at work and in 2025 Amadeus was one of the founding partners of REDI in Portugal. The company also started its first LGBTQI+ employee group, Amadeus Proud, in Bangkok in 2016, and has since opened more groups in Madrid, London, France, India, Singapore and more. This Network has reached over 500 active members, with five new Proud chapters launched, hosting 2025 a global virtual event with executive sponsors.

Providing an accessible workplace for employees inclusion	Related IROs S1.11
Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group
Associated policies	Sustainability Policy
Description ESRS S1-1 AR 17 d , ESRS S1-4 p. 38 c AR 42,, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	The goal is to adopt a standardized approach by setting minimum accessibility benchmarks for every Amadeus facility, P&C operation, and IT infrastructure, addressing the shortcomings that have been previously identified. In order to achieve the purpose, two strategic lines have been defined: • Ensure that the tools, communication and brand are digitally accessible. • Provide workplace accommodation to employees with accessibility needs and guidelines for reasonable accommodation. Each line involves specific actions, some of which were initiated in 2025—such as making digital accessibility a requirement in the selection of Amadeus corporate internal tools and auditing these tools—while others are planned for the coming years, including defining reasonable accommodation guidelines, awareness raising, among others. Additionally, in 2025 the first global Disability Inclusion Week was organized, a global virtual program with local sessions in Spain, Portugal, India, Germany and France, promoting inclusive culture, equal opportunity, and accessibility. Activities included talks, training, and community engagement.

With regard to the actions mentioned above, no significant negative impacts related to development have been identified.ESRS S1-4 p. 41 AR 37

S1-5 - Targets related to managing material IROs - Diversity ESRS S1-5 p. 46 AR 50-AR51

In keeping with its commitments, Amadeus has outlined a series of goals aimed at increasing the representation of underrepresented groups and fostering fair, inclusive talent acquisition processes. As mentioned earlier, Amadeus implements various initiatives to support these objectives, such as providing targeted training for hiring managers, leaders and P&C professionals to address and reduce unconscious bias.[73] ESRS 2-MDR-T p. 80 a AR 24 - AR 26

[73] For more details on the methodology used to define the target, how Amadeus has considered stakeholders opinion and how the Group is tracking them please refer to the section on *Sustainability-related goals*.

Key targets-Diversity

Gender balance at senior leadership positions Based on several studies, approximately 25% or more, depending on the study, of leadership roles at large global tech firms are held by women, and this number seems to have increased over the years. The Company is actively striving to align itself with this benchmark by setting short-term targets[1].	
Target ESRS 2-MDR-T p. 80 b AR 24 - AR 26 ESRS 2-MDR-T p. 80 e AR 24 - AR 26	31% women in senior leadership by 2025 31% women in senior leadership by 2027
Scope ESRS 2-MDR-T p. 80 c AR 24 - AR 26	Employees at Amadeus Group
Baseline value and base year ESRS 2-MDR-T p. 80 d AR 24 - AR 26	544 women by June 2023 (30.48%)
Performance against target ESRS 2-MDR-T p. 80 j AR 24 - AR 26	643 (+18%) women in senior leadership by December 2024 (30.99%) 682 (+6.1%) women in senior leadership by December 2025 (31.99%)

[1] See, for instance, the following sources https://www2.deloitte.com/us/en/insights/industry/technology/women-tech-leadership.html, https://www.weforum.org/publications/global-gender-gap-report-2022/in-full/2-4-gender-gaps-in-leadership-by-industry-and-cohort/, https://www.grantthornton.global/en/insights/women-in-business/women-in-tech-a-pathway-to-gender-balance-in-top-tech-roles/
Some of these studies were conducted prior to the establishment of the target, while the other was carried out in 2025, showing the upward trend.
[2] Senior managers and above have been considered while defining the target.

Women in engineering jobs	
Target ESRS 2-MDR-T p. 80 b AR 24 - AR 26 ESRS 2-MDR-T p. 80 e AR 24 - AR 26	25.5% women in engineering by 2025 25.5% women in engineering by 2027
Scope ESRS 2-MDR-T p. 80 c AR 24 - AR 26	Employees at Amadeus Group
Baseline value and base year ESRS 2-MDR-T p. 80 d AR 24 - AR 26	25.1% by June 2023
Performance against target ESRS 2-MDR-T p. 80 j AR 24 - AR 26	25.3% by December 2024 26.1% by December 2025

Information about the methodology used to define the target, how Amadeus has considered stakeholders opinion and how the Group is tracking them is included in sections *Sustainability-related goals*, at the *ESRS 2 SBM-1- Strategy, business model and value chain* containing details and *ESRS 2 GOV-1 - The role of the administrative, management and supervisory bodies*.

S1-9- Diversity metrics[74]

Amadeus measures diversity and inclusion metrics. As of December 31, 2025 women make up 38.3% of the Group's workforce (37.9% in 2024), 41.67% of the Board (45.45% in 2024) and 33.4% senior managers positions (32.6% in 2024). There were 58 women (25.2%) and 172 men (74.8%) in top managers position, compared to 59 women (25.4%) and 173 men (74.6%) as of December 31, 2024[75]. Therefore, there has not been significant fluctuation from year to year. ESRS S1-9 p. 66 a , ESRS S1-9 AR 71

As of December 31, 2025, employees under 30 years of age make up 15.9% of the total employees, while 64.3% the other between 31 and 50 years of age, and the remaining ones (51 and above) accounted for 19.8% (compared to 17.3%, 63.6% and 19.2% respectively in 2024).

Age distribution (Headcounts)[1] ESRS S1-9 p. 66 b		
	As of December 31, 2025	As of December 31, 2024
Under 30 years old	3,279	3,561
30-50 years old	13,249	13,122
Over 50 years old	4,077	3,960

[1] Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group.
Calculations include all employees (full-time and part-time employees), and data is given on a headcount basis.

[74] At Amadeus, professional categories include: Executive Level (CEO, VPs and Directors), Associate Directors, Senior Manager, Manager, Staff.
For reporting purpose, some categories have been grouped when applicable.
[75] Top managers include CEO, VPs and Directors, while Associate Directors are included under the Senior Managers and Managers category.
Percentage calculation carried out relative to the total number of employees in each category.
Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group in controlled companies.

S1-12– Persons with disabilities

At the end of the 2025, Amadeus has 309 employees with registered functional disability (by headcount) (263 in 2024).

Employees with a disability ESRS S1-12 p. 79 , ESRS S1-12 AR 76		
	As of December 31, 2025	As of December 31, 2024
Percentage of employees with a disability (%) [1]	1.5 %	1.3 %

[1]Data collected manually and consolidated by P&C. Data from Amadeus subsidiaries accounting for 0.4% of total Amadeus employees have not been included.

Amadeus takes all necessary measures to ensure unbiased and fair participation in recruitment processes for all candidates.

Training and skills development, including talent attraction and retention

List of IROs - ESRS S1 - Own workforce				
Training and skills development	S1.7	+ Workforce upskilling	Own operations	Actual
	S1.8	+ Career growth and internal mobility		Actual
	S1.9	R Inability to attract and retain superior technical and specialized talent -increased talent attrition Potential loss of revenues due to less innovative and competitive product development		Medium term

+ Positive impact R Risk

Amadeus positively impacts its workforce by investing in upskilling and development programs that ensure employees have the skills needed to remain competitive and adaptable to future industry demands. In addition, the company supports career progression and internal movement by implementing targeted career development initiatives and actively encouraging internal talent growth. ESRS S1.SBM-3 p. 14 c

Conversely, Amadeus could potentially face the challenge of attracting and retaining highly skilled professionals, particularly in specialized roles, in the medium term. However, the company has already implemented a series of commitments and actions designed to help mitigate this potential risk.ESRS S1.SBM-3 p. 14 d AR 44

S1-1 Policies related to own workforce - Training and skills development, including talent attraction and retention

Amadeus acknowledges that the ability to attract, nurture, and retain talent is essential to its ongoing success. The company empowers its employees growth by offering advanced, learning and development opportunities as well as promoting internal mobility opportunities. These commitments are integral to the second EVP pillar, “Dare to Grow,” form a core part of the company’s sustainability strategy and roadmap 2026-2027, and are integrated in Amadeus’ internal rules.

Key Polices - Training and skills development, including talent attraction and retention ESRS S1-1 p. 19

People Policy		Related IROs	S1.7, S1.8, S1.9
Description and objectives ESRS 2-MDR-P p. 65 a	The Amadeus’ People Policy outlines its key commitments to fostering a workplace where every employee feels valued, respected, supported, and empowered. In particular: • Training and skills development. Amadeus is committed to provide training and development opportunities for employees’ growth and enable them to reach their full potential. The company wants employees to thrive and work towards their individual career goals, aligned with business priorities. • Talent attraction and retention.Amadeus works to attract and keep talented people from all backgrounds by making the hiring process fair and inclusive, and by providing a workplace where everyone has equal opportunities to succeed.		

Key Polices - Training and skills development, including talent attraction and retention ESRS S1-1 p. 19

Sustainability Policy		Related IROs	S1.7, S1.9
Description and objectives ESRS 2-MDR-P p. 65 a	The Sustainability Policy shows Amadeus´ related ambition and commitment to sustainable development through the principles that govern the rest of the sustainability related policies. Particularly, the policy includes among its commitments to empower talent journeys by, among others: • Fostering an inclusive, caring, and engaging culture to attract, develop talent. • Offering development opportunities to Amadeus employees, and being active sponsors of their professional development and career growth.		

S1-4 - Taking action on material IROs on own workforce - Training and skills developments, including talent attraction and retention

Amadeus positively influences its employees by offering appealing training programs and career development opportunities that empower them to achieve their goals and fulfill their ambitions. These initiatives, and others, also play a crucial role in minimizing, addressing, and preventing risks related to talent management.

Key actions - Training and skills developments, including talent attraction and retention ESRS S1-4 p. 37

Tracking the effectiveness ESRS S1-4 p. 38 d	Information about how Amadeus tracks and assesses the effectiveness of the actions and initiatives in delivering outcomes have been included in section *Sustainability-related goals (ESRS 2 SBM-1- Strategy, business model and value chain.*		
Amplify employee experiences - Recruiting and onboarding processes, Amadeus Competency model		Related IROs	S1.8, S1.9
Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group		
Associated policies	People Policy, Sustainability Policy		
Description ESRS S1-4 p. 38 c AR 42, ESRS S1-4 p. 40 a AR 44 - AR 45, AR 47, ESRS S1-4 AR 33 c,ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Regarding recruitment, Amadeus utilizes a global applicant tracking system, a global assessment tool, implements inclusive hiring practices, and has developed dashboards to support ongoing improvement. In 2025, through The Recruitment Academy, Amadeus talent acquisition teams have invested more than 140 hours to ensure they remain up to date with evolving market dynamics and talent acquisition best practices. Topics covered in 2025 include: AI and automation, data analytics and building relationships with candidates. After joining the company, employees benefit from a welcoming onboarding process that begins before their official start date and extends throughout their first year. To further support professional growth, Amadeus has a competency model that clarifies the competencies required for career progression and defines expectations for each stage of an employee's journey.		
Global Referral Program		Related IROs	S1.9
Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group		
Associated policies	People Policy, Sustainability Policy		
Description ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	The initiative encourages Amadeus employees to serve as ambassadors for the company by referring candidates for open positions. When a referred candidate is hired, the referring employee is financially compensated. Since its launch in 2023, the program has gained popularity, with 10,251 referrals received in 2025 alone—highlighting its continued effectiveness and strong engagement among employees.		
Coaching and mentoring		Related IROs	S1.7, S1.8, S1.9
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group		
Associated policies	People Policy, Sustainability Policy		
Description ESRS S1-4 p. 38 c AR 42, ESRS S1-4 p. 40 a AR 44 - AR 45, AR 47, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Mentoring is a tool for personal and professional development. It allows individuals to learn from experienced professionals, gain insights into their field, and build valuable networks.In Amadeus there are different Mentoring programs. For instance, the Leadership Mentoring (for newly appointed people managers) or technical leadership (focused on architectural and technical skills for senior individual contributors). In 2025 alongside business driven mentoring programs we launched a self-service mentoring for skills tool in Career Hub. This tool facilitates mentoring to all employees across sites, promoting global cooperation.		

Key actions - Training and skills developments, including talent attraction and retention ESRS S1-4 p. 37

Career Hub and Global Career Week

Related IROs S1.7, S1.8, S1.9

Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group
Associated policies	People Policy, Sustainability Policy
Description ESRS S1-4 p. 38 c AR 42,, ESRS S1-4 p. 40 a AR 44 - AR 45, AR 47, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	The Career Hub is Amadeus' internal platform designed to help employees explore and shape their career paths. It offers personalized recommendations based on their current skills and aspirations, connecting them with job opportunities across the organization, short-term gigs to build experience and networks, learning resources and mentoring options. Complementing this, in 2025 Amadeus is celebrating its Global Career Week from 3 to 7 November, a company-wide initiative to inspire and empower Amadeus employees to take charge of their career journey. Career Week will be followed by local Career Days and initiatives. The theme for2025 has been "Unlock your growth mindset",though inspiring talks, practical workshops, and real life stories, employees will gain tools to grow their skills, expand their thinking and take ownership of their career journey. With more than 4,300 attendees, this event was followed up by more practical workshops and local career days on various sites across regions.

Leadership development programs

Related IROs S1.7

Scope ESRS 2-MDR-A p. 68 b	Managers, Senior managers, Associate Directors, Directors, VPs in Amadeus Group
Associated policies	People Policy, Sustainability Policy
Description ESRS S1-1 AR 17 h , ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus runs various programs each year to help leaders grow and improve their skills. Among others: • LEAD: training program for newly appointed people managers working in Amadeus' EMEA region, with the goals of mastering interpersonal communication, building peer networks, learning hiring and team development skills, and how understand and manage change effectively. • SHINE: global leadership program for Senior Managers with the aim to build a common leadership language and skillset across the organization, to strengthen their mindset and capabilities needed to lead in today's fast-changing travel industry and to empower them to drive innovation and lead with impact. In 2025, 7 cohorts with 239 participants have successfully started, thereof 45% women and 55% men. From this year on, competencies and learning modules have been linked to success profiles and all senior managers will follow the same learning journey (4 modules). • Amadeus Leadership Development Program for Associate Directors and Directors: global initiative delivered in collaboration with a recognized business school, designed to support their growth, foster common language and horizontal collaboration to pursue new business opportunities, create a mindset for change enhance leadership capabilities and create an action plan that is relevant and tailored to participants. In 2025, 37 Associate Directors joined the program and feedback from participants on overall evaluation is 5/5. • Mindset in Minutes learning program for Associate Directors in Travel Unit to explore three powerful shifts (Reinforcing effort, normalizing mistakes, celebrating small wins). In 2025, 259 Associate Directors started the program which will last 6 months. • Amadeus also offers six leadership and management learning paths in LinkedIn Learning for managers and senior managers.

Digital platforms for improving employees skills, capabilities and education

Related IROs S1.7

Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group (depending on the activity)
Associated policies	People Policy
Description ESRS S1-1 AR 17 h, ESRS S1-4 p. 38 c AR 42,,ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus offers a wide range of learning activities to help employees develop new skills, build on existing ones and expand their knowledge on a variety of topics. They can access digital learning platforms such as Workday, LinkedIn Learning, Pluralsight, Amadeus Learning Universe, Coursera, O'Reilly, the Microsoft Enterprise Skills Initiative, ServiceNow, Seismic and KnowBe4 at any time to take high-quality courses in areas such as technology, functional skills and soft skills in the flow of work. The Global Learning Hub on the Amadeus intranet also brings together training options from across the company. Amadeus regularly reviews usage of these platforms to ensure the workforce is developing the critical skills needed for the future.

Global critical skills project

Related IROs S1.7

Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group
Associated policies	People Policy

Key actions - Training and skills developments, including talent attraction and retention ESRS S1-4 p. 37

Description ESRS S1-1 AR 17 h, ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	The Global Critical Skills project is a strategic global initiative designed to identify and develop the key skills needed to achieve Amadeus' strategic goals and objectives. Conducting this analysis annually ensures that our workforce capabilities remain aligned with evolving business priorities across regions and functions. The 'Level-Up: Critical Skills 2025' learning hub is a one-stop shop for learning activities related to identified skills. It has been published in NEO and is constantly updated.

Customized learning programs for business units	Related IROs	S1.7
Scope ESRS 2-MDR-A p. 68 b	Different departments in Amadeus Group	
Associated policies	People Policy	
Description ESRS S1-1 AR 17 h, ESRS S1-4 p. 38 c AR 42, ESRS S1-4 AR 33 c, ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus offers several training programs to help teams better understand the company's products and customer needs, which in turn boosts customer satisfaction. The company also runs special training campaigns focused on specific areas. Examples include: • Customer Success Advanced program open for Travel Unit CSMs to receive training and a certification by going deeper into the framework, applying the knowledge practically and gathering insight from peers. • 2025 Hospitality Sales Kickoff (SKO) event is a strategic gathering designed to energize, align, and equip hospitality sales teams for success in the year by enhancing skills through training and workshops and introducing new products and initiatives. • SAFe training sessions support our transformation to more business agility and to shape Amadeus delivering better business outcomes, increase customers' satisfaction and employees' engagement. • IT Change Management program to understand the Change Management Process, why it exists, and how it helps to reduce risk and mitigate any impact for our customers and travelers. • Anti-Bribery and Anti-Corruption policy training for all Amadeus employees, to help them understand anti-bribery and anti-corruption rules and how those rules impact them in their work. • Speaking for the company training for all Amadeus employees provides best practices for internal communications and social media use. • Sustainability (ESG) Fundamentals campaign for all Amadeus employees addresses the sustainability strategy which is rooted in the company purpose. The training execution is part of the company's sustainability objectives and it also contributes to the corporate Sustainability Policy. • Amadeus Brand training for all Amadeus employees to show them the Amadeus brand and how to use it effectively in their work. • Customer Life Cycle (CLC), which defines tailored learning journeys for each of Amadeus' commercial roles to provide structured capacity building, product knowledge, tools and skills. • Develop, Navigate and Achieve (DNA), a knowledge management program focusing on travel distribution product knowledge. • Targeted programs have been developed to help employees enhance their digital expertise, with a focus on areas such as artificial intelligence, cloud technologies, and agile methodologies, etc. Examples include Copilot Academy, AI Academy, Power Platform Academy, Digital Workplace Academy, Cloud Upskilling Program. • Certain units within Amadeus have established specific training activities, such as academies, to foster and enhance their knowledge. Examples include the CFA Academy, DTS Academy, P&C Academy, Outpayce Academy. Surveys are conducted to monitor the programs' effectiveness. In specific cases, other measures are also implemented to evolve the offer.	

In addition to this, Amadeus encourages teamwork and ongoing education by establishing Communities of Practice and focused groups. These networks bring together employees from various departments and locations, enabling them to exchange knowledge, promote creativity, and enhance career development.

For example, the Amadeus Engineering Community comprises over 11,000 professionals in more than 50 global offices, who engage in activities such as tech talks, tech events, or conferences. The objective is to foster technology broadly within the Amadeus engineering community, helping individuals and groups to grow their technical expertise, accelerate cross-functional tech projects requiring global support, and increase the tech attractiveness of the company. In 2025, 77 activities were offered, including conferences, events and talks, and 1,459 people benefited from them.

With regard to the actions mentioned above, no significant negative impacts related to development have been identified.ESRS S1-4 p. 41 AR 37

S1-5 - Targets related to managing material IROs - Training and skills developments, including talent attraction and retention ESRS S1-5 p. 46 AR 50-AR51

Amadeus is committed to supporting talent and learning, as outlined in their workforce policies. To help attract and keep talented employees, the company has set specific goals as part of its sustainability strategy and roadmap. Some of these goals are kept internal, so related details are not disclosed.

S1-13 - Training and skills development metrics

Percentage of employees who participate in periodic performance reviews

Amadeus carries out an annual performance review process to ensure that everyone's contributions at Amadeus are appropriately recognized and valued. It is also an opportunity for employees to have conversations with their line managers to support them in their professional growth by identifying specific skills to focus on, so they can continue to develop and grow professionally.ESRS S1-13 p. 83 a AR 77

It is an ongoing process of communication that occurs throughout the year, in support of accomplishing the strategic objectives of each unit and the company. At the start of the year, individual goals are set to match company objectives. Throughout the year, employees and their managers regularly discuss progress on goals and projects, making sure everyone is on track and the company understands what support employees need. At the end of the year, formal feedback is given, which is also connected to the annual bonus, ensuring employees are rewarded for their contributions.

Performance reviews ESRS S1-13 p. 83 a AR 77

	As of December 31, 2025				As of December 31, 2024			
	Male	Female	Other	Non reported	Male	Female	Other	Non reported
Proportion of performance reviews per employee[1]	1	1	1	—	1	1	1	—

[1]All the process is managed through the Company Ordinary system (Workday).
The end-year review is a mandatory activity while the mid-year review is optional.

Revisions in proportion to the number agreed ESRS S1-13 p. 83 a AR 77

	As of December 31, 2025				As of December 31, 2024			
	Male	Female	Other	Non reported	Male	Female	Other	Non reported
Revisions in proportion to the number of revisions agreed by management[1]	99.2 %	99.2 %	100.0 %	— %	99.0 %	98.7 %	100 %	— %

[1]All the process is managed through the Company Ordinary system (Workday).
According to the internal process, the launch of the employee yearly review starts in early December and finishes in mid-February. Consequently, the information for the 2024-2025 performance management process review has been considered in this report.

Additionally, the Talent Review process at Amadeus is an initiative which is a key part of our global talent strategy and a critical step in building a strong, future-ready leadership pipeline. The process is designed to help Amadeus take a strategic look at our people, understand their potential and make informed decisions that support individual growth, organizational success and a high-performance culture. In this process, approximately 7,800 employees are reviewed through structured meetings to assess their strengths, areas for growth, career goals, and potential career paths.

Average number of hours of training offered to and completed by employee

Training hours ESRS S1-13 p. 83 b AR 78

	As of December 31, 2025				As of December 31, 2024			
	Male	Female	Other	Non reported	Male	Female	Other	Non reported
Number of total hours offered and completed by employees	324,590.7	213,290.7	58.2	—	284,827.6	179,165.9	21.0	—
Average number of hours of training per employee [1]	25.2	26.8	29.1	—	23.7	23.9	21.0	—

[1]For this indicator, the denominator is the average number of employees in 2025, which includes trainees. Trainees are incorporated into training-related metrics to align with existing internal company approach, such as the inclusion of training related metric in the Amadeus Performance Plan. The total employee count (average in 2025), including trainees, is 20841.5.
The average training hours are determined using the following formula:
Average number of hours of training per employee = Number of total hours offered and completed by employees/Average number of employees (headcount) in 2025 (which includes trainees)
Total training hours offered to and completed have been considered, except for Amadeus subsidiary Forwardkeys due to its integration during 2025 in the Group (accounting for 0.19% of total Amadeus employees). Data has been extracted from the Group ordinary systems (Workday, LinkedIn, PluralSight, Coursera, O'Reilly, Amadeus Learning Universe, Microsoft Learn, ServiceNow and Seismic).

ESRS S2 - WORKERS IN THE VALUE CHAIN[76]

List of IROs - ESRS S2 - Workers in the value chain

Training and skills development	S2.1	+ Digital upskilling of customer employees	Downstream value chain	Actual
+ Positive impact				

As the travel and tourism industry changes, new technology may amplify the digital divide, with many professionals facing challenges in keeping updated.

By offering learning services that extend across Amadeus business units, the company helps customer employees -as part of Amadeus downstream value chain[77]- learn to use Amadeus solutions but also, do their job efficiently and autonomously, and ultimately, support their professional development.

This positive impact has been identified in the last materiality assessment[78]. In particular, to assess this impact, the first social impact measurement exercise has been conducted to understand the social value of Amadeus learning offer. This exercise has allowed to map the social benefits across the full learning journey[79]. A detailed explanation on the process of identifying and assessing material IROs is described in section *ESRS 2 IRO-1- Description of the process to identify and assess material impacts, risks and opportunities*.

The relationship between this impact, the sustainability strategy and roadmap 2026-2027, and its alignment with the overall Amadeus Strategy is detailed in section *ESRS 2 SBM-1- Strategy, business model and value chain.*

Strategy and policies related to workers in the value chain - Training and skills development ESRS 2-BP-2 p. 17 a , ESRS 2-BP-2 p. 17 c

As part of its sustainability strategy, Amadeus commits with key stakeholders, including industry players and, in particular, industry professionals, to strengthen the company value proposition and accelerate sustainable and inclusive growth in travel and tourism.

Specifically, within its sustainability strategy and roadmap 2026-2027, the strategic focus area "Travel Ecosystem Impact," and as part of the strategic objective of collaborating across the travel industry to foster sustainable and inclusive growth, Amadeus includes its commitment to providing travel industry professionals with specialized digital skills[80].

[76] Amadeus has opted for making use of the temporary exemptions for this topical standard, as established in the European Sustainability Reporting Standards "quick-fix" delegated act of 11 July 2025. Consequently, in this section certain summarized information on the topics concerned may be found, in accordance to the ESRS 2, General Disclosures, paragraph 17.

[77] As a B2B company, Amadeus maintains direct relationships with its customers and, more notably, interacts with staff members who make use of Amadeus solutions. In this case, users of learning services is referred to industry professionals drawn from the staff of Amadeus customers. These individuals include numerous roles within the travel and tourism sector, such as event coordinators, marketing personnel, sales staff, engineering teams, housekeeping staff, front desk representatives, revenue or marketing managers overseeing several properties, IT specialists, travel consultants, travel agents, airline trainers, airline administrators, and gate agents, among others.

[78] The 2025 Double Materiality Assessment found no significant child or forced labor issues in Amadeus's value chain. Still, the company is enhancing its human rights due diligence to better identify and address potential risks throughout all regions and tiers.

[79] Details about the study is available in Amadeus website https://amadeus.com/en/blog/articles/digital-upskilling-of-industry-professionals

[80] Although the recognized positive impact of Amadeus's operations may not be directly connected to its Human Rights Policy, as described in previous sections, the company has established a Human Rights Policy that demonstrates its commitment to upholding human rights standards across its business activities. This policy demonstrates Amadeus' commitment to ensuring human rights are respected within its supply chain by mandating that all third parties adhere to these principles. Amadeus aims to engage with entities that respect human rights and avoid any violations. Additionally, third parties must promptly implement effective remediation if they are responsible for, or have played a direct role in, adverse impacts on human rights.
This Policy is guided by major international standards set by the United Nations, including United Nations Global Compact, Universal Declaration of Human Rights and related international human rights agreements, core labor rights from the International Labor Organization (ILO), United Nations Guiding Principles on Business and Human Rights, OECD Guidelines for Multinational Enterprises and the European Social Charter.
The Code of Ethics and Business Conduct for Third Parties also incorporates commitments concerning human rights, requiring third parties to implement safeguards and procedures that prevent forced labor, child labor, human trafficking, or any other type of modern slavery. See more details on section *G1-2 - Management of relationships with suppliers.*

Key Policies - Workers in the value chain - Training and skills development

Sustainability Policy		Related IROs	S2.1
Description and objectives	The Sustainability Policy formalizes Amadeus´ related ambition and commitment to sustainable development through the principles that govern the rest of the sustainability related policies. Specifically, the policy commits to creating social impact by enhancing the positive contributions of travel and tourism to society, fostering a more inclusive industry, and advancing inclusive digital transformation in partnership with Amadeus's stakeholders, including industry professionals (downstream value chain).		

Processes for engaging with workers in the value chain - Industry professionals

Amadeus employs a variety of communication channels to actively engage with industry professionals and gather valuable insights. Three key mechanisms are encompassed in this approach including post training surveys, three month post surveys (only on Airlines) and Voice of Customer program (feedback on all customer journey phases including training). These enable a systematic gathering of feedback from customers' workforce ensuring a transparent engagement and helping drive continuous improvement.

Additionally, workers in the value chain, including industry professionals, have free access to the Speak-Up Channel to confidentially[81] report any inappropriate or illegal conduct. More information is described in section *Amadeus Speak Up channel and investigations*.

Taking action on material IROs on workers in the value chain - Training and skills developments ESRS 2-BP-2 p. 17 d

Through learning services teams, Amadeus offers learning, knowledge services and resources for customers' staff, as part of the Amadeus customer journey to learn how to use Amadeus solutions. As a result, customers' workforce have the possibility to keep up-to-date with industry updates on tech-based solutions and to gain knowledge on how Amadeus solutions work and make the most of them.

Recognizing requirements of each sector and role, different dedicated teams within Amadeus are focused on developing specialized training programs and support materials. Hence, depending on the business sector, the services and type of customer (Travel Sellers and Corporates, Learning Partners for travel seller, Airlines, Airports and Hospitality), Amadeus adapts its learning and knowledge offer.

Key actions - Training and skills developments - Workers in the value chain

Amadeus Learning Services portfolio		Related IROs	S2.1
Scope	Customers' workers - Users of learning services		
Associated policies	Sustainability Policy		
Description	Overall, the Amadeus Learning Services portfolio includes a wide range of courses. These learning services span various business units, each providing training and knowledge-sharing initiatives tailored to their domain. Based on the selected training method, participants can access different formats of training sessions (online, hybrid, on-site)		
	Flexible Learning Modalities		

[81] Amadeus ensures that the Group will communicate with anonymous senders to assist in the investigation process and provide status of the report by encouraging them to select "secured postbox".

Key actions - Training and skills developments - Workers in the value chain

Amadeus Learning Services portfolio	Related IROs S2.1

Self-paced e-learning, instructor-led training, and hybrid models are encompassed in the offer to accommodate different learning preferences and needs. In particular, e-learning focuses on providing users with the fundamental knowledge to use Amadeus solutions; while instructor-led training are delivered by expert instructors based on learning needs of each customer (covered by additional fees) .
By adopting this method, every learner can participate in training, which enhances the uptake of Amadeus solutions and reinforces users' proficiency. According to Airlines expert led training 3 month post survey, users feel their level of proficiency increased reflected in the before and after average scores, 4.9 and 8.2 correspondingly.

Product and Role-Specific Training

Tailoring training programs to match particular job roles and products enhances both engagement and self-assurance among professionals by concentrating on the precise responsibilities and processes they encounter.
In Airlines IT, role-specific information means airline staff get relevant guidance, which helps professionals perform confidently. Furthermore, gaining expertise in sector-specific applications—such as a hotel CRM or service optimization platform in the hospitality industry—, or even extends to soft skills in some cases which not only increases staff confidence but also contributes to their professional development. This approach ensures that learners undertake customized learning journeys, can apply learning on daily tasks, and ultimately do their job more efficiently. Airlines post training surveys conducted in 2025 shows that 77% surveyed learners rated high the applicability of what they learnt on daily activities (rated 7 or above).

Customized Learning Paths

Trainings are designed to support various levels of expertise, from foundational to advanced knowledge. For instance, in Hospitality, Travel Distribution and Airlines Learning services, the e-learning offer includes customized learning paths to structure the learner's journey.
By this structured approach participants are able to steadily increase their knowledge, promoting ongoing education and boosting a development driven learning environment. Learners benefit from having defined steps and objectives, making it easier to track progress. Such a framework can enhance the retention of information and simplify the learning process.

Industry-Recognized Certificates

Many Amadeus learning paths provide achievement and completion certificates that aims to strengthen their sense of fulfillment and confidence to undertake their role.
Obtaining this completion certificates serves as a recognized qualification[1]. The e-learning path, called Travel Fundamentals, offered to students who seek to become travel agents implies gaining an official credential, confirming a student's expertise with the Amadeus reservation platform. Completing courses successfully with a certificate contributes to professional development of industry professionals. e-learning participants rated the usefulness of the training for their current and future job with an average of 4.6 (out of 5).

Knowledge resources

Knowledge and informative assets designed to support industry professionals in effectively using Amadeus solutions, such as user guides, online help, and how-to guides.
In Hospitality, resources such as an online knowledge resources and dynamic community forums, including knowledge threads, are available. Similarly, travel distribution personnel benefit from a centralized knowledge portal, community forums, an e-learning library, and chatbot or virtual assistant support. Airlines Learning services, for their part, provide resources like user manuals, digital assistance, and incident knowledge documentation. All these resources support professionals in continuously addressing possible knowledge gaps and obtaining prompt help when needed favoring their skills development while building confidence and autonomy.

[1] See more detail in the company related own operations in section *Amadeus' products and services, business model and value chain.*

Metrics in relation to material sustainability matters - Workers in the value chain

In 2025 Amadeus has continued to focus on making learning experiences available to its customers to upskill their workforce. In this regard, as mentioned above, the company carried out its first social impact measurement exercise to understand the social value of this learning offer. After the outcomes had been identified, a set of metrics have been established to measure progress.

Metrics on workers in the value chain - Training and skills development ESRS 2-BP-2 p. 17 e	
	As of December 31, 2025
Travel industry professionals upskilled through Amadeus' learning services[1]	55,691
Number of hours spent by industry professionals on trainings[2]	316,331
Number of certificates available for industry professionals[3]	1,043

[1]A Qlik dashboard sourced by the Amadeus Learning Universe and Central Learning Platform (systems used to provide and manage trainings for our customers) is updated every quarter automatically. The dashboard aggregates the new unique users that completed at least one training.

[2]A Qlik dashboard sourced by the Amadeus Learning Universe and Central Learning Platform (systems used to provide and manage trainings for our customers) is updated every quarter automatically. The dashboard aggregates the total hours of training delivered (instructor led) and on line lessons available multiplied by he numbers of users who completed that training/lesson

[3]A Qlik dashboard sourced by the Amadeus Learning Universe and Central Learning Platform (systems used to provide and manage trainings for our customers) is updated every quarter automatically. The dashboard aggregates the total completion certificates available for learning paths on e--learning. Including translated learning paths (same learning paths available in different languages).

Targets in relation to material sustainability matters - Workers in the value chain ESRS 2-BP-2 p. 17 b

Amadeus is committed with improving the digital skills of travel and tourism professionals. On Amadeus revised sustainability strategy and roadmap 2026 2027, the company renews the target focused on training industry professionals through its learning services. These ongoing services highlights Amadeus's long term support to empower our customers´employees by learning digital skills to thrive in a digitalized world.

Key target- Workers in the value chain

Improve the digital skills of travel and tourism professionals[1]	
Targets	50,000 industry professionals upskilled annually in December 2026
Scope	Customers' workers
Baseline value and base year	55,691 by December 2025

[1]Please refer to section above *Metrics in relation to material sustainability matters - Workers in the value chain* describing how these information is gathered.

ESRS S3 - AFFECTED COMMUNITIES [82]

As a catalyst for global travel connectivity, Amadeus contributes to the positive socio-economic impact of tourism. The company's activities indirectly foster community development, cultural exchange, employment opportunities, and ultimately stimulate local economies within the regions where it operates. The Amadeus Community Impact Program further reinforces this commitment by focusing on supporting vulnerable local communities.

