

CSR Summary of Best Practices 2018

Targets



Engagement

- _ Increase the number of staff volunteers
- _ Increase hours of volunteering



Investment & Return

- _ Improve performance in 2018 in CSR investment & return vs. previous year

Technology for Good

Providing technology and data solutions for social development

_ In 2018 Click for Change, the global online donations campaign led by Amadeus and UNICEF raised €410k through our partners' sites.

_ Amadeus continued to collaborate with UNICEF on Magic Box, a prototype for real-time predictive analytics to improve responses in humanitarian crises.

_ Four UNICEF global campaigns were launched using Amadeus' corporate and customer communication platforms.

_ Resadon, an online booking system developed by Amadeus employees in Nice, was used by hundreds of organizations in France to improve the efficiency of booking time slots for blood collections.

Knowledge & Skills Transfer

Equipping young people with skills that the travel and tourism industry requires

_ In 2018, Amadeus completed a Training for Employment project in Egypt. Amadeus collaborated with Education for Employment (EFE), a highly recognized NGO, and Flyin.com, an online travel agency in the Middle East, to provide 16 young women and men training and work experience.

_ Amadeus partnered with People Upliftment Programme (POPUP) to sponsor students to assist them in completing a hospitality course that includes practical training.

_ Amadeus held technology training in collaboration with Bicocca University of Milan, Ciset, and Pisa University. Sample of themes covered were industry trends, Amadeus Selling Platform Connect, and e-commerce.

_ Students from Financial University in Russia were invited to participate as volunteers to 'Amadeus Partners Event' in Moscow. Students were able to participate, learn and network with Amadeus and our customers.

_ Amadeus licenses were provided for free for university partners in Jordan. Middle East University, University of Petra, Al Qusour Cultural Academy were some of our partners that benefited.

_ 866 computers were donated to partners around the world to improve digital inclusivity.

_ The GTTP annual students and teachers conference was held at the Amadeus Executive Briefing Center in France.

Community Support

Supporting people in need in our local communities.

_ More than 100 employees in our Asia offices participated in the World Cleanup Day, the biggest civic movement to rid our planet of trash.

_ Amadeus supports Baan Dek, Friends International, Colabora Birmania, and International Support Group Foundation (ISGF) to contribute towards social and educational inclusion of marginalized children and youth in Asia.

_ Over 300 employees from 12 Amadeus offices in Latin America supported their local communities in various ways for the 8th edition of the LATAM Volunteer Day.

_ Amadeus Gulf partnered with Dubai Cares, a UAE-based non-profit, as well as customers to raise funds to build the '30th Anniversary Amadeus School in Senegal', which will provide education opportunities for children.

_ Employees in Spain and Portugal visited children who are undergoing long-term hospitalization. They dressed up as cabin crew and presented videos of various countries to create a virtual journey for the children.

_ Employees in France participated in Movember, an annual event to raise awareness of men's health issues, and raised funds for research dedicated to diseases that affect men.

_ Amadeus employees from the Tucson office in North America volunteered with the non-profit, Habitat for Humanity, to help build homes in the Tucson community.

Amadeus' social commitment in 2018: contributing to local development through technology, people and global travel

Technology for Good
4 projects

Knowledge & Skills Transfer
45 projects

Community Support
125 projects

North America
15

projects
15

Latin America
25

projects
7
18

Western Europe
53

projects
6
43
4

Rest of Europe
21

projects
14
7

Asia-Pacific
38

projects
3
35

Africa
9

projects
3
6

Middle East
13

projects
12
1

€6.09m
Total value of community investment

3,412
Staff involved in projects

161
Partnerships with 107 non-profits, 44 education institutions and 10 industry stakeholders in 47 countries

823
Young people trained and mentored in travel reservation skills and basic IT use

866
Computers donated to support digital literacy in 16 countries

€410k
€410k raised through Click for Change Funds dedicated to UNICEF's immunization and education programs in Latin America, Schools for Asia program and regular resources