

Annex 01

# About this report

# Objectives, scope and limitations of the Amadeus Global Report

Sustainability reporting is becoming increasingly relevant for stakeholders, both internal and external.

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 (Sustainability) information. The report is published in accordance with the GRI Sustainability Reporting Standards and integrates financial and sustainability information. We also follow the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD)<sup>1</sup> and include a mapping of Sustainability Accounting Standards Board (SASB) standards to our GRI reporting.

2. To serve as a validated source of information on Amadeus' sustainability practices and performance for internal and external stakeholders, including sustainability indices, the UN Global Compact, and internal uses such as induction programs

3. To highlight Amadeus' sustainability initiatives, which may not be 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 2025. We also provide forward-looking information (e.g. sustainability targets, climate change risks and opportunities, etc.). For comparability purposes, we include historical data.

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.

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 and circular economy.

Amadeus complies with legal reporting obligations in our Non-financial Information Statement and sustainability information 2025, which has been produced in accordance with Law 11/2018 on nonfinancial reporting, EU 2020/852 (the EU Taxonomy), as amended by EU 2019/2088 and the Directive (EU) 2022/2464 of the European Parliament and of the Council as regards corporate sustainability reporting (CSRD), and the European Sustainability Reporting Standards (ESRS)<sup>2</sup>. The Amadeus Global Report hasn't been produced to address the requirements of these regulations and reporting framework.

1. From 2024, the IFRS Foundation is taking over from TCFD on the monitoring of companies' progress on climate-related disclosures.

2. As CSRD hasn't been transposed in Spain as of December 31, 2025, we've prepared our Non-financial Information statement taking into account the ESRS and specific elements of the Spanish Law 11/2018, still in force.



# 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 the following reporting frameworks, reporting standards and legal requirements.

## Reporting frameworks

### → UN 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 signatory of the UN 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.

### → UN Sustainable Development Goals (SDGs).

Since 2018, the Amadeus Global Report has included an analysis of our value in meeting the UN SDGs. This analysis has helped us identify how our business growth has reduced our negative impacts on people and planet while fostering the positive ones.

### → 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 Amadeus 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 GHG emissions inventory in organizations.

## 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.



# Materiality assessment

Amadeus conducted its first double materiality assessment (DMA)<sup>3</sup> in 2024 adhering to the Materiality assessment Implementation Guidance published by the EFRAG.<sup>4</sup>

In 2025, the assessment has been updated to reflect main changes and trends, foster the alignment between the DMA results and the Amadeus' sustainability roadmap, and better integrate stakeholder perspectives into the process, among others. Additionally, the scoring methodology was revised, taking into account the updated scales of the corporate risk assessment and methodology.

The scope of the Amadeus' double materiality includes sustainability impacts, risks and opportunities (IROs) connected to our own operations and value chain, including through its products and services as well as through its business relationships.

As done in 2024, the analysis has been developed in four phases:

3. This assessment aims to identify and evaluate Amadeus's actual and potential impacts, both positive and negative, as well as risks and opportunities (IROs) concerning people and the environment, defining our material sustainability topics.

4. European Financial Reporting Advisory Group.

- 1 **Understanding the context**
    - New trends and context
  - 2 **Identification of the IROs**
    - Benchmark and best peers' practices
    - Stakeholders' opinions
  - 3 **Assessment and determination of the material IROs**
    - Actors in the downstream value chain revision
    - Scoring methodology update
- 
- 4 **Reporting**

## Main considerations and improvements introduced in 2025.

- New trends and context
- Benchmark and best peers' practices
- Stakeholders' opinions
- Actors in the downstream value chain revision
- Scoring methodology update



In 2025, 42 IROs were deemed material, 9 more than the previous year. The newly identified material sustainability matters, mainly from the social dimension, include: Workers in the value chain; Affected communities; End-users and consumers; AI.

These findings align with the Amadeus sustainability strategy and roadmap 2026–2027.

Pollution, water and marine resources, biodiversity and ecosystems and circular economy related topics have not been deemed material. Nevertheless, to provide maximum transparency and uphold our commitment to sustainability and to our stakeholders, we've opted to report voluntarily on some of them (water and waste).