At the same time, through its downstream value chain activities, Amadeus may also indirectly contribute to challenges such as overtourism or unbalanced tourism, as large-scale tourism flows can increase the cost of living, strain public services, and reduce residents' access to essential goods and housing.

This dual dynamic highlights the need for balanced strategies that maximize positive impact while addressing potential negative outcomes associated with increased tourism activity.

Both positive and negative impacts have been recognized in the updated double materiality assessment. Further details on the process have been described in section *ESRS 2 IRO-1- Description of the process to identify and assess material impacts, risks and opportunities*[83].

Processes for engaging with affected communities

Amadeus' approach to engagement is focused on collaborating with local NGOs and field specialists, and implementing continuous monitoring systems. Through different ongoing type of engagement (including participation, information and consultation), the company teams up with NGOs to support volunteer opportunities, raise funds, and engage in civic-oriented projects. This framework also allows Amadeus to gain more insight on local needs and effectively adapt to the different issues encountered by local communities where its operate. Responsibility for this at the global scale lies with the *Social Sustainability Team*.

Additionally, the Speak Up Channel offers a safe and confidential means for internal and external parties, such as local community members, to report instances of inappropriate or unlawful behavior, including suspected illegal actions, unethical practices, or violations of company rules and standards. Additional details regarding the Speak Up Channel can be found in the section titled *Amadeus Speak Up channel and investigations*.

Overtourism and pressure on local communities - IROs management

List of IROs - ESRS S3 - Affected communities

Communities' economic, social, and cultural rights - Others	S3.1	- Overtourism and pressure on local communities	Downstream value chain	Actual

- Negative impact

Amadeus recognizes that balancing the needs of local communities, travelers, industry and tech players is a complex challenge that requires a collaborative approach and coordinated efforts. Balanced tourism means managing tourist flows to simultaneously meet the expectations of destinations, travel providers, and travelers, while activity offerings are a key tool to help redistribute visitors, supporting both destinations and travelers.

[82] Amadeus has opted for making use of the temporary exemptions for these complete topical standards, as established in the European Sustainability Reporting Standards "quick-fix" delegated act of 11 July 2025. Consequently, in this report certain summarized information on the topics concerned may be found, in accordance to the ESRS 2, General Disclosures, paragraph 17.

[83] The types of communities subject to the identified material impact include those residing or working near Amadeus sites, who benefit from the Community Impact Program, as well as local communities at tourism destinations who may experience negative impacts due to issues such as unbalanced tourism.

Even though Amadeus currently does not have formalized policies, actions, metrics, or targets specifically aimed at reducing the negative impacts associated with overtourism, the company understands the importance of addressing these challenges and is committed to exploring current and potential opportunities in this area. As a company that provides software solutions for the global travel and tourism industry, Amadeus is conscious of the role that its technology and leveraging data-driven insights can play to empower destinations to manage tourism more effectively, improve traveler satisfaction, and foster inclusive and sustainable development of communities. In pursuit of this goal, the company's efforts concentrate on several areas. ESRS 2-BP-2 p. 17 b , ESRS 2-BP-2 p. 17 c , ESRS 2-BP-2 p. 17 d , ESRS 2-BP-2 p. 17 e

Data and smart tools help spread demand, smooth out peaks and unlock richer in-destination experiences. For example, Amadeus Destination Management Organizations solutions (DMOs) provide destinations with the data organisms need to run targeted marketing campaigns - delivering the right information at the right time. Leveraging data could help destinations analyze traveler habits, address seasonal peaks, and, consequently, reduce negative impacts on local communities. At the same time, they could provide travelers with the opportunity to make more informed decisions about where to travel and when, and could mean redistributing travelers across the year.

Once visitors are at their destination, the types of activities travelers choose and their timing can also help to reduce negative influence over local economies and communities, transforming into a benefit. For example, the Amadeus Discover platform enables activity aggregators to connect with other travel and tourisms actors (travel agencies, hotels, destination management organizations, airlines, travel guides and tourist offices), meaning that more local activities are available to search and book when. Expanding the variety and visibility of activities can help to avoid crowding at the most popular attractions.

Additionally, through initiatives, like the ones supported by Travel4impact, Amadeus also backs purpose-driven travel and tourism companies that benefit local economies worldwide (see more information in section *Impact-Driven SMEs and startups)*.

Amadeus remains aware of the associated challenges and is proactively addressing them. This understanding aligns closely with the second goal of the sustainability strategy and roadmap 2026-2027, which includes the strategic objective of collaborating on opportunities that accelerate sustainable and inclusive growth in travel & tourism. ESRS 2-BP-2 p. 17 a

Socio-economic empowerment

List of IROs - ESRS S3 - Affected communities

Communities' economic, social, and cultural rights - Others	S3.2	+ Socio-economic empowerment	Downstream value chain	Actual
+ Positive impact				

Strategy and policies related to affected communities - Socio-economic empowerment ESRS 2-BP-2 p. 17 a , ESRS 2-BP-2 p. 17 c

By supporting its neighbors and promoting inclusive, sustainable development, Amadeus endeavors to generate positive outcomes within the localities in which it conducts its operations.

These commitments are reflected in the Sustainability Roadmap 2026-2027 under the Travel ecosystem strategic area and, particularly, within the goal to contribute to sustainable and inclusive development in Amadeus communities. The Amadeus Community Impact program represents the tangible realization of this goal (see section below).

Furthermore, Amadeus policies officially document this commitment.

Key Police - Affected communities - Socio-economic empowerment

Sustainability Policy - Socio-economic empowerment	Related IROs S3.2
Description and objectives	The Sustainability Policy formalizes Amadeus´ related ambition and commitment to sustainable development through the principles that govern the rest of the sustainability related policies. Specifically, the policy commits to drive social impact by, in particular, supporting an inclusive and sustainable development of the local communities in which Amadeus operates by executing Community Impact projects and initiatives, fostering corporate volunteering, and partnering with NGOs and educational institutions to multiply their outcome.
Community Impact and Charitable Donations Policy	**Related IROs S3.2**
Description and objectives	This policy defines how Amadeus supports communities through charitable donations and volunteering. Specifically, the policy defines the strategic focus areas and themes of Amadeus' Community Impact (CI) Program, outlines the types of contributions permitted—including time, monetary, and in-kind—and details the approval and compliance processes. It also clarifies prohibited partnerships and collaborations, assigns roles and responsibilities, and describes the governance and reporting model. Finally, it explains the consequences of non-compliance or failure to disclose relevant information. The policy supports Amadeus' sustainability strategy and roadmap by promoting social sustainability and positive community impact, reinforcing ethical governance and transparency in corporate giving and aligning with global sustainability goals and stakeholder expectations.
Human Rights Policy - Socio-economic empowerment	**Related IROs S3.2**
Description and objectives	The purpose of the Human Rights Policy is to reaffirm Amadeus' commitment to respect and promote human rights in its operations and supply chain. In relation to minorities and community rights, the company is committed to: • The socio-economic development of the communities in which it operates through the professional development of its employees, to actively listen to stakeholders in communities in which we develop our activity. • To pay special attention to individuals in vulnerable groups, pursuing opportunities to support human rights in areas where a positive impact can be made through the community impact initiatives in local communities. This Policy is guided by major international standards set by the United Nations, including United Nations Global Compact, Universal Declaration of Human Rights and related international human rights agreements, core labor rights from the International Labor Organization (ILO), United Nations Guiding Principles on Business and Human Rights, OECD Guidelines for Multinational Enterprises and the European Social Charter.

Taking action on material IROs on affected communities - Socio-economic empowerment ESRS 2-BP-2 p. 17 d

Through its Community Impact program, Amadeus supports local communities to address both social and environmental issues. The program highlight global, ongoing, long-duration and collaborative projects aligned with Amadeus' primary business focus. They are structured around three strategic pillars to enhance impact on stakeholders.

Community impact programs

1. Advancing digital inclusion		Related IRO S3.2
Scope		Communities where Amadeus operates
Associated policies		Sustainability Policy. Community Impact and Charitable Donations Policy, Human Rights Policy
Description	Purpose	Improving digital skills through educational programs and facilitating access to technology for vulnerable groups.
	Actions	Amadeus has launched Tech4Impact, the skills-based volunteering hackathon where Amadeus staff worldwide apply their skills to assist nonprofit organizations. In 2025, close to 365 Amadeus volunteers have assisted 22 NGOs, including local ones like Fundación Quiero Trabajo in Spain, GiftAbled Foundation in India, Inspiring Girls in Colombia, and Travel with a Mission in France, as well as international organizations such as the World Sustainable Hospitality Alliance and Airlink. Some implemented initiatives include, for instance, the development of an AI-powered virtual assistant tailored to guide and empower women facing the threat of social exclusion.

Community impact programs

2. Building skills for jobs in travel and tourism		Related IRO S3.2
Scope		Communities where Amadeus operates
Associated policies		Sustainability Policy. Community Impact and Charitable Donations Policy, Human Rights Policy
Description	Purpose	Promoting social inclusion by improving skills needed to access job opportunities in travel and tourism through training and mentoring.
	Actions	Amadeus, in collaboration with the World Sustainable Hospitality Alliance, has launched the Youth Employability Program, enabling young people to build a better future through hospitality training and practical work experience. In 2025, a pilot initiative was rolled out in India, engaging nearly 550 youths, with Amadeus providing direct support to 200 participants. The company's involvement includes organizing volunteer events, offering mentorship opportunities, and conducting on-site training sessions, as well as familiarizing students with Hospitality software.
3. Supporting destinations		Related IRO S3.2
Scope		Communities where Amadeus operates
Associated policies		Sustainability Policy. Community Impact and Charitable Donations Policy, Human Rights Policy
Description	Purpose	Promoting the long-term sustainability of destinations by supporting people in vulnerable situations and promoting the environmental preservation of areas that are key for destinations.
	Actions	By partnering with Airlink, a global humanitarian organization delivering critical aid to communities in crisis, Amadeus aims to strengthen its resources and capabilities so it can better overcome funding when responding to both immediate disasters and long-term crises. Amadeus supports Airlink by providing yearly financial contributions and organizing targeted fundraising efforts, including matching campaigns in response to specific humanitarian emergencies and events. Furthermore, the company seeks to scale up the NGO's capabilities by leveraging its employees' unique skills through joint volunteering projects. For example, Amadeus volunteers developed a web booking tool that enabled Airlink to manage space booking more effectively when responding to humanitarian crises. In 2025, Amadeus donated almost €225,000.

To bring these initiatives to life, Amadeus has reinforced its Community Impact network, consisting of close to 90 champions that implement the strategy at local sites, who have in-depth understanding of the local context. Additionally, the company partners with strategic local NGOs, utilizing their insight into community requirements, cultural contexts, and socio-economic realities (see previous section).

Metrics in relation to material sustainability matters - Affected communities

Amadeus uses the B4SI (Business for Societal Impact) framework to monitor its Community Impact programs. By doing so, the organization is able to assess its advancements each year regarding its commitments to support local communities.

Metrics - Affected communities[1] ESRS 2-BP-2 p. 17 e	
	As of December 31, 2025
Total value of community investment (€)	€5,072,429

[1]Data obtained manually from each Amadeus site and consolidated by the Global Community Impact team.

In 2025, Amadeus continued its commitment by allowing employees to spend up to 16 hours each year, during work hours, on corporate volunteering activities. The company also increased the offering for skills-based volunteering, enabling staff to leverage their professional knowledge for community benefit.

Targets in relation to material sustainability matters - Affected communities ESRS 2-BP-2 p. 17 b

Amadeus has set a goal to raise its community investment to €5 million by 2026. By boosting its investment in community programs, Amadeus intends to contribute to projects that tackle social issues. This objective supports the company's sustainability strategy and roadmap 2026-2027 and policy.

Key target- Affected communities

Community investment	
Targets	> €5M Community Investment by 2026
Scope	Amadeus Group
Baseline value and base year	€5,072,429 by 2025

ESRS S4 - END USERS AND CONSUMERS[84]

Amadeus prioritizes accessibility. By embedding accessibility by design, Amadeus may ensure that all individuals, regardless of their abilities, can engage with and benefit from its solutions. Moreover, Amadeus promotes inclusive travel by creating solutions and providing information that help people with disabilities travel safely, easily, and independently. In doing so, the company not only enhances the experience for people with disabilities but also identifies a valuable business opportunity in a growing market segment.

The company also contributes to foster the growth of small and medium-sized enterprises (SMEs) which have a positive social or environmental impact in the travel and tourism industry. Through partnerships and support programs, Amadeus empowers these actors to foster sustainable growth and amplify their positive impact across the travel ecosystem and at a local level.

In addition, Amadeus acknowledges that insufficient IT service continuity processes and capabilities could pose risks, potentially diminishing the level of continuity provided to its customers.

The material positive impacts, opportunity and risk describe above have been identified through the double materiality assessment, which has been updated in 2025 and is detailed in section *ESRS 2 IRO-1- Description of the process to identify and assess material impacts, risks and opportunities*[85].

Processes for engaging with end users and consumers

Amadeus engages with customers through the customer experience program (called *Amadeus Listens*) aiming to pinpoint both strengths and areas needing enhancement from the customers' point of view. Through this program, Amadeus assesses customer satisfaction and loyalty at various stages of their relationship, and identify areas of improvement. Insights provided by customers are also important to comprehend the traveler's journey and their requirements. Additionally, the information gathered helps Amadeus in guiding strategic investment decisions.

Feedback is collected using diverse interviews and surveys. In order to evaluate the effectiveness of its customers relationship processes and customer loyalty, Amadeus measures the Net Promoter Score (NPS), tracked year on year. In 2025, over 20,974 customers responded to the annual relationship survey (more than 17,000 in 2024). Amadeus has recorded an NPS of +38. This score is a slight decrease from the 2024 NPS of +40, but is ahead of the target NPS of +34 (same in 2024)[86].

Additionally, customers may submit a complaint or a compliment through the Amadeus website[87]. In 2025, Amadeus received 135 complaints and 66 compliments (273 and 70 respectively in 2024). The complaints within the scope of Amadeus were resolved and passed on to the concerned departments and teams as an area of improvement.

Impact-driven SMEs, which are particularly involved in Amadeus programs are also engaged in interviews and contribute feedback via specific surveys. Finally, Amadeus collects traveler

[84] Amadeus has opted for making use of the temporary exemptions for these complete topical standards, as established in the European Sustainability Reporting Standards "quick-fix" delegated act of 11 July 2025. Consequently, in this report certain summarized information on the topics concerned may be found, in accordance to the ESRS 2, General Disclosures, paragraph 17.

[85] Amadeus is a B2B company, meaning it serves business clients rather than individual consumers. The company delivers services to organizations operating in the travel and tourism sector, with its customers being businesses that obtain access to and utilize the company's offerings. In this regard, in 2025, the company has conducted an in-depth analysis of participants involved in the downstream value chain. As result, Amadeus has also considered the IROs related to its customers in order to accurately represent the nature of its business activities.
Within Amadeus' customer network, startups and SMEs play a vital role, maintaining a direct relationship with the company. Additionally, Amadeus supports these businesses through specialized programs designed specifically for these enterprises.
Moreover, the downstream value chain also comprises travelers, who typically function as the end users of Amadeus's customers. This category includes individuals and vulnerable groups, for example, people who struggle to access or use digital technologies.
Section *Amadeus' products and services, business model and value chain* describes Amadeus own operations and value chain.

[86] There have been no confirmed instances of non-compliance with the UNGP, the ILO Declaration, or the OECD Guidelines affecting consumers and/or end users.

[87] https://amadeus.com/en/contact

information by utilizing various indirect data sources (such as customers' or industry associations' reports).

Accessibility

List of IROs - ESRS S4 - End users and consumers				
Non-discrimination	S4.1	+ Accessible technology	Downstream value chain	Actual
Access to products and services	S4.3	O Amadeus' solutions to groups at risk of exclusion Possible potential increased revenues from entering new market niches, with a consequent increase in reputation.		

+ Positive impact O Opportunity

Strategy and policies related to end users and consumers - Accessibility ESRS 2-BP-2 p. 17 a ESRS 2-BP-2 p. 17 c

Amadeus commitment to accessibility is included in both the Amadeus sustainability strategy and roadmap 2026-2027 and the Accessibility Ambition, the latter approved back 2024. In this regard, Amadeus goal is to be an accessible and inclusive company, and a catalyst for accessible travel across the industry by focusing on four areas:

- Providing an accessible workplace for Amadeus' employees[88].
- Offering accessible technology.
- Developing solutions that facilitate accessible tourism.
- Promoting accessible travel at an industry level in collaboration with other industry players.

This commitment to accessibility is also included in the Sustainability Policy:

Key Police - End users and consumers - Accessibility

Sustainability Policy - Accessibility		Related IROs	S4.1, S4.3
Description and objectives	The Sustainability Policy formalizes Amadeus´ sustainability strategy and commitment to sustainable development through the principles that govern the rest of the sustainability related policies. Specifically, the policy commits to drive social impact by, in particular, analyzing and improving the level of accessibility of Amadeus products and services and promote, when possible, the development of solutions that can act as enablers of a more inclusive and conscious travel.		

Taking action on material IROs on end users and consumers - Accessibility ESRS 2-BP-2 p. 17 d

Amadeus has outlined a series of initiatives to fulfill its accessibility commitments across the four designated areas, aligned with the company' sustainability strategy and roadmap 2026-2027 and European Accessibility Act (EAA). These actions are undertaken to manage the related positive impact and opportunity in terms of accessibility to products and services. Certain actions have already been put into effect, whereas others are scheduled to be introduced in the short and medium-term.

To minimize overlap, section *S1-4 - Taking action on material IROs on own workforce - Diversity* details the measures implemented under the first focus area.

[88] This Accessibility strategy area impacts on Amadeus own-workforce. To ensure coherence and information traceability, related details have been incorporated in section *ESRS S1 - Own workforce, Diversity.*

Key Actions- End users and consumers - Accessibility

Accessibility by design		Related IROs S4.1, S4.3
Scope		Amadeus customers
Associated policies		Sustainability Policy
Description	Purpose	Developing solutions that aim to be accessible to the widest range of users, from leisure travelers to industry professionals with disabilities who may use of Amadeus' platforms.
	Actions	To accomplish the objective, two strategic lines have been established, encompassing specific actions. Some of them have already been implemented in 2025, whereas others are scheduled in the forthcoming years. • Ensure the digital accessibility of existing solutions to comply with EAA. • Implement accessibility-by-design in new solutions. The objective is to integrate accessibility-by-design as part of the culture, products and solutions developments. This approach aims at guarantying that both existing and future software and hardware comply with accessibility standards, fostering a more inclusive environment. By 2025, an inventory of existing B2C and B2B2C solutions have been completed, and a portion of these have undergone accessibility audits and adaptation. The company also embedded digital accessibility as a standard non-financial requirement (NFR) across the Amadeus product life cycle. This means accessibility is considered from the earliest stages of development, The Amadeus Airport team has begun reimagining Seamless travel solutions (including kiosks, bagdrops, gates and corridors, etc) with an emphasis on accommodating each person's unique needs, ensuring accessibility for all users. This approach involves addressing visual, tactile, mobility, and auditory requirements from the outset. For corporate travel, the Accessibility Center of Excellence monitors Web Content Accessibility Guidelines (WCAG)) 2.1 AA standards updates to maintain compliance across Amadeus' Cytric products[1]. For this, Amadeus has also partnered with Level Access to review compliance and improve engineering expertise with the guidelines. Additionally, the company has also analyzed its products to establish best practices to follow. Looking ahead, particular actions such as formulating comprehensive accessibility-by-design guidelines, supplying accessibility tools, or delivering advanced training sessions focused on accessibility for developers and designers will be developed, among others.

[1]Amadeus travel and expense tool

Solutions to facilitate accessible tourism		Related IROs S4.1, S4.3
Scope		Travelers
Associated policies		Sustainability Policy
Description	Purpose	Technology to ensure that anybody that wishes to travel can do so and have the best experience possible, regardless of their accessibility needs.
	Actions	To enhance Amadeus products and services to better serve travelers with accessibility needs, three strategic lines have been set: • Identify traveler needs and accessibility requirements to enhance Amadeus offerings. • Empower products and services to enable accessibility. • Exploration of new ideas To turn these priorities into reality, a series of initiatives have been planned for both the short and medium term. In 2025, Amadeus continued to advance how technology can transform the travel experience for underserved travelers. One example is Amadeus Ancillary Services, a fully automated omnichannel solution that enables airlines to create, manage, and sell ancillary offers more efficiently. This includes services tailored to accessibility requirements, such as assistance during boarding or special seating arrangements. By integrating these options directly into the booking process, the company helps guarantee that travelers receive the support they need throughout their journey—delivering a smoother, more inclusive experience from start to finish. Amadeus Seamless Corridors leverage AI-powered biometrics to validate identities while travelers move through wide, barrier-free lanes, eliminating queues and document checks. Designed with inclusivity in mind, these corridors provide a fast, secure, and dignified experience for all passengers, particularly elderly travelers and those with disabilities. By reducing physical obstacles and simplifying border processes, Seamless Corridors help create a more accessible travel environment, ensuring that every journey is smooth, safe, and respectful of individual needs. Looking ahead, Amadeus intends to further support impact-driven entrepreneurs whose goals align with its strategic priorities, including accessibility, in the upcoming years.

Key Actions- End users and consumers - Accessibility

Promoting accessible travel at an industry level			Related IROs	S4.1, S4.3
Scope		Industry players		
Associated policies		Sustainability Policy		
Description	Purpose	Partnering with industry players to influence the travel industry's accessibility agenda		
	Actions	Accessibility is a shared responsibility across the travel ecosystem. This strategic focus centers on external engagement and is implemented through three main approaches: • Promote partnerships and alliances with industry players to enable progress on the accessibility agenda. • Participate in events to increase awareness. • Support startups and entrepreneurs that are innovating to foster accessible travel and tourism. Several related initiatives have been underway in 2025. Amadeus continued to promote industry collaboration through initiatives such as the Accessibility Services Task Force, which brings together airlines, airports, and travel sellers to improve the use of Special Service Request (SSR) codes. These codes standardize assistance for passengers with disabilities, making it easier for travelers to receive the support they need. The company also joined the IATA SSR Task Force and the GBTA Foundation's "Accessibility for All" initiative, reinforcing the commitment to industry-wide progress, in addition to participating in various events. Looking ahead to 2026, Amadeus aims at developing strategic partnerships with relevant industry stakeholders to address sustainability challenges in travel and tourism, with a focus on accessibility, among others.		

Metrics in relation to material sustainability matters - Accessibility ESRS 2-BP-2 p. 17 e

Within the framework of the Accessibility Ambition, as described above, the company has been actively engaged throughout 2025 in identifying and outlining concrete actions to turn this vision into a reality.

By the end of the year, Amadeus has started to also focus towards establishing effective metrics that will serve for measuring achievement. The company recognizes the importance of having defined, metrics for tracking progress and ensuring continuous improvement. Completion of this is expected in 2026.

Targets in relation to material sustainability matters - Accessibility ESRS 2-BP-2 p. 17 b

Amadeus' sustainability strategy sets forth qualitative objectives to integrate sustainability features into its products, focusing on aspects such as environmental impact and accessibility. Specifically, the organization intends to expand its range of sustainable offerings and capabilities, including accessibility, across both IT solutions and distribution channels by the year 2027.

Impact-Driven SMEs and startups

List of IROs - ESRS S4 - End users and consumers

Access to products and services	S4.2	+ Enabling sustainable growth of Impact-Driven SMEs and startups	Downstream value chain	Actual

+ Positive impact

Strategy and policies related to End users and consumers - Impact-Driven SMEs and startups ESRS 2-BP-2 p. 17 a , ESRS 2-BP-2 p. 17 c

Within the framework of Amadeus sustainability strategy and roadmap 2026-2027, and specifically under the strategic area "Travel Ecosystem Impact", Amadeus is dedicated to collaborating across the travel industry to promote sustainable and inclusive development. This includes a commitment to

supporting SMEs and startups throughout the travel ecosystem, with a particular emphasis on empowering impact-driven SMEs to maximize their positive contributions.

This commitment is also included in the Sustainability Policy.

Key Policies - End users and consumers - Impact-Driven SMEs and startups

Sustainability Policy		Related IROs	S4.2
Description and objectives	The Sustainability Policy formalizes Amadeus´ related ambition and commitment to sustainable development through the principles that govern the rest of the sustainability related policies. Specifically, the policy commits to creating social impact by enhancing the positive contributions of travel and tourism to society, fostering a more inclusive industry, and advancing inclusive digital transformation in partnership with Amadeus's stakeholders, including SMEs and startups		

Taking action on material IROs - End users and consumers - Impact-Driven SMEs and startups ESRS 2-BP-2 p. 17 d

Through ongoing dedicated support programs programs such as Travel4Impact and Amadeus Ventures, Amadeus supports impact-driven startups and SMEs with access to latest trends and knowledge, experts advice, mentoring, networking and visibility. Amadeus seeks to amplify these impact-driven companies capacity to generate positive impact across the travel ecosystem and at a local level.

Key actions - Impact-Driven SMEs and startups

Travel4impact		Related IROs	S4.2
Scope	Impact-driven SMEs and startups globally		
Associated policies	Sustainability Policy		
Description	Purpose: Empowering travel and tourism impact-driven entrepreneurs to amplify their social and environmental impact.		
	Actions: Travel4Impact is a program led by Amadeus in partnership with IE University which empowers impact-driven entrepreneurs. It is structured in two phases: • The program starts with a fully funded 4-month online training program phase called the Launchpad to provide knowledge, tools and resources. Delivered by IE University, this phase includes live workshops, self-pace videos and practical exercises, group tutoring sessions and collaborative sessions. It is split in 3 specific modules focused on impact measurement, storytelling and AI integration. After training completion, entrepreneurs can opt in to a mentoring program with a senior leader of Amadeus to tackle an strategic business challenge. In 2025, Launchpad's average NPS and participant satisfaction scores have been 76 and 9.1. respectively. • Once participants complete the Launchpad phase,they access a global network of like minded entrepreneurs, including members from past editions. The goal is to continue supporting their business growth and impact Participants of the network also benefit from Amadeus' support, advising on their current challenges, providing recommendations, and participating on face-to-face within industry forums, They also have access on travel, sustainability and digitalization trends with Masterclasses or Co-Lab sessions run by Amadeus, IE and other partners. In 2025, beyond the support from Amadeus experts, participants joined also to panel discussions at industry events like South Summit (Madrid), IFTM Top Resa (Paris) or World Travel Market (London). Travel4Impact SMEs primarily focuses on areas such as promoting sustainable economic growth, preserving natural environments, empowering local communities, safeguarding cultural heritage and making travel and tourism accessible for all. During 2025, 23 impact driven entrepreneurs completed the 4-month training and 49 entrepreneurs participated in at least one activity offered to the Global Network. members.		
Amadeus Ventures		Related IROs	S4.2
Scope	Travel startups globally, including those operating in areas such as sustainable travel, among others		
Associated policies	Sustainability Policy		

Key actions - Impact-Driven SMEs and startups

Description	Purpose	Fostering open innovation and collaboration with the startup ecosystem through startup minority investment.
	Actions	Amadeus Ventures is the Amadeus' corporate investment program established in 2014 to identify startups standing at the intersection of travel and technology. It has two main objectives: to establish a pipeline of business opportunities that can contribute to the future growth of Amadeus and support the development ecosystem of Amadeus' business units. Investment criteria for the program include both financial considerations and the opportunity of strategic collaboration where Amadeus can add value as a minority shareholder. The program tracks financial performance and actively facilitates commercial collaborations as well as co-marketing among customers. In 2025 the team screened and shared 203 startups with business units. By the end of 2025, the program has 9 active portfolio companies including Chooose, which builds software to enable the lower carbon fuel value chain and Caphenia which produces synthesis gas for sustainable aviation fuel production.
Partnering on the social entrepreneurs and innovation		Related IROs S4.2
Scope		Social entrepreneurs in the travel and tourism industry
Associated policies		Sustainability Policy
Description	Purpose	Collaborating with partners to help impact-driven entrepreneurs thrive
	Actions	For the second year in a row, Amadeus sponsored the Social Entrepreneurs in Tourism Competition which received 196 applications across 66 countries in 2025. Amadeus was part of the jury to assess social innovation projects, offered a masterclass on Impact Measurement to the 10 finalists and appointed one mentor. Alongside the organizer and previous finalists of the competition, Amadeus participated in a panel on social entrepreneurship at ITB Berlin to share how the Group support social entrepreneurs. Amadeus also joined forces with UN Tourism to sponsor their 2025 Social Innovation Challenge which aims to empower entrepreneurs in travel and tourism, strengthen communities, enhance accessibility, and promote green tourism practices. Amadeus will provide the finalist with mentoring and connection with Amadeus Ventures when meeting the criteria.

Metrics in relation to material sustainability matters - Impact-Driven SMEs and startups

To effectively measure Amadeus progress, the company has identified key metrics that reflect its contribution to the ecosystem of impact-driven businesses.

Metrics on end users and consumers - Impact-Driven SMEs and startups ESRS 2-BP-2 p. 17 e

	As of December 31, 2025
Number of startups supported[1]	203
Impact-driven entrepreneurs supported[2]	82

[1] Amadeus Ventures uses a CRM system where tracks the connections with travel tech startups. The data of this metric is the export of the total startups analyzed and shared with BU's "funding opportunities" and with access to Amadeus Universe.

[2]Amadeus Social Innovation team records each startup supported in a Impact Driven SMEs database, the list of the 2025 supported impact entrepreneuris supported was exported to provide evidence on this metric.

Targets in relation to material sustainability matters - Impact-Driven SMEs and startups

In alignment with Amadeus mission to drive sustainable growth and foster innovation, the company has set a clear target for the coming years. This reflects the company commitment to empower impact-driven organizations. ESRS 2-BP-2 p. 17 b

Key target- Impact-Driven SMEs and startups

Support impact enterprises	
Targets	100 Impact-driven enterprises supported by end of 2026
Scope	Impact-driven SMEs and startups
Baseline value and base year	82 by December 2025

IT service disruption

List of IROs - ESRS S4 - End users and consumers

Access to products and services	S4.4	R IT service disruption Potential revenue loss, service level agreement penalties, and higher recovery costs. It could also damage reputation.	Downstream value chain	Actual

R Risks

Strategy and policies related to end users and consumers - IT service disruption ESRS 2-BP-2 p. 17 a

Amadeus prioritizes the protection of its workforce and strives to limit any interruptions to customer service, business processes, assets, and infrastructure, maintaining it to within acceptable limits. The company needs to be prepared to respond and adapt to any event by implementing a comprehensive, all-hazards strategy in its crisis management and business continuity planning, with a particular focus on closely tracking potential new and developing incidents.

Within the Amadeus business resilience program, IT services—which refers to the production services provided to Amadeus customers-, represent a crucial element among the four established crisis domains. To address this, the organization has developed a strategy aimed at safeguarding its products, services, and data from potential disruptions. This dedication is formalized in the Business Continuity Policy, which serves as a comprehensive framework that demonstrates Amadeus's proactive approach to anticipating, preparing for, responding to, and adapting in the face of any incidents, including those related to IT, that could affect its locations or business operations.

The IT Continuity Office oversees governance, testing, and automation of recovery processes. This Office serves as the custodian of IT Service Continuity Management, maintaining the policy and framework (including roles, responsibilities, and operating model) to enforce a single way of working on continuity across all teams

Key Police - End users and consumers - IT service disruption ESRS 2-BP-2 p. 17 c

Business Continuity Policy	Related IROs S4.4
Description and objectives	Through this Policy, Amadeus recognizes the benefit of improving business continuity capabilities to protect its people, systems and infrastructures, and manage any disruption to minimize the potential impact to acceptable limits. Its purpose is to define the requirements for business continuity and to provide a clear framework through which Amadeus organizations make the necessary arrangements to ensure the recovery of key business services and functions, among others. The Policy defines units roles and responsibilities at consolidated and local level. It also includes a brief description on the governance over critical tools and internal applications, Amadeus products and services, as well as critical providers in terms of IT Service Continuity, among others.

Additionally, the IT Continuity Office, in partnership with the Business Resilience Office, strengthens and tests resiliency solutions for Amadeus customers, focusing on cloud IT continuity, zonal and regional resilience, availability management, backup/restore and ransomware recovery.

Through this centralized approach, Amadeus guarantees that all essential systems are equipped with a continuity plan, preventing isolated efforts. The organization's resilience framework undergoes frequent audits and remains grounded in documented evidences.

Taking action on material IROs on end users and consumers - IT service disruption

Amadeus integrates local and regional capabilities to ensure the robustness and reliability of its services. The company has implemented a multi-layered strategy to ensure IT Continuity across its global operations.

Key actions - IT Service disruption ESRS 2-BP-2 p. 17 d

Zonal Resilience	Related IROs	S4.4
Scope	Amadeus Group - All high-criticality applications	
Associated policies	Business Continuity Policy	
Description	Amadeus ensures continuous service by using a zonal resiliency approach, deploying key applications in an active-active setup across multiple zones within one region. This allows workloads to shift automatically to other zones if one experiences issues, minimizing operational impact and avoiding service interruptions. Accordingly, a structured Zonal Resiliency check procedure was implemented. All key services undergo resiliency testing in the production setting to confirm that the potential loss of one zone will not disrupt service operations. By the end of 2025, Amadeus showed steady progress on Zonal Resilience. In this regard, regular follow-ups are in place to ensure compliance. By hardening services with zonal resiliency, Amadeus greatly reduces the likelihood of a local infrastructure issue causing customer-visible downtime.	
Regional Resilience	**Related IROs**	**S4.4**
Scope	Amadeus cloud deployments and data center sites.	
Associated policies	Business Continuity Policy	
Description	While Zonal Resilience safeguards against disruptions confined to individual zones, Regional Resiliency focuses on mitigating the impact of widespread incidents that could affect an entire region's zones. To address such events, Amadeus is proactively developing mechanisms that allow essential applications to be transferred to an alternate region, which could include a different cloud environment or a backup data center. Accordingly, Regional Resiliency assessments and practice drills, modeled after those for Zonal Resilience, have been established. Every vital service is required to maintain a documented Disaster Recovery strategy and conduct at least a partial failover exercise. Numerous such tests were conducted throughout 2025, and some work will continue into 2026. The ultimate aim is that no critical service is left without a tested Disaster Recovery option. By having regional failover in place, Amadeus can commit to very high service availability even in extreme events, aligning with customer SLAs and the ISO 22301 business continuity standard.	
Backup & Ransomware Recovery	**Related IROs**	**S4.4**
Scope	Amadeus Group - All levels of data backup	
Associated policies	Business Continuity Policy	
Description	Amadeus has put in place a Backup and Recovery strategy focused on making backups more resilient and enhancing the speed and reliability of restoration processes. This initiative is closely aligned with ransomware defense strategies, ensuring the capability to retrieve uninfected systems and information even if malware affects primary environments. To support this, the IT Continuity Office collaborates with cybersecurity specialists. In 2025, Amadeus introduced a new platform that offers greater safeguarding of backup resources. Furthermore, by implementing automated switching and conducting frequent recovery exercises, the organization has reduced recovery times, enabling quicker operational restoration if an actual incident occurs. When combined with proactive measures such as resilience across multiple zones and regions, these efforts provide Amadeus with robust confidence that even significant disruptions, including data center failures or ransomware breaches, can be managed with limited impact on business operations.	
Business Continuity Planning and Crisis Management	**Related IROs**	**S4.4**
Scope	Amadeus Group	

Key actions - IT Service disruption ESRS 2-BP-2 p. 17 d

Associated policies	Business Continuity Policy
Description	In addition to the technical IT continuity measures, Amadeus operates its Business Continuity Program, with IT continuity forming one core component of this resilience structure. This Program is aligned with ISO 22301 for Business Continuity Management. The business continuity strategy at Amadeus encompasses several essential aspects: • Business Impact Analysis are carried out to pinpoint vital business operations, their interdependencies (including IT systems), and to evaluate the consequences of interruptions. This helps prioritize which processes and systems need the most stringent continuity plans. • Business Continuity Plans are in place for all main locations and business segments. On the IT front, these plans detail disaster recovery strategies for relevant systems, ensuring synchronization between business and IT recovery objectives. • Crisis management structures, including both local crisis management teams and corporate crisis committee. • Systems for Emergency Communications are in place enabling swift notification and guidance for the workforce. • Regular training and practical drills are held for business continuity and IT disaster recovery teams. The company encourages preparedness through training, communication campaigns, and comprehensive documentation. Also, in 2025, we held a BC Academy and IT Continuity Academy for main stakeholders that are in charge of continuity activities to ensure proper training and awareness. By adopting this approach, Amadeus ensures that IT continuity is not treated as a standalone function, but is integrated within a broader, organization-wide resilience plan that protects its people, assets, and technological infrastructure.

