Corporate Social Responsibility Policy

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1 Policy[1]

1.1 Strategic framework

Amadeus Corporate Social Responsibility, hereinafter referred to as "Amadeus CSR", brings Amadeus' people and technology together to build a more responsible, inclusive and sustainable travel industry. We achieve this by developing, encouraging, and executing programs that aim to:

– maximize the positive contribution that travel and tourism makes to society, by engaging local stakeholders and creating opportunities for communities around the world through education and socio-economic development initiatives
– minimize the potentially adverse impact of tourism on destinations, by protecting biodiversity, cultural heritage and community spirit.

To achieve this purpose, the "Amadeus' CSR purpose", Amadeus puts technology, people and expertise to the service of society.

1.2 Program descriptions

1.2.1 Empowering Communities

Amadeus' global community engagement program that involves Amadeus' employees in generating social value and making a positive difference in their local communities and habitats through social and philanthropic initiatives.

1.2.2 Powering Good with Partners

Collaborative program to engage with customers and partners on joint CSR initiatives that generate social value to our industry, the communities and habitats where we are present.

1.2.3 Social Innovation Powers Good

Amadeus' program that aims at innovating with purpose and positive impact to face the current social and environmental challenges and contribute the United Nations Sustainable Development Goals ("UN SDG").

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[1] This is an adapted version of the internal policy used for external purposes.

1.3   Partnerships, collaboration and contributions

To achieve Amadeus' CSR purpose, collaborations may include monetary, in-kind and time contributions to reputable organizations that have been validated and vetted by the Global CSR team or those delegated to act on their behalf.

The organizations that we work with, and contribute to, must fulfill the following standards:

_ Their objectives and work shall be aligned with the Amadeus' CSR purpose and framework;
_ They shall be reputable and recognized organizations

- The recipient must be legally constituted as a non-profit organization
- The recipient must be fiscally responsible, maintain transparent accounting standards, satisfy all legal and tax requirements for non-profit entities
- The recipient's primary purpose is not political and not religious, unless the donation is to a non-political or secular community program administered by the organization (e.g., a homeless shelter run by a church)
- The recipient's charitable purpose must be non-discriminatory
- The recipient's charitable purpose must have a clear social purpose

1.4   Reporting of Community Investment

Amadeus is obliged to report and disclose CSR projects and initiatives publicly. Amadeus follows the B4SI methodology[2] to calculate community investment. Amadeus also participates in Dow Jones Sustainability Index ("DJSI")

1.5   Governance

Role	Responsibilities
Executive Committee	_ Approve global CSR strategy
SVP PCCB	_ Approve annual plans
Global CSR team	_ Global definition of the CSR strategic framework and programs _ Global management and coordination of CSR programs _ Global CSR reporting _ Global communication of CSR activities _ Support and training to the CSR network

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[2] Business for Societal Impact, formerly known as London Benchmarking Group is a global standard in measuring and managing a company's social impact.

Regional CSR coordinator & Main site coordinator	– Cascade global proposal and coordinate CSR at a regional level – Project management: manage Amadeus CSR regional projects ensuring activities are aligned with the global CSR strategy (includes budget management) – CSR regional network: Coordinate the local CSR teams and manage internal stakeholders. Liaise with other regional corporate functions and BU. – Communications: Manage internal and external CSR Comms at a regional level – Support regional reporting
Local CSR teams	– Manage and implement the local community engagement program – Identify suitable activities and propose local CSR plan – Coordinate local community engagement activities – Local reporting and internal communications regarding CSR initiatives

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2 Appendix 1: SDGs and themes under the Amadeus CSR Framework

Through our Corporate Social Responsibility framework, we can help address major global industry challenges, while being in alignment with the UN SDG agenda. Some of the UN SDGs that we work with are as follows:

UN SDG 1 – No Poverty – "End poverty in all its forms everywhere"

‒ Tourism and UN SDG 1: We believe that for tourism to prosper, the communities at the destinations must also prosper. We want to promote tourism that shares prosperity with the people who are at the heart of the destinations.

‒ For Amadeus this means:

- Local community engagement initiatives run by our global CSR network to address local needs;
- Partnering with non-profit organizations to facilitate socio-economic development;
- Annual Amadeus Volunteer Day to provide hands-on help to the communities and habitats where we are present.

