

amadeus

# Global Report 2023

Annex  
01

## About this report



The PDF version of this report is designed to be accessible to all users.

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# About this report

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## Objectives, scope and limitations of the Amadeus Global Report

Non-financial reporting is becoming increasingly relevant. In recent years, we perceive a growing interest from industry stakeholders and regulators in non-financial information as a fundamental component of corporate reporting.

The Amadeus Global Report has the following objectives:

1. To comply with market requirements and best practice expectations regarding the transparent reporting of environmental, social and governance (ESG) information. The report is published in accordance with the GRI Sustainability Reporting Standards and integrates financial and non-financial information. In this edition, we've also followed the reporting standards of the Task Force on Climate-related Financial Disclosures (TCFD) and included a mapping of Sustainability Accounting Standards Board (SASB) standards to our GRI reporting.
2. To provide input to external stakeholders interested in our sustainability practices and performance, including sustainability indices and the United Nations Global Compact.
3. To serve as a source of information for any internal or external party wanting to know more about Amadeus, for example in induction programs. The data and information included in the report have been validated internally and externally.
4. To highlight Amadeus' sustainability and social initiatives, which are not included in other public Amadeus documents.

The reporting scope of the Amadeus Global Report includes the entire Amadeus Group unless otherwise indicated. This document focuses on our activities in 2023. For comparability purposes, we include historical data for KPIs that facilitate comparison over time.

In terms of the data-gathering process, we considered the materiality of the information on the one hand and the effort of collecting the data on the other. In cases where data is limited, this is specified in the corresponding section.

The materiality analysis has served to define what must be reported in more detail, as well as the information to include in the GRI Content Index. From that starting point, we report not only on our material issues but also on the main topics identified as either externally or internally relevant, namely energy consumption, social responsibility and human rights.

 See p. 199, "GRI Content Index;" p. 177, "Materiality analysis."

Additionally, current regulation and key sustainability ratings require that we report specific issues that are non-material to Amadeus. Therefore, for the purpose of improving overall transparency, we've included the GRI Standards on:

- Water
- Circular economy
- Procurement practices
- Health, safety and well-being

Amadeus complies with the legal reporting obligations of EU Directive 2014/95 on disclosure of non-financial and diversity information and its transposition into Spanish regulation (Law 22/2015 of July 20, modified in Law 11/2018 of December 28) and EU Taxonomy reporting as per EU Regulation 2020/852 in our [non-financial information statement](#). Therefore, the scope of the Global Report does not include the reporting obligations under the abovementioned regulations.

# Methodology

## Reporting principles

We define the content and structure of the Amadeus Global Report based on the aforementioned objectives. From that starting point, we build the document in line with reporting frameworks, reporting standards and legal requirements presented hereafter.

## Reporting frameworks

- **International Integrated Reporting Council.** This report brings together information about Amadeus' "capitals"<sup>1</sup> into a single corporate document. We explain how Amadeus' strategy leads to the creation of value. In line with the <IR> concept of connectivity, we report the activities of our various units by using cross-references to point readers to other sections for more detailed information.
- **United Nations Global Compact.** This compact is a call for organizations to align their strategies and operations with 10 universal principles on human rights, labor standards, the environment and anti-corruption. Amadeus has been a participant of the United Nations Global Compact since 2018 and is committed to integrating the 10 principles into our strategy, culture and day-to-day operations. This report has been prepared in accordance with these principles.
- **United Nations Sustainable Development Goals.** Since 2018, the Global Report has included an analysis on what our value is in meeting the United Nations Sustainable Development Goals (SDGs). This analysis has helped us identify how our business growth has a positive impact on the protection of the environment and on social development.

➤ See p. 179, "Amadeus' contribution to the Sustainable Development Goals."

<sup>1</sup> As the International Integrated Reporting Council explains in its International <IR> Framework, "capitals" are stocks of value that are affected or transformed by the activities and outputs of an organization. The framework categorizes them as financial capital, manufactured capital, intellectual capital, human capital, social/relationship capital and natural capital.



- **Task Force on Climate-related Financial Disclosures (TCFD).** In 2017 the task force established by the Financial Stability Board issued standardized climate-related financial disclosure recommendations structured into four thematic areas: governance, strategy, risk management, and metrics and targets. Amadeus is aligned with this framework and presents climate-related information in this report following these recommendations.
- **Business for Societal Impact Framework (B4SI).** This framework is a measurement standard for understanding the impact of initiatives on business and society. Through this approach, organizations can benchmark initiatives and strategically evaluate the contribution they make to the community. Amadeus has followed this methodology of community investment calculation since 2019.

## Reporting standards

- **Global Reporting Initiative (GRI).** The GRI reporting framework is the main point of reference for defining the minimum topics and metrics to include in the Global Report. We select the GRI Sustainability Reporting Standards in line with our materiality analysis in order to report our impact on the economy, the environment and society. This report has been prepared in accordance with the GRI Standards.
- **Greenhouse Gas Protocol (GHG Protocol).** The GHG Protocol Corporate Accounting and Reporting Standard, being the most widely used international accounting tool, establishes guidance and requirements for the development of a greenhouse gas emissions inventory in organizations. This standard, applied by Amadeus, considers direct greenhouse gas emissions (Scope 1) as emissions from sources owned or controlled by the company. On the other hand, indirect greenhouse gas emissions (Scope 2 and 3) are those emissions resulting from the company's activities, but which occur at sources owned or controlled by a third party. Scope 2 refers to the use of electricity and Scope 3 to the

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emissions released by a company’s providers in the activities related to the delivery of their services.

## External verification

- **Third-party verification.**

The external assurance of the report by an independent organization (Ernst & Young) ensures the reliability of the quantitative and qualitative material issues listed in the GRI Content Index in Annex 2.

## Production process overview

The Global Report’s production process is led by Amadeus’ ESG team at the CEO Office.

As non-financial information is increasing in relevance, the process to build the Amadeus Global Report is becoming more complex. The graph on the next page provides an overview of the different stages in this process, involving close to 100 contributors worldwide. In line with the GRI reporting principles, we constantly aim to improve the report’s balance, comparability, accuracy, timeliness, clarity and reliability.<sup>2</sup>

The Amadeus Global Report Editorial Committee plays a key role in shaping the content of the report. Its main mission is to agree on the strategic overview of the content. This transversal team is composed of heads of key units at corporate level: Communications, Branding, Strategy, Investor Relations and CEO Office.

The Amadeus Executive Committee reviews and approves the Global Report. Once the document is endorsed by the Board of Directors, it’s released globally through internal and external communication campaigns.

<sup>2</sup> The principles for defining report quality according to the GRI Standards are explained at [globalreporting.org/standards](https://globalreporting.org/standards).

### Production process of the Amadeus Global Report