To align with leading IT industry standards, Amadeus secures and upholds SOC reports and maintains certifications in ISO 27001 and PCI-DSS, verified by independent external auditors. This highlights the collaborative efforts and involvement of teams such as the CISO (Security) function and various Business Units across the organization (see also section *Cybersecurity (entity specific)*).

Metrics in relation to material sustainability matters - IT service disruption ESRS 2-BP-2 p. 17 e

To ensure effective incident management and transparency, the company tracks key metrics associated with IT disruptions, and the preventative actions implemented to minimize these occurrences.

In connection with this, the company tracks the Second Site Disaster Recovery (SSDR) rehearsals, carried out annually and its results. These are systematic exercises intended to confirm the capability to restore crucial business operations from an alternative location in the event of significant disruptions.

During 2025, the company conducted two SSDR rehearsals. Both exercises were executed successfully, demonstrating the company's preparedness to respond to IT disruptions. The positive outcomes of these rehearsals provide assurance that the company's disaster recovery strategies are effective. Continuous improvement efforts, informed by the lessons learned during these rehearsals, further strengthen the company's risk management posture.

Metrics on end users and consumers - IT service disruption	
	As of December 31, 2025
Number of SSDR rehearsals	2
SSDR exercises successfully executed	100 %

Targets in relation to material sustainability matters - IT service disruption ESRS 2-BP-2 p. 17 b

Amadeus does not make public disclosures regarding specific targets for IT service disruptions, as maintaining confidentiality and security is crucial. Safeguarding this information helps protect Amadeus systems, customers, and business partners from potential risks. Although Amadeus is dedicated to transparency and ongoing enhancement of IT service reliability, it is vital to uphold strong security and confidentiality measures alongside these commitments.

4. GOVERNANCE INFORMATION

ESRS G1 - BUSINESS CONDUCT

ESRS 2 - IRO-1 Description of the processes to identifying and assess material impacts, risks and opportunities - Business conduct

The process of identifying and assessing material IROs related to business conduct is described in section *ESRS 2 IRO-1- Description of the process to identify and assess material impacts, risks and opportunities*. This analysis covers Amadeus own operations, as well as the upstream and downstream value chain. Additionally, a dedicated risk map focusing on ethics and compliance is carried out, following a methodology established at the Group level. The related findings have been taken into account for assessing double materiality.

The table showing the material IROs related to business conduct is available in section *ESRS 2 SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model* [89]. Additionally, through this section the related IROs are specified, where applicable, to facilitate traceability.

At Amadeus, ensuring ethical conduct and behavior is a fundamental element. For the organization, effective governance means operating in accordance with the law and with integrity, and ensuring that these values are present in day-to-day actions.

Amadeus has set up a governance model to ensure it. Additionally, the Corporate Compliance Program establishes clear processes and controls to promote integrity and ethical behavior. This program helps the company identify risks and take steps to prevent or reduce the chance of any criminal activities affecting Amadeus.

Additionally, enabling better decision-making and strengthen transparency, accountability and risk governance, is part of the Sustainability Strategy and Roadmap 2026-2027 (see section *Sustainability-related goals*, in *ESRS 2 SBM-1- Strategy, business model and value chain* for more details).

Finally, it is important to mention that Amadeus has been a signatory of the United Nations Global Compact since 2018, committing to uphold its ten principles. These principles guide how the company works and interacts with its partners and suppliers.

Business conduct and corporate culture, including protection of whistleblowers and corruption and bribery

The table below shows the material impacts, risks, and opportunities identified in relation to business conduct.

[89] See Section *GOV-4 – Statement on due diligence* containing information about human rights compliance and management at Amadeus.

List of IROs - ESRS G1 - Business Conduct

Corporate Culture	G1.1	+ Fostering Social and Economic Growth through Ethical Corporate Compliance	Own operations	Actual
	G1.2	+ Enhanced protection and promotion of human rights achieved through robust, systematically implemented management systems	Own operations	Actual
	G1.3	R Non-compliance with antitrust/competition and dominant position laws It could potentially lead to penalties and legal actions, increasing operational costs. Likewise, where applicable, it could damage the company's reputation and brand image.	Own operations	Medium term
	G1.4	R Failure to comply or to implement any required adaptations to comply with regulations. It could potentially lead to penalties and legal actions, increasing operational costs. Likewise, where applicable, it could damage the company's reputation and brand image.	Own operations	Medium term
Protection of whistle-blowers	G1.5	+ Strengthening stakeholder confidence through transparent and accessible channels	Own operations	Actual
Corruption and bribery (incidents)	G1.9	- Market malfunctioning and public funds diversion as a result of potential cases of corruption and bribery in Amadeus and/or its value chain	Value chain	Potential
	G1.10	R Corporate Criminal Risks, including those related to corruption It could potentially lead to penalties and legal actions, increasing operational costs. Likewise, where applicable, it could damage the company's reputation and brand image.	Own operations	

+ Positive impact - Negative impact R Risk

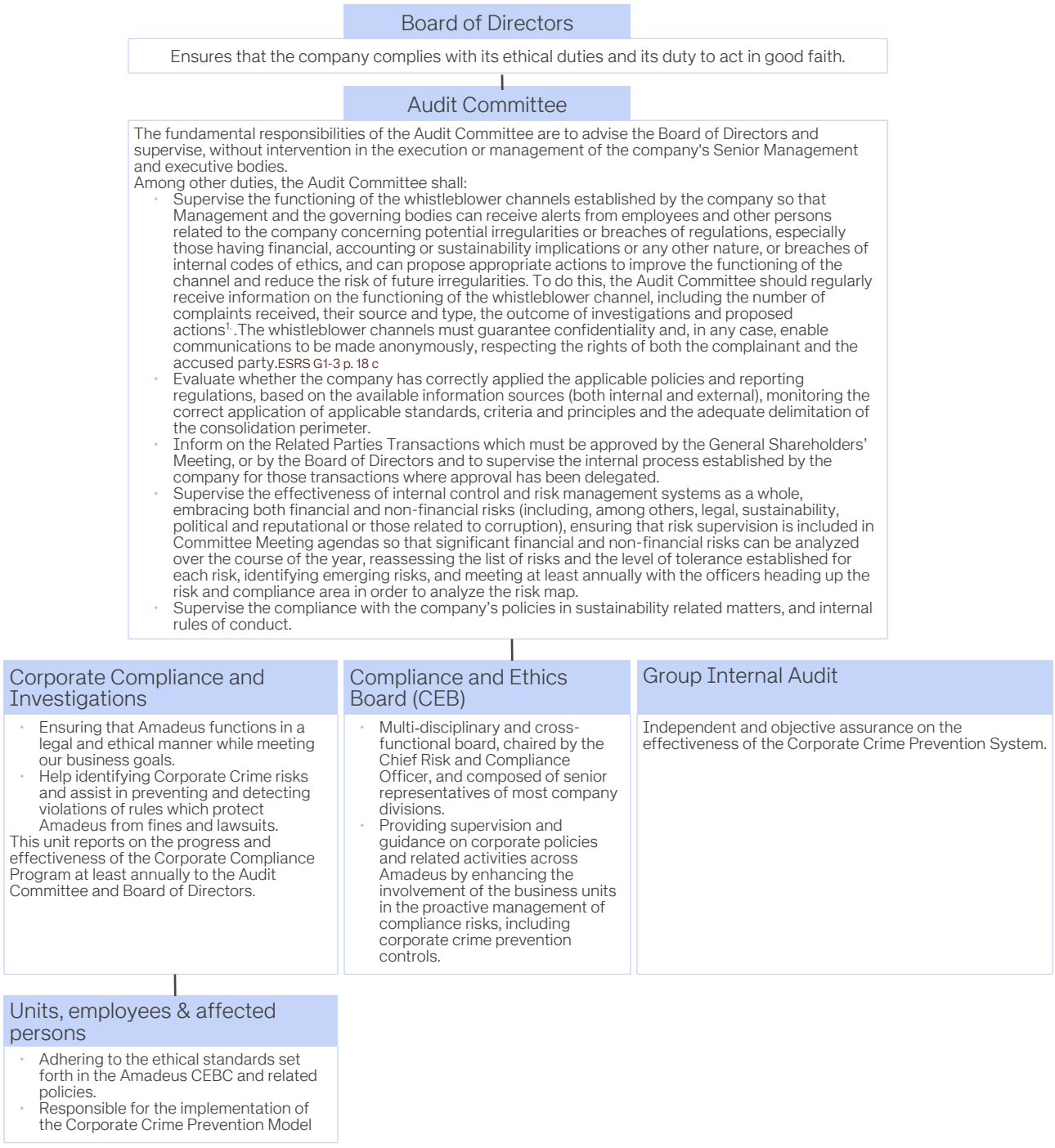
As a result, several positive impacts have been identified, stemming from the adoption of responsible business practices—including those related human rights—which contribute positively to both social and economic progress and, more specifically, to employee well-being. Furthermore, by offering accessible channels for handling complaints, claims, or inquiries, Amadeus enables stakeholders to actively communicates its concerns, thereby strengthening mutual trust and enhancing accountability throughout the company. At the same time, a negative impact has been identified in connection with potential cases of corruption or bribery that could occur within Amadeus or more broadly across its supply chain.

Finally, three risks related to business conduct have deemed material, all connected to potential shortcomings in regulatory compliance or failure to implement necessary changes to adhere to laws, such as those related antitrust, dominant market positions, or corporate criminal liability. In this regard, it is also important to mention that Outpayce, as an electronic money institution[90], is particularly exposed to risks inherent to the sector in which it operates, particularly money laundering, among others.

ESRS 2 - GOV-1 - The role of the administrative, management and supervisory bodies related to business conduct

Amadeus has established a clear governance structure that outlines responsibilities on compliance matters. More details on the responsibilities of the Board of Directors and its committees have been disclosed in section *ESRS 2 GOV-1 - The role of the administrative, management and supervisory bodies*.ESRS G1.GOV-1 p. 5a

[90] Outpayce is a wholly owned subsidiary of Amadeus IT Group. As of December 31, 2025 the regulated activity has not been significant.
An Electronic Money Institution (EMI) license is granted by regulatory authorities for qualified companies to provide regulated payment and e-money services, related to the issuance, storage and transfer of electronic money (a digital alternative to cash). See additional information in section *Amadeus' products and services, business model and value chain, included in ESRS 2 ESRS 2 SBM-1- Strategy, business model and value chain.*



[1] The Chief Risk & Compliance Officer and the Chief Corporate & Legal Affairs Officer attend the Committee meetings to provide updates on some specific areas, including Speak Up statistics, trends and development of investigation protocols.

G1-1 - Business conduct policies and corporate culture

As part of the Corporate Compliance Program, Amadeus supports the business with a set of policies designed to comply with regulations, certain agreed behaviors, and the application of ethics and compliance practices.

Among Amadeus' main corporate policies, the following ones contribute to enhance positive impacts associated to consolidate a model of responsible business, and strength stakeholder confidence, while reducing the risk of non-compliance with regulations and/or Corporate Criminal risks.

Additionally, they serve to mitigate negative impacts associated with corruption and bribery, and related potential consequences.

In 2025, the company initiated a review of its Code of Ethics and Business Conduct (CEBC) to ensure it aligns more closely with Amadeus's ongoing development and current environment, incorporating additional commitments (for instance, Artificial Intelligence related topics). The finalized version is expected to be released by the end of the first quarter of 2026.

Remaining requested information about Policies is available in section *MDR-P – Policies adopted to manage material sustainability matters.*

Key policies - Business conduct and corporate culture ESRS G1-1 p. 7

CEBC[1]	Related IROs	G1.1, G1.2, G1.3, G1.4, G1.9, G1.10
Description and objectives ESRS 2-MDR-P p. 65 a	The Amadeus CEBC sets forth the commitment of the company to conduct business pursuant to the highest ethical standards and its strict compliance with appropriate and applicable laws and regulation. It is based on the following values: • Customers First • Working Together • Taking Responsibility • Aiming for Excellence. The CEBC reflects who Amadeus is and how Amadeus conducts its business, covering multiple topics such as discrimination and harassment, human rights, a sustainable environment, anti-bribery and anti-corruption, among others. Amadeus guiding principle is integrity –the personal integrity of each and every member of the Amadeus community and its professional integrity as a business organization-. Employees must avoid conflicts of interests, including situations where competing professional or personal interests put in question the impartial fulfillment of professional duties. Additionally, 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.	

[1]See more information about the Amadeus CEBC and its commitment to Amadeus employees in sections S1-1 - Policies related to own workforce - Secure employment, collective bargaining, *S1-1 Policies related to own workforce - Work-life balance and well-being, and S1-1 Policies related to own workforce - Diversity*

Corporate Crime Prevention Policy	Related IROs	G1.1, G1.2, G1.3, G1.4, G1.9, G1.10
Description and objectives ESRS 2-MDR-P p. 65 a	The Amadeus Corporate Crime Prevention Policy establishes the company's commitment to prevent crimes related to fraud, corruption, intellectual property, privacy, security, and the protection of investors and employees, and irregularities within the company. The policy is part of a broader compliance program designed to: • Ensure compliance to all the laws and regulations that apply to Amadeus • Implement internal controls and procedures to prevent the commission of crimes. • Promote adherence to the Code of Ethics and Business Conduct. • Foster a culture of honesty, ethics, and "zero tolerance" for illegal or criminal acts. • Detect, prevent, and punish fraudulent or criminal behavior by employees, executives, or representatives.	

Anti-Bribery and Anti-Corruption Policy	Related IROs	G1.1, G1.4, G1.9,G1.10

Description and objectives ESRS 2-MDR-P p. 65 a	This Policy, consistent with the United Nations Convention against Corruption, outlines Amadeus Group's zero-tolerance stance on bribery and corruption. This Policy complements the Amadeus CEBC and sets minimum standards that must be followed globally. Amadeus complies with both the letter and spirit of applicable international anti-corruption laws in conducting its business, which includes fulfilling obligations under these laws. Main areas including in the Policy are: • Anti-Bribery. Bribery includes offering or accepting anything of value to gain an unfair advantage. • Prohibited actions include direct or indirect bribes, facilitation payments (except under duress), and any form of unethical inducement. • Gifts & Entertainment, differentiating between those allowed (nominal, infrequent, and reasonable business courtesies), and prohibited (lavish or frequent gifts, cash equivalents, or anything that could influence business decisions). A Gifts & Entertainment register is required for higher-risk exchanges. • Charitable & Political Contributions, which must be pre-approved internally by the relevant departments. In particular, contributions must not be used to disguise bribery. Additionally, personal donations must not be presented as being made on behalf of Amadeus. • Third-Party Due Diligence. Vendors and partners must undergo compliance checks before engagement. Furthermore, contracts must include anti-bribery clauses and warranties. Finally, the Policy also explains how suspected violations should be reported via the Speak-Up channel. See section *G1-3 - Prevention and detection of corruption and bribery* for further details.

Anti-Fraud Policy	Related IROs	G1.1, G1.4, G1.9,G1.10
Description and objectives ESRS 2-MDR-P p. 65 a	Amadeus enforces a zero-tolerance stance on fraud. The policy explicitly prohibits all forms of fraudulent behavior across the organization. Its objective is to prevent fraud, and to promote a culture which deters fraudulent activity. It seeks to facilitate the prevention and detection of fraud, the development of procedures which will aid in the timely and appropriate investigation of fraud and related offenses, and, together with the Amadeus Speak-Up Policy, establish procedures and protections that will allow confidential and safe reporting of any suspected fraudulent activity by any employee. The Policy defines what fraud is and what it covers2. Prohibited conducts and situations are also described, including those related to procurement and RFPs (Requests For Proposal), payments for goods and services, Computer/IT fraud or tax fraud, among others. Appropriate procedures, controls and monitoring activities (Anti-Fraud Controls) to protect against the commission of fraud are also mentioned within the Policy. Additionally, responsibilities within the units are described. If 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.		

[2] Fraud can encompass any crime for gain that uses deception as its principal method of operation. Fraud covers a wide range of irregularities and illegal acts characterized by intentional deception or misrepresentation to induce another to act to their detriment.

Conflict of interest Policy	Related IROs	G1.1, G1.4, G1.9,G1.10
Description and objectives ESRS 2-MDR-P p. 65 a	Amadeus wants to ensure all employees act ethically and avoid situations where personal interests could interfere with professional duties. This policy helps identify, manage, and resolve conflicts of interest. The Policy describes what a conflict of interest is, providing practical examples, and outlines the steps to take in various situations, including how to report concerns. Additionally, it highlights special cases that require extra attention and clearly states the consequences of non-compliance or failure to disclose a conflict of interest.		

Speak Up Policy	Related IROs	G1.1,G1.4, G1.5
Description and objectives ESRS 2-MDR-P p. 65 a	Through the Speak Up Policy, Amadeus recognizes the importance of establishing a mechanism that allows Amadeus employees and third parties to report suspected business practices and/or conduct that could result in a breach, as an essential part of ensuring integrity, transparency and accountability. The policy outlines the channel for reporting suspected misconduct or breaches of the CEBC, applicable laws, or internal policies. It also details the protections available to reporting parties and affected individuals, including personal data protection, confidentiality of identities, the option to report anonymously, and protection against retaliation. Additionally, the policy describes the report management process and outlines the rights and safeguards for both reporters and individuals named in reports. It concludes with an overview of the governance and oversight structure, as well as country-specific provisions—such as legal requirements in Italy and Sweden—to ensure alignment with local whistleblower protection laws.		

Outpayce

Due to the nature of Outpayce's business and its status as a regulated Electronic Money Institution (EMI), the company has adopted specific internal policies in addition to Amadeus' general policies (see table above)[91]. These rules reflect Outpayce's commitment to ethical business growth and the highest standards of integrity. They are designed to help the company identify and manage risks that are particularly relevant to its sector[92].

In particular, the internal Manual on Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF Manual) is designed to ensure full compliance with applicable AML/CTF laws and regulations and to support the effective and responsible management of Money Laundering and Terrorism Financing (ML/TF) related risks.

It outlines the Company's risk-based approach, customer due-diligence requirements, internal controls, monitoring activities, and reporting obligations to SEPBLAC[93] and other competent authorities. In addition, the Manual also describes the key roles and responsibilities of Outpayce's governance bodies in maintaining an effective AML/CTF compliance system. ESRS 2-MDR-P p. 65 a

Actions to develop, promote and evaluate its corporate culture

As mentioned, the Corporate Compliance Program is designed to promote a strong culture of ethics and integrity across the company. Additionally, through this Program, the company ensures compliance with the highest standards of business conduct, while also helping to prevent, detect, and address ethical or regulatory issues that could impact the company.

The program is built around four key areas: corporate crime prevention and governance, training and awareness, third-party due diligence, and investigations related to the Speak Up channel.

Key actions to develop, promote and evaluate its corporate culture[1] ESRS G1-1 p. 9

Corporate crime prevention system and governance	Related IRO	G1.1,G1.4,G1.5,G1.9, G1.10
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	CEBC, Corporate Crime Prevention Policy, Anti-Bribery and Anti-Corruption Policy, Anti-Fraud Policy, Conflict of interest Policy, Speak Up Policy	
Description ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus has a Corporate Crime Prevention System designed to prevent crimes and irregularities within the company. This program focuses on monitoring and controlling risks related to fraud, corruption, intellectual property, privacy, security, and the protection of investors and employees, following the requirements of Spanish law. Through this Program, the Company aims at: • Knowing and following all the laws and regulations that apply to Amadeus. • Setting up steps and procedures to ensure the company complies with these laws. • Respecting obligations and commitments in contracts with third parties. • Following principles to manage risks and prevent crimes, as described in the company's manual. • Making sure executives and staff act according to the company's ethical standards. In 2025, Amadeus has updated its Corporate Crime Prevention System Manual, which was accompanied by a comprehensive risk assessment of the controls in place to mitigate corporate crime risks. Additionally, the program is audited internally by Group Internal Audit, with the next audit testing expected to occur in 2026.		
Monitoring regulation landscape and updating internal rules	**Related IRO**	**G1.4,G1.9,G1.10**
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	CEBC, Corporate Crime Prevention Policy, Anti-Bribery and Anti-Corruption Policy, Anti-Fraud Policy, Conflict of interest Policy, Speak Up Policy	

[91] As part of the group, Amadeus corporate policies and practices apply to Outpayce.
[92] Particularly, but not limited, those related to fraud, compliance and conduct, money laundering, third parties or fiduciary-risks, encompassed under the risk related to "Failure to comply or to implement any required adaptations to comply with regulations" (G1.4).
[93] SEPBLAC stands for Servicio Ejecutivo de la Comisión de Prevención del Blanqueo de Capitales e Infracciones Monetarias. It is the official Financial Intelligence Unit (FIU) of Spain and the primary supervisory authority for the prevention of money laundering and terrorist financing

Key actions to develop, promote and evaluate its corporate culture[1] ESRS G1-1 p. 9

Description ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	To stay up to date with legal developments and their potential impact, the company actively monitors the regulatory landscape. Internal subject matter experts are responsible for assessing how new regulations or events may affect Amadeus. Additionally, Amadeus reviews, updates, and approves corporate policies on key topics related to corporate culture and business ethics at least every two years. For instance, in 2025 the Amadeus Anti-Fraud Policy has been updated. This approach helps reduce the risk of non-compliance and supports the company's commitment to maintaining high ethical standards.

Risk-based compliance due diligence[2]	Related IRO	G1.1, G1.4, G1.9,G1.10
Scope ESRS 2-MDR-A p. 68 b	Third parties (vendors and business partners)	
Associated policies	CEBC, Corporate Crime Prevention Policy, Anti-Bribery and Anti-Corruption Policy, Anti-Fraud Policy, Conflict of interest Policy	
Description ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Eligible third parties are subject to risk-based compliance due diligence as part of a comprehensive due diligence process. This compliance review includes assessments of international sanctions, negative media coverage (such as regulatory, competitive or financial, environmental or production, and social or labor issues), other regulatory sanctions, politically exposed persons, individuals with special interests, their relatives and close associates, as well as board memberships. The analysis also evaluates country risk and additional service-related or contractual risks, such as interactions with government officials, payment methods, and potential conflicts of interest. Based on the risks identified, the Corporate Compliance and Investigations team recommends targeted mitigation measures to ensure that appropriate compliance and business ethics standards are maintained.	

[2]More details about the due diligence process has been included in sections G1-2 - Management of relationships with suppliers and G1-3 - Prevention and detection of corruption and bribery

Training and awareness ESRS G1-1 p. 10 g	Related IRO	G1.1,G1.4,G1.5,G1.9, G1.10
Scope ESRS 2-MDR-A p. 68 b	All employees at Amadeus Group and distributors	
Associated policies	CEBC, Corporate Crime Prevention Policy, Anti-Bribery and Anti-Corruption Policy, Anti-Fraud Policy, Conflict of interest Policy, Speak Up Policy	
Description ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	Amadeus offers training and awareness initiatives to employees regarding business ethics and compliance. The Corporate Compliance and Investigations team is responsible for developing and delivering mandatory global training programs which address a wide range of subjects such as bribery, conflicts of interest, etc. A structured process is in place to ensure that, during onboarding, every new member of the organization completes initial training covering criminal compliance principles as part of their induction. Additionally, a specialized mandatory AML/CTF refresher course is provided each year to Outpayce employees, equipping them with the knowledge needed to identify, manage, and report potential money laundering and terrorist financing risks, thereby supporting full compliance with AML/CTF regulations. During 2025, a course was launched to help employees understand anti-bribery and anti-corruption regulations. The course covers key topics such as identifying who qualifies as a foreign official, recognizing prohibited gifts and payments	

Adherence to the CEBC and the compliance internal rules	Related IRO	G1.1, G1.4, G1.5,G1.9,G1.10
Scope ESRS 2-MDR-A p. 68 b	All employees at Amadeus Group	
Associated policies	CEBC, Anti-Bribery and Anti-Corruption Policy, Anti-Fraud Policy, Conflict of interest Policy	
Description ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	All employees are required to read, understand, and adhere to the Amadeus CEBC, the Anti-Bribery and Anti-Corruption Policy, and the Political Contributions Policy.	

Annual campaign for declaring conflicts of interest	Related IRO	G1.4,G1.9,G1.10
Scope ESRS 2-MDR-A p. 68 b	Individuals who can legally represent Amadeus	
Associated policies	CEBC, Conflict of interest Policy	

Key actions to develop, promote and evaluate its corporate culture[1] ESRS G1-1 p. 9

Description ESRS 2-MDR-A p. 68 a , ESRS 2-MDR-A p. 68 e	An annual initiative has been introduced for employees at the associate director level and above, requiring them to declare any potential conflicts of interest. This process verifies the presence of conflicts and requires individuals to outline the steps they will take to address or mitigate such situations. By the end of 2025, the campaign was launched for the employees in these roles. These efforts underscore Amadeus' dedication to upholding the integrity of its decision-making and ensuring that personal interests remain separate from professional responsibilities.

[1]Information about the Amadeus Speak Up Channel is provided in the section below. Additionally, information about the description of the procedures and actions in place to prevent, detect and address allegations or incidents of corruption and bribery are detailed in section *G1-3 - Prevention and detection of corruption and bribery.*

Key targets-Corporate culture NEIS 2-MDR-T p. 80 a AR 24 - AR 26

Code of Ethics and Business Conduct training	
Target ESRS 2-MDR-T p. 80 b AR 24 - AR 26 ESRS 2-MDR-T p. 80 e AR 24 - AR 26	More than 95% by 2025 and 2027
Scope ESRS 2-MDR-T p. 80 c AR 24 - AR 26	Employees at Amadeus Group
Baseline value and base year ESRS 2-MDR-T p. 80 d AR 24 - AR 26	83% in 2023
Performance against target ESRS 2-MDR-T p. 80 j AR 24 - AR 26	94.6% in 2024.
	97.7% in 2025.

Amadeus Speak Up channel and investigations[94]

The Speak Up Channel is an essential part of the Corporate Compliance Program. It provides a secure and confidential platform for employees and stakeholders to submit a report or an inquiry about potential breaches of laws, internal policies or ethical standards – anonymously if preferred. All communications are handled with discretion, independence, and fairness.ESRS G1-1 p. 10a

The Speak Up Channel remains continuously accessible, ensuring uninterrupted availability in four languages—English, Spanish, French, and German—and can be reached through the Amadeus intranet, company websites, or by phone. The Speak Up reporting channel is an external tool, hosted outside Amadeus servers and certified to uphold high standards of confidentiality, security, and privacy.

All communications sent through the Speak Up Channel are kept confidential (including the Reporting Party name, any third parties mentioned in the communication and the details of the incident and subsequent actions). Anonymity is safeguarded through technical measures, including the option to communicate via a secure postbox. ESRS G1-1 p. 10 c

The Corporate Compliance and Investigation team guarantees the presumption of innocence of everyone named in a report. In addition, retaliation against anyone who reports a concern in good faith is strictly prohibited. Any attempt to retaliate may result in disciplinary action, including termination or legal consequences[95]. ESRS S1-3 p. 33

Investigations are conducted in an independent and objective way by trained experts that receive regular training in handling such cases and are Certified Fraud Examiners by the Association of Certified Fraud Examiners (ACFE).

In situations where a conflict of interest may arise—such as when a report involves the Corporate Compliance and Investigations team—the case is automatically routed by the tool to the Group

[94] The Speak Up Channel is available at https://amadeus.com/en/speak-up-channel.
[95] Should a reporting party suspect that they are experiencing retaliation following the submission of a report, they are strongly encouraged to promptly communicate these concerns through the Speak Up Channel.

Internal Audit department to preserve impartiality. Reports related to harassment or discrimination are jointly handled by Corporate Compliance and Investigation and P&C, unless a potential conflict of interest may exists[96].

If a breach is confirmed following an investigation, the company will take appropriate disciplinary actions as necessary. Additionally, the company may also implement recommendations for improvement to prevent recurrence.

Regular internal and external audits are conducted to ensure the continued effectiveness of the Speak Up Channel.ESRS G1-1 p. 10 c

Information about the Speak Up Channel is provided to employees on the intranet and through training. There is a specific module about the Speak Up Channel in the mandatory training on CEBC given every two years.ESRS S1-3 p. 32 e AR 32, ESRS S1-3 p. 33

The Audit Committee has oversight responsibility the functioning of the Speak Up Channel -including those communications related to corruption and bribery-. It has entrusted the management of the system to the Investigation Board (IB), which is responsible for receiving, analyzing, classifying, and investigating reports submitted via the Speak-Up Channel. ESRS S1-3 p. 32 e AR 32, ESRS G1-3 p. 18 b , ESRS G1-3 p. 18 c

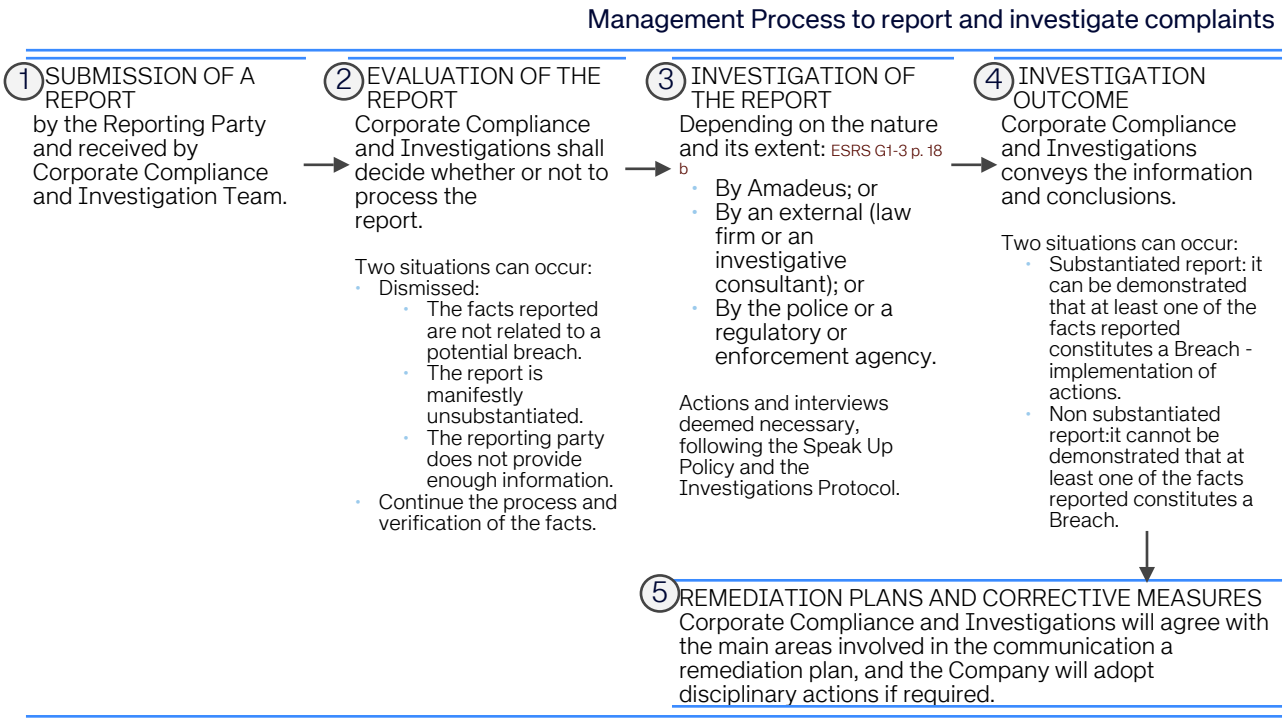
The guidelines governing the use of the Speak Up Channel are set forth in the Speak Up Policy, which has been formally approved by the Board and is available in twelve official EU languages (see more information about the Speak Up Policy in section above). In addition, the Investigation Protocol approved by the Board outlines the procedures to be followed once a report is received, ensuring transparency, consistency, and fairness throughout the investigative process.

Throughout 2025, the Company undertook several initiatives to further strengthen the investigation process. In this regard, various procedures were formally approved, including the Investigation Protocol previously mentioned and the Harassment and Discrimination Procedure. Additional details can be found in section *S1-3 Processes to remediate negative impacts and channels for own workforce to raise concerns*.

Amadeus operates a reporting channel aligned with the European Directive and applies a formal Investigation Protocol to ensure the objective, independent, and timely handling of any incident, including corruption-related incidents. When such concerns are raised, the Company activates the procedures established in the Protocol to assess the facts, and determine the appropriate response.This Protocol establishes measures to prevent conflicts of interest within the investigative team and to ensure their independence. As noted above, Amadeus also has an ACFE-certified investigation team qualified to manage these cases with rigor and expertise.

[96] Amadeus has Investigation Protocols in place securing consistency and objectivity in the investigation process.
Corporate Compliance and Investigations will evaluate the matter, perform an investigation if required, and prepare a report, except if:

- The report is against Corporate Compliance and Investigations, or Corporate Compliance and Investigations has any kind of conflict of interest due to the facts of the case, in which case it will be routed to and received by Group Internal Audit.
- The report is related to harassment (moral or sexual) and/or discrimination, in which case it will be received and investigated collaboratively between P&C and Corporate Compliance and Investigations. If the report is against a member of P&C, it will be automatically routed to Corporate Compliance and Investigations.
- In some cases, due to the sensitivity of the facts reported or the technical complexity of the investigation, Corporate Compliance and Investigations may decide to have an investigation carried out by an independent third party (e.g., a law firm or a consultant).



