



# Human Rights

Amadeus Group Corporate Policy

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## 1. Purpose

The purpose of this policy is to set out Amadeus' position on issues surrounding human rights, and how we strive to provide a non-discriminatory and inclusive working atmosphere within all Amadeus group of companies.

## 2. Scope

This policy applies to all employees of Amadeus wholly owned entities regardless of location, type of contract and corporate level. It also applies to employees of joint ventures to the extent possible and reasonable given Amadeus' level of participation and control.

The policy applies as well to contractors, consultants and external resources, suppliers, distributors and any other individuals during their contract with Amadeus.

All the above referred for the purposes of this Policy as **"Covered Individuals"**.

## 3. Executive summary

Amadeus is committed to developing an organizational culture and structure that supports human rights policies all around the world for Covered Individuals. Amadeus aims to clearly set out its views on potential issues surrounding human rights, including but not limited to fair wages and compensation, freedom of association and collective bargaining, health and safety, migrant workers, anti-slavery and non-discrimination of the workforce.

## 4. Policy

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

Amadeus adheres to the applicable laws and regulations of the countries and regions in which it operates in treating our employees. We are committed to comply with local laws protecting human rights in our activities.

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

Amadeus adheres to national law and regulation in each market in which it operates. In situations where Amadeus faces conflicts between internationally recognised human rights

and national regulations, the company will follow processes that seek ways to honour the principles of international human rights.

In addition to working within the respect for human rights, we also pursue opportunities to support human rights in areas where we can make a positive impact, in local communities, through our CSR initiatives.

### **Child labour**

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

### **Fair wages/compensation**

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

### **Freedom of association/collective bargaining**

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

### **Health and safety**

Amadeus' Health and Safety policy requires that each of its companies or legal entities develops and approves a Health and Safety Policy. Programs and procedures in line with this policy are developed and implemented at local level following the approval of the General Manager/Site Manager.

### **Migrant workers**

All of Amadeus employees, including migrant workers, are provided wages, benefits and working conditions that are fair and in accordance with local legislations.

### **Anti-slavery and human trafficking**

Amadeus is committed to ensuring that there is no modern slavery or human trafficking in our supply chain or any part of our business. We are committed to ensuring that all who work for Amadeus conform to our zero-tolerance approach to slavery and human trafficking. Amadeus adheres to the applicable laws and regulations of the countries and regions in which it operates with specific regulation on anti-slavery and human trafficking.

### **Non-discrimination**

At Amadeus, we value and respect the differences of our workforce. We are committed to ensuring that every single employee is treated with respect, dignity and fairness and that he/she is given equal opportunity. This means that throughout all our HR processes - 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. For our company, valuing diversity and inclusion means accepting and respecting differences between and within cultures, while acknowledging and endorsing differences based on gender, age, race, ethnicity, beliefs, sexual orientation and disabilities. We respect everybody's rights and we have a zero tolerance policy to discrimination.

Amadeus reserves the right to amend this policy at any time. This Human Rights Policy Statement consolidates our commitment so its principles can be implemented across the Company.

### Human Rights Due Diligence and Risk Assessments

We seek to establish relationships with entities and organisations that share the same principles and values as Amadeus. It is expected from our partners to respect and not infringe upon human rights. Recognizing the United Nations Guiding Principles of Business and Human Rights, we are striving to conduct human rights due diligence and risk assessments on critical providers or partners. Considering the impacts human rights violations can cause, we will prioritize appropriate actions to identify, prevent or mitigate those impacts in our value chains. We will regularly review and update the progress of our efforts through risk assessments especially to our critical providers and partners. Where we identify that we have caused or directly contributed to adverse human rights impacts, we would engage in appropriate remediation processes by ourselves or in cooperation with other stakeholders.

Review of human rights compliance is included into our due diligence process when acquiring new entities in our Mergers and Acquisitions deals.

### Embedding Human Rights

We will continuously conduct awareness-raising efforts about the responsibility to respect human rights within Amadeus.

## 5. Non Compliance with Policy and consequences

Non-compliance with this policy will not only violate Amadeus values, but it may also have a wider socio-economic impact on Amadeus as a whole. Negative press and links with human rights violations can be very damaging to a company's reputation and can lead to loss of customer trust and engagement.

Accordingly, violations of this policy may result in disciplinary actions, subject to any applicable local labor laws and regulations.

Should any employee believe that someone is violating the Human Rights Policy or the legislation, they are asked to immediately report it to their manager, to the Human Resources department or to the Ethics Committee ([ethics@amadeus.com](mailto:ethics@amadeus.com)) in accordance with the [Amadeus Speak-up Policy](#). We expect other Covered Individuals to also report to Amadeus any such unacceptable behavior.



Reporting violations will be treated as highly confidential and will be recorded anonymously. All reports will be taken seriously and will be treated on a case-by-case basis, with adequate escalation to relevant governing bodies if needed.

## 6. Conflicts with Local Laws and Regulations

If any of the provisions of this policy infringe upon or conflict with applicable local legal provisions, laws, or regulations, then such local provisions, laws or regulations, as applicable, will prevail.