### Material topics and subtopics

Topic	Sub-topic	Impact materiality	Financial materiality
<b>Climate change</b>	Climate change mitigation	✓	✓
	Energy	✓	
<b>Own workforce</b>	Working conditions	✓	
	Equal treatment and opportunities for all	✓	✓
<b>Workers in the value chain</b>	Equal treatment and opportunities for all	✓	
<b>Affected communities</b>	Communities' economic, social, and cultural rights	✓	
<b>Consumers and end-users</b>	Social inclusion of consumers and/or end-users	✓	✓
<b>Business conduct</b>	Corporate culture	✓	✓
	Protection of whistleblower	✓	
	Political engagement	✓	
	Management of relationships with suppliers	✓	✓
	Corruption and bribery, prevention	✓	✓
<b>Tax (entity specific)</b>		✓	
<b>Cybersecurity (entity specific)</b>		✓	✓
<b>Data privacy (entity specific)</b>		✓	
<b>AI (entity specific)</b>		✓	

GRI 3-1 GRI 3-2 GRI 3-3 (Tax)

GRI 3-3 (Circular Economy) GRI 3-3 (Water)

# Amadeus' contribution to the Sustainable Development Goals



The UN has outlined 17 Sustainable Development Goals (SDGs) for Member States and businesses to strive toward by 2030. The 17 goals balance the three dimensions of sustainable development: economic, social and environmental, and represent a global standard and common language that facilitates targeted collaboration among a wide diversity of partners.

We've updated our impact on SDGs based on the results of our materiality assessment. The relationship between our material issues and the SDGs' targets, quantified according to the level of our contribution, has led us to prioritize SDGs 3, 4, 5, 7, 8, 9, 10, 11, 13, 16 and 17.

Our technological innovation has tremendous potential for economic growth and the consequent development and innovation of the industry. We invest in IT solutions that help make the travel industry more sustainable over the long term. The travel industry has a significant environmental and social impact, such as contributing to carbon emissions or overcrowding destinations. We can address these impacts by (1) deploying tools to help travel providers develop solutions that contribute positively to the industry while ensuring accessibility and (2) helping travelers make more sustainable and conscious choices when traveling, thus contributing to SDGs 8, 9, 11 and 13.

We're aware of the environmental impact of our own and third parties operations, and we work to mitigate it through actions such as sustainable software engineering practices fostering efficiencies in the use of energy, hardware and our processes, increasing the use of renewable energy, and engaging with our upstream value chain to reduce their emissions, among others. These, together with our move to the cloud, contribute to the SDG 7.

As a global company, and from the point of view of social sustainability and labor practices, we aim to increase our positive impact on our employees and on society. We contribute to goals that are directly linked to people's well-being in aspects such as standards of living, working conditions, education, economic growth and social equality. We contribute to community development, cultural exchange, job creation, and economic growth in local regions; support industry professionals; and empower SMEs and startups for sustainable progress and positive impact within the travel sector (SDGs 3, 4, 5, 8, 9, 10, and 11).

The transparent institutions SDG (16) is well reflected through our tax contributions, our strong governance structure and ethical corporate compliance. We apply sustainability principles in third-party processes and use AI responsibly. The goal on multistakeholder partnerships (17), ties in very well with our profile as a global company that connects all kinds of players in the travel industry, joining forces with other stakeholders and working together with the common goal of long-term sustainability and transparency in the industry.

Besides our main contributions to the SDGs mentioned above, we've also contributed indirectly or with less intensity to SDGs 1, 6 and 12 mainly through our social responsibility programs at both internal level (our employees) and external level (the communities where we operate).

In addition, we've identified our specific actions toward these goals and have highlighted them with an SDG icon along the different sections of the Global Report.

The following table summarizes our contribution to the goals per material issue, based on the analysis of our initiatives and projects.

Material topics and subtopics



Topic	Sub-topic	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
Climate change	Climate change mitigation							■	■	■	■	■		■				■	
	Energy						■	■		■		■	■	■					
Own workforce	Working conditions	■		■	■	■			■		■						■	■	
	Equal treatment and opportunities for all				■	■			■	■	■						■		
Workers in the value chain	Equal treatment and opportunities for all				■						■							■	
Affected communities	Communities' economic, social, and cultural rights			■					■	■	■	■	■	■				■	
Consumers and end-users	Social inclusion of consumers and/or end-users	■			■				■	■	■	■	■	■				■	
Business conduct	Corporate culture				■						■							■	■
	Protection of whistleblower																	■	
	Management of relationships with suppliers									■			■					■	■
	Political engagement									■	■							■	■
	Corruption and bribery, prevention																		■
Entity specific	Tax	■			■				■	■	■							■	■
	Data privacy									■								■	
	Cybersecurity								■	■		■						■	■
	AI				■				■	■							■	■	■