G1-3 - Prevention and detection of corruption and bribery

Amadeus upholds a firm zero-tolerance stance against bribery and corruption and is fully dedicated to ethical business practices[97]. Operating across numerous countries, the company ensures strict adherence to a range of international anti-corruption regulations, 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 United Kingdom, and the Foreign Corrupt Practices Act (FCPA) of the United States.

In this regard, Amadeus has established a comprehensive framework of policies, procedures, and internal controls designed to prevent corruption and bribery[98], and minimize related potential negative impacts. These measures are essential not only to ensure compliance with international legislation but also to safeguard the company's reputation.

The Amadeus business units at most risk in respect of corruption and bribery are typically those that have frequent interactions with external parties such as customers, especially if they are state owned, partners, and suppliers[99].ESRS G1-1 p. 10 h

[97] 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 to employees.
[98] As well as money laundering, as applicable to Outpayce. See section above *G1-1 - Business conduct policies and corporate culture* including details on policies in place related to business conduct, and in particular, corruption and bribery.
[99] Functions -at-risk means those functions deemed to be at risk of corruption and bribery as a result of its tasks and responsibilities.

Preventing, detecting, and reacting to fraudulent activities and criminal acts are key priorities for Amadeus, further reinforcing the Group's dedication to maintaining the highest standards of integrity and compliance. ESRS G1-3 p. 18 a

Prevention	Detection	Reaction & response
To avoid potential breaches or violations of the Corporate Crime Prevention System, including two particular crimes related to bribery and corruption, and to generate a culture of compliance.	To detect breaches related to corruption and bribery, whether as a result of insufficient preventive controls, inadequate functioning of the same or even malicious attitudes, fraudulently evading the controls put in place.	To establish guidelines on how Amadeus should act in the event of suspicion or knowledge of the commission of crimes related to bribery and corruption. This could include remedial actions to deal with the consequences of any type of breach.
• The Corporate Crime Prevention System addresses bribery and corruption, with specific controls and actions to reduce associated risks. • Internal rules and policies are set, in particular those on anti-bribery and anti-corruption, must be followed by all teams. • Clear definitions and procedures help employees recognize and handle bribery or corruption issues. These are easily accessible. The Anti-bribery and Anti-corruption Policy defines bribery and explains what is illegal, including facilitation payments, rules for gifts and entertainment, in particular those related to third-party sponsored events. • A Gifts and Entertainment Register is used to record certain gifts or entertainment offered to or received from third parties, for clearance by Corporate Compliance and Investigations unit. Financial controls are in place for expense reimbursements. • There is a process for approving corporate donations, ensuring recipient organizations meet compliance standards. • Third parties go through risk-based due diligence to check for bribery and corruption risks, among others, and contracts include anti-bribery commitments. (see also section *G1-2 - Management of relationships with suppliers*) • All employees must read and follow key policies, including the Anti-Bribery and Anti-Corruption Policy and the CEBC. ESRS G1-3 p. 20 • Mandatory training for all staff covers anti-bribery and anti-corruption topics. ESRS G1-3 p. 20	Amadeus offers the Speak Up Channel so anyone can safely report concerns or suspected issues—like corruption, bribery, or fraud—even anonymously. Additionally, regular internal audits are in place. These help Amadeus detect possible issues. Information about how to use the Speak Up Channel and how investigations are handled is available in the *Amadeus Speak Up section*. The Speak Up Policy ensures investigations are fair and free from conflicts of interest, and Investigation Protocols make sure the process is consistent and objective.	Amadeus applies a disciplinary regime based on internal regulations and applicable collective agreements. Any infringement, whether by action or omission, will be evaluated by the relevant department. The sanctioning regime will adhere to the applicable local regulations in each region, both for senior management or executives, and for other staff members. In particular, individuals who are found guilty of bribery and/or corruption face very serious legal consequences, including criminal proceedings, sanctions such as fines and/or imprisonment, extradition, or disqualification to act as a corporate officer or director. Further, being found guilty of bribery will often carry other criminal charges, such as money laundering or tax fraud.

Associated policies: CEBC, Corporate Crime Prevention Policy, Anti-Bribery and Anti-Corruption Policy, Anti-Fraud Policy, Conflict of interest Policy, Third party Due Diligence policy, Speak Up Policy.

Investigation reports, including recommended actions, are shared with the management of the relevant departments. In addition, the Chief Risk and Compliance Officer provides the Audit Committee with an annual summary of report statistics (see also section *ESRS 2 - GOV-1 - The role of the administrative, management and supervisory bodies related to business conduct*).ESRS G1-3 p. 18 c

Outpayce

Along with the general measures to prevent and detect corruption and bribery, Outpayce has added extra internal procedures because of its regulated nature. These include strong fraud prevention, sanctions-screening, and transaction monitoring processes, supported by a risk-based AML/CTF framework. Outpayce also follows a strict process for submitting Suspicious Activity Reports (SARs) to authorities, ensuring quick reporting of any identified risks or violations.

Anti-corruption or anti-bribery training programs

Amadeus provides mandatory anti-corruption and anti-bribery training for employees through online course every two years[100]. Additionally, all new employees receive training on this topic as part of the onboarding process. This training covers topics such as an introduction to anti-corruption and anti-bribery principles. It covers key definitions, relevant policies, and core concepts, while also explaining the legal consequences of non-compliance, including criminal penalties and fines. ESRS G1-3 p. 21 a

During the period from January 1, 2025 to December 31, 2025, 91% of the employees, including those at-risk functions, have received training on this topic (94.6% in 2024). ESRS G1-3 p. 21 b AR 4

Specifically, it was undertaken by 100% of the Executive Committee, and 100% of the Compliance and Ethics Board[101]. For its part, in 2025 the Board of Directors have not received a specific training on these matters. ESRS G1-3 p. 21 c

G1-4 - Confirmed incidents of corruption and bribery

No incidents of corruption or bribery were confirmed or reported in 2025, just like in 2024. As a result, no employees were dismissed or disciplined due to corruption or bribery-related incidents, and no contracts with business partners were ended or not renewed due to such violations. ESRS G1-4 p. 25 a , ESRS G1-4 p. 25 b , ESRS G1-4 p. 25 c

Additionally, as well as in 2024, Amadeus did not receive any convictions or fines for violation of anti-corruption or anti-bribery laws, nor has it been the subject of any legal actions relating to corruption or bribery in 2025 . ESRS G1-4 p. 24 a

Fair competition

As an international company, Amadeus ensures compliance with antitrust and competition laws across the countries and industries in which it operates. Non-compliance with these laws may result in legal, financial, and reputational consequences. Therefore, adherence to antitrust and competition regulations and upholding high ethical standards are among the Group's top priorities, as outlined in the Antitrust and Competition Policy and the CEBC.[102].

Key policies -Fair competition

Antitrust and Competition Policy		Related IROs	G1.3
Description and objectives ESRS 2-MDR-P p. 65 a	The Amadeus Corporate Policy - Antitrust and Competition Policy aims to ensure full compliance with antitrust and competition laws globally. It outlines principles to protect healthy competition, prevent market dominance abuse, and prohibit harmful agreements between companies. The policy provides guidelines for interactions with competitors, drafting communications, and handling requests from competition authorities.		
CEBC		**Related IROs**	**G1.3**
Description and objectives ESRS 2-MDR-P p. 65 a	The CEBC outlines several commitments related to antitrust and competition. In particular, Amadeus is fully committed to strict compliance with all relevant laws and regulations in the countries and jurisdictions where it operates, including those pertaining to competition and antitrust. This obligation is extended to suppliers through the Amadeus CEBC for third parties. Additionally, employees must use utmost discretion to ensure that no confidential information is disclosed in relations with competitors or firms that are current customers of competitors, including discussing pricing, functionality, marketing programs, or service features, unless explicitly approved in advance by the Group's Corporate & Legal Affairs Department.		

[100] Employees access to the course through the Group Ordinary System (Workday). Data is registered in this internal system as well.
[101] Where necessary, Amadeus may provide risk-based training to at-risk functions.
[102] See more information on these polices in section *MDR-P – Policies adopted to manage material sustainability matters.*

Additionally, antitrust and competition laws form an integral part of Amadeus' Corporate Crime Prevention program, as described above. This program includes controls designed to prevent any breach of applicable competition regulations.

EU Code of Conduct for CRSs

Amadeus follows all relevant laws and the EU Code of Conduct for Computer Reservation Systems (CRS), as set out in Regulation (EU) No. 80/2009. This regulation provides clear rules for working with airlines, railways, and travel agencies to ensure fair competition. The EU Commission is currently reviewing the Code.

Amadeus also collaborates with partners and industry groups to help the European Commission, European Parliament, and EU Member States create policies that promote fair competition, protect consumers, and encourage sustainable travel.

Training and awareness in antitrust and competition law compliance

All Amadeus employees are expected to know about and avoid any activities that could be considered anticompetitive. They should be able to identify and stay away from questionable or illegal behaviors, and report any concerns they have. In particular, as outlined in the Antitrust and Competition Policy, any situation involving potential competition law issues—including agreements with third parties—requires seeking appropriate advice from the Legal, External Affairs, and Governance (LEG) department.

Amadeus offers courses to help employees understand Antitrust and Competition Law. These courses are available to everyone at Amadeus, but are especially recommended for those working in strategy, commercial, marketing, pricing, legal, and finance roles, as well as anyone who interacts with customers, suppliers, partners, trade groups, or competitors.

In this regard, in 2025, 120 employees have been trained in Antitrust and Competition Law Compliance (3,549 in 2024)[103]. The variation in the figures concerning 2024 stems from the fact that these training sessions have been specifically directed toward Amadeus functions that encounter greater exposure to antitrust and competition-related matters. In this way, Amadeus ensures that the functions with the greatest exposure to these risks receive the appropriate training.

In 2025, Amadeus introduced the Regulatory Guidance Folder as a central resource for employees. This folder provides current regulatory and antitrust compliance information, organized by the team for ease of use. It also offers language recommendations to help employees avoid antitrust issues, ensuring that everyone has access to the latest guidelines.

Reporting on anticompetitive activities GRI 206-1

Individuals, both employees and third parties are encouraged to make use of the Speak Up Channel to confidentially report evidenced or suspected violations related to antitrust and competition laws. Additionally, all employees subject to the Antitrust and Competition Policy must promptly report any suspected violation to the individual's Director; or the Corporate & Legal Affairs department; or P&C.

In relation to the class action complaint filed in a US federal court in Illinois against Amadeus and several hotel brands for alleged infringement of US antitrust laws in 2024, the court granted Amadeus and the hotel defendants' motion to dismiss the case. The court allowed the class plaintiff to file an amended complaint, which Amadeus and the hotel defendants again moved to dismiss the case; that motion remains pending before the court with the decision expected in early 2026, which

[103] To gather the necessary information, data was sourced from Group Ordinary Systems (Workday). The total number of employees who have completed the course has been taken into account.

could either end the case or lead to appeals. Amadeus will continue to vigorously defend itself, and as of today, we do not expect that any material payments will be necessary once the case is final.

Amadeus is not subject or party to any other legal actions pending or completed regarding anti-competitive behavior, and has not been identified as a participant in any other violations of antitrust and monopoly legislation.

G1-5 - Political influence and lobbying activities

List of IROs - ESRS G1 - Business Conduct

Political engagement and lobbying activities	G1.8	+ Collaborative Approach to Environmental, Social, and Economic Impact	Own operations	Actual
+ Positive impact				

Amadeus shares its views and those of its customers about the travel industry with policymakers. The company works with stakeholders around the world to explain its business, help shape new regulations, share information, reduce risks, and encourage cooperation. These collaborations are based on the principles of neutrality and transparency, fair competition and respect for society around the Group.

Key policies - Political influence and lobbying activities

Amadeus Political Contributions, Lobbying, and Government Engagement Policy	Related IRO	G1.8
Description and objectives ESRS 2-MDR-P p. 65 a	This Policy sets out Amadeus' position on political contributions, lobbying, and interactions with government bodies. It expresses Amadeus commitment to not making any contributions to political parties, office holders, or candidates for public office[1]. The Policy underlines the importance of transparency in all third-party relations and political activities. It requires that employees must not participate in discussions with government officials on behalf of Amadeus unless they have received prior approval. Additionally, the Policy establishes clear rules for engaging with government and regulatory bodies, including activities related to lobbying and public policy dialogue. All such engagement must fully comply with relevant transparency, reporting requirements, and applicable laws and regulations.		

[1]If a country legally requires or allows political contributions, payments can only be made if they are approved in advance and in writing by the SVP, the employee's Business Unit, and Industry & Government Affairs. Often, these contributions may also need approval from the Amadeus Board or shareholders, so such exceptions will be rare.

No members of the Board of Directors have held roles in public administration or regulatory bodies in the two years prior to the 2025 reporting period. Details about the Board of Directors composition and experience have been included in section *ESRS 2 GOV-1 - The role of the administrative, management and supervisory bodies*. ESRS G1-5 p. 29 a , ESRS G1-5 p. 30 AR 11

European Transparency Register

Since 2014, Amadeus has been listed in the European Transparency Register and regularly reports on its activities and related resources. The most recent update was in January 2026, with Amadeus' ID number being 193056815367-44[104]. Amadeus is also registered with the Deutscher Bundestag Lobby Register and the Haute Autorité pour la Transparence de la Vie Publique[105]. ESRS G1-5 p. 29 d

The Group is frequently asked to contribute to regulatory reviews or give input to policy initiatives. Particularly, the main EU legislative or policy proposals of interest to the company are transport, sustainable transport and digital such as AI, data privacy, and cybersecurity especially in areas where technology plays a key role. These topics are connected to Amadeus' main interests, such as

[104] As part of this process, Amadeus has agreed to follow the Transparency Register's code of conduct, which is required for registration and sets rules for working with EU institutions. According to the register, Amadeus' annual costs for these activities are estimated between €900,000 and €999,999.
[105] https://www.hatvp.fr/fiche-organisation/?organisation=344496252
https://www.lobbyregister.bundestag.de/suche/R004965/32086?backUrl=%2Fsuche%3Fq%3Damadeus%26pageSize%3D25%26filter%255Bactivelobbyist%255D%255Btrue%255D%3Dtrue%26sort%3DRELEVANCE_DESC

competition, the digital economy, the environment, the single market, trade, and transport[106]. ESRS G1-5 p. 29 c

In 2025, Amadeus has continued to contribute to regulatory reviews and participated in consultations, research studies and workshops sponsored by national and regional public and private stakeholders in the fields of travel, tourism, trade and digital policy. Amadeus participation spans a wide range of initiatives focused on these sectors, where we collaborate with policymakers, industry leaders, and experts.

Voluntary initiatives to strengthen Amadeus' commitment to sustainability - Ecosystem of partners

Shaping and safeguarding a sustainable digital and travel industry through Amadeus' collaborations, alliances and engagement activities with industry stakeholders, Amadeus aims at prioritizing sustainability and influencing future trends towards positive environmental, social, and economic outcomes. In this regard, Amadeus' sustainability strategy and roadmap 2026-2027 exemplifies its objective to utilize its role in the industry as a catalyst for transformation within the travel ecosystem. Accordingly, the company seeks to engage in collaborative initiatives that reinforce its value proposition and promote rapid, sustainable, and inclusive development in travel and tourism.

In light of this, Amadeus is actively involved with the International Air Transport Association (IATA), where experts help create new airline standards and best practices. By providing strategic guidance and fostering collaboration, Amadeus helps drive industry-wide innovation, ensuring that evolving standards align with the needs of airlines and their passengers. Furthermore, Amadeus is a key presenter at the IATA Airline Retailing Consortium, an initiative that brings together leading airlines and technology providers to accelerate the industry's transition to a modern, streamlined approach to flight sales and management.

Amadeus is actively involved in advancing the travel technology agenda and participating in policy discussions around the world especially through its memberships of EU Travel Tech (EUTT) in Europe, the US Travel Technology Association (Travel Tech) in North America, and the Asia Travel and Technology Industry Association (ATTIA) in Asia[107].

Additionally, Amadeus partners with travel agencies community and organizations such as the World Travel Agents Associations Alliance (WTAAA) to promote transparency, fair competition, and sustainable travel. The company also works with many regional and national travel associations worldwide to support these goals.

In addition to the work within the travel and tourism sector, Amadeus is actively engaged in digital and industry associations (like Business Software Alliance at global level, Adigital in Spain, Numeum in France and Bitkom in Germany) to advance the digital agenda, foster technology innovation and trade openness. By collaborating with industry associations and technology organizations, Amadeus addresses shared challenges, promote sustainable growth and support beneficial policies.

Finally, it is also important to mention that Amadeus has voluntarily joined various initiatives and/or play an important role in networks that strengthen its commitment to sustainability, notably:

[106] These are directly linked to the identified material IROs (see section *SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model,* for details).
[107] ETTSA, TravelTech and ATTIA represent the indirect distribution industry on regulatory and industry matters in the EU, US and Asia, respectively.

Because sustainability is a global challenge, the company collaborates with industry associations and other stakeholders in sustainability projects.			
World Tourism Organization (UN Tourism)	World Travel and Tourism Council (WTTC)	Travalyst	United Nations Global Compact.
Amadeus is an affiliate member and strategic technology partner, promoting digital transformation, innovation and investment opportunities within the tourism industry. In 2025, joint efforts to advance travel and tourism focused on three areas: -Insights & Reports: Delivered regional travel reports for UN Tourism Commissions to guide member states' strategies. -Innovation & Capacity Building:Co-sponsored and judged capacity-building projects for startups/SMEs -Thought Leadership: Featured Amadeus speakers at events highlighting digitalization in destinations.	The WTTC is a globally recognized private sector platform from which Amadeus advocates jointly with other industry stakeholders on issues of common interest affecting the travel and tourism sector. In 2025 Amadeus contributed to discussions shaping strategic innovation and the sustainable future of travel & tourism.	A not-for-profit made up of some of the biggest travel and technology companies globally. The Travalyst coalition, which Amadeus joined in 2022, offers a sustainability framework bringing sustainability information to the mainstream. Travalyst delivers consistent, credible and easy-to-understand sustainability information across multiple platforms for both travel providers and consumers.	Since 2018 Amadeus is joined the United Nations Global Compact to strengthen the company's commitment to sustainability and the 10 universal principles on human rights, labor, the environment and anti-corruption.
LGBTQ+ Travel Association	World Sustainable Hospitality Alliance	The Global Travel and Tourism Partnership (GTTP)	GBTA Foundation
Since 2024, Amadeus is member of the International LGBTQ+ Travel Association (IGLTA) as the travel technology company works to fulfil ambitions as an active ally of the LGBTQ+ community. IGLTA has a mission to provide information and resources for LGBTQ+ travelers and expand LGBTQ+ tourism globally by demonstrating its significant social and economic impact.	Amadeus joined the Sustainable Hospitality Alliance to bring its travel expertise to the table in the quest to support a more prosperous and responsible hospitality sector. Through strategic initiatives and global networks, the organization develops practical programs to create a prosperous and responsible hospitality sector that contributes to a positive net impact on destinations.	A charity which invests in the lives of youth by providing free, quality skills training worldwide, helping to support a route into work. Its goal is to promote educational opportunities to students.	In 2025, Amadeus joined the GBTA Foundation as a new corporate partner, directly contributing to its industry-wide People and Planet programs. On the Planet side, Amadeus joined the GBTA Sustainability Initiative as a Silver partner, to accelerate climate action in business travel. On the People side, Amadeus becomes the first founding ally for the GBTA Accessibility Initiative, dedicated to ensuring seamless business travel for all.
ICAO (International Civil Aviation Organization)			
Amadeus and the ICAO have established a long-standing partnership focused on advancing sustainability and transparency in the aviation sector. Thanks to it, Amadeus uses ICAO's carbon calculator on its distribution platforms, providing travelers with information about GHG emissions released during their trips. Additionally, Amadeus participates in ICAO-led industry events and symposia, such as those focused on accessibility and sustainability.			

Financial or in-kind contributions

Amadeus does not provide financial funding nor in-kind contributions to political parties. This commitment is expressly included in the CEBC, the Anti-Bribery and Anti-Corruption Policy and the Political Contributions, Lobbying, and Government Engagement Policy. ESRS G1-5 p. 29 b AR 9 - AR 10

It is important to highlight that the Group only makes charitable contributions that comply with local laws and ethical standards. These contributions must follow the approval process describe in the Policy (see section *G1-1 - Business conduct policies and corporate culture* for more details).

G1-2 - Management of relationships with suppliers

List of IROs - ESRS G1 - Business Conduct				
Management of relationships with suppliers including payment practices	G1.6	+ Increasing sustainable practices among suppliers through its purchasing policies and procedures		Actual
	G1.7	R Third Party Management A potential breach could affect customer service, affecting cash flows. There is also a risk of regulatory penalties if compliance requirements are not met	Upstream value chain	Short term

Amadeus manages its supply chain through responsible purchasing policies, demonstrating the Group's dedication to sustainable procurement and to minimizing third-party risks.

Key policies - Relationships with suppliers

Code of Ethics and Business Conduct for Third Parties (hereinafter, CEBC-T)	Related IROs G1.6, G1.7
Description and objectives ESRS 2-MDR-P p. 65 a	Amadeus expects all Third Parties to follow basic ethical standards in their business activities. This includes, among others, the following: • Respecting human rights and labor rights, and treating everyone with fairness and dignity. • Following international guidelines for safe working conditions, and never using child or forced labor. • Avoiding bribery, corruption, and conflicts of interest, and always following the law in every country where they work. • Not taking part in any fraud, corruption, or anything that might be seen as dishonest. • Complying with environmental laws, taking steps to limit their environmental impact, using best practices, and improving their performance over time. • Respecting the rights of minorities and local communities wherever they operate. Third Parties should regularly review and improve their practices to meet these standards.
Human Rights Policy	**Related IROs G1.6, G1.7**
Description and objectives ESRS 2-MDR-P p. 65 a	Amadeus' Human Rights Policy reaffirms the company's dedication to upholding and advancing human rights across all its activities and throughout its supply chain. The Policy is grounded in internationally recognized frameworks such as the UN Guiding Principles on Business and Human Rights. Key commitments include: • Ensuring fair working conditions, equitable wages, freedom of association, and collective bargaining rights for value chain employees. • Promoting diversity, inclusion, non-discrimination, health and safety, respect for migrant workers, and freedom of expression. • Protecting the rights of local communities and minorities, maintaining a clean and sustainable environment, and combating corruption and bribery. • Upholding a zero-tolerance approach to child labor, abuse, and exploitation, with a commitment to remediate any such issues identified within operations or the value chain. This policy demonstrates Amadeus' broader commitment to ethical business conduct and respect for human rights in all facets of its business and partnerships.
Amadeus Group purchasing policy	**Related IROs G1.6, G1.7**
Description and objectives ESRS 2-MDR-P p. 65 a	The objective of this policy is to rule the process to purchase any good or outsource any service in Amadeus. It outlines Amadeus's commitment to ethical standards and sustainability in its purchasing processes. The policy emphasizes the importance of aligning purchasing activities with Amadeus's sustainability goals. It expects all participants in the purchasing process, both internal and external, to adhere to the highest ethical standards as outlined in the Amadeus CEBC and the Amadeus Code of Conduct for Suppliers. Internally, Amadeus employees involved in purchasing are expected to maintain integrity and objectivity, avoiding any actions that could compromise their decision-making. Externally, suppliers are required to comply with laws and regulations in all jurisdictions where they operate, covering areas such as health and safety, labor, human rights, anti-bribery, and environmental sustainability. The policy also highlights the importance of favoring vendors committed to environmental and social responsibility practices, encouraging innovative procurement practices for sustainable outcomes, and avoiding relationships with vendors who fail to meet ethical and legal standards.

Policy to prevent late payment

Amadeus follows fair payment practices. The typical payment period is 45 days after receiving an invoice, unless the Purchase Order states otherwise. Invoices are usually issued monthly, and payment is made within 45 days[108]. However, if a country's laws require a shorter payment period, Amadeus will follow the local legal requirements.

No particular payment policy for small and medium enterprises has been defined.ESRS G1-2 p. 14

[108] This is applicable to Amadeus companies. The Policy recognizes that payment terms could vary depending on the special needs of the country, however should be applied whenever possible.

Incorporation of sustainability principles in procurement practices

Sustainability factors are integrated into the Amadeus procurement process, promoting positive changes among suppliers. This approach also enables the company to identify suppliers with elevated sustainability risks or substantial social and environmental impacts, thereby helping to minimize risks associated with third parties. ESRS G1-2 p. 15 a

In 2024, Amadeus received the ISO 20400 certification from IFPSM International Federation of Purchasing and Supply Management) and AERCE the Spanish Association of Purchasing, Contracting, and Supply Professionals). This shows the company's strong commitment to sustainable procurement and adding sustainability principles to its supply chain.

Key actions - Incorporation of sustainability principles in procurement practices

Adherence to the CEBC for third parties and the Human Rights Policy ESRS G1-2 p. 15 b		Related IROs	G1.6,G1.7
Scope ESRS 2-MDR-A p. 68 b	Suppliers at Amadeus Group		
Associated policies	CEBC for Third parties, Human Rights Policy		
Description ESRS 2-MDR-A p. 68 a ESRS 2-MDR-A p. 68 e	Vendors working with Amadeus are required to comply with the Amadeus CEBC for third parties and the Human Rights Policy, among others. If a vendor does not want to follow these terms, they must send a written statement explaining why they do not comply. In such cases, Amadeus's Purchasing Department and Corporate Compliance and Investigation teams will decide on next steps. If a vendor already has its own written rules that are equally strict as Amadeus's ones, they may follow their own policies instead. Amadeus may still review or audit the vendor's ones. In 2025, 97% of vendors who went through Amadeus procurement process agreed to the CEBC for Third Parties (compared to 86.4% of vendors in 2024). This process helps make sure the alignment of Amadeus' practices with the CEBC to avoid potential conflicts with sustainability requirements. Additionally, it promotes vendors meet key sustainability standards, reducing risks and promoting positive change.		
Contractual clauses ESRS G1-2 p. 15 b		Related IROs	G1.6,G1.7
Scope ESRS 2-MDR-A p. 68 b	Suppliers at Amadeus Group		
Associated policies	CEBC for Third parties, Human Rights Policy, Amadeus Group purchasing policy		
Description ESRS 2-MDR-A p. 68 a ESRS 2-MDR-A p. 68 e	The Amadeus Terms and Conditions of Purchase include extra policies and requirements that suppliers must follow. They apply if they are mentioned in a purchase order, unless a different agreement has been made between Amadeus and the supplier. In particular, they have rules about labor and sustainability, such as making sure that suppliers and their subcontractors meet all legal obligations to their employees—like paying at least the minimum wage, covering social security, and paying employment taxes. Suppliers must also comply with laws on health and safety, working conditions, and the environment, including rules about hazardous substances and electronic waste. By including these requirements, Amadeus makes sure that social and environmental standards are part of its vendor contracts, while reducing risks of third parties.		
Mandatory questionnaire ESRS G1-2 p. 15 b		Related IROs	G1.6,G1.7
Scope ESRS 2-MDR-A p. 68 b	All new vendors (excluding one-off vendors with expected expenses below €10,000		
Associated policies	CEBC for Third parties, Human Rights Policy		
Description ESRS 2-MDR-A p. 68 a ESRS 2-MDR-A p. 68 e	As part of Amadeus' vendor creation process, a mandatory questionnaire must be completed by all new vendors. The questionnaire includes issues related to human rights, non-discrimination and environmental policies. By requiring vendors to complete this questionnaire, Amadeus not only ensures compliance with legal and regulatory standards and mitigate risks but also reinforces its dedication to ethical business practices and sustainability.		
Engagement Risk Assessment ESRS G1-2 p. 15 b		Related IROs	G1.7
Scope ESRS 2-MDR-A p. 68 b	Suppliers at Amadeus Group		
Associated policies	CEBC for Third parties, Human Rights Policy		

Key actions - Incorporation of sustainability principles in procurement practices

Description ESRS 2-MDR-A p. 68 a ESRS 2-MDR-A p. 68 e	Amadeus reviews its supply chain to spot any business or stakeholder risks, including those related to the ethics, compliance, environment, society, cybersecurity, data privacy, artificial intelligence, among others business-relevant topics. Depending on where suppliers do business, what they supply, and how much is being purchased, Amadeus checks each supplier with a questionnaire and document review. Based on this, suppliers are rated from low to very high risk, and this rating is used when deciding whether to work with them. In 2025, Amadeus deployed a new tooling solution for assessing risk in several areas (security, data privacy, business continuity, sustainability, etc.). In particular, 56% of the total vendors spend were evaluated in the sustainability areas using this tool (27% in 2024). When including vendors evaluated outside the tool, the percentage increases to 67%. Amadeus has established an escalation process for situations where suppliers fail to meet minimum sustainability standards. In 2025, no vendors were excluded for this reason. By doing this, Amadeus aims to build a responsible and safe supply chain across its global operations.
Third Party Compliance Due Diligence ESRS G1-2 p. 15 b	Related IROs G1.7
Scope ESRS 2-MDR-A p. 68 b	Third parties across Amadeus -including vendors- classified as medium or high risk in Dow Jones' database
Associated policies	Human Rights Policy
Description ESRS 2-MDR-A p. 68 a ESRS 2-MDR-A p. 68 e	As part of our supplier onboarding process, Amadeus conducts an internal compliance risk assessment of new vendors. Depending on the results we perform a screening of the vendors using the Dow Jones tool. This analysis helps us identify any potential risks associated with the supplier, including: • Inclusion on international sanctions or blacklists, • Ongoing or historical litigations, • Presence in adverse media or other reputational concerns. In 2025, 54% of our new vendors underwent Dow Jones screening (34% in 2024). Suppliers flagged as medium or high risk undergo a tailored due diligence process: • Medium-risk suppliers are subject to an internal due diligence review. • High-risk suppliers are assessed through an external due diligence process. Based on the outcomes of these assessments, Amadeus determines whether the identified risks can be adequately mitigated. If mitigation is not feasible, the supplier is not onboarded. This approach ensures that our supplier base aligns with Amadeus' compliance standards and risk tolerance, supporting responsible and sustainable procurement practices.
Training buyers on environmental and social matters	Related IROs G1.6,G1.7
Scope ESRS 2-MDR-A p. 68 b	Suppliers at Amadeus Group
Associated policies	CEBC for Third parties, Human Rights Policy
Description ESRS 2-MDR-A p. 68 a ESRS 2-MDR-A p. 68 e	Amadeus provides training to buyers in sustainability. This training covers social and environmental topics. In 2025, more than 80% completion rate was achieved (56% in 2024). Training buyers on these topics equips them to prioritize sustainability in procurement decisions, fostering responsible sourcing across Amadeus operations. This also strengthens risk management.

In 2025, the company undertook efforts to embed sustainability factors also within its evaluation framework. The extent to which these factors are applied, as well as their impact on the final scoring, is determined by the specific needs and service types involved. By the end of the year, Amadeus initiated their inclusion in certain bidding processes, and further expansion is projected for subsequent years.

Key targets- Sustainability principles in procurement practices ESRS 2-MDR-T p. 80 a AR 24 - AR 26

Evaluation of vendors sustainability (ESG) risks		
Target ESRS 2-MDR-T p. 80 b AR 24 - AR 26 ESRS 2-MDR-T p. 80 e AR 24 - AR 26		>70% of vendors spend evaluated by 2025 >72% of total vendors spend evaluated in ESG covering new categories and countries by 2027
Scope ESRS 2-MDR-T p. 80 c AR 24 - AR 26		Suppliers at Amadeus Group
Baseline value and base year ESRS 2-MDR-T p. 80 d AR 24 - AR 26		0% in 2023[1]
Performance against target ESRS 2-MDR-T p. 80 j AR 24 - AR 26	2024	27% of vendors spend evaluated in the sustainability areas
	2025	56% of total vendors spend were evaluated in the sustainability areas using a new implemented tool (27% in 2024). When including vendors evaluated outside the tool, the percentage increases to 67%[2].

[1] To this purpose, a new sustainability risks evaluation method has been created, and put in place first time in 2024. This is why for the baseline value 0% is considered.
[2] Given that the new tool went live in March 2025 and there have been vendors with no new engagement records in 2025. Amadeus has carried out the due diligence process manually for those vendors (based on publicly available certificates in an external platform).

Fair and transparent tax practices (entity specific)

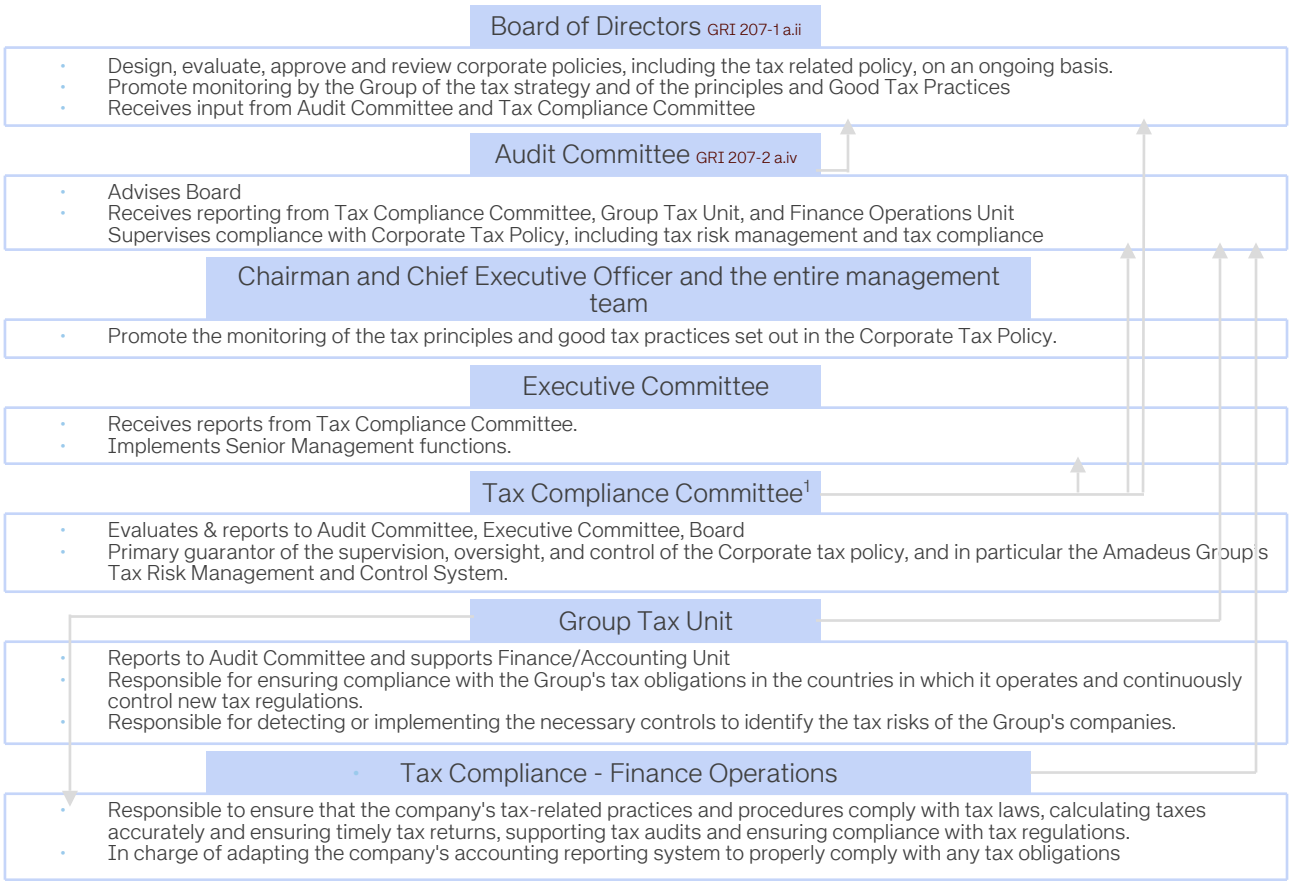
ESRS 2 - SBM-3 - G1 (Entity specific) - Material impacts, risks and opportunities related to fair and transparent tax practices

List of IROs - ESRS G1 - Entity specific - Fair and transparent tax practices				
Fair and transparent tax practices	ES1.1	+ Supporting economic growth through tax contributions and transparent engagement with tax authorities	Own operations	Actual

The 2025 double materiality assessment, as described in section *ESRS 2 IRO-1- Description of the processes to identify and assess material impacts, risks and opportunities* highlights the significance of fair and transparent taxation for Amadeus. Through responsible tax practices, the company contributes to public funding, the development of the communities, and fulfills its obligations to stakeholders. Additionally, Amadeus maintains close cooperation with tax authorities and adheres strictly to applicable tax laws. By acting openly and proactively, Amadeus fosters trust, promotes equitable tax policies, and demonstrates its commitment to ethical conduct.

