



Amadeus Sustainability

ESG

Our strategy

Sept 2024

This is a concise view of our strategy, we report progress yearly in our [Global report](#)

aMADEUS

Amadeus. It's how travel works better.

Amadeus' sustainability journey

At Amadeus, we have been working on Environmental, Social, and Governance (ESG) matters for many years. Our commitment to these areas has yielded significant achievements, leading to tangible improvements across the board. As a result, we have garnered recognition within the industry.

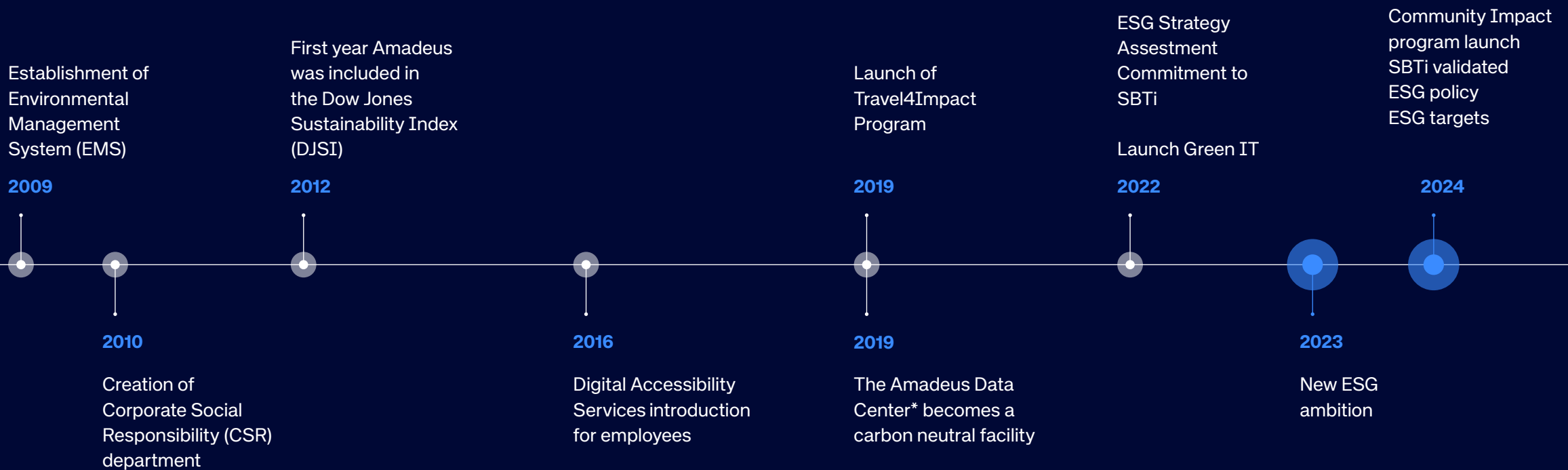
Our aim was to improve our approach, to meet the increasing expectations of regulators, investors, customers, and our team members.

In 2023, we launched our renewed strategy. It was developed after examining internal and external factors.

Clear Structure

We strengthened our organization, strategy structure and operating model to support a more efficient and aligned approach to action and impact.

Discover our sustainability strategy on the next pages



Our ambition in four commitments

We want to embed sustainability in everything we do. Our ESG ambition is structured around four commitments.

Foster Environmental Sustainability



Environment

Drive Social Impact



Social

Empower talent journeys



Be a reference of trust and integrity



Governance

Our ESG commitments are driven by the passion and dedication of our people. With a focus on environmental, social, and governance aspects, we work on four distinct commitments that empower our employees to make a meaningful impact.



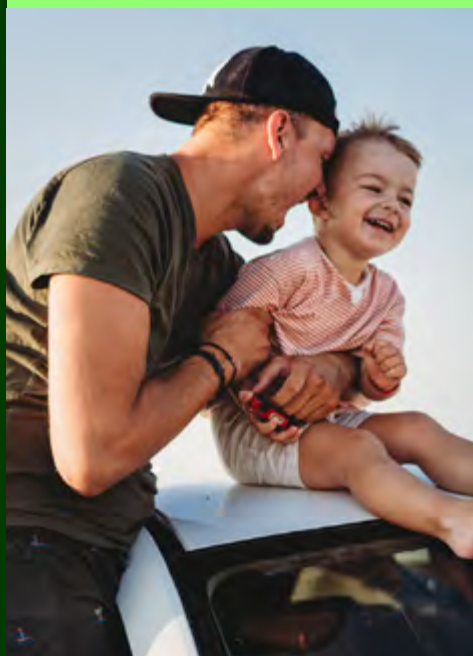
Foster Environmental Sustainability



Improving the environmental efficiency of our own business, developing and investing in technologies to offer travelers the option to make more sustainable decisions and travel providers to better manage their environmental impact, as well as working with key industry stakeholders on joint sustainability projects.



Drive Social Impact



Fostering social responsibility and maximizing the positive impact that travel can bring to society through a focus on promoting the inclusive and sustainable development of communities, fostering accessible travel, boosting digitalization and purpose-driven innovation within our industry.