UN SDG 3 – Good health and wellbeing – "Ensure healthy lives and promote well-being for all at all ages"

‒ Tourism and SDG 3: Global challenges to health and wellbeing such as the COVID-19 pandemic immensely affect the travel and tourism industry. With that said, tourism can be a force for good to protect good health and wellbeing on a global level.

‒ For Amadeus this means:

- Protection of travelers' health, wellbeing and safety;
- Innovating products and services to face outbreaks of global health crises;
- Rebuilding communities and providing necessary support and equipment.

UN SDG 4 – Quality Education – "Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all"

‒ Tourism and UN SDG 4: A well-trained and skillful workforce is crucial for tourism to prosper. At the same time, tourism has the potential to promote inclusiveness. We can help to address market barriers such as the lack of skills, and at the same time help to increase the number of Amadeus trained agents.

‒ For Amadeus this means:

- Reducing illiteracy levels, especially in countries where education is an issue (such as in India, and parts of Africa);
- Promoting digital and technological skills: gaps in technological skills are perceived as one of the major challenges the industry is facing;

- Promoting tourism-related skills and knowledge;
- Promoting Amadeus solutions-related skills and knowledge: training and certification modules.

UN SDG 8 - Decent work and economic growth– "Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all"

– Tourism and UN SDG 8: We want to give communities the opportunity to prosper in their places of origin and reap the benefits of travel. We want to improve the welfare and livelihoods of local communities through travel and tourism.

– For Amadeus, this means focusing on the economic empowerment of local communities and opening access to economic resources and opportunities, including jobs, skill development and market information, with an emphasis on vulnerable populations.

- Supporting local businesses: Promote tourism-related entrepreneurship or supporting travel and tourism SMEs. E.g., Facilitating free access to our solutions to promote local entrepreneurship or supporting the digital transformation of travel and tourism SMEs;
- Developing the skills needed to strengthen the local economy and facilitating apprenticeship or access to work opportunities within our industry (e.g., partnering with our customers to do so);
- Promoting social innovation initiatives that help local communities to grow.

UN SDG 11 - Sustainable cities and communities: Make cities and human settlements inclusive, safe, resilient and sustainable

– Tourism and UN SDG 11: We want to preserve tourism assets on which tourism depends and promote the long-term sustainability of destinations. A city that is not good for its citizens is not good for tourists. Sustainable tourism has the potential to advance urban infrastructure and universal accessibility, promote regeneration of areas in decay and preserve cultural and natural heritage, assets on which tourism depends.

– For Amadeus, this means:

- Fostering the protection of biodiversity, conservation of wildlife and ecosystems, regeneration of areas in decay: animal protection, landscape protection, awareness campaigns like Green is the New Blue (efficient use of resource, waste management, ….) conserve and protect the environment, respect wildlife, flora, biodiversity, ecosystems;
- Preserving local communities and its culture: protection of cultural heritage and sites (such as awareness and contribution to preservation and restoration of sites);
- Collaborating in disasters and crisis responses (disease outbreak, migration crises, natural and man-made disasters): awareness, contributions to alleviate its impact;
- Promoting social innovation initiatives that help the industry to face these challenges E.g., Engaging in local destination management.

UN SDG 10 – Reduce inequalities: "Reduce inequality within and among countries".

‒ Tourism and UN SDG 10: Tourism can be a powerful tool for community development and reducing inequalities if it engages local populations and all key stakeholders in its development. Tourism can contribute to urban renewal and rural development and reduce regional imbalances by giving communities the opportunity to prosper in their place of origin. Tourism can reduce inequalities and be an effective means for developing countries to take part in the global economy.

‒ For Amadeus, this means:

- All Amadeus CSR aims at reducing inequalities;
- Increasing the availability of products and services for those with low incomes: Facilitate and tailor our solutions for global NGO that work towards reducing inequalities;
- Reduce inequalities through capacity building: Amadeus training Academy and community engagement: recruiting, training and employing local community members;
- Promoting a tourism that is inclusive and accessible for all and enhance accessibility to all parts of the tourism value chain.

UN SDG 17 – Partnerships for the goals – "Strengthen the means of implementation and revitalize the global partnership for sustainable development"

‒ Tourism and UN SDG 17: Due to its cross-sectoral nature, tourism has the ability to strengthen private/public partnerships and engage multiple stakeholders – international, national, regional and local – to work together to achieve the UN SDGs and other common goals.

‒ Amadeus is at the center of the travel ecosystem and it is in the best position to promote and strengthen private/public partnerships and engage multiple stakeholders. It is how we want to work to have greater positive impact.