Tax governance

Amadeus has established a governance and control framework for tax matters to ensure that the Group's tax actions are guided by transparent principles, values, and norms, enabling compliance and risk management across all jurisdictions. GRI 207-2 a.i, GRI 207-2 a.iii



[1]This is a Tax Compliance body comprised of Amadeus executives with responsibilities in Corporate Compliance, Corporate Accounting, Tax Compliance, and Technical Tax areas.

Tax strategy

Amadeus has defined a tax strategy aimed at full and comprehensive compliance with the tax laws and regulations of each country and jurisdiction in which it operates. Amadeus also endeavors to meet the highest standards of the business community in which it operates, with the aim of being recognized for its best practices and programs in terms of corporate and tax governance. GRI 207-1 a.i,GRI 207-1 a.iii

Through fair tax contribution and transparency tax practices, Amadeus also promotes and contributes to the achievement of the Sustainable Development Goals and encourages the adoption of sustainability criteria, as emphasized by the European Economic and Social Committee. GRI 207-1 a.iv

Processes for engaging with stakeholders about impacts - Fair and transparent tax practices

For Amadeus, maintaining constructive relationships with Tax Authorities and upholding Amadeus' responsibilities towards stakeholders is essential in tax-related matters. By fostering transparent communication and ensuring that the Group's tax strategy aligns with both the letter and the spirit of the law, Amadeus reinforces trust and accountability.

Since 2010, the company has adhered to the Spanish Tax Authority's Code of Good Tax Practices, which aligns with Amadeus's own principles of fair and transparent tax conduct. As part of this commitment, Amadeus IT Group voluntarily submits its annual "Tax Transparency Report" to the Spanish tax authorities, providing detailed information on the Group's main tax matters. This report is one of the various ways in which Amadeus collaborates proactively with the tax administration.

Additionally, stakeholders can use the Speak Up Channel to report any irregular conduct, breaches, or suspicions of non-compliance related to Amadeus' Code of Ethics and Business Conduct, including tax matters and related policies, procedures, or laws. They can also use it to ask questions or raise concerns about how Amadeus manages and controls tax risks.GRI 207-2 b, GRI 207-3 a.iii

MDR-P - Policies adopted to manage material sustainability matters - Fair and transparent tax practices[109]

Amadeus Corporate Tax Policy, approved by the Board of Directors, commits the Company to being a responsible taxpayer, in alignment with international laws and best standards (Sustainable Development Goals (SDGs), Organization for Economic Co-operation and Development (OECD), among others).

[109] Remaining requested information about Policies is available in section *MDR-P – Policies adopted to manage material sustainability matters.*

Key policies - Fair and transparent tax practices

Corporate Tax Policy	Related IROs ES1.1
Description and objectives ESRS 2-MDR-P p. 65 a	The Amadeus Corporate Tax Policy 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. This policy is governed by the following principles: • Compliance & Efficiency: Amadeus commits to full compliance with tax laws in all jurisdictions in which the company operates, managing tax costs fairly and efficiently without incurring undue burdens. • Alignment & Transparency: this policy is aligned with other corporate policies, as well as Amadeus' sustainability strategy emphasizes transparency in governance and reporting. • Transfer Pricing: Applies arm's length principles per OECD and EU guidelines, ensuring tax structures reflect actual business models. • Risk Management: Conducts due diligence and uses reputable external advisors to identify and mitigate tax risks, especially in restructuring and acquisitions. • Jurisdictional Integrity: Non-use of non-cooperating jurisdictions, especially tax havens, to artificially channel operations, as well as non-use of complex tax structures inconsistent with the business with the sole purpose of minimizing the Group's tax burden[1]. • Digital Economy Adaptation: Actively manages emerging tax regulations related to the digital economy. • Incentive Use: Applies tax incentives transparently and only when aligned with business reality and sustainability goals. • Stakeholder Engagement: Promotes certainty through forums, rulings, and cooperative relationships with tax authorities and other stakeholders.

[1]A tax haven / non-cooperative jurisdictions shall be understood as those territories that are defined by the Spanish Law for the prevention of tax fraud and any other rules which determine the countries or territories classified as tax haven by virtue of the Minister of Finance by Ministerial Order. In addition, to the extent that the Group operates from a jurisdiction other than the parent company (Spain), those jurisdictions defined as such in the laws of the countries in which they operate will also be considered tax havens / non-cooperative jurisdictions. In this sense, Amadeus operates globally to support the travel and tourism industry, which requires serving customers in all jurisdictions where this is tourism. That includes those classified as non-cooperative jurisdictions. Amadeus's presence in these markets is driven by legitimate business needs such as providing technology solutions to local airlines, travel agencies, and hospitality partners. All activities comply with applicable laws and international standards, ensuring transparency and adherence to tax and regulatory obligations. The total amount of income received from clients based in non-cooperative jurisdictions represent less than 60 million EUR, Examples of these jurisdictions are: Fiji, Barbados, Caiman Islands or Bahrein.

MDR-A - Actions and resources in relation to material sustainability matters - Fair and transparent tax practices

The Amadeus Group Tax Policy reflects the company's commitment to social sustainability, aligning the interests of its shareholders, main stakeholders and the broader society it supports while upholding principles of honesty, transparency and collaboration.

To meet its commitments the company has set up various measures at different levels:

- International taxes: The Group manages its taxes efficiently, making sure to follow the law and pay the taxes required in each country, without taking on unnecessary costs.
- Local taxes: Amadeus uses internal controls to find, check, and manage local tax risks, regularly reviewing these controls to make sure they work well.
- Transfer pricing: Amadeus sets fair prices for transactions within its group companies. This ensures its tax practices match its business and follow both local laws and international rules (like those from the OECD and EU).
- Transparency, cooperation and stakeholders' engagement: The company values being open and honest about its tax affairs, working cooperatively with tax authorities, respecting the law, and being responsible towards its stakeholders. In this regard, the company engages in collaborative partnerships and actively contributes to international cooperation efforts.

As a result of its tax commitments, the robustness of its systems, and the outcomes achieved, Amadeus IT Group, S.A. received the Tax Compliance Certification under the UNE19602 standard in 2024, and successfully maintained this certification throughout 2025.

Key actions and measures - Fair and transparent tax practices

Risk management and compliance system GRI 207-2 a.ii, GRI 207-2 a.iii	Related IROs	ES1.1
Implementation and maintenance of a Tax Risk Management and Control system		
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	Corporate Tax Policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus has defined a tax risk management and control system (the System) whose objective is to apply the best tax compliance standards in every company in which the Group operates. This System in place defines the main components to prevent, reduce and mitigate tax risks related, including, among others the tax control environment (structure and functions, standards, responsibilities, etc.), the identification and evaluation processes, the implementation of controls - when applicable-, reporting, etc. To reinforce achieving these objectives, Amadeus has created a framework of governance and control on tax matters structure, as described in section above. During 2025, the system has been updated to reflect latests improvements, such as additional controls or better evidences.	
Stakeholder engagement in tax matters	Related IROs	ES1.1
Uphold cooperative relationships with Tax Authorities GRI 207-3 a.i		
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	Corporate Tax Policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus handles its taxes fairly and responsibly with everyone involved. Since 2010, the company has followed the Spanish Tax Authority's Code of Good Tax Practices, which matches Amadeus's own principles on fair and transparent tax practices. As part of this, Amadeus IT Group voluntarily submits to the Spanish tax authorities its annual "Tax Transparency Report" that shares details about its different tax topics. This report is one of the different ways Amadeus works together with the tax authorities. In addition, Amadeus is actively contributing to structured dialogues and forums convened by public authorities seeking stakeholder input on proposed regulatory measures and tax law changes.	
Strengthening Amadeus's Group position in tax transparency ratings		
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	Corporate Tax Policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus put many efforts to provide stakeholders better information regarding tax topics, while adopting the best standards to improve its scores in national and international tax transparency rankings. Notably: • "T* of Transparent" Seal from HAZ Foundation: Amadeus has been recognized in the IBEX 35 companies' tax transparency ranking for several years. In 2025, the HAZ Foundation awarded Amadeus the "t* de transparente" seal for achieving 96% compliance with transparency indicators, an improvement from the previous year's 70-80%. This recognition is based on how openly companies share information about their tax responsibilities. • European Tax Transparency Benchmarking: Since 2022, Amadeus has taken part in the European Tax Transparency Benchmarking run by the Dutch Association of Investors for Sustainable Development (VBDO) and PwC. Amadeus has steadily improved its score and is now among the top performers in following tax laws and monitoring tax practices. • Fair Tax Mark: In 2025, Amadeus has been awarded the Fair Tax Mark — the global standard for responsible tax conduct. This certification reflects the Group commitment to transparency, strong governance, and fair contributions in the countries where the Group operates. This milestone strengthens the Group Sustainability values and underscores its firm commitment to the best business practices.	
Improve tax transparency and reporting		
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	Corporate Tax Policy	

Key actions and measures - Fair and transparent tax practices

Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	To further meet stakeholders' information needs, in addition to the tax-related details disclosed in the Non Financial Information statement and sustainability information, Amadeus presents its total tax contribution and provides a breakdown of taxes borne and collected in the Amadeus Global Report. This approach offers a transparent and comprehensive view of the Group's overall tax contribution landscape.

Training in tax matters	Related IROs	ES1.1
Scope ESRS 2-MDR-A p. 68 b	Employees involved in the tax functions at Amadeus	
Associated policies	Corporate Tax Policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	To ensure alignment with emerging market trends, regulatory developments, and the evolving landscape of tax regulations, all personnel involved in tax-related responsibilities undergo relevant training. Within the framework of the Amadeus Tax Compliance System, these employees participate in technical training sessions—both internal and external—covering a wide range of tax-related matters. In addition, given the rapid evolution of technology, Amadeus Group provides its tax professionals with training on responsible AI practices and the use of AI in day-to-day tax activities, with the aim of improving efficiency while applying the highest standards.	

In alignment with Amadeus Corporate Tax Policy principles and guidance, Amadeus seeks to declare profits in the place where its economic substance is generated, in accordance with the Amadeus Group Transfer Pricing policy and international regulations applicable.

Since 2018, Amadeus Spanish companies allocate 0.7% of their corporate income tax to organizations dedicated to social causes. This practice demonstrates Amadeus ongoing commitment to support the communities it engages with.

MDR -M - Metrics in relation to material sustainability matters - Fair and transparent tax practices

The table below shows Country by Country Information following EU Directive 2021/2101 law and Spanish Law 28/2022 .

Country GRI 207-4 a	2025 Pre-Tax Results[1] GRI 207-4 b.vi	2025 Tax Cash Paid[2] GRI 207-4 b.viii	2024 Pre-Tax Results[1]	2024 Tax Cash Paid[2]
Albania	-120,033.57	N/A	6,831.92	15.00
Angola	22,530.45	N/A	293,437.23	N/A
Argentina	2,189,469.82	431,549.12	2,330,006.04	3,649,930.05
Armenia	264,191.29	93,990.00	345,014.76	120,906.09
Australia	7,894,649.85	1,530,687.51	-30,017,525.44	2,520,280.79
Austria	-92,835.89	256,983.00	-721,050.61	156,256.00
Bahrain	12,493.16	N/A	5,331.07	N/A
Bangladesh	1,028,013.23	346,367.01	704,609.76	34,601.52
Belgium	1,711,302.50	483,039.74	1,809,813.30	700,724.55
Bolivia	N/A	N/A	-323,263.98	3.17
Bosnia	37,700.75	672.32	-4,411.19	1,367.50
Brazil	-148,952.05	91,698.17	-1,684,612.62	1,962,160.61
Bulgaria	1,248,027.58	109,347.79	1,744,019.54	312,550.75
Cameroon	47,285.83	53,672.81	124,146.48	15,933.23
Canada	1,294,638.72	1,454,482.53	3,948,132.26	1,137,653.45
Cape Verde	13,552.90	43,673.44	4,913.15	9,056.74
Chile	-116,042.94	534,253.80	699,687.23	-19,749.68
China	1,460,234.57	729,662.24	47,215,324.44	1,128,524.40
Colombia	2,404,990.94	729,267.69	2,091,000.13	525,908.53
Congo Republic	-55,937.08	1,406.05	25,485.72	13,353.41
Costa Rica	865,669.60	1,004,382.47	1,363,629.57	321,545.20
Cuba[3]	-1,053.72	N/A	-1,044.55	N/A
Czech Republic	107,756.58	119,956.26	286,891.01	91,793.13
Democratic Republic of the Congo	40,949.05	7,110.27	-13,135.03	73,186.81

Country GRI 207-4 a	2025 Pre-Tax Results[1] GRI 207-4 b.vi	2025 Tax Cash Paid[2] GRI 207-4 b.viii	2024 Pre-Tax Results[1]	2024 Tax Cash Paid[2]
Denmark	520,827.89	51,715.03	511,313.32	172,778.27
Dominican Republic	1,016,900.81	245,025.78	724,637.41	123,989.48
United Arab Emirates	23,677,996.83	49,404.02	4,929,340.73	N/A
Ecuador	148,297.28	87,953.39	128,899.69	72,675.94
El Salvador	144,441.00	29,311.76	20,444.24	14,193.18
Estonia	70,937.03	N/A	47,076.45	60.37
France	452,390,755.24	27,738,039.00	462,695,644.89	37,313,762.00
Finland	29,559.73	177,604.43	N/A	N/A
Gabon	7,103.09	3,782.83	423.45	1,599.99
Germany	178,159,136.31	46,364,071.75	159,377,725.19	73,092,353.53
Ghana	-33,157.49	26,142.62	251,647.46	82,877.97
Greece	6,479,354.27	-21,605.93	242,719.87	117,176.91
Guatemala	-45,085.37	47,869.77	261,450.62	63,650.19
Honduras	4,973.35	N/A	-11,497.68	8,563.24
Hong Kong	1,550,523.87	1,220,510.92	-63,990.28	N/A
Hungary	-363,473.52	49,119.97	338,241.88	58,567.41
India	78,390,333.55	17,303,212.88	51,646,993.12	22,653,754.51
Indonesia	36,071.47	-6,443.90	57,044.22	19,956.07
Ireland	61,761.67	32,570.37	80,392.77	14,397.00
Israel	261,085.48	84,756.00	-2,066,610.25	612,624.72
Italy	-10,006,952.22	933,996.64	677,077.11	397,475.00
Ivory Coast	1,310,927.33	124,374.71	-384,853.17	-89,293.34
Japan	6,171,911.33	848,356.80	3,069,288.26	1,314,375.48
Jordan	42,190.44	N/A	N/A	N/A
Kazakhstan	59,036.39	96,874.13	124,465.23	226,409.93
Kenya	-1,239,600.16	455,360.00	-817,267.39	261,807.09

Country GRI 207-4 a	2025 Pre-Tax Results[1] GRI 207-4 b.vi	2025 Tax Cash Paid[2] GRI 207-4 b.viii	2024 Pre-Tax Results[1]	2024 Tax Cash Paid[2]
Latvia	57,114.91	1,241.92	145,203.05	2,129.27
Lebanon	-1,017,946.41	N/A	655,502.01	23,442.46
Lithuania	68,536.03	25,858.00	93,144.59	43,089.74
Luxembourg	43,998.55	12,002.00	57,091.82	12,002.00
Macedonia	-43,931.12	291.68	29,708.56	1,170.64
Malaysia	810,515.45	-13,146.41	-155,421.94	58,764.61
Malta	14,198.92	5,067.00	12,987.99	14,882.00
Mauritius	20,687.96	376.05	180,463.63	3,636.72
Mexico	195,251.03	165,453.46	1,031,437.98	119,023.92
Mozambique	94,021.55	N/A	14,864.44	N/A
Nepal	1,091,281.80	169,448.36	349,741.42	55,610.59
Netherlands	5,124,415.08	724,243.00	3,837,584.24	92,604.45
New Zealand	859,395.64	133,015.15	920,547.33	446,859.05
Nigeria	349,188.18	52,100.34	371,460.14	31,249.36
Norway	312,696.81	-10,671.03	494,413.31	112,309.59
Peru	-75,348.13	272,361.02	271,200.63	20,054.29
Philippines	3,447,523.36	652,391.54	3,601,372.97	504,930.31
Poland	2,015,610.50	669,356.21	1,679,789.50	588,775.67
Portugal	-15,959,275.07	51,339.47	6,611,258.91	591,834.49
Romania	140,462.99	19,414.80	129,102.88	17,606.24
Russia	-4,182.81	13,128.35	170,904.59	89,103.41
Saudi Arabia	595,503.61	-133,781.71	619,532.86	-5,937,820.09
Senegal	278,040.80	71,288.22	76,414.91	110,346.24
Singapore	9,730,047.16	898,504.35	5,368,199.19	1,836,480.65
Slovenia	62,428.05	11,706.27	29,382.95	10,579.07
South Africa	65,785.47	39,598.22	644,899.04	521,053.92
South Korea	244,519.82	113,814.32	261,774.21	199,392.32
Spain	1,565,157,346.32	266,740,990.22	1,507,530,891.36	43,960,936.28
Sri Lanka	904,451.41	304,136.20	679,280.39	118,722.32
Sweden	1,243,750.33	972,145.64	2,057,268.89	817,952.87
Switzerland	-1,054,432.85	-241,978.73	647,881.55	295,306.20
Taiwan	355,279.58	3,830.50	-113,887.31	126,389.57
Tanzania	46,196.52	68,510.00	89,460.19	351,676.75
Thailand	3,185,354.43	970,643.54	4,696,534.58	774,168.12
Turkey	5,737,120.29	26,457.44	210,608.15	392,751.43
Uganda	231,890.27	46,801.56	-135,862.59	90,638.82
Ukraine	274,573.32	48,077.51	314,110.77	70,810.13
United Kingdom	14,875,392.49	3,697,500.62	12,982,493.71	2,549,428.36
Uruguay	-53,647.18	40,832.29	277,394.61	24,055.77
USA	150,015,676.84	32,175,942.87	170,035,667.15	12,970,037.90
Total	2,508,393,949.07	412,762,495.43	2,438,848,239.99	211,401,741.60

[1]Pre-tax results are calculated under IFRS accounting principles ESRS 2-MDR-M p. 77 a

[2]Tax Cash Paid refers to Corporate Income Tax and it applies on tax basis calculated under domestic accounting legislation ESRS 2-MDR-M p. 77 a

[3]Amadeus operates in Cuba through a branch of Amadeus IT Group, S.A. (Spanish Head Office).

N/A means no cash payment during year 2025 or 2024 (no tax exemption from Corporate Income Tax)

It has not been included Corporate Income Taxes paid in countries where the group has not an entity.

In relation to the public subsidies received, in 2025 Amadeus Group received from the European Union €6.6M (€155,506.84 in 2024), the amount splits between Amadeus SAS (€3.9M) and Amadeus GmbH (€2.7M). GRI 201-4 a.ii

MDR-T - Tracking effectiveness of policies and actions through targets - Fair and transparent tax practices

Aligned to Amadeus tax related commitments and the key actions that are already underway, the Company has set several qualitative tax-related targets to reinforce its positive impacts in the short, medium and long-term. ESRS 2-MDR-T p. 80 a AR 24 - AR 26

Key targets- Fair and transparent tax practices

- Maintain top standards for tax compliance and managing tax risks. Amadeus aims to set and keep the highest quality controls for tax processes across the Group in the long term. As noted previously, Amadeus continues to update and improve its tax practices as part of its commitment to fair and transparent tax operations.
- Tax Transparency and Reporting enhancement. The Amadeus target is annually upgrade and gradually enlarge the level of fiscal transparency. This goal is shown in the company's steadily improving transparency scores.
- Align with stakeholder expectations. Amadeus aims at better understanding and responding to the needs of all interested parties—both inside and outside the company—including tax authorities and other relevant groups. The company takes actions to address these needs, as described in its approach to fair and transparent tax practices.

Cybersecurity (entity specific)

ESRS 2 - SBM-3 - G1 (Entity specific) - Material impacts, risks and opportunities related to Cybersecurity

List of IROs - ESRS G1 - Entity specific - Cybersecurity

Cybersecurity	ES3.1	+ Cybersecurity practices to protect the travel industry		Actual
	ES3.2	R Cybersecurity Risk Security risk related to ineffective security governance, data leakage/ breach, frauds, failure to manage security incidents, security risk due to AI, which could, if applicable, compromise systems, development processes, networks, or cloud services.	Own operations	Short term
	ES3.3	R Failure in Cybersecurity compliance Risk of failure to comply with certifications, standards or laws adopted by Amadeus on cybersecurity matters, which could, if applicable, lead to fines, penalties and loss of business.		

R Risk
+ Positive impact

Cyber criminality and online fraud are increasing in all industries, including travel. As technology advances and cyber attack methods evolve, cybersecurity threats continue to grow. Amadeus could face security issues that potentially could impact its corporate systems or the IT services it provides to clients. Additionally, there is also a risk of penalties, lost business or reputational damages if Amadeus does not maintain adherence to certain cybersecurity laws, certifications, or standards.

In this regard, the company has robust cybersecurity measures in place and a mature culture in this area. Amadeus contributes to cybersecurity of the travel industry by putting in place cybersecurity innovation and best-practices, to the benefit of its clients, and fostering increased customer trust through timely and transparent communication about responsible actions related to cybersecurity and compliance.

These risks along with the positive impact have been highlighted in the 2025 double materiality assessment, carried out as described in section *ESRS 2 IRO-1- Description of the processes to identify and assess material impacts, risks and opportunities.*

Cybersecurity governance model

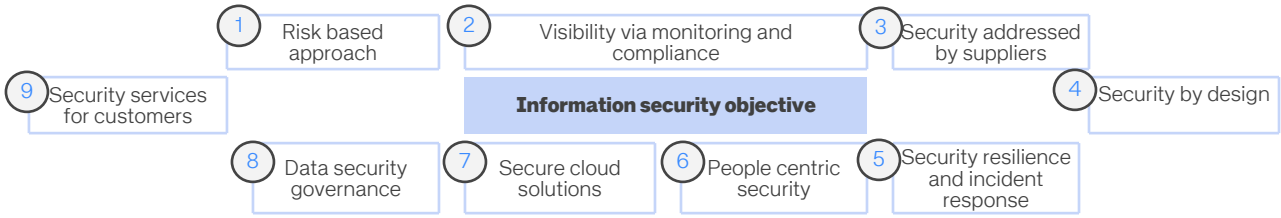
Amadeus applies the “Three Lines Model” to maintain effective cybersecurity governance.

- Audit Committee: Reviews cybersecurity updates regularly throughout the year to monitor information security risks, which are key risks for the company. In addition, the Group CISO provides updates directly at least twice per year.
- Corporate Top Management (ExCom & Extended ExCom): Responsible for information security in their areas. They ensure compliance with security policies and approve information security principles.
- Group CISO: Approves corporate information security objectives and policies. Validates security measures, advises unit leaders, promotes security awareness, and reports relevant information to top management.
- Unit Top Management: Accountable for implementing security controls according to company policies and standards, and reports progress to the Group CISO.
- Information Security Steering Committee: Made up of the Group CISO, its direct reports, and heads of unit security offices. Responsible for approving corporate security policies, managing exceptions, and granting security accreditations for products and technologies.

- Security Community: Supports the CISO and includes Domain Information Security Offices (for domain-related issues), Regional Information Security Offices (for regional issues), and Business Unit Security Offices (for business unit issues).
- Engineering Security Community: Contributes to security in engineering-related matters.

Cybersecurity strategy

The Amadeus Information Security strategy is built around nine key security objectives:



Additionally, Amadeus' security program is aligned to international standards like ISO/IEC 27001, PCI DSS, and to relevant laws and regulations, and is supported by strong internal governance to ensure compliance and risk management. Amadeus extends its high information security standards to third parties, such as suppliers and partners, through clear requirements and validation.

Finally, it is important to mention that cybersecurity is a key part of the Amadeus' sustainability strategy and roadmap 2026-2027.

Processes for engaging with stakeholders about impacts - Cybersecurity

The Company has established procedures for reporting and managing security events and incidents. In particular, employees and contractors can report suspicious security-related events. They receive guidelines and information about the points of contact for their effective communication and on how to report suspicious security-related activities. Additionally, an external channel is available for reporting vulnerabilities affecting Amadeus services. All Amadeus computers are equipped with a phishing reporting feature.

Finally, it is important to mention that stakeholders may submit inquiries or reports concerning security policies and provisions through the Speak Up Channel.

MDR-P - Policies adopted to manage material sustainability matters - Cybersecurity[110]

In order to ensure a systematic and coherent approach, Amadeus has established an Information Security Management System (ISMS), that includes a set of Security Policies and Standards (SPS) to comply with. The Security Policies and Standards (SPS) include a Global Information Security Policy at its top level, which is further detailed in topic-specific policies. This Policy has been updated in 2025.

[110] Remaining requested information about Policies is available in section *MDR-P – Policies adopted to manage material sustainability matters.*

Key policies - Cybersecurity

Global Information Security Policy	Related IROs	ES3.1, ES3.2,ES3.3
Description and objectives ESRS 2-MDR-P p. 65 a	The Security Policies and Standards (SPS) comprise a "Global Information Security Policy" at the top level, which is detailed into a number topic-specific policies. It presents the organization, governance bodies and objectives for ensuring information security within Amadeus, and is endorsed by the Amadeus' top management. It identifies the motivation for information security, and the responsibilities of the various security roles and governance bodies. Each topic-specific security policy is detailed in "Corporate Standards" which define the controls to be implemented in order to comply with the policies. In case of specificities pertaining a specific business environment, “Business Standards” (additional or more detailed controls) may be developed under the corresponding Corporate Standard. The SPS content prescribes the baseline information security measures that shall be implemented across the company in order to protect and properly manage its assets. In addition, Information Security Risk Management is fundamental to continually adapt and improve the company´s information security to the evolving landscape. A company-wide Information Security Risk Management methodology, based on ISO 27005, is defined as part of the SPS. Information security risk assessments are performed on a quarterly basis.	

MDR-A - Actions and resources in relation to material sustainability matters - Cybersecurity

Amadeus is committed to investing in cybersecurity and actively collaborates with key stakeholders to anticipate and mitigate cybersecurity risks, whether arising from security breaches or lapses in compliance. Furthermore, the company’s cybersecurity practices play a vital role in supporting and advancing the protection of the travel industry as a whole. Its security program includes, among other elements and actions:

Key actions - Cybersecurity

Security Risk Management framework harmonization and automation	Related IROs	ES3.1,ES3.2
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	Security Policies and Standards (SPS), including the Global Information Security Policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	During 2025, the company has enhanced its existent security risk management methodology and tooling, resulting in higher quality risk assessment while increasing efficiency. This significant step includes transversal process harmonization across involved stakeholders and units, and leverages the rollout of best in class tooling, contributing to more streamlined execution, data quality and automation.	
Monitoring and adoption of new regulations and industry standards	**Related IROs**	**ES3.3**
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	Security Policies and Standards (SPS), including the Global Information Security Policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus continually reviews and updates its cybersecurity practices to ensure alignment with prevailing requirements and to implement industry-recognized best practices, such as those specified in PCI DSS v4 and the ISO 27000 series. Amadeus is also dedicated to fulfilling the obligations set out by regulations, such as the European Directive 2022/2555 (NIS 2) or Regulation 2022/2554 (DORA). To this end, the company has proactively assessed the directive’s applicability. In preparation for upcoming regulatory requirements, Amadeus has focused throughout 2025 on reviewing its compliance with the specific requirements. As part of its commitment to cybersecurity in its ecosystem, Amadeus is member of the board of trustees of “Fundacion ESYS”, which analyzes, researches and promotes public discussion on security issues in the digital society. It facilitates the exchange of ideas and policy dialogue with key stakeholders in the cybersecurity environment, including policy makers in the field. In addition, Amadeus engages with relevant regulatory stakeholders and cybersecurity authorities.	
Training and awareness in cybersecurity	**Related IROs**	**ES3.1,ES3.2, ES3.3**
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	Security Policies and Standards (SPS), including the Global Information Security Policy	

Key actions - Cybersecurity

Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus delivers compulsory information security awareness and training sessions to all employees on a regular basis, with participation linked to bonus incentives, as well as to third-party contractors with access to company systems. Employees in specialized roles receive additional targeted training. Amadeus enhances its cybersecurity by launching initiatives like phishing simulation campaigns, which have led to better recognition and reporting of phishing attempts among employees. Furthermore, the "Cybersecurity: Be Wise, Think Twice" internal channel has been created to share information, encourage discussion, and promote ongoing cybersecurity awareness. Additionally, in October 2025, Amadeus held the Cybersecurity Awareness Month Program, offering nearly 20 live online sessions on various security topics.

Assessments and reviews	Related IROs	ES3.2, ES3.3
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	Security Policies and Standards (SPS), including the Global Information Security Policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	To ensure the adequacy and optimize performance of information security policies and controls, Amadeus puts in place mechanisms for regular monitoring. During 2025, the company has focused on harmonization, automation and transversal deployment of its internal assessment methodology for security control maturity. Additionally, a range of both internal and external independent assessments are conducted to evaluate the compliance with standards that Amadeus has adopted for specific scopes of services.	

Vulnerability management	Related IROs	ES3.2, ES3.3
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	Security Policies and Standards (SPS), including the Global Information Security Policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus has internal policies on the matter and conducts cybersecurity vulnerability management, based on international best practices, relying on specialized tooling and automation. This includes • Detection & reporting, through automated vulnerability scans. In addition, third parties can report issues to Amadeus through the Vulnerability Disclosure Program. • Qualification & prioritization based on the exposure level and criticality. • Remediation based on established & measured times to remediation.	

Incident detection and response	Related IROs	ES3.2, ES3.3
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group	
Associated policies	Security Policies and Standards (SPS), including the Global Information Security Policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	The Company has its own Security Operations Center (SOC) that monitors IT systems and services for customers around the clock. This helps the Company quickly address security issues and watch for new threats and vulnerabilities. It leverages SIEM (Security Information and Event Management) to detect potential security incidents in real-time and SOAR (Security Orchestration, Automation, and Response) to streamline and automate the entire response process. In this regard, Amadeus has a formal Security Incident Response Plan that outlines procedures for managing security incidents that could affect systems and the confidentiality, integrity, or availability of data. This plan also addresses incidents involving or reported by key suppliers. The incident management process follows industry standards, specifically NIST 800-61 Rev 2 and ISO 27035:2023. The response capability is available 24 hours a day, 7 days a week, year-round, and the plan is tested regularly. To further enhance and benchmark Amadeus security incident response capabilities, during 2025 Amadeus has engaged in advanced cybersecurity crisis and incident response rehearsal exercises in cooperation with authorities	

Sharing best practices	Related IROs	ES3.1
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group and particular partners	
Associated policies	Security Policies and Standards (SPS), including the Global Information Security Policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	The Company shares cyber intelligence, alerts, knowledge and best practices with partners. For instance, Amadeus is a member of the Aviation Information Sharing and Analysis Center (A-ISAC), demonstrating its commitment to customers trust and best practice sharing. Additionally, Amadeus participates in the RESCUE initiative -a joint initiative to building the European Union's next-gen cloud migration platform-, which focuses on advanced bot detection, cyber threat intelligence, and automated malware analysis. This includes machine learning-driven detection of botnets, behavioral analysis in isolated environments, and automated fraud investigation system.	

AI adoption for cybersecurity	Related IROs	ES3.2

Key actions - Cybersecurity

Scope ESRS 2-MDR-A p. 68 b	Amadeus Group and particular partners
Associated policies	Security Policies and Standards (SPS), including the Global Information Security Policy
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus has acknowledged the advantages of incorporating artificial intelligence tools into its cybersecurity framework and is actively implementing these technologies throughout its operations. By the end of 2025, the company has more than 30 solutions utilizing AI. The company employs a combined strategy, integrating both vendor-provided solutions and internally developed technologies.

Finally, it is pertinent to note that Amadeus maintains insurance coverage specifically designed to help mitigate the potential financial statement impact of materialized cybersecurity risks.

MDR -M - Metrics in relation to material sustainability matters - Cybersecurity

Cybersecurity training

All Amadeus employees completed cybersecurity training in 2025, maintaining the 100% participation rate achieved in 2024. ESRS 2-MDR-M p. 75

Metrics - Cybersecurity

	As of December 31, 2025	As of December 31, 2024
Cybersecurity training completion (%)	99.50 %	99.61 %

At Amadeus, all employees are automatically enrolled in the company's security awareness platform as soon as they gain access to internal systems. This ensures that every team member participates in cybersecurity training right from the start. ESRS 2-MDR-M p. 77 a

The company actively tracks the participation and completion rates for each campaign. Since the number of employees added to these campaigns can change month to month, Amadeus monitors how many employees complete their assigned training within each cycle. The primary focus is on ensuring a high completion rate for every security campaign, reflecting Amadeus's commitment to comprehensive and ongoing cybersecurity education for its entire workforce.