Empower talent journeys



Fostering a purposeful, inclusive, and engaging culture in which our employees can become their best selves at work. We seek to create a caring environment, offer development opportunities for everyone, and attract the best talent from all backgrounds.



Be a reference of trust and integrity



Embracing the highest standards of ethics, integrity, and respect within Amadeus and across our value chain. We do this by protecting our customers' data, upholding the best governance, security, and quality practices and reporting transparently to our stakeholders.

Strategic lines

For each of our four commitments, we address three areas of influence

As reflected in our values, collaboration is key to achieving sustainability, but the transformation starts by taking responsibility of our own footprint. That is why we actively engage in three areas of influence:

Industry: by collaborating with industry partners, we leverage collective expertise to address global sustainability challenges.

Ourselves: transforming our business to meet sustainable practices in all fronts (environmental and social impact, and governance practices).

Stakeholders: supporting our customers, and their customers (the traveler) to achieve their sustainability goals. This area also refers to our employees in the commitment related to talent.

Three areas of influence

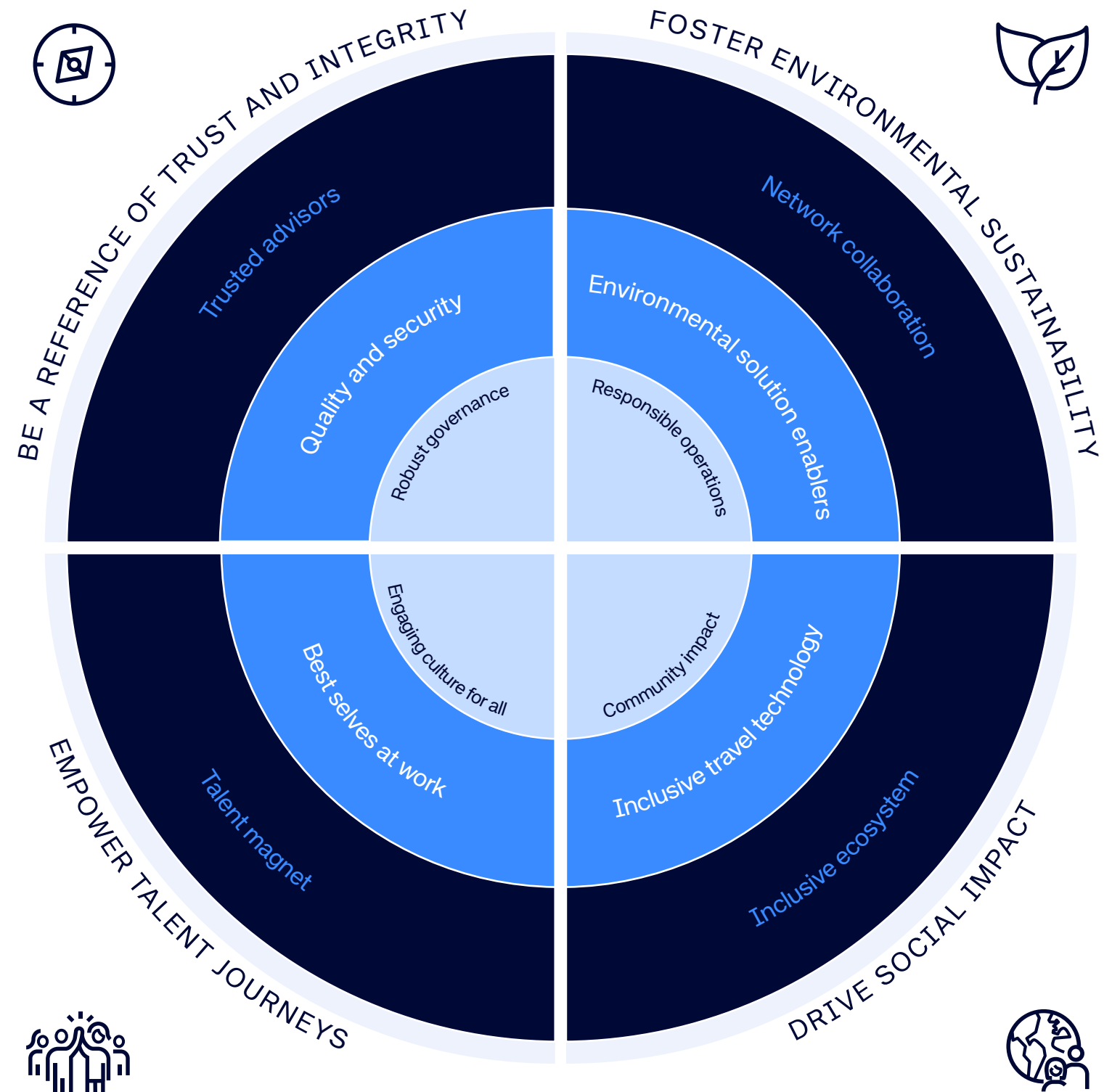
WORKING WITH THE INDUSTRY

SUPPORTING OUR STAKEHOLDERS

STARTING WITH OURSELVES

In other words, our ESG strategy is pursued in 12 strategic lines

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