Level of impact: ■ Low ■ Medium ■ High

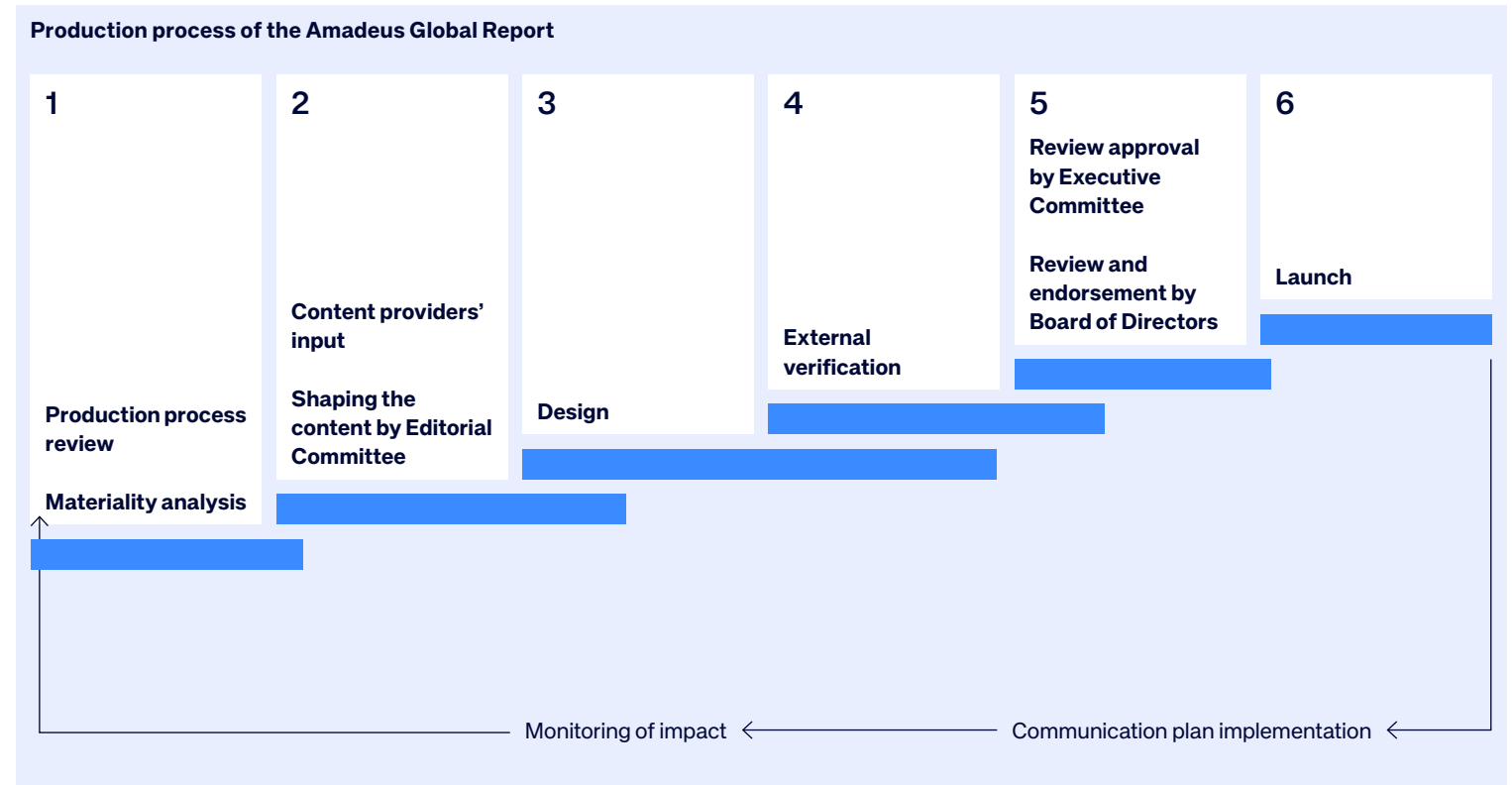
# Production process overview

The Amadeus Global Report’s production process is led by Amadeus’ Sustainability Office.

As sustainability information is increasing in relevance, the process to build the Amadeus Global Report is becoming more complex. The following graph 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>5</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 members of key units at corporate level: Communications, Branding, Investor Relations, Legal, Strategy, and the Sustainability 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.



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