MDR-T - Tracking effectiveness of policies and actions through targets - Cybersecurity

In line with Amadeus' commitments to embed cybersecurity practices in the organization and reduce related risks (see sections above), the Group has defined the following target.ESRS 2-MDR-T p. 80 a AR 24 - AR 26

Key targets - Cybersecurity

Cybersecurity training completion[1] ESRS 2-MDR-T p. 80 b AR 24 - AR 26	
Target ESRS 2-MDR-T p. 80 b AR 24 - AR 26 ESRS 2-MDR-T p. 80 e AR 24 - AR 26	99% cybersecurity training completion in 2025 99.2% cybersecurity training completion in 2026
Scope ESRS 2-MDR-T p. 80 c AR 24 - AR 26	Amadeus employees
Baseline value and base year ESRS 2-MDR-T p. 80 d AR 24 - AR 26	95% in 2023

[1]See section above *MDR -M - Metrics in relation to material sustainability matters - Cybersecurity* for information about the description of methodologies and progress on the target. ESRS 2-MDR-T p. 80 e AR 24 - AR 26, ESRS 2-MDR-T p. 80 f AR 24 - AR 26, ESRS 2-MDR-T p. 80 j AR 24 - AR 26

Data privacy (entity specific)

ESRS 2 - SBM-3 - G1 (Entity specific) - Material impacts, risks and opportunities related to Data privacy

List of IROs - ESRS G1 - Entity specific - Data privacy

Data privacy	ES2.1	- Exposure of stakeholders' private data in Amadeus operations or its value chain	Own operations	Potential

- Negative impact

Amadeus collects and uses personal information from employees, job applicants, visitors, travelers, contractors, and business partners as part of its core business. Because data use is inextricably linked to the travel industry, the company recognizes the importance of managing personal information responsibly.

Amadeus is committed to handling all personal data ethically and in line with regulations to prevent and mitigate related negative impacts, such as potential leaks or misuse of private information, whether in Amadeus operations or its value chain.

For more information about the 2025 double materiality assessment, please refer to section *ESRS 2 IRO-1- Description of the processes to identify and assess material impacts, risks and opportunities.*

Data privacy governance model

In 2025, Amadeus redefined its data privacy governance framework to strengthen its strategic commitment to data protection. In this regard, Amadeus privacy program is supported by a robust governance structure that includes a dedicated Group Data and AI Office, supported by Privacy compliance specialists embedded within each of the Amadeus corporate functions and business units, as well as within some of our key locations. These roles ensure that privacy responsibilities are clearly defined and consistently implemented across all regions and business units. The Group Data and AI Office is responsible for defining the data privacy vision and strategy, organizing the resources dedicated to privacy compliance and managing the Amadeus privacy program. It reports to top management and the Board of Directors regularly on the privacy program maturity and effectiveness, investigations and compliance risks.

Additionally, to maintain an independent oversight, Amadeus appoints Data Protection Officers where required and maintains direct lines of accountability to senior leadership.

Data privacy strategy

The Amadeus Group Data and AI Office is responsible for defining a comprehensive privacy strategy that aligns with Amadeus' strategic objectives as well as regulatory requirements.

The Privacy by Design Corporate Standard guides how Amadeus designs products, services, and processes that use personal data, making sure they follow Amadeus' privacy rules and spot any issues. For every new activity, product, service, or software that uses personal data, an Initial Privacy Assessment is done to ensure privacy risks are assessed and addressed from the beginning. If the use of data could involve particularly high risks for the individuals whose personal data will be processed, further checks—like extra safety steps, security measures, etc.—may be required.

Amadeus aims not just to follow the rules, but to make protecting personal data a central part of its business.

Processes for engaging with stakeholders about impacts - Data subject rights

When acting as a data controller, Amadeus upholds the rights of data subjects in accordance with the applicable laws. The company integrates these rights into the development of its products, services, and processes, and, as required, clearly informs data subjects—through each privacy statement—about where and how they may exercise their rights.

To support this commitment, Amadeus makes its privacy and legal notices available in a single, easily accessible location on the Amadeus website. These comprehensive documents provide individuals with clear and relevant information, including details on how personal data is handled, the types of information processed, the methods of data collection, retention periods, usage, treatment, and protection, along with other pertinent topics.

Privacy notices are organized according to specific activities, allowing Amadeus to offer distinct privacy notices tailored to each area[111]:

Amadeus GDS Privacy Notice For Travelers	Business Partners Privacy Notice	Amadeus.com Privacy Statement
To inform about processing of traveler personal data in the Amadeus system.	To inform how Amadeus processes personal data of business partners	To inform about processing of personal data on the Amadeus website.
Amadeus Cookie Notice	**Amadeus Careers Site Privacy Notice**	**Amadeus Privacy Notice for Events**
To inform about what cookies are, what cookies may be set when visiting amadeus.com and how to manage them.	To inform about processing of personal data of candidates.	Basic information about the processing of Personal Information within the scope of Amadeus events.

Amadeus has a process to handle privacy requests made by Data Subjects. The company ensures that Data Subjects are able to easily request access to, correction, deletion, or restriction of their personal data or to object to its processing. Amadeus also enables Data Subjects to directly contact the applicable Data Protection Officer (DPO) in case they have concerns about how their rights have been addressed by the company.

Additionally, the company provides a Speak Up Channel where stakeholders can ask questions or report any issues related to privacy, security, or company policies (see further information in section *Amadeus Speak Up channel and investigations)*.

MDR-P - Policies adopted to manage material sustainability matters - Data privacy

One of the most important pillars of the Amadeus Privacy Program is the Amadeus Privacy Compliance Framework. This framework comprises a main privacy policy, a set of corporate and business standards and a number of processes to promote the highest level of privacy compliance when processing personal data. In developing these, Amadeus follows relevant privacy frameworks and laws (including the EU General Data Protection Regulation)[112].

[111] Please see https://amadeus.com/en/policies/amadeus-policies
[112] Please refer to section *MDR-P – Policies adopted to manage material sustainability matters* for remaining requested information about Policies.

Key policies - Data privacy

Privacy Policy		Related IROs	ES2.1
Description and objectives ESRS 2-MDR-P p. 65 a	This policy outlines Amadeus's obligations when processing personal data, including legal compliance and respect for individuals' rights. It reflects Amadeus' commitment to transparency, accountability, and respecting the privacy rights of individuals across all operations. The Policy includes the privacy principles that should be followed in this regard. In particular: • Lawfulness, • Transparency • Proportionality • Privacy by design • Respect for individuals' rights • Security Additionally, the Policy describes the Privacy Governance model. Finally, mechanisms to oversight compliance are described, as well as consequences of non-compliance. The Policy is supplemented by: • Corporate Standards, that offer more detailed guidelines on certain aspects of privacy compliance applicable to the whole Amadeus organization. • Business Standards, that offer more detailed guidelines on certain aspects of privacy compliance applicable to one Unit, but not to all Units. • Processes, that outline the steps to follow in specific situations.		

MDR-A - Actions and resources in relation to material sustainability matters - Data privacy

To make sure data protection policies and procedures work well, Amadeus has put certain practices in place. These help prevent, reduce and mitigate potential negative impacts and ensure the protection of people's privacy.

Amadeus includes privacy considerations from the start when designing its products and services. The company does this by carefully checking for any privacy risks early in the development process.

Amadeus also collects only the data it needs. It has clear rules about how long to keep data and when to delete it.

Key actions - Data privacy

Monitoring of data privacy-related laws and regulations		Related IROs	ES2.1
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group		
Associated policies	Privacy policy		
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus actively monitors changes to applicable privacy laws and regulations worldwide to update privacy principles, processes, and practices as required. In 2025, Amadeus does this through a dedicated privacy regulatory team who is in charge of monitoring privacy regulatory developments worldwide. Regulatory updates that are relevant to Amadeus are highlighted and notified to the Group Data and AI Office. The implementation of regulatory requirements helps the company to prevent and mitigate potential negative data privacy -related impacts.		
Privacy audits		**Related IROs**	**ES2.1**
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group		
Associated policies	Privacy policy		
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Compliance with the requirements arising from the Privacy Compliance Program is periodically monitored through the use of KPIs and dedicated and regular audits, either by Group Internal Audit or by independent third party. In 2025, KPIs have been monitored and also two audits have been performed by the Group Internal Audit team.		
Training and awareness in data privacy related topics		**Related IROs**	**ES2.1**
Scope ESRS 2-MDR-A p. 68 b	Own workforce		

Key actions - Data privacy

Associated policies	Privacy policy
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus employees regularly undertake mandatory training to learn about privacy policies and procedures, like what counts as personal data, and concepts such as anonymization and data minimization. Throughout the year, Amadeus also organizes awareness activities, with a highlight being the annual Privacy Week. The theme for Privacy Week 2025 has been "Making Privacy a Strategic Differentiator" for Privacy Week 2025, highlighting the integral role of privacy compliance within Amadeus. During this week, employees worldwide have been able to participate in a variety of activities—including live events, webinars, and short learning sessions—.

Data privacy - assessment and requirements for suppliers and third parties	Related IROs	ES2.1
Scope ESRS 2-MDR-A p. 68 b	Vendors and third parties	
Associated policies	Privacy policy	
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus enforces a thorough and unified process to assess, onboard, and monitor third parties and suppliers handling personal data. All parties are required to comply with documented information security policies and applicable regulations, such as the EU GDPR. Rigorous contractual requirements and regular audits are conducted to ensure ongoing compliance and address evolving regulatory standards. In 2025, Amadeus further strengthened its risk management framework, proactively integrating privacy principles into third party operations. This approach underscores Amadeus' commitment to ethical data handling and maintaining stakeholder trust.	

MDR -M - Metrics in relation to material sustainability matters - Data privacy

Critical privacy incidents

Amadeus is required by contracts and regulations to protect personal data and, in certain cases, to inform customers, authorities and/or affected individuals, as required by applicable laws, if data is compromised[113].

During the reporting year, Amadeus did not receive any substantiated complaints concerning breaches of customer privacy and losses of customer data[114].GRI 418-1 a.i, GRI 418-1 a.ii, GRI 418-1 b

These figures are compiled internally by the *Group Data* team, following an established internal process and adhering to guidelines set forth by the appropriate data protection authorities.

Privacy training

In relation to privacy training:

Metrics - Privacy training ESRS 2-MDR-M p. 75		
	As of December 31, 2025	As of December 31, 2024
Privacy training completion (%)	88.0 %	98.6 %

In 2025, the methodology used to calculate mandatory training-related metrics have been updated. Previously, the metrics have been derived from KnowBe4. Recognizing the need for greater comprehensiveness, the updated approach now incorporates data extracted from all training systems available within Amadeus (learning platforms, tools, etc), reflecting the total volume and scope of training activities across the organization. ESRS 2-MDR-M p. 77 a

MDR-T - Tracking effectiveness of policies and actions through targets - Data privacy

Amadeus is committed to responsible business practices, and regularly improves its processes and goals using industry standards to prevent and mitigate potential impacts related to data privacy. ESRS 2-MDR-T p. 80 a AR 24 - AR 26

[113] Amadeus has defined an internal process to be followed in case of privacy incident.
[114] The case reported in 2024, remains open.

Key targets - Data privacy

Data privacy training completion[1]	
Target ESRS 2-MDR-T p. 80 b AR 24 - AR 26 ESRS 2-MDR-T p. 80 e AR 24 - AR 26	90% privacy training completion in 2026
Scope ESRS 2-MDR-T p. 80 c AR 24 - AR 26	Amadeus employees
Baseline value and base year ESRS 2-MDR-T p. 80 d AR 24 - AR 26	95% in 2023

[1]See section above *MDR -M - Metrics in relation to material sustainability matters - Data Privacy* for more information about this metric and its progress in 2025. ESRS 2-MDR-T p. 80 e AR 24 - AR 26,ESRS 2-MDR-T p. 80 f AR 24 - AR 26, ESRS 2-MDR-T p. 80 j AR 24 - AR 26
[2] Please consult the earlier section that details the modifications made to the calculus methodology. ESRS 2-MDR-T p. 80 i AR 24 - AR 26

Information about the methodology used to define the target, how Amadeus has considered stakeholders opinion and how the Group is tracking them is included in sections *Sustainability-related goals, at the ESRS 2 SBM-1- Strategy, business model and value chain* containing details and *ESRS 2 GOV-1 - The role of the administrative, management and supervisory bodies*.

Artificial intelligence (entity specific)

ESRS 2 - SBM-3 - G1 (Entity specific) - Material impacts, risks and opportunities related to Artificial intelligence

		List of IROs - ESRS G1 - Entity specific - Data privacy		
Artificial intelligence	ES4.1	+ Responsible use of artificial intelligence	Own operations	Actual
	ES4.2	- Inadequate skills development in AI		Potential

+ Positive impact
- Negative impact

In recent years, artificial intelligence (AI) has grown increasingly important, especially in the travel industry, and its influence is expected to continue expanding. Amadeus recognizes both the advantages and opportunities AI offers, while also staying mindful of any potential effects on the company and its stakeholders.

To address this, Amadeus is adopting new AI technologies and implementing strong protective measures. By relying on a comprehensive Responsible AI Framework, the company ensures safe use of AI, assists partners in integrating these tools, and maintains clear ethical guidelines to reinforce AI's beneficial role throughout the sector.

However, Amadeus is also aware of possible challenges. Insufficient training in technology and AI could hinder employees' career growth, which may in turn impact the company. To tackle this, swift and focused upskilling efforts are essential.

This has been reflected in Amadeus double materiality assessment carried out in 2025. The process of identifying and assessing material IROs is described in section *ESRS 2 IRO-1- Description of the process to identify and assess material impacts, risks and opportunities*.

Artificial intelligence governance model

Amadeus has implemented an AI governance framework designed to harness the benefits of AI while committing to responsible AI.

- The AI Office serves as a transversal body that steers and plays a central role in overseeing the implementation of AI within the organization to maximize its business value. The AI Office remains agile, ready to respond to shifting priorities, emerging opportunities, and new challenges and provides regular updates to top management.
- The AI Center of Excellence provides research and exploration capabilities aiming to advance knowledge and support the creation of innovative technology assets that enable future growth of Amadeus.
- The Group Data & AI Office is responsible for designing and maintaining Amadeus' Responsible AI Framework, which includes designing and managing Amadeus policies and processes to ensure that Amadeus is compliant with AI regulatory requirements (including, in particular, the EU AI Act) as well as Amadeus' AI Ethics Principles.
- The AI Advisory Board brings together experts from legal, technical, product, and operational backgrounds, as well as representatives from the AI Office and AI Centre of Excellence to review and advise on high risk, complex AI use cases and systems.

Amadeus' Responsible AI Framework is strengthened by the appointment of AI compliance specialists embedded in each of the business units. They are responsible for making sure this framework is followed in all teams and locations globally.

It is important to mention that Amadeus is a signatory of the AI Pact. This demonstrates Amadeus' commitment to ethical AI development, regulatory compliance, and engagement with other stakeholders in this ecosystem.

Artificial intelligence strategy

At Amadeus, AI is a strategic pillar. The company has invested in AI for over a decade and is actively expanding its implementation to enhance services for travelers, travel professionals, and employees. AI is part of Amadeus' priorities and is strengthened through robust partnerships.

With its ongoing advancement, Amadeus continues to take a forward-looking approach, adapting to technological progress and incorporating new developments. AI enables the company to shape the future of travel with responsibility, security, and sustainability at the forefront. Amadeus pursues these objectives with a commitment to ethical, compliant, and innovative practices.

AI is part of Amadeus' Sustainability strategy and roadmap 2026-2027.

Processes for engaging with stakeholders about impacts - Artificial intelligence

Amadeus has established several channels to enable employees to raise communications or concerns related to artificial intelligence. These include dedicated email addresses for direct internal communication to handle inquiries and feedback regarding AI policies and practices. The company has also a robust incident reporting system that is adapted to monitor, detect and manage AI-related incidents.

In addition to these formal channels, Amadeus recognizes the importance of open dialogue around the effectiveness and impact of AI. Feedback is considered a key indicator of success, and employees are actively encouraged to share internally their experiences and suggestions to help shape the responsible use of AI technologies.

Amadeus works closely with the whole travel ecosystem. As part of this continuous dialogue, AI has emerged in recent years as a central element of collaboration.

Furthermore, stakeholders are encouraged to report any instances of non-compliance with AI-related policies through the Speak Up reporting channel. This confidential mechanism ensures that ethical concerns and policy violations are addressed promptly and transparently, reinforcing Amadeus' commitment to responsible AI governance.

MDR-P - Policies adopted to manage material sustainability matters - Artificial intelligence

Amadeus aims to balance the benefits of AI with the protection of health, safety, and fundamental rights. To this end, defined policies and processes are one of the main components of the AI Compliance Program.

Key policies - Artificial intelligence

<table>
<tr><th colspan="2">Amadeus AI Policy</th></tr>
<tr><td>Description and objectives
ESRS 2-MDR-P p. 65 a</td><td>The Amadeus AI Policy sets out the company's framework for developing, deploying, and using artificial intelligence, ensuring these activities adhere to ethical values and all applicable legal standards, such as the EU AI Act.
This policy clarifies what AI ethics means at Amadeus and introduces six guiding and ethical principles that govern the development and application of AI tools:
<table>
<tr><th colspan="3">AI Ethics by design</th></tr>
<tr><td>Fairness and human oversight</td><td>Privacy and Security</td><td>Accountability</td></tr>
<tr><td>AI tools should treat all people fairly and include mechanisms for human oversight. Fairness means that AI systems should treat everyone fairly, and decide based on bias removed/ representative data</td><td>AI tools must protect privacy and data security, adhering to relevant laws and implementing robust security measures. They must provide explicit assurances to users about how their personal data will be used and protected.</td><td>Humans should maintain control over AI tools with clear roles and responsibilities defined. Accountability norms should be in place to ensure that AI systems are not the final authority on any decision.</td></tr>
<tr><td>Reliability and Safety</td><td>Transparency</td><td>Sustainability</td></tr>
<tr><td>AI tools must operate reliably and safely, with rigorous testing and maintenance, and consistently under normal circumstances and in unexpected conditions.</td><td>AI tools should be explainable and transparent with clear documentation and instructions. Those who operate AI systems should be clear about when, why, and how they choose to deploy them.</td><td>AI tools should be developed and used in an environmentally sustainable manner.</td></tr>
</table>
The policy provides tailored guidelines for Generative AI —emphasizing the protection of sensitive data, the importance of openness, and the need for a critical approach to evaluating AI-generated results, among others.
Finally, it also details the AI governance structure, outlining the procedures to be followed and specifying the consequences if the policy is not respected.</td></tr>
<tr><td>Related material IROs</td><td>ES4.1</td></tr>
</table>

Linked to the AI policy, the company has also established a specific AI security standard.

Finally, as commented on section *S1-1 Policies related to own workforce - Training and skills development, including talent attraction and retention*, Amadeus recognizes its commitment to support employees' growth with relevant and state of-the-art learning and skills development opportunities. This includes, among others, AI related matters[115].

MDR-A - Actions and resources in relation to material sustainability matters - Artificial Intelligence

Following its policies commitments, Amadeus is pursuing advancements in AI while upholding six core ethical principles: fairness and human oversight, privacy and security, reliability and safety, sustainability, transparency, and accountability[116]. These guiding principles are intended to guarantee that its use remains responsible and advantageous for both the company and the broader travel industry. Simultaneously, Amadeus is committed to equipping its workforce with the necessary AI expertise, ensuring that technological progress enhances employee growth. To realize these objectives, the organization has implemented targeted initiatives and training programs.

[115] Related material IRO: ES4.2

[116] Amadeus has reviewed the potential impact of its products and services against fundamental rights listed in the EU Charter of Fundamental Rights. Based on this assessment, Amadeus has concluded that the impact of its use or development of AI on fundamental rights is very unlikely to adversely affect any fundamental rights.

Key actions - Artificial Intelligence

Monitoring AI regulation and implementation of AI Control Framework	Related IROs ES4.1
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group
Associated policies	AI Policy
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	By closely monitoring AI regulations and industry best practices, Amadeus ensures its approach remains responsible, effective, and in harmony with the core ethical principles. The company has developed an AI Control Framework designed to address the obligations and articles outlined in the AI Act. Keeping abreast of regulatory developments helps the company anticipate new legal requirements related to fairness, privacy, security, reliability, transparency, sustainability, and accountability. This proactive stance allows Amadeus to adapt its internal policies and technical safeguards before regulations become mandatory, enhancing trust among stakeholders.

Mapping and implementing AI Systems	Related IROs ES4.1
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group
Associated policies	AI Policy, GenAI Acceptable Use Framework, AI security standard
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	Amadeus has established robust mechanisms to ensure accurate identification and classification of all AI systems currently developed or used within the organization. • AI Inventory: Central to this approach is the Amadeus AI Inventory, which compiles all AI use cases within the organization. • AI Literacy: Also, equipping stakeholders with the right tools and knowledge to correctly assess AI systems and use cases, mitigate potential risks, and prevent engagement with prohibited use cases that could lead to significant harm. • Business AI Specialists, acting as key experts on the AI Compliance Framework across various units, sites, and teams. These AI compliance specialists are responsible for ensuring the effective implementation of the framework in day-to-day operations and function as an essential link between our AI Compliance processes and the broader Amadeus organization. Legal and privacy experts review each use case to safeguard fundamental rights, including data protection, non-discrimination, and ethical use. The company has defined a process for identifying and mapping AI systems and use cases follows several clear steps. This structured approach enables Amadeus to proactively identify and address risk areas, laying the groundwork for responsible AI adoption and ongoing compliance. As a result of this governance and review mechanism, in 2025 more than 400 AI use cases were reviewed across the organization. Additionally, the company is considering establishing concrete measures to ensure human oversight throughout the lifecycle of high-risk AI systems, including mandatory four-eyes check, human-machine interface tools, decision override capabilities, fail-safe mechanisms, specialized training, and risk-based overview.

AI Security Assessment	Related IROs ES4.1
Scope ESRS 2-MDR-A p. 68 b	Amadeus Group
Associated policies	AI Policy, AI security standard
Description ESRS 2-MDR-A p. 68 a AR 22 ESRS 2-MDR-A p. 68 e	The AI Security Assessment is a mandatory security checkpoint designed to identify, prevent, and mitigate risks associated with AI solutions. It applies to all AI use cases, whether building internal applications, customer-facing applications or integrating third-party AI services. This assessment enforces security controls through standardized templates and collaboration between the security organization and business AI specialists. It complements other risk evaluations (e.g., threat modeling) by focusing specifically on the AI components of the system. Throughout this process, Amadeus ensures that every AI initiative aligns with security best practices, reinforcing its commitment to AI ethics principles.

Training and awareness in AI	Related IROs ES4.1, ES4.2
Scope ESRS 2-MDR-A p. 68 b	Employees at Amadeus Group
Associated policies	People Policy, AI Policy

Description ESRS 2-MDR-A p. 68 a AR	Training in responsible AI
	The company has developed and continues to expand tailored training programs to equip the workforce with the necessary awareness on AI compliance. This includes: • General awareness training: mandatory modules for all employees. • Role-based training: for teams directly deploying, developing or using certain AI systems, such as developers, high-risk use cases owners, and other identified audiences, including our compliance and legal resources. • Top management training. In particular, in 2025, two learning campaigns were mandatory for all Amadeus employees: • Ready for AI Compliance campaign to equip them to navigate the changing regulatory landscape. • AI Policy for all Amadeus employees introduces how the EU's AI Act impacts us, and how Amadeus AI Policy makes sure we are using AI Responsibly, ethically and legally. Finally, it is also important to mention that Amadeus has implemented a communication strategy, which guides employees through every stage of compliance readiness. By placing responsible AI at the heart of its training programs, Amadeus actively promotes the integration of ethical AI principles into employees' everyday activities.
	Upskilling employees in AI
	Amadeus has established dedicated work streams that focus on both raising awareness and building a robust foundation of AI knowledge across the organization. Moreover, the company integrates responsible AI deeply into its learning paths: • Generative AI for Everyone: Introductory sessions on AI capabilities and limitations, • Tool Training: Hands-on sessions with platforms like Copilot and GitHub Copilot, emphasizing secure and ethical use. Employees can access digital learning platforms—including Coursera, O'Reilly, LinkedIn Learning, Pluralsight, KnowBe4, and the Global Learning Hub—to enroll in advanced courses on AI and related topics. Additionally, employees can engage in targeted AI training programs. For example, in 2025, they had the opportunities to attend workshops, including those focused on Copilot Agents educational sessions, with over 1,458 individuals taking part in these programs. Additionally, through the AI Hub, employees have access to a dedicated platform where employees can access essential AI-related documentation, policies, training materials, and processes. This hub serves as a one-stop resource, ensuring everyone has the tools they need to uphold Amadeus standards and drive responsible AI innovation. This is complemented with other initiatives, such as the support (mentoring, expert guidance, etc.) provided by the AI Center of Excellence, for employees engaged in AI projects, fostering a culture of ongoing learning and innovation, while incorporating ethical and responsible values and principles. In addition to the resources available in the AI Hub and those offered by the AI Center of Excellence (as outlined above), employees have opportunities to interact, share insights, and engage in discussions about AI through initiatives like the Conversational & Generative AI Community. Throughout 2025, a series of AI knowledge sessions and webinars were hosted, drawing 1,573 individual attendees. By offering targeted training and awareness programs, Amadeus proactively addresses potential negative impacts of AI on employee careers. These initiatives ensure staff develop AI skills, supporting their employability and career growth as technology evolves.

MDR -M - Metrics in relation to material sustainability matters - Artificial intelligence

By tracking AI training opportunities, Amadeus ensures that employees have access to learning resources and skill-building programs in the field of AI. Doing so enables the company to identify which employees are engaging with AI-related learning, monitor progress over time, and recognize potential skill gaps.

As previously noted, some programs specifically address the topic of responsible AI.

Metrics - Artificial Intelligence ESRS 2-MDR-M p. 75	
	As of December 31, 2025
Unique employees trained in AI upskilling (number)[1]	6,612
Employees receiving training in responsible AI (%)[2]	73.0 %

[1]This metric has been calculated exclusively using figures recorded in the Group Ordinary System (Workday))
It should be highlighted that the unique employees counted in this metric have taken part in one or more training activity, with the AI training completion rate standing at 79.6%. ESRS 2-MDR-M p. 77 a

[2]Employees access to the course through the Group Ordinary System (Coursera, O'Reilly, LinkedIn Learning, Pluralsight, Workday, etc). Data is registered and consolidated in Workday.ESRS 2-MDR-M p. 77 a

MDR-T - Tracking effectiveness of policies and actions through targets - Artificial intelligence

Amadeus recognizes the importance of establishing clear targets aligned with the AI Policy to ensure the ethical, effective, and responsible adoption of AI technologies. The company is committed to providing employees with the essential expertise, technical skills and abilities required to utilize AI solutions in a responsible and proficient manner. This approach serves to amplify positive related impacts. ESRS 2-MDR-T p. 80 a AR 24 - AR 26

Key targets - Responsible AI

Training in responsible AI[1]	
Target ESRS 2-MDR-T p. 80 b AR 24 - AR 26 ESRS 2-MDR-T p. 80 e AR 24 - AR 26	85 % of employees receiving training in responsible AI by 2026
Scope ESRS 2-MDR-T p. 80 c AR 24 - AR 26	Amadeus employees
Baseline value and base year ESRS 2-MDR-T p. 80 d AR 24 - AR 26	73% by 2025

[1]See section above *MDR -M - Metrics in relation to material sustainability matters - AI* for more information about this metric and its progress in 2025. ESRS 2-MDR-T p. 80 f AR 24 - AR 26

Amadeus targets the deployment of a global AI upskilling program to ensure responsible AI adoption, strengthen employee confidence and skills, and foster a co-intelligence mindset that boosts productivity and innovation

Annex I - Non-financial and diversity reporting requirements (Law 11/2018)

Introduction

Amadeus has prepared the Non-Financial Information Statement and sustainability information 2025 in accordance with the CSRD and the ESRS, applying certain exemptions, as recognized in the mentioned Quick Fix Delegated Act. This report has been completed with specific elements of the law 11/2018, included in this annex. Consequently, even though some topics are not material for Amadeus, according to the results of the double materiality assessment[117], the company provides details below about certain metrics and information included in the law 11/2018.

1. Environmental information

Since 2009, the Amadeus Environmental Management System (EMS) is the tool Amadeus uses to measure, report and improve environmental performance of its operations, including those aspects related to electricity -both self-generated renewable electricity and active sourcing of renewable electricity-, fossil fuels, CO_2 emissions, refrigerant gases, water and waste. Further details on the EMS has been included in section *Metrics in relation to climate change mitigation.*

Procedures for environmental certifications and evaluations

Note: Not material for Amadeus, but included in Law 11/2018

Some Amadeus sites hold environmental certifications. In this regard, the Amadeus Data Center in Germany extended the data center certification to EN 50600, the new EU standard for data centers that is even broader in scope and more demanding. This certification is valid until 2026. See more information in section *Disclosures pursuant to Article 8 of Regulation (EU) 2020/ 852 (Taxonomy Regulation).*

In addition to EN 50600, Amadeus has 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/EC22237 covers aspects of data center facilities and infrastructure, including requirements for availability and security as well as the energy efficiency and sustainability of physical infrastructures.

In accordance with legal requirements, energy audits are conducted every four years at various Amadeus sites, including those in Bad Homburg, Barcelona, London, Madrid, Nice, and Sofia. Additionally, select Amadeus office sites have obtained energy efficiency or green building certifications, such as the LEED Gold award for the Bangkok office and the BREEAM certification for the Madrid.

Pollution

Note: Not material for Amadeus, but included in Law 11/2018

Due to the nature of its operations, Amadeus does not consider pollution to be a material issue. The company adheres to local regulations by implementing controls over atmospheric emission sources at its facilities whenever required.

[117] See sections *IRO-1- Description of the process to identify and assess material impacts, risks and opportunities* and *SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model.*

Amadeus neither utilizes ozone-depleting substances nor generates substantial quantities of harmful gases such as sulphur dioxide, nitrogen oxides, volatile organic compounds, or particulate matter. As a result, none of these sources have produced significant impacts. Risks and opportunities associated with atmospheric pollution have likewise been deemed irrelevant. Furthermore, Amadeus has reviewed the pollution-related effects, risks, and opportunities throughout its value chain and found none to be material.

Lastly, the company's activities do not give rise to meaningful light or noise pollution impacts, risks, or opportunities, so these have not been classified as significant.

Circular economy and waste management: measures to reuse, recycle or otherwise prevent waste generation and waste food

Note: Not material for Amadeus, but included in Law 11/2018

Amadeus takes a responsible approach to waste management, aiming to reduce waste production and enhance recycling and reuse efforts. The company implements measures aimed at minimizing waste production and advancing recycling efforts, while also supporting initiatives that foster awareness of the circular economy and proper waste management.

- Globally implementing badge-based printing systems that reduce paper used.
- Broadly implementing electronic signature for contracts, significantly reducing paper copies printed and courier usage.
- Setting all printer defaults to black-and-white, double-sided printing.
- Using recycled paper when possible and sending used paper for recycling.
- Carrying out global marketing efforts to reduce paper use in advertising, using digital means instead.
- Implementing a proper infrastructure to promote classification of waste. For instance, in Spain, segregating waste in the appropriate containers is promoted.
- Replacing individual workstation bins with common area bins to reduce waste.
- Communication campaigns to raise awareness among employees to minimize waste and the use of plastic.
- Eliminating the use of plastic as much as possible. Replacing single-use plastic and paper cups with reusable glass or ceramic mugs. For instance, in Manila, paper cups are avoided.
- Reusing obsolete PC screens and other electronic equipment. Through the Buyback Program, employees have the opportunity to buy for private usage your end-of-lifecycle corporate devices, including laptops, smartphones, and tablets, at a significantly discounted price.
- Working with vendors that collect waste to improve its measurement and management. For example, in Bangalore, Amadeus' vendors converted carton boxes and pulps into reusable note pads & pencils and returned them for usage. In Sofia, the collection of waste outside the office to promote and facilitate recycling is coordinated.
- Donating and recycling office furniture and electronic equipment. In Sydney, for example, laptops, monitors and docking stations have been donated to several foundations.

Waste management firms, which may be contracted directly by Amadeus or by the building's landlord, are responsible for gathering and appropriately handling waste. Additionally, they are the main sources of information for reporting waste. As a result, direct measurement of waste is challenging because Amadeus sometimes lacks access to the necessary resources or

documentation for accurate tracking and reporting. In situations where Amadeus shares office space with other tenants, obtaining waste data specific to each tenant or determining the amount of recycled waste is often unfeasible. Conversely, waste produced from exceptional activities, such as construction work in buildings, is usually measured; however, to maintain consistency, this type of waste is reported separately from routine waste.

	Waste - metrics (kg)[1]	
	2025	2024
Non-hazardous waste generated	406,179	439,444
of which recycled	218,886	303,217
of which sent for composting	61,014	39,550
Waste from Electrical and Electronic Equipment (WEEE)[2]	27,816	16,804
of which recycled and donated	27,816	16,804
Hazardous waste[3]	11,075	26,456
of which recycled and donated	0	3,439

[1] 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.
[2] The increase in WEEE is mainly due to the inclusion of Vision-Box office and factory in Lisbon in the direct reporting of the EMS. The current methodology for WEEE reporting does not include an extrapolation: Amadeus considers the amount of retired assets (laptops, mobiles) from all its locations, as well as additional WEEE collected in the EMS sites.
[3] The decrease in hazardous waste is primarily related to the works done in the Amadeus site in Nice during 2024 and 2025, as well as due to the replacement of UPS and inverters batteries in 2024 - which was not required in 2025.

Water consumption

Note: Not material for Amadeus, but included in Law 11/2018

Managing water resources efficiently is important for the company, despite the fact that Amadeus or its value chain-related activities have not been identified as having a significant environmental impacts, risks or opportunities in relation to water consumption, availability or quality. Nevertheless, Amadeus acknowledges that in specific regions or seasons, water frequently becomes a scarce resource, especially drinking water. This is why Amadeus monitors and aims to minimizing the consumption of water at certain sites.

Across its global offices, Amadeus has implemented various initiatives aimed at lowering water consumption:

- At the Data Center, in Erding, continuous water quality tests are carried out to safeguard high water quality standards. With these tests and subsequent increased water quality, Amadeus reduces the need to add new water in the circuits, reducing the overall consumption. In 2022, the drinking water network was upgraded, which resulted in the elimination of a long circulation line between the buildings. The solar system for water heating in building was upgraded as well.
- Implementing motion sensor taps, water flow regulators and aerators in bathrooms to optimize consumption. For instance, in London waterless urinals to male toilets were installed, with an estimated annual water saving of over 2,100 m^3.
- Use of drip irrigation systems with automatic watering set to minimum and plants adapted to the specific climate with low water consumption, are some of the best practices implemented in Nice.
- Use of water-efficient household appliances in kitchens, for instance in Bangalore and Madrid.
- Renovating water pumps, improving energy efficiency with estimated savings of 1,000 m^3 of water and 70 MWh at our Nice site.
- Implementing leak detection units to reduce water loss.

- Using advanced condenser systems to avoid water waste in the cooling system due to condensation.
- Additionally, Amadeus carries out communication campaigns among Amadeus employees.

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

- 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.
- Water used for irrigation. Amadeus' gardens and irrigation system in Nice minimize the use of water since the plants in the garden are adapted to local weather.
- Water used for cooling of servers, principally at the Data Center in Erding. See more information in section *Disclosures pursuant to Article 8 of Regulation (EU) 2020/ 852 (Taxonomy Regulation).*

	Water - metrics	
	2025	2024
Water consumption (m^3)[1]	158,853	150,512

[1]Total Amadeus sites worldwide.
For the 2025 calculations, data from direct reporting at 14 Amadeus sites—which account for 74% of the total surface—was used, while the consumption for the other sites was estimated based on their average usage per square meter. The 2024 calculations utilized direct information from the 13 sites covered by the EMS, with estimates applied to the remaining locations but considering average FTEs.

Use of raw materials

Note: Not material for Amadeus, but included in Law 11/2018

Amadeus has not identified impacts, risks and opportunities related to the use of raw materials. Nevertheless, Amadeus voluntarily reports on paper consumption, an item that has been consistently monitored and acted upon.

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

- Implementing badge-based printing systems.
- Use of carbon-neutral paper.
- Setting 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.

	Raw material - Metrics - Paper[1]	
	2025	2024
Paper consumption (kg)	10,206	19,209

[1] Paper is used at Amadeus premises and tracked through a global printing system, which permits a precise monitoring of use and facilitates the identification of areas for improvement.

Biodiversity protection

Note: Not material for Amadeus, but included in Law 11/2018

Given the nature of Amadeus's business activities, the company does not generate material impacts —either positive or negative—on biodiversity through its direct operations or across its value chain. Furthermore, biodiversity-related risks and opportunities have not been recognized as relevant in the double materiality assessment. This stems from the fact that Amadeus's facilities are situated within office buildings in urban settings or designated industrial parks, and its core business lies within the IT sector. Amadeus land use is not intensive, and its contribution to land degradation is therefore limited.

Nevertheless, Amadeus has taken part in collaborative sustainability projects with industry partners and customers to support biodiversity protection. These efforts include reforestation programs and initiatives aimed at cleaning natural habitats and collecting plastic waste. For instance, in 2025, employees from the London and Indonesia offices participated in volunteer activities focused on habitat conservation. Additionally, volunteers in Colombia engaged in tree planting to safeguard their local natural environment.

2. Own workforce information

Employment

Note: Additional disclosure requirements as outlined in Law 11/2018 beyond those provided in section *S1-6 - Characteristics of the undertaking's employees*

Number of employees by gender, age, and professional category as of December 31 (headcount)[1]

	As of December 31, 2025				As of December 31, 2024			
	VPs and directors	Associate Directors & Senior managers & managers	Staff	Total	VPs and directors	Associate Directors & Senior managers & managers	Staff	Total
By age range								
<30	0	32	3,247	3,279	0	48	3,513	3,561
30-50	82	5,209	7,958	13,249	79	4,963	8,080	13,122
>50	148	2,297	1,632	4,077	153	2,118	1,689	3,960
By gender								
Male	172	4,851	7,682	12,705	173	4,650	7,991	12,814
Female	58	2,687	5,155	7,900	59	2,479	5,291	7,829

[1] Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group in controlled companies. Figures do not include the entities considered as Joint Ventures and Associates. Headcounts as of the end of the reporting period. Gender Figures regarding the gender category "Other" are included in the "Male"category.

Number of employees by employment type and contract as of December 31 (headcount)[1]

	As of December 31, 2025			As of 31st December 2024		
	Permanent	Temporary	Total	Permanent	Temporary	Total
Full-time	19,716	62	19,778	19,644	196	19,840
Part-time	826	1	827	801	2	803

[1] Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group in controlled companies. Figures do not include the entities considered as Joint Ventures and Associates. Headcounts as of the end of the reporting period.

Annual average of contracts by employment type and gender (headcount)[1]

	2025 (average headcount)					
	Permanent			Temporary		
	Full-time	Part-time	Total	Full-time	Part-time	Total
Male	12,435.0	240.0	12,675.0	27.5	0.0	27.5
Female	7,214.5	573.5	7,788.0	39.0	1.5	40.5
	2024 (headcount, in average)					
	Permanent			Temporary		
	Full-time	Part-time	Total	Full-time	Part-time	Total
Male	11,804.5	221.5	12,026.0	104.0	1.5	105.5
Female	6,828.5	571.0	7,399.5	88.0	3.0	91.0

[1] Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group in controlled companies. The information provided refers to the average number of contracts, for all employees in controlled companies. Figures do not include the entities considered as Joint Ventures and Associates. The average headcount is obtained by adding the starting and ending headcount and dividing over 2. Figures regarding the gender category "Other" are included in the "Male"category.

Annual average of contracts by employment type and age (headcount)[1]						
						2025 (average headcount)
			Permanent			Temporary
	Full-time	Part-time	Total	Full-time	Part-time	Total
<30	3,336.0	8.0	3,344.0	16.0	0.0	16.0
30-50	12,629.5	489.0	13,118.5	43.5	0.5	44.0
>50	3,684.0	316.5	4,000.5	7.0	1.0	8.0
						2024 (headcount, in average)
			Permanent			Temporary
	Full-time	Part-time	Total	Full-time	Part-time	Total
<30	3,262.0	11.5	3,273.5	128.0	1.5	129.5
30-50	11,909.0	476.5	12,385.5	59.0	1.5	60.5
>50	3,462.0	304.5	3,766.5	5.0	1.5	6.5

[1] Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group in controlled companies. The information provided refers to the average number of contracts, for all employees in controlled companies. Figures do not include the entities considered as Joint Ventures and Associates. The average headcount is obtained by adding the starting and ending headcount and dividing over 2. Associate Directors are included under Senior Managers and Managers category while CEO is under VPs and Directors.
See section *S1-6 - Characteristics of Amadeus' employees* containing definitions of permanent and temporary employee, as well as full-time and part-time.

Annual average of contracts by employment type and professional category (headcount)[1]						
						2025 (average headcount)[1]
			Permanent			Temporary
	Full-time	Part-time	Total	Full-time	Part-time	Total
VPs and directors	229.5	1.5	231.0	0.0	0.0	0.0
Associate Directors, Senior Managers and Managers	6,983.5	328.0	7,311.5	13.5	0.0	13.5
Staff	12,436.5	484.0	12,920.5	53.0	1.5	54.5
						2024 (headcount, in average)
			Permanent			Temporary
	Full-time	Part-time	Total	Full-time	Part-time	Total
VPs and directors	227.0	1.5	228.5	0.0	0.0	0.0
Associate Directors, Senior Managers and Managers	6,430.0	298.5	6,728.5	13.0	1.0	14.0
Staff	11,976.0	492.5	12,468.5	179.0	3.5	182.5

[1]Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group in controlled companies. Figures do not include the entities considered as Joint Ventures and Associates. The information provided refers to the average number of contracts, for all employees in controlled companies. Associate Directors are included under Senior Managers and Managers category while CEO is under VPs and Directors.
See section *S1-6 - Characteristics of Amadeus' employees* containing definitions of permanent and temporary employee, as well as full-time and part-time.

Dismissals by age, gender and professional category as of 31st December (headcount)[1]								
	As of 31st December 2025				As of 31st December 2024			
	VPs and directors	Associate Directors, Senior managers & managers	Staff	Total	VPs and directors	Associate Directors, Senior managers & managers	Staff	Total
<30	0	1	61	62	0	0	38	38
Male	0	1	42	43	0	0	32	32
Female	0	0	19	19	0	0	6	6
Between 30 and 50 years old	0	61	192	253	0	29	122	151
Male	0	45	107	152	0	20	84	104
Female	0	16	85	101	0	9	38	47
>50	4	46	75	125	1	29	41	71
Male	4	25	43	72	1	23	23	47
Female	0	21	32	53	0	6	18	24

[1] Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group in controlled companies. Figures do not include the entities considered as Joint Ventures and Associates. Headcount as of the end of the reporting period. Figures regarding the gender category "Other" have not been included.
Associate Directors are included under Senior Managers and Managers category. This table only shows involuntary termination, while in section *S1-6 - Characteristics of Amadeus' employees*, to calculate the turnover rate, employees terminated voluntary and involuntarily have been included.

Remuneration

Note: Additional disclosure requirements as outlined in Law 11/2018 beyond those provided in section *S1-16: Remuneration metrics (pay gap and total remuneration)*

The average remuneration outlined below encompasses the total target compensation, which includes base salary, target annual bonus, and target long-term incentive.

It should be noted that, with respect to average pay by level, each level generally consists of various roles that have distinct salary ranges. Additionally, the reported salaries reflect Amadeus's global locations, and a consistent fixed exchange rate from the month prior to reporting has been applied.

Differences observed between 2025 and 2024 are influenced by changes in exchange rates, shifts in workforce composition by both level and global footprint, as well as varying rates of salary adjustments implemented across the broader employee population.

Average remuneration by gender, age and professional category[1]		
	Average remuneration by gender (euros)	
	2025	2024
Female	€65,561	€66,469
Male	€73,282	€74,983
	Average remuneration by age (euros)	
	2025	2024
<30 years	€29,858	€31,361
30-50 years	€68,353	€70,968
>50 years	€113,787	€115,444
	Average remuneration by level (euros)	
	2025	2024
Executive level	€328,443	€324,036
Management level	€149,524	€154,430
Non-management level	€58,741	€60,188

[1] Data extracted from the Group's ordinary system (Workday), including all permanent and temporary employees of Amadeus IT Group in controlled companies.

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 (euros)				
	2025		2024	
	Female	Male	Female	Male
Board of Directors[1]				
External Directors	€147,615	€158,185	€134,865	€151,321
Executive Director[2]		€4,370,659		€3,985,191
Executives [3]	€310,286	€371,641	€260,786	€328,304

[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] Executive Director includes Base Salary + Fees for the membership of the Board of Directors + Long-term savings + Benefits + Long Term Incentive Plan + Annual Bonus accrued for the current fiscal year. Please, bear in mind that section *S1-16: Remuneration metrics (pay gap and total remuneration)* includes actuals compensation package effectively paid in 2025.
[3] 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 received in the fiscal year, but may be in reference to the prior performance year).

Executives total compensation increased versus 2024 primarily because long-term incentive (LTI) awards that vested and paid in 2025 delivered higher outcomes than in the prior year. This LTI performance awards only affects the Executive population.

Employees with disabilities

Note: Additional disclosure requirements as outlined in Law 11/2018 beyond those provided in section *S1-12– Persons with disabilities*

	Employees with disabilities[1]	
	2025	2024
Number of employees with disabilities	309	263

[1]Data has been collected manually. This involved reaching out to the different Amadeus sites to gather initial data, which was then consolidated by P&C. Data from Amadeus subsidiaries accounting for 0.4% of total Amadeus employees have not been included.

Absenteeism

Note: Additional disclosure requirement, as outlined in Law 11/2018

	Number of hours of absenteeism[1]	
	2025	2024
Male	552,794	250,830
Female	552,974	424,696
Total	1,105,768	675,526

[1] 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).
Absenteeism hours reported for males also encompass individuals categorized under the 'Others' gender classification.
The P&C team at Amadeus manually collected and consolidated the data; however, in some regions such as APAC and NORAM, absenteeism data is tracked through internal systems like Workday starting in 2025. Please note that this information does not include Amadeus subsidiaries, which account for 0.9% of the total workforce. The main differences between the years 2024 and 2025 are primarily due to these legal entities automating absenteeism data tracking, Furthermore, an increase in the number of days lost to occupational injuries, as demonstrated in the table below, is another contributing factor.

Health and safety

Note: Additional disclosure requirements as outlined in Law 11/2018 beyond those provided in section *S1-14 - Health and safety metrics*

	Work-related injuries and ill rates per gender[1]			
	2025		2024	
	Female	Male	Female	Male
Total Injuries[2]	23	42	22	22
Injury Rate[3]	1.69	1.9	1.56	0.96
Occupational Disease Rate[4]	0	0	0	0
Lost Day Rate[5]	0.02	0.05	0.04	0.004

[1]Raw data collected manually and consolidated by P&C at Amadeus. Figures regarding the gender category "Other" have not been included. Data from Amadeus subsidiaries accounting for 0.9% of total Amadeus employees have not been included.
The main factor behind the rise in accidents in 2025 was incidents reported in APAC and France, which also resulted in a higher number of days lost for these reasons.

[2]This table contains figures related to injuries as well as other relevant figures. For details regarding accidents and additional health and safety, please refer to section *S1-14 - Health and safety metrics*.

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

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

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

Social dialogue - Relationship with employees

Note: Additional disclosure requirements as outlined in Law 11/2018 beyond those provided in section *S1-8 - Collective bargaining coverage and social dialogue*

Total Workforce by main countries/ regions covered with collective agreements[1] (percentage)		
Country	As of December 31, 2025	As of December 31, 2024
France	100.0%	100.0%
Spain	100.0%	100.0%
Germany	78.5%	78.5%
Australia	71.7%	72.6%
Bulgaria	_ %	0.0%
Colombia	_ %	0.0%
United States	_ %	0.0%
India	_ %	0.0%
Netherlands	_ %	0.0%
Philippines	_ %	0.0%
Singapore	_ %	0.0%
Thailand	_ %	0.0%
Turkey	_ %	0.0%
United Arab Emirates	_ %	0.0%
United Kingdom	_ %	0.0%
Ukraine	_ %	0.0%
Others	17.5%	16.9%
Total	40.1%	40.2%

[1] Data obtained manually from each region where Amadeus operates and consolidated by P&C at Amadeus. Data from Amadeus subsidiaries accounting for 0.4% of total Amadeus employees have not been included.

Training

Note: Additional disclosure requirements as outlined in Law 11/2018 beyond those provided in section *S1-13 - Training and skills development metrics*

Total number of hours of training by professional category and gender[1]						
			2025			2024
	Male	Female	Total	Male	Female	Total
SVPs, EVPs and VPs	253.1	96.0	349.1	224.0	46.5	270.5
Directors	2,237.4	845.8	3,083.2	1,706.4	701.1	2,407.5
Associate directors	5,569.0	2,333.4	7,902.4	5,322.5	2,620.3	7,942.8
Senior managers	30,143.7	17,315.4	47,459.0	25,157.8	15,290.7	40,448.4
Managers	83,118.4	53,754.5	136,872.9	70,855.1	43,608.5	114,463.5
Staff	203,327.3	138,945.6	342,272.9	181,561.9	116,898.8	298,460.7
Total	324,648.9	213,290.7	537,939.6	284,827.6	179,165.9	463,993.5

[1]Total training hours offered to and completed have been considered, including CEO's learning hours in 2025. Amadeus legal entity Forwarkeys has not been included, due to their integration during 2025 in the Group (accounting for 0.2% of total Amadeus employees). While trainees are incorporated to align with existing internal company approach, such as the inclusion of training related metric in the Amadeus Performance Plan. Data has been extracted from Amadeus Ordinary systems (Workday, LinkedIn, PluralSight, Coursera, O'Reilly and RedHat). Figures regarding the gender "Other" have been incorporated into the male classification.

Average number of trainings by gender and employee category[1]						
			2025			2024
	Male	Female	Total	Male	Female	Total
SVPs, EVPs and VPs	8.3	17.5	9.7	6.8	11.6	7.5
Directors	15.8	16.0	15.8	11.8	12.3	11.9
Associate directors	22.5	23.2	22.7	20.8	27.6	22.6
Senior managers	29.6	34.4	31.2	24.6	30.6	26.6
Managers	23.9	27.3	25.1	20.9	22.9	21.6
Staff	25.5	26.1	25.7	21.8	20.9	21.4

[1] To calculate the indicator, the total number of employees (active or inactive) who have completed at least one training in 2025 has been considered as denominator, according to the following formula:
Average number of hours of training per employee = Number of total hours offered and completed by employees/Total number of employees completing one training in 2025
Amadeus legal entity Forwarkeys has not been included, due to their integration during 2025 in the Group (accounting for 0.19% of total Amadeus employees). While trainees are incorporated to align with existing internal company approach, such as the inclusion of training related metric in the Amadeus Performance Plan. Data has been extracted from Amadeus Ordinary systems (Workday, LinkedIn, PluralSight, Coursera, O'Reilly and RedHat). Figures regarding the gender "Other" have been incorporated into the male classification.

Contributions to non-profits organizations

Note: Additional disclosure requirements as outlined in Law 11/2018

	Contributions to non-profit organizations	
	As of December 31, 2025	As of December 31, 2024
Contribution to non-profit organizations (€)[1]	€1,428,947	€1,128,061

[1]Data obtained from Amadeus internal system (SAP). In 2025, Amadeus revised its criteria to adopt a more comprehensive approach, broadening its scope beyond the conventional definition of charity and non-profit organizations as previously interpreted within the Spanish context, and adopting a global perspective.

Annex III - ESRS 2 IRO-2- Disclosure Requirements in ESRS covered by the undertaking's sustainability statement

The table below *Context index - ESRS disclosure requirements and material data points that derive from other EU legislation* outlines the ESRS 2 disclosure requirements and the relevant topical standards for Amadeus, which have informed the preparation of this report.

A sustainability topic qualifies as material when at least one identified IRO surpasses the impact or financial materiality threshold. As a result, the report excludes disclosure requirements for topical standards E2, E3, E4, and E5, since they do not meet the materiality criteria. ESRS 2-IRO-2 p. 58

Furthermore, material data points derived from other EU legislation, as listed in ESRS 2 appendix B, have also been included in the same table. Data points that are not considered material, such as those associated with standards E2, E3, E4, and E5, are also included in the table and are highlighted in gray to indicate their non-material status.

Context index - ESRS disclosure requirements and material data points that derive from other EU legislation ESRS 2-IRO-2 p. 56 , ESRS 2-IRO-2 p. 56 AR 19

Disclosure Requirement	Material/ Not material	Page reference	Data points derived from other EU legislation					
			Data point (paragraph)	SFDR reference	Pillar 3 reference	Benchmark Regulation	EU Climate Law reference	Page reference/ comments
ESRS 2 · General disclosures								
ESRS 2 BP-1 General basis for preparation of the sustainability statement	Not applicable	1						
ESRS 2 BP-2 Disclosures in relation to specific circumstances	Not applicable	2						
ESRS 2 GOV-1 The role of the administrative, management and supervisory bodies	Not applicable	4	§21 (d) Board's gender diversity	■		■		5
			§21 (e) Percentage of board members who are independent			■		5
ESRS 2 GOV-2 Information provided to and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies	Not applicable	10						
ESRS 2 GOV-3 Integration of sustainability-related performance in incentive schemes	Not applicable	10						
ESRS 2 GOV-4 Statement on sustainability due diligence	Not applicable	12	§30 Statement on due diligence	■				13
ESRS 2 GOV-5 – Risk management and internal controls over sustainability reporting	Not applicable	14						

Context index - ESRS disclosure requirements and material data points that derive from other EU legislation ESRS 2-IRO-2 p. 56 , ESRS 2-IRO-2 p. 56 AR 19

Disclosure Requirement	Material/ Not material	Page reference	Data points derived from other EU legislation					
			Data point (paragraph)	SFDR reference	Pillar 3 reference	Benchmark Regulation	EU Climate Law reference	Page reference/ comments
ESRS 2 SBM-1 Strategy, business model and value chain	Not applicable	19	§40 (d) i Involvement in activities related to fossil fuel activities	■	■	■		Not applicable
			§40 (d) ii Involvement in activities related to chemical production	■		■		Not applicable
			§40 (d) iii Involvement in activities related to controversial weapons	■		■		Not applicable
			§40 (d) iv Involvement in activities related to cultivation and production of tobacco			■		Not applicable
ESRS 2 SBM-2 Interest and views of stakeholders	Not applicable	27						
ESRS 2 SBM-3 Material impacts, risks and opportunities and their interaction with strategy and business model	Not applicable	32						
ESRS 2 IRO-1 Description of the process to identify and assess material impacts, risks and opportunities	Not applicable	29						
ESRS 2 IRO-2 Disclosure requirements in ESRS covered by the undertaking's sustainability statement	Not applicable	195						
ESRS E1 · Climate change								
ESRS 2 - GOV-3 - E1 - Integration of sustainability-related performance of incentive schemes	Material	60						
E1-1 Transition plan for climate change mitigation	Material	66	§14 Transition plan to reach climate neutrality by 2050				■	66
			§16 (g) Undertakings excluded from Paris-aligned Benchmarks		■	■		67
ESRS 2 – SBM-3 - E1 - Material IROs and their interaction with strategy and business model	Material	63						
ESRS 2 - IRO-1 - Description of the processes to identify and assess material climate-related impacts, risks and opportunities	Material	60						
E1-2 Policies related to climate change mitigation and adaptation	Material	38, 67, 84						
E1-3 Actions and resources in relation to climate change policies	Material	68, 85						
E1-4 Targets related to climate change mitigation and adaptation	Material	72, 87	§34 GHG emission reduction targets	■	■	■		72

Context index - ESRS disclosure requirements and material data points that derive from other EU legislation ESRS 2-IRO-2 p. 56 , ESRS 2-IRO-2 p. 56 AR 19

Disclosure Requirement	Material/ Not material	Page reference	Data points derived from other EU legislation					
			Data point (paragraph)	SFDR reference	Pillar 3 reference	Benchmark Regulation	EU Climate Law reference	Page reference/ comments
E1-5 Energy consumption and mix	Material	75	§38 Energy consumption from fossil sources disaggregated by sources (only high climate impact sectors)	■				Not applicable
			§37 Energy consumption and mix	■				76
			§40-§43 Energy intensity associated with activities in high climate impact sectors	■				76
E1-6 Gross Scopes 1, 2, 3 and total GHG emissions	Material	77	§44 Gross Scope 1, 2, 3 and Total GHG emissions	■	■	■		81
			§53-§55 Gross GHG emissions intensity	■	■	■		83
E1-7 GHG removals and GHG mitigation projects financed through carbon credits	Material	83	§56 GHG removals and carbon credits				■	83
E1-8 Internal carbon pricing	Material	84						
E1-9 Anticipated financial effects from material physical and transition risks and potential climate-related opportunities	Material	Not disclosed - phase in	§66 Exposure of the benchmark portfolio to climate-related physical risks			■		Not disclosed - phase in
			§66 (a); §66 (c) Disaggregation of monetary amounts by acute and chronic physical risk; Location of significant assets at material physical risk		■			Not disclosed - phase in
			§67 (c) Breakdown of the carrying value of its real estate assets by energy-efficiency classes		■			Not disclosed - phase in
			§69 Degree of exposure of the portfolio to climate-related opportunities			■		Not disclosed - phase in
ESRS E2 - Pollution								
E2-4 Pollution of air, water and soil	Not material	NA	§28 Amount of each pollutant listed in Annex II of the E-PRTR Regulation (European Pollutant Release and Transfer Register) emitted to air, water and soil	■				Not material
ESRS E3 - Water and marine resources								
E3-1 Policies related water and marine resources	Not material	NA	§9 Water and marine resources	■				Not material
			§13 Dedicated policy	■				Not material
			§14 Sustainable oceans and seas	■				Not material

Context index - ESRS disclosure requirements and material data points that derive from other EU legislation ESRS 2-IRO-2 p. 56 , ESRS 2-IRO-2 p. 56 AR 19

Disclosure Requirement	Material/ Not material	Page reference	Data points derived from other EU legislation					
			Data point (paragraph)	SFDR reference	Pillar 3 reference	Benchmark Regulation	EU Climate Law reference	Page reference/ comments
E3-4 Water and marine resources	Not material	NA	§28 c Total water recycled and reused	■				Not material
			§29 Total water consumption in m^3 per net revenue on own operations	■				Not material
ESRS E4 - Biodiversity and ecosystems								
ESRS 2 IRO-1 Description of processes to identify and assess material biodiversity and ecosystem-related impacts, risks and opportunities	Not material	NA	1§6 (a) i	■				Not material
			§16 (b)	■				Not material
			§16 (c)	■				Not material
E4-2 Policies related to biodiversity and ecosystems	Not material	NA	§24 (b) Sustainable land / agriculture practices or policies	■				Not material
			§24 (c) Sustainable oceans / seas practices or policies	■				Not material
			§24 (d) Policies to address deforestation	■				Not material
ESRS E5 - Resource use and circular economy								
E5-5 Resource outflows	Not material	NA	§37 (d) Non-recycled waste	■				Not material
			§39 Hazardous waste and radioactive waste	■				Not material
ESRS S1 · Own workforce								
ESRS 2 SBM-2 – Interests and views of stakeholders	Material	27						
ESRS 2 SBM-3 - S1 - Material IROs and their interaction with strategy and business model	Material	35, 88, 89, 91, 93, 99, 104, 109, 114	ESRS 2- SBM3 - S1 §14 (f) Risk of incidents of forced labour	■				89
			ESRS 2- SBM3 - S1 §14 (g) Risk of incidents of child labour	■				89
S1-1 Policies related to own workforce	Material	38, 92, 93, 99,104, 110,114	§20 Human rights policy commitments	■				12, 38, 92, 94, 100, 105, 110
			§21 Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions 1 to 8			■		94
			§22 Processes and measures for preventing trafficking in human beings	■				12, 94
			§23 Workplace accident prevention policy or management system	■				92, 105

Context index - ESRS disclosure requirements and material data points that derive from other EU legislation ESRS 2-IRO-2 p. 56 , ESRS 2-IRO-2 p. 56 AR 19

Disclosure Requirement	Material/ Not material	Page reference	Data points derived from other EU legislation					
			Data point (paragraph)	SFDR reference	Pillar 3 reference	Benchmark Regulation	EU Climate Law reference	Page reference/ comments
S1-2 Processes for engaging with own workers and workers' representatives about impacts	Material	89						
S1-3 Processes to remediate negative impacts and channels for own workers to raise concerns	Material	91	§32 (c) Grievance/complaints handling mechanisms	■				91
S1-4 Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	Material	94, 100,105, 110, 115						
S1-5 Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	Material	95, 108, 112, 118						
S1-6 Characteristics of the undertaking's employees	Material	23, 95						
S1-7 Characteristics of non-employee workers in the undertaking's own workforce	Material	98						
S1-8 Collective bargaining coverage and social dialogue	Material	98						
S1-9 Diversity metrics	Material	113						
S1-10 Adequate wages	Material	102						
S1-11 Social protection	Material	Not disclosed - phase in						
S1-12 Persons with disabilities	Material	114						
S1-13 Training and skills development metrics	Material	118						
S1-14 Health and safety metrics	Material	108	§88 (b) and (c) Number of fatalities and number and rate of work-related accidents	■		■		109
			§88 (e) Number of days lost to injuries, accidents, fatalities or illness	■				109
S1-15 Work-life balance metrics	Material	109						
S1-16 Remuneration metrics (pay gap and total compensation	Material	102	§97 (a) Unadjusted gender pay gap	■		■		102
			§97 (b) Excessive CEO pay ratio	■				103
S1-17 Incidents, complaints and severe human rights impacts	Material	93	§103 (a) Incidents of discrimination	■				93
			§104 (a) Non-respect of UNGPs on Business and Human Rights and OECD	■		■		93
ESRS S2 · Workers in the value chain								

Context index - ESRS disclosure requirements and material data points that derive from other EU legislation ESRS 2-IRO-2 p. 56 , ESRS 2-IRO-2 p. 56 AR 19

Disclosure Requirement	Material/ Not material	Page reference	Data points derived from other EU legislation					
			Data point (paragraph)	SFDR reference	Pillar 3 reference	Benchmark Regulation	EU Climate Law reference	Page reference/ comments
ESRS 2 SBM-2 Interests and views of stakeholder	Material (temporary exemptions - Quick-fix)	27						
ESRS 2 SBM-3 Material impacts, risks and opportunities and their interaction with strategy and business model	Material (temporary exemptions - Quick-fix)	35, 120	ESRS 2- SBM3 – S2 §11 (b) Significant risk of child labour or forced labour in the value chain	■				14
S2-1 Policies related to value chain workers	Material (temporary exemptions - Quick-fix)	38, 120	§17 Human rights policy commitments	■				12, 38, 120
			§18 Policies related to value chain workers	■				38, 120
			§19 Non-respect of UNGPs on Business and Human Rights principles and OECD guidelines	■		■		38, 120
			§19 Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions 1 to 8			■		38, 120
S2-2 – Processes for engaging with value chain workers about impacts	Material (temporary exemptions - Quick-fix)	121						
S2-3 – Processes to remediate negative impacts and channels for value chain workers to raise concerns	Material (temporary exemptions - Quick-fix)	121						
S2-4 Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those actions	Material (temporary exemptions - Quick-fix)	121	§36 Human rights issues and incidents connected to its upstream and downstream value chain	■				14
S2-5 – Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	Material (temporary exemptions - Quick-fix)	123						
ESRS S3 - Affected communities								
ESRS 2 SBM-2 – Interests and views of stakeholders	Material (temporary exemptions - Quick-fix)	27						
ESRS 2 SBM-3 - Material impacts, risks and opportunities and their interaction with strategy and business model	Material (temporary exemptions - Quick-fix)	35, 124						

Context index - ESRS disclosure requirements and material data points that derive from other EU legislation ESRS 2-IRO-2 p. 56 , ESRS 2-IRO-2 p. 56 AR 19

Disclosure Requirement	Material/ Not material	Page reference	Data points derived from other EU legislation					
			Data point (paragraph)	SFDR reference	Pillar 3 reference	Benchmark Regulation	EU Climate Law reference	Page reference/ comments
S3-1 Policies related to affected communities	Material (temporary exemptions - Quick-fix)	125	§16 Human rights policy commitments	■				12, 38, 125
			§17 Non-respect of UNGPs on Business and Human Rights, ILO principles or and OCDE guidelines	■		■		125
S3-2 – Processes for engaging with affected communities about impacts	Material (temporary exemptions - Quick-fix)	124						
S3-3 – Processes to remediate negative impacts and channels for affected communities to raise concerns	Material (temporary exemptions - Quick-fix)	124						
S3-4 - Taking action on material impacts on affected communities and approaches to managing material risks and pursuing material opportunities related to affected communities, and effectiveness of those actions	Material (temporary exemptions - Quick-fix)	126	§36 Human rights issues and incidents	■				14
S3-5 – Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	Material (temporary exemptions - Quick-fix)	128						
ESRS S4 - Consumers and end users								
ESRS 2 SBM-2 – Interests and views of stakeholders	Material (temporary exemptions - Quick-fix)	27						
ESRS 2 SBM-3 - Material impacts, risks and opportunities and their interaction with strategy and business model	Material (temporary exemptions - Quick-fix)	35, 129						
S4-1 Policies related to consumers and end users	Material (temporary exemptions - Quick-fix)	38, 130, 132, 135	§16 Policies related to consumers and end-users	■				13
			§17 Non-respect of UNGPs on Business and Human Rights and OCDE guidelines	■				13
S4-2 – Processes for engaging with consumers and end-users about impacts	Material (temporary exemptions - Quick-fix)	129						

Context index - ESRS disclosure requirements and material data points that derive from other EU legislation ESRS 2-IRO-2 p. 56 , ESRS 2-IRO-2 p. 56 AR 19

Disclosure Requirement	Material/ Not material	Page reference	Data points derived from other EU legislation					
			Data point (paragraph)	SFDR reference	Pillar 3 reference	Benchmark Regulation	EU Climate Law reference	Page reference/ comments
S4-3 – Processes to remediate negative impacts and channels for consumers and end-users to raise concerns	Material (temporary exemptions - Quick-fix)	129						
S4-4 - Taking action on material impacts on consumers and end-users, and approaches to managing material risks and pursuing material opportunities related to consumers and end-users, and effectiveness of those actions	Material (temporary exemptions - Quick-fix)	130, 133, 136	§35 Human rights issues and incidents	■				14
S4-5 – Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	Material (temporary exemptions - Quick-fix)	132, 134, 137						
ESRS G1 · Business conduct								
ESRS 2 GOV-1 – The role of the administrative, supervisory and management bodies	Material	139						
ESRS 2 IRO-1 – Description of the processes to identify and assess material impacts, risks and opportunities	Material	138						
G1-1 Business conduct policies and corporate culture	Material	140	§10 (b) United Nations Convention against Corruption	■				140 Amadeus has policies in force on anti-corruption and anti-bribery consistent with UN Conventions against corruption
			§10 (d) Protection of whistle- blowers	■				140 Amadeus has policies in force on protection of whistle-blowers
G1-2 - Management of relationships with suppliers	Material	153						
G1-3 Prevention and detection of corruption and bribery	Material	147						
G1-4 Incidents of corruption or bribery	Material	149	§24 (a) Fines for violation of anti-corruption and anti-bribery laws	■		■		149
			§24 (b) Standards of anti- corruption and anti-bribery	■				149 Amadeus has not had to address any breaches of anti-corruption and anti-bribery in 2024.
G1-5 Political influence and lobbying activities	Material	151						
G1-6 - Payment practices	Not material	Not material						
Entity specific - Fair and transparent tax practices								

Context index - ESRS disclosure requirements and material data points that derive from other EU legislation ESRS 2-IRO-2 p. 56 , ESRS 2-IRO-2 p. 56 AR 19

Disclosure Requirement	Material/ Not material	Page reference	Data points derived from other EU legislation					
			Data point (paragraph)	SFDR reference	Pillar 3 reference	Benchmark Regulation	EU Climate Law reference	Page reference/ comments
ESRS 2 SBM-1 - Strategy, business model and value chain	Material	158, 159						
ESRS 2 SBM-2 – Interests and views of stakeholders	Material	27						
ESRS 2 - SBM-3 - G1 (Entity specific) - Material IROs - Fair and transparent tax practices	Material	158						
MDR-P Policies adopted to manage material sustainability matters-Fair and transparent tax practices	Material	159						
MDR-A Actions and resources in relation to material sustainability matters-Fair and transparent tax practices	Material	160						
MDR-M Metrics in relation to material sustainability matters - Fair and transparent tax practices	Material	162						
MDR-T Tracking effectiveness of policies and actions through targets - Fair and transparent tax practices	Material	165						
Entity specific - Cybersecurity								
ESRS 2 SBM-1 - Strategy, business model and value chain	Material	166, 167						
ESRS 2 SBM-2 – Interests and views of stakeholders	Material	27						
ESRS 2 - SBM-3 - G1 (Entity specific) - Material IROs - Cybersecurity	Material	166						
MDR-P - Policies adopted to manage material sustainability matters - Cybersecurity	Material	167						
MDR-A - Actions and resources in relation to material sustainability matters - Cybersecurity	Material	168						
MDR-M - Metrics in relation to material sustainability matters - Cybersecurity	Material	170						
MDR-T - Tracking effectiveness of policies and actions through targets - Cybersecurity	Material	170						
Entity specific - Data privacy								
ESRS 2 SBM-1 - Strategy, business model and value chain	Material	171						
ESRS 2 SBM-2 – Interests and views of stakeholders	Material	27						
ESRS 2 - SBM-3 - G1 (Entity specific) - Material IROs - Data privacy	Material	171						
MDR-P - Policies adopted to manage material sustainability matters - Data privacy	Material	172						

Context index - ESRS disclosure requirements and material data points that derive from other EU legislation ESRS 2-IRO-2 p. 56 , ESRS 2-IRO-2 p. 56 AR 19

Disclosure Requirement	Material/ Not material	Page reference	Data points derived from other EU legislation					
			Data point (paragraph)	SFDR reference	Pillar 3 reference	Benchmark Regulation	EU Climate Law reference	Page reference/ comments
MDR-A - Actions and resources in relation to material sustainability matters - Data privacy	Material	173						
MDR-M - Metrics in relation to material sustainability matters - Data privacy	Material	174						
MDR-T - Tracking effectiveness of policies and actions through targets - Data privacy	Material	174						
Entity specific - Artificial Intelligence								
ESRS 2 SBM-1 - Strategy, business model and value chain	Material	176, 177						
ESRS 2 SBM-2 – Interests and views of stakeholders	Material	27						
ESRS 2 - SBM-3 - G1 (Entity specific) - Material IROs - Artificial Intelligence	Material	176						
MDR-P - Policies adopted to manage material sustainability matters - Artificial Intelligence	Material	177						
MDR-A - Actions and resources in relation to material sustainability matters - Artificial Intelligence	Material	178						
MDR-M - Metrics in relation to material sustainability matters - Artificial Intelligence	Material	180						
MDR-T - Tracking effectiveness of policies and actions through targets - Artificial Intelligence	Material	181						

Annex IV - Table of contents as required by Law 11/2018

To facilitate the traceability of the information derived from the requirements of law 11/2018, the table below specifies the sections of the Non-Financial Information Statement and sustainability information where these contents can be found.

Content	Materiality ✔ Yes / ✕ No	Reporting framework (ESRS/GRI, other)	Location (section)	Page
Business model				
· Business environment	NA	ESRS 2 - SBM-1- Strategy, business model and value chain	*ESRS 2 SBM-1- Strategy, business model and value chain, sections Amadeus' products and services, business model and value chain, Upstream, Downstream*	19
· Organization and structure	NA	ESRS 2 - SBM-1- Strategy, business model and value chain	*ESRS 2 SBM-1- Strategy, business model and value chain, sections Amadeus' products and services, business model and value chain, Upstream, Downstream, Headcount of employees by geographical areas*	19, 23
· Geographical presence and markets	NA	ESRS 2 - SBM-1- Strategy, business model and value chain	*ESRS 2 SBM-1- Strategy, business model and value chain, graphic Amadeus' presence around the world*	22
· Objectives and strategy	NA	ESRS 2 - SBM-1- Strategy, business model and value chain	*ESRS 2 SBM-1- Strategy, business model and value chain, section Sustainability-related goals*	23
· Principal factors and trends that affect future evolution	NA	SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model GOV-5 – Risk management and internal controls over sustainability reporting	*ESRS 2 GOV-5 – Risk management and internal controls over sustainability reporting, ESRS 2 S SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model, ESRS 2 – SBM-3 - E1 - Material IROs and their interaction with strategy and business model, ESRS 2 – SBM-3 - S1 - Material impacts, risks and opportunities and their interaction with strategy and business model,ESRS S2 - WORKERS IN THE VALUE CHAIN ,ESRS S3 - AFFECTED COMMUNITIES,ESRS S4 - END USERS AND CONSUMERS, , Business conduct and corporate culture, including protection of whistleblowers and corruption and bribery, ESRS 2 - SBM-3 - G1 (Entity specific) - Material impacts, risks and opportunities related to fair and transparent tax practices, ESRS 2 - SBM-3 - G1 (Entity specific) - Material impacts, risks and opportunities related to Cybersecurity, ESRS 2 - SBM-3 - G1 (Entity specific) - Material impacts, risks and opportunities related to Data privacy, ESRS 2 - SBM-3 - G1 (Entity specific) - Material impacts, risks and opportunities related to Artificial intelligence*	14, 32, 63, 88,120,124,129,138,158,166,171, 176
General				

Content	Materiality ✔ Yes / ✕ No	Reporting framework (ESRS/GRI, other)	Location (section)	Page
· Reporting framework	NA	ESRS 2 - BP-1 General basis for preparation of sustainability statement ESRS 2 - BP-2- Disclosures in relation to specific circumstances	*ESRS 2 BP-1- General basis for preparation of the sustainability statement, ESRS 2 BP-2- Disclosures in relation to specific circumstances*	1 , 2
Management approach				
· Description of the policies the Group applies and its results	NA	ESRS 2 - MDR-P Policies adopted to manage sustainability matters E1-2 Policies related to climate change mitigation and adaptation S1-1 Policies related to own workforce G1-1 Business conduct policies and corporate culture ESRS 2 - MDR-M - Metrics in relation to material sustainability matters	*MDR-P – Policies adopted to manage material sustainability matters, E1 - 2 - Policies related to climate change mitigation and adaptation, Strategy and policies related to climate change mitigation - Supporting more efficient travel through technology and data, S1-1 - Policies related to own workforce - Secure employment, collective bargaining, S1-1 - Policies related to own workforce - Adequate wages, equal pay for work of equal value, S1-1 Policies related to own workforce - Work-life balance and well-being, S1-1 Policies related to own workforce - Diversity, S1-1 Policies related to own workforce - Training and skills development, including talent attraction and retention, Strategy and policies related to workers in the value chain - Training and skills development, Strategy and policies related to affected communities - Socio-economic empowerment, Strategy and policies related to end users and consumers - Accessibility , Strategy and policies related to End users and consumers - Impact-Driven SMEs and startups ESRS 2-BP-2 p. 17 a , ESRS 2-BP-2 p. 17 c , Strategy and policies related to end users and consumers - IT service disruption ESRS 2-BP-2 p. 17 a , G1-1 - Business conduct policies and corporate culture, G1-2 - Management of relationships with suppliers, section Key Polices - Relationships with suppliers, Fair competition, G1-5 - Political influence and lobbying activities, MDR-P - Policies adopted to manage material sustainability matters - Fair and transparent tax practices, MDR-P - Policies adopted to manage material sustainability matters - Cybersecurity, MDR-P - Policies adopted to manage material sustainability matters - Data privacy, MDR-P - Policies adopted to manage material sustainability matters - Artificial intelligence*	38, 67,84, 93, 99, 104, 110, 114, 120, 125, 130,132, 135, 140, 149,151,153, 159, 167,172,177

Content	Materiality ✔ Yes / ✕ No	Reporting framework (ESRS/GRI, other)	Location (section)	Page
· Risks linked to company activity	NA	ESRS 2 - SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model GOV-5 – Risk management and internal controls over sustainability reporting	*ESRS 2 GOV-5 – Risk management and internal controls over sustainability reporting, SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model, ESRS 2 – SBM-3 - E1 - Material IROs and their interaction with strategy and business model, Climate change mitigation and energy - Supporting more efficient travel through technology and data, ESRS 2 – SBM-3 - S1 - Material impacts, risks and opportunities and their interaction with strategy and business model, , Training and skills development, including talent attraction and retention, ESRS S4 - END USERS AND CONSUMERS, ESRS 2 - IRO-1 Description of the processes to identifying and assess material impacts, risks and opportunities - Business conduct, Business conduct and corporate culture, including protection of whistleblowers and corruption and bribery, ESRS 2 - SBM-3 - G1 (Entity specific) - Material impacts, risks and opportunities related to Cybersecurity*	14, 32, 63, 84, 88, 114, 129, 138, 153, 166
Environmental matters				
Environmental management				
· Current and future potential impact of company operations over the environment	✔	ESRS 2 SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model	*ESRS 2 SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model, Material impacts, risks and opportunities (Table), ESRS 2 – SBM-3 - E1 - Material IROs and their interaction with strategy and business model, Climate change mitigation and energy - Carbon footprint and energy consumption, Climate change mitigation and energy - Supporting more*	32, 35, 63, 66, 84
· Procedures for environmental certifications and evaluations	✕	GRI 3-3 Management of material topics	*Procedures for environmental certifications and evaluations*	182
· Dedicated resources to prevent environmental risks	✔	E1 - 3 - Actions and resources in relation to climate change policies ESRS 2 MDR-A - Actions and resources in relation to sustainability matters	*E1 - 3 - Actions and resources in relation to climate change policies*	68
· Application of the precautionary principle	✔	ESRS 2 SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model	*ESRS 2 SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model, ESRS 2 – SBM-3 - E1 - Material IROs and their interaction with strategy and business model*	32, 63
· Provisions in relation to environmental risks	✔	ESRS 2 SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model	*ESRS 2 SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model, ESRS 2 – SBM-3 - E1 - Material IROs and their interaction with strategy and business model*	32, 63
Pollution				
· Pollution: measures to prevent, reduce or restore carbon emissions	✕	GRI 3-3 Management of material topics	*Pollution*	182

Content	Materiality ✔ Yes / ✕ No	Reporting framework (ESRS/GRI, other)	Location (section)	Page
Circular economy and waste management:				
· Circular economy and waste management: measures to reuse, recycle or otherwise prevent waste generation and waste food	✕	GRI 3-3 Management of material topics GRI 306-1 Waste generation and significant waste related impacts GRI 306-2 Management of significant waste related impacts GRI 306-3 Waste generated	*Circular economy and waste management: measures to reuse, recycle or otherwise prevent waste generation and waste food, Waste - metrics*	183, 184
Sustainability used of resources				
· Water consumption	✕	GRI 303-1 Interactions with water as a shared resource GRI 303-3 Water withdrawal	*Water consumption, Water - metrics*	184, 185
· Use of raw materials	✕	GRI 3-3 Management of material topics GRI 301-1 Materials used by weight or volume	*Use of raw materials, Raw material - Metrics - Paper*	185, 185
· Energy consumption (direct and indirect)	✔	E1 - 5 - Energy consumption and mix	*E1 - 5 - Energy consumption and mix*	75
· Measures to improve energy efficiency	✔	E1 - 3 - Actions and resources in relation to climate change policies ESRS 2 MDR-A - Actions and resources in relation to sustainability matters E1 - 5 - Energy consumption and mix	*E1 - 3 - Actions and resources in relation to climate change policies, E1 - 5 - Energy consumption and mix*	68,75
· Renewable energy use	✔	E1 - 3 - Actions and resources in relation to climate change policies ESRS 2 MDR-A - Actions and resources in relation to sustainability matters E1 - 5 - Energy consumption and mix	*E1 - 3 - Actions and resources in relation to climate change policies, E1 - 5 - Energy consumption and mix*	68,75
Climate change				
· Greenhouse gas emissions	✔	E1 - 6 - Gross Scopes 1, 2, 3	*E1 - 6 - Gross Scopes 1, 2, 3 and total GHG emissions,*	77
· Measures to adapt to climate change	✔	E1 - 1- Transition plan for climate change mitigation MDR-A - Actions and resources in relation to sustainability matters E1 - 3 - Actions and resources in relation to climate change policies	*E1 - 1- Transition plan for climate change mitigation, E1 - 3 - Actions and resources in relation to climate change policies*	66, 68
· Mid and long-term emissions targets	✔	E1 - 4 - Targets related to climate change mitigation and adaptation ESRS 2 MDR-T - Tracking effectiveness of policies and actions through targets	*E1 - 4 - Targets related to climate change mitigation and adaptation*	72
Biodiversity				
· Biodiversity protection	✕	GRI 3-3 Management of material topics	*Biodiversity protection*	186
Workforce related information				
Employment				

Content	Materiality ✔ Yes / ✕ No	Reporting framework (ESRS/GRI, other)	Location (section)	Page
· Number of employees by region, gender, age, type of contract and professional category	✔	ESRS 2 SBM-1- Strategy, business model and value chain S1-6 - Characteristics of Amadeus' employees GRI 2-7 Employees GRI 405-1 Diversity of governance bodies and employees	*ESRS 2 SBM-1- Strategy, business model and value chain,* section *Headcount of employees by geographical area, S1-6 - Characteristics of the undertaking's employees, 2. Own workforce information, section Employment, tables Number of employees by gender, age, and professional category as of 31st December (headcount), Number of employees by employment type and contract as of 31st December (Headcount)*	23, 95, 187
· Annual average of openended contracts, temporary contracts and part-time contracts by gender, age and professional category.	✔	S1-6 - Characteristics of Amadeus' employees GRI 405-1 Diversity of governance bodies and employees	*S1-6 - Characteristics of the undertaking's employees, 2. Own workforce information, section Employment, tables Annual average of contracts by employment type and gender (headcount), Annual average of contracts by employment type and age (headcount), Annual average of contracts by employment type and professional category (headcount)*	95, 187, 188
· Dismissals by age, gender and professional category	✔	S1-6 - Characteristics of Amadeus' employees GRI 401-1 New employee hires and employee turnover	*S1-6 - Characteristics of the undertaking's employees,2. Own workforce information, section Employment, table Dismissals by age, gender and professional category as of 31st December (Headcount)*	97, 189
· Average remuneration evolution by gender, age and professional category	✔	GRI 405-2 Ratio of basic salary and remuneration of women to men	*Remuneration, table Average remuneration by gender, age and professional category*	190
· Average remuneration of board members and executive team	✔	GRI 2-19 Remuneration policies GRI 405-2 Ratio of basic salary and remuneration of women to men	*Remuneration, table Average remuneration of the directors and executives*	190
· Pay gap	✔	S1-16 Remuneration metrics (pay gap and total compensation	*S1-16: Remuneration metrics (pay gap and total remuneration)*	102
· Work Disconnect policy	✔	ESRS 2 MDR-P Policies adopted to manage sustainability matters S1-1 Policies related to own workforce	*S1-1 Policies related to own workforce - Work-life balance and well-being*	105
· Employees with disabilities	✔	S1-12– Persons with disabilities	*S1-12– Persons with disabilities, Employees with disabilities*	114, 190
Working-time management				
· Working-time management	✔	ESRS 2 MDR-P Policies adopted to manage sustainability matters S1-1 Policies related to own workforce	*S1-1 Policies related to own workforce - Work-life balance and well-being*	104
· Hours of absenteeism	✔	GRI 3-3 Management of material topics	*Absenteeism*	191
· Work-life balance measures	✔	ESRS 2 MDR-A - Actions and resources in relation to sustainability matters S1-4 Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	*S1-4 - Taking action on material impacts on own workforce - Work-life balance and well-being*	105
Health and safety				

Content	Materiality ✔ Yes / ✕ No	Reporting framework (ESRS/GRI, other)	Location (section)	Page
· Health and safety working conditions	✔	ESRS 2 MDR-P Policies adopted to manage sustainability matters S1-1 Policies related to own workforce ESRS 2 MDR-A - Actions and resources in relation to sustainability matters S1-4 Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	*S1-1 Policies related to own workforce - Work-life balance and well-being, S1-4 - Taking action on material impacts on own workforce - Work-life balance and well-being*	104, 105
· Number of work accidents, Injury rate by gender and Lost day rate, by gender	✔	S1-14 - Health and safety metrics GRI 403-9 Work-related injuries	*S1-14 - Health and safety metrics, Health and safety, table Work-related injuries and rates per type and gender*	108, 109, 191
· Occupational disease rates by gender	✔	S1-14 - Health and safety metrics GRI 403-10 Work-related ill health	*S1-14 - Health and safety metrics, Health and safety, table Work-related injuries and rates per type and gender*	108, 109, 191
Social dialogue - Relationship with employees				
· Organization of social dialogue	✔	S1-2 Processes for engaging with own workforce and workers' representatives about impacts	*S1-2 Processes for engaging with own workforce and workers' representatives about impacts*	89
· Percentage of employees covered by collective agreements	✔	S1-8 - Collective bargaining coverage and social dialogue	*S1-8 - Collective bargaining coverage and social dialogue, Social dialogue - Relationship with employees*	98, 192
· Results of collective agreements on health and safety	✔	S1-2 Processes for engaging with own workforce and workers' representatives about impacts S1-14 - Health and safety metrics	*S1-2 Processes for engaging with own workforce and workers' representatives about impacts*	89
· Mechanisms and procedures to promote employee involvement in company management	✔	S1-2 Processes for engaging with own workforce and workers' representatives about impacts	*S1-2 Processes for engaging with own workforce and workers' representatives about impacts*	89
Training and development				
· Policies implemented in the field of training	✔	ESRS 2 MDR-P Policies adopted to manage sustainability matters S1-1 Policies related to own workforce	*S1-1 Policies related to own workforce - Training and skills development, including talent attraction and retention*	114
· Total amount of training hours by professional	✔	S1-13 - Training and skills development metrics, including talent attraction and retention	*S1-13 - Training and skills development metrics, Training, table Total number of hours of training by professional category and gender*	119, 192
Accessibility for people with disabilities				
· Universal accessibility for people with disabilities	✔	ESRS 2 MDR-A - Actions and resources in relation to sustainability matters S1-4 Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions GRI 3-3 Management of material topics	*S1-4 - Taking action on material IROs on own workforce - Diversity, Taking action on material IROs on end users and consumers - Accessibility*	110, 130
Equity				

Content	Materiality ✔ Yes / ✕ No	Reporting framework (ESRS/GRI, other)	Location (section)	Page
· Measures taken to promote equal treatment and opportunities between women and men.	✔	ESRS 2 MDR-A - Actions and resources in relation to sustainability matters S1-4 Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	*S1-4 - Taking action on material IROs on own workforce - Diversity*	110
· Equality plans (Chapter III of Organic Act 3/2007, of 22 March, for the effective equality of women and men).	✔	ESRS 2 MDR-P Policies adopted to manage sustainability matters S1-1 Policies related to own workforce	*S1-1 Policies related to own workforce - Diversity*	110
· Measures taken to promote employment	✔	ESRS 2 MDR-A - Actions and resources in relation to sustainability matters S1-4 Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	*S1-4 - Taking action on material IROs own workforce - Secure employment, collective bargaining*	94
· Protocols against sexual and gender-based harassment, integration and universal accessibility for people with disabilities.	✔	ESRS 2 MDR-P Policies adopted to manage sustainability matters S1-1 Policies related to own workforce	*S1-1 - Policies related to own workforce - Measures against violence and harassment*	92
· The policy against all types of discrimination and, where applicable, management of diversity.	✔	S1-1 Policies related to own workforce	*S1-1 - Policies related to own workforce - Measures against violence and harassment, S1-1 Policies related to own workforce - Diversity*	92, 110
Human rights related information				
· Implementation of human rights related diligence procedures	✔	ESRS 2 GOV-4 – Statement on due diligence	*GOV-4 – Statement on due diligence*	12
· Complaints related to Human Rights violations	✔	S1-17 - Incidents, complaints and severe human rights impacts	*S1-17 - Incidents, complaints and severe human rights impacts*	93
· 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.	✔	ESRS 2 MDR-P Policies adopted to manage sustainability matters S1-1 p. 19-20 - Policies related to own workforce ESRS 2 GOV-4 – Statement on due diligence	*GOV-4 – Statement on due diligence, S1-1 - Policies related to own workforce - Measures against violence and harassment, ,S1-1 - Policies related to own workforce - Secure employment, collective bargaining, S1-1 Policies related to own workforce - Diversity. Strategy and policies related to workers in the value chain - Training and skills development (footnote 79), Strategy and policies related to affected communities - Socio-economic empowerment*	12, 92, ,93, 110, 120, 125
· Prevention, management and complaints about cases of violation of human rights	✔	ESRS 2 GOV-4 – Statement on due diligence S1-17 - Incidents, complaints and severe human rights impacts	*GOV-4 – Statement on due diligence, S1-17 - Incidents, complaints and severe human rights impacts*	12, 93
Fight against corruption and bribery				
· Measures adopted to prevent corruption and bribery	✔	G1-1 - Business conduct policies and corporate culture G1-3 - Prevention and detection of corruption and bribery	*G1-1 - Business conduct policies and corporate culture, G1-3 - Prevention and detection of corruption and bribery*	140 ,147

Content	Materiality ✔ Yes / ✕ No	Reporting framework (ESRS/GRI, other)	Location (section)	Page
· Measures to fight against money laundering	✔	G1-1 - Business conduct policies and corporate culture G1-3 - Prevention and detection of corruption and bribery	*G1-1 - Business conduct policies and corporate culture, G1-3 - Prevention and detection of corruption and bribery*	140 ,147
· Contributions to charities and non-governmental organizations	✔	GRI 3-3 Management of material topics	*Contributions to non-profits organizations*	194
Social commitment				
· Impact over local development and employment	✔	*ESRS 2 - SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model*	*ESRS 2 SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model, Material impacts, risks and opportunities (Table), ESRS S3 - Affected communities*	32, 35, 124
· Impact over local populations and on the territory	✔	*ESRS 2 - SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model*	*ESRS 2 SBM-3- Material impacts, risks and opportunities and their interaction with strategy and business model, Material impacts, risks and opportunities (Table), ESRS S3 - Affected communities*	32, 35, 124
· Relationships with local stakeholders	✔	ESRS 2 SBM-2- Interests and views of stakeholders	*ESRS 2 SBM-2- Interests and views of stakeholders, Processes for engaging with affected communities*	27, 124
· Association and sponsorship actions	✔	ESRS 2 MDR-A - Actions and resources in relation to sustainability matters, G1-5 - Political influence and lobbying activities	*Actions related to climate change mitigation - Supporting more efficient travel through technology and data, Taking action on material IROs on affected communities - Socio-economic empowerment, G1-5 - Political influence and lobbying activities*	85, 126, 151
Relationship with vendors				
· Inclusion of social, environmental and gender considerations in purchasing policy	✔	G1-2 - Management of relationships with suppliers	*G1-2 - Management of relationships with suppliers*	153
· Social and environmental responsibility of vendors	✔	G1-2 - Management of relationships with suppliers	*G1-2 - Management of relationships with suppliers*	153
· Supplier evaluation procedures: Monitoring systems and audits and results	✔	G1-2 - Management of relationships with suppliers	*G1-2 - Management of relationships with suppliers*	153
Customer services				
· Measures for customer health and safety	✔	ESRS 2 MDR-A - Actions and resources in relation to sustainability matters	*Taking action on material IROs on end users and consumers - IT service disruption*	136
· Customer complaints management and number of complaints received and resolution	✔	ESRS 2 SBM-2- Interests and views of stakeholders	*Processes for engaging with end users and consumers*	129
Fiscal information				
· Pre-Tax Results and tax cash paid per country	✔	GRI 207-4 a; b. vi, viii	*MDR -M - Metrics in relation to material sustainability matters - Fair and transparent tax practices*	163
· Public subsidies received	✔	GRI 201-4 a ii	*MDR -M - Metrics in relation to material sustainability matters - Fair and transparent tax practices*	164

Content	Materiality ✔ Yes / ✕ No	Reporting framework (ESRS/GRI, other)	Location (section)	Page
EU Taxonomy as per EU Regulation 2020/852				
· Amadeus' activities	NA	EU Regulation 2020/852	*Disclosures pursuant to Article 8 of Regulation (EU) 2020/ 852 (Taxonomy Regulation), section Assessment of compliance with Regulation (EU) 2020/852*	45
· KPIs and accounting policies	NA	EU Regulation 2020/852	*Disclosures pursuant to Article 8 of Regulation (EU) 2020/ 852 (Taxonomy Regulation), KPIs and accounting policy, tables Annex 2. Templates for KPIs- Taxonomy eligible activities, Table I – Proportion of turnover from products or services associated with Taxonomy-eligible and Taxonomy-aligned economic activities, Table II – Proportion of CapEx from products or services associated with Taxonomy-eligible and Taxonomy-aligned economic activities, Table III – Proportion of OpEx from products or services associated with Taxonomy-eligible and Taxonomy-aligned economic activities*	50, 57, 58, 59

Independent Limited Assurance Report on the Consolidated Non-Financial Information Statement and Sustainability Information for the year ended December 31, 2025

AMADEUS IT GROUP, S.A. AND SUBSIDIARIES

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Ernst & Young, S.L.
C/ Raimundo Fernández Villaverde, 65
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Fax: 915 727 238
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INDEPENDENT LIMITED ASSURANCE REPORT ON THE CONSOLIDATED NON-FINANCIAL INFORMATION STATEMENT AND SUSTAINABILITY INFORMATION

(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.

Conclusion of limited assurance

In accordance with article 49 of the Commercial Code, we have performed a limited verification engagement on the Consolidated Non-Financial Information Statement ("NFIS") for the year ended December 31, 2025 of Amadeus IT Group S.A. (the "Entity") and subsidiaries (the "Group"), which is part of the Group's Consolidated Management Report.

The content of the NFIS includes information in addition to that required by prevailing company law in respect of non-financial information, specifically the Sustainability Information prepared by the Group for the year ended December 31, 2025 (the "sustainability information") in accordance with Directive (EU) 2022/2464 of the European Parliament and of the Council of 14 December 2022, as regards corporate sustainability reporting (the "CSRD"). The sustainability information was also subject to limited verification.

Based on the procedures applied and the evidence obtained, nothing has come to our attention that causes us to believe that:

a) The Group's NFIS for the year ended 31st of December 2025 has not been prepared, in all material respects, in accordance with the contents required by prevailing company law and the criteria selected in European Sustainability Reporting Standards ("ESRS"), as well as other criteria described as explained for each subject matter in table "Table of contents as required by Law 11/2018" of the NFIS.

b) The sustainability information, taken as a whole, has not been prepared, in all material respects, in accordance with the sustainability reporting framework applied by the Group and identified in the accompanying section "Basis for preparation", including:

- That the description of the process for identifying the sustainability information to be disclosed included in section "Impacts, risks and opportunities management" is consistent with the process implemented and that it enables the identification of the material information to be disclosed in accordance with the requirements of ESRS.
- Compliance with ESRS.
- Compliance of the disclosure requirements included in subsection "Disclosures pursuant to Article 8 of Regulation (EU) 2020/ 852 (Taxonomy Regulation)" on the environment in the sustainability information with Article 8 of Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020, on the establishment of a framework to facilitate sustainable investment.

Basis of conclusion

We have performed our limited verification engagement in accordance with generally accepted professional standards applicable in Spain and specifically with the guidelines contained in the Guidelines 47 (revised) and 56 (revised) issued by the Spanish Institute of Chartered Accountants on non-financial information assurance engagements and considering the contents of the note issued by the Spanish Accounting and Auditing Institute (ICAC) on December 18, 2024 (the "generally accepted professional standards").

The procedures performed in a limited verification engagement are less in extent than for a reasonable verification engagement. Consequently, the level of assurance obtained in a limited verification engagement is lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Our responsibilities under those regulations are further described in the *Practitioner's responsibilities* section of our report.

We have complied with the independence and other ethics requirements of the International Code of Ethics for Professional Accountants (including international standards on independence) of 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 (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.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our conclusion.

Responsibilities of the directors

The preparation of the NFIS included in the Group's consolidated management report is the responsibility of the directors of Amadeus IT Group, S.A. The NFIS has been prepared in accordance with the content required by prevailing company law and the criteria selected in ESRS, as well as other criteria described as explained for each subject matter in table "Table of contents as required by Law 11/2018" of the NFIS.

This responsibility also includes the design, implementation, and maintenance of such internal control as considered necessary to ensure that the NFIS is free of material misstatement, whether due to fraud or error.

The directors of Amadeus IT Group S.A. are also responsible for defining, implementing, adapting, and maintaining the management systems from which the necessary information for preparing the NFIS is obtained.

In relation to the sustainability information, the entity's directors are responsible for developing and implementing a process for identifying the information to be included in the sustainability information in accordance with the CSRD, the ESRS and Article 8 of Regulation (EU) 2020/852 of the European Parliament and of the Council, of 18 June 2020, and for disclosing information about this process in the sustainability information itself in section "Impacts, risks and opportunities". This responsibility includes:

- Understanding the context in which the Group carries out its activities and business relationships, as well as its stakeholders, in relation to the Group's impact on people and the environment.
- Identifying the actual and potential impacts (both negative and positive), as well as risks and opportunities that could affect, or could reasonably be expected to affect, the Group's financial position, financial performance, cash flows, access to financing, or cost of capital in the short, medium or long term.
- Assessing the materiality of the identified impacts, risks and opportunities.
- Making assumptions and estimates that are reasonable under the circumstances.

The directors are also responsible for the preparation of the sustainability information, which includes the information identified by the process, in accordance with the sustainability reporting framework used, including compliance with the CSRD, the ESRS, and compliance of the disclosure requirements included in subsection "Disclosures pursuant to Article 8 of Regulation (EU) 2020/ 852 (Taxonomy Regulation)" of the section on the environment in the sustainability information with Article 8 of Regulation (EU) 2020/852 of the European Parliament and of the Council, of 18 June 2020, on the establishment of a framework to facilitate sustainable investment.

This responsibility includes:

- Designing, implementing and maintaining such internal control as the directors consider relevant to enable the preparation the sustainability information that is free from material misstatement, whether due to fraud or error.
- Selecting and applying appropriate methods for the presentation of sustainability information and the basis of assumptions and estimates that are reasonable, considering the circumstances, about specific disclosures.

Inherent limitations in the preparation of the information

In accordance with ESRS, the entity's directors are required to prepare forward-looking information on the basis of assumptions and hypothetical assumptions, which must be included in the sustainability information, about potential future events and possible future actions, if any, that the Group could take. Actual results may differ significantly from estimated results, as the reference is to the future and future events frequently do not occur as expected.

In determining the disclosures in the sustainability information, the entity's directors interpret legal and other terms that are not clearly defined and that may be interpreted differently by others, including the legal conformity of such interpretations, and, accordingly, are subject to uncertainty.

Practitioner's responsibilities

Our objectives are to plan and perform the verification engagement to obtain limited assurance about whether the NFIS and sustainability information are free from material misstatement, whether due to fraud or error, and to issue a limited verification report that includes our conclusions. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this information.

As part of a limited verification engagement, we exercise professional judgment and maintain professional skepticism throughout the engagement. We also:

- Design and perform procedures to assess whether the process for identifying the disclosures to be included in the NFIS and sustainability information is consistent with the description of the process followed by the Group and enables, where appropriate, the identification of the material information to be disclosed as required in the ESRS.

- Perform risk procedures, including obtaining an understanding of internal control relevant to the engagement, to identify disclosures where material misstatements are more likely to arise, whether due to fraud or error, but not for the purpose of providing a conclusion on the effectiveness of the Group's internal control.

- Design and perform procedures responsive to disclosures in the NFIS and sustainability information where material misstatements are likely to arise. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Summary from the work performed

A limited verification engagement involves performing procedures to obtain evidence as a basis for our conclusions. The nature, timing and extent of procedures selected depend on professional judgment, including the identification of disclosures where material misstatements are likely to arise, whether due to fraud or error, in the NFIS and sustainability information.

Our work consisted of making inquiries of management and of the Group's various business units and components that participated in the preparation of the NFIS and sustainability information, reviewing the processes used for compiling and validating the information presented in the NFIS and sustainability information, and applying certain analytical procedures and performing tests of details on a sample basis as described below:

For verification of the NFIS:

- Holding meetings with Group personnel to obtain an understanding of the business model, the policies and management approaches applied, and the main risks related to these matters and to gather the information needed to perform the independent assurance work.

- Analyzing the scope, relevance and completeness of the content of the 2025 NFIS based on the materiality assessment performed by the Group and described in section "Impacts, risk and opportunities management" of the NFIS, considering the content required in prevailing company law.

- Analyzing the processes used to compile and validate the data presented in the 2025 NFIS.
- Reviewing the disclosures relating to the risks, policies and management approaches applied with respect to the material matters presented in the 2025 NFIS.
- Checking, through sample testing, the information underlying the content of the 2025 NFIS and whether it has been adequately compiled based on data provided by information sources.

For verification of the sustainability information:

- Making inquiries of Group personnel:
  - To understand the business model, the policies and management approaches applied and the main risks related to these matters and to gather the information needed to perform the independent assurance work.
  - To know the source of the information used by management (e.g., interaction with stakeholders, business plans and documents on strategy) and review the Group's internal documentation on its process.
- Obtaining, through inquiries of Group personnel, insight into the entity's processes for gathering, validation, and presenting information relevant for the preparation of its sustainability information.
- Assessing whether the evidence obtained in our procedures on the process implemented by the Group for determining the disclosures to be included in the sustainability information is consistent with the description of the process included in that information, as well as assessing whether that process implemented by the Group enables identification of the material information to be disclosed in accordance with the requirements of the ESRS.
- Assessing whether all the information identified in the process implemented by the Group for determining the disclosures to be included in the sustainability information is effectively included.
- Evaluating whether the structure and presentation of the sustainability information is consistent with ESRS and the rest of the sustainability reporting framework applied by the Group.
- Performing inquiries of relevant personnel and analytical procedures on the disclosures in the sustainability information, considering those where material misstatements are likely to arise, whether due to fraud or error.
- Performing, as appropriate, substantive procedures through sampling of selected disclosures in the sustainability information, considering those where material misstatements are likely to arise, whether due to fraud or error.
- Obtaining, as appropriate, reports issued by accredited independent third parties accompanying the consolidated management report in response to the requirements of European regulations and, in relation to such information and in accordance with generally accepted professional standards, verification, exclusively, of the accreditation of the practitioner and that the scope of the report issued corresponds to that required by European regulations.

- Obtaining, as appropriate, the documents containing the information incorporated by reference, the reports issued by auditors or practitioners on such documents and, in accordance with generally accepted professional standards, verification, exclusively, that in the document to which the information incorporated by reference refers, the requirements described in ESRS for the incorporation by reference of information in the sustainability information are met.

- Obtaining a representation letter from the directors and management regarding the NFIS and sustainability information.

Other information

The persons in charge of the entity's governance are responsible for the other information. The other information comprises the consolidated financial statements and the rest of the information included in the consolidated management report, but does not include either the auditors' report on the consolidated financial statements or the assurance reports issued by accredited independent third parties required by European Union law on specific disclosures contained in the sustainability information and attached to the consolidated management report.

Our verification report does not cover the other information and we do not express any form of verification conclusion on it.

Our responsibility in connection with our engagement to verify the sustainability information is to read the other information identified and consider whether it is materially inconsistent with the sustainability information or the knowledge we have obtained during the verification engagement that could indicate material misstatements in the sustainability information.

ERNST & YOUNG, S.L.

(Signature on the original in Spanish)

Luis San Pedro Alarcón

February 26, 2026