

Annex 03

# GRI Content Index

## GRI Content Index

Statement of use	Amadeus IT Group, S.A. has reported in accordance with the GRI Standards for the period from January 1, 2025 to December 31, 2025.
GRI 1 used	GRI Foundation 2021
Applicable GRI Sector Standard	N/A



## Material topics Other topics reported, internally or externally relevant

GRI standard	Disclosure	Page number(s) or direct answer(s)	Omission(s)	SASB Standard (Software & IT Services)
<b>GRI 1</b>	<b>Foundation 2021</b>			
<b>GRI 2</b>	<b>General Disclosures 2021</b>			
The organization and its reporting practices	2-1 Organizational details	Amadeus IT Group, S.A.; C/ Salvador de Madariaga, 1, 28027, Madrid, Spain		
	2-2 Entities included in the organization's sustainability reporting	p. 6		
	2-3 Reporting period, frequency and contact point	As in the financial reports, Amadeus' Global Report refers to the period from January 1, 2025 to December 31, 2025, and is reported on an annual basis. Contact point: sustainability@amadeus.com		
	2-4 Restatements of information	Amadeus 2022 and 2024 GHG emissions figures have been restated as Amadeus revisited its CO2e emissions calculations methodology and incorporated acquired companies. These changes triggered the recalculation of our near-term and net-zero targets approved by the SBTi, which were consequently revalidated by the SBTi in 2025. Modifications to the GHG calculation methodology have been introduced, impacting emissions across scopes 1, 2, and 3. These adjustments have been made to data for the years 2022, 2024, and later. In light of these updates, in 2025, Amadeus has sent its baseline figures and 2024 calculations to the SBTi for revalidation of its associated targets. Changes are linked to: <ul style="list-style-type: none"> <li>• EMS coverage expanded from 14 major sites in 2024 to 20. Figures have been calculated considering the direct reporting of the sites included in the EMS plus the estimation of the rest of the sites, as explained in section "Amadeus' Environmental Management System (EMS).</li> <li>• Inclusion of Vision-Box and ICM in all the relevant categories of the emissions inventory. The activities carried by both, under the Air Operations unit, are based on hardware products for airports and border control authorities.</li> <li>• New extrapolation method to estimate the consumption of the remaining sites not directly monitored through the EMS. Since 2018, an extrapolation was done using average FTEs; in 2025 the variable used for extrapolation was shifted to net area (m2) as the standard metric.</li> </ul>		
	2-5 External assurance	p. 190-191		

GRI standard	Disclosure	Page number(s) or direct answer(s)	Omission(s)	SASB Standard (Software & IT Services)
Activities and workers	2-6 Activities, value chain and other business relationships	p. 19-21; 25-32; 33-44; 45-56; 188-189		
	2-7 Employees	p. 77; 82-83; 161-162		
	2-8 Workers who are not employees	As of December 31, 2025, the number of non-employees (FTEs) in Amadeus was 1,228.4, compared to 1,428.4 in 2024.		
Governance	2-9 Governance structure and composition	p. 113-127; 162		
	2-10 Nomination and selection of the highest governance body	p. 116		
	2-11 Chair of the highest governance body	p. 118-119		
	2-12 Role of the highest governance body in overseeing the management of impacts	p. 114-115; 128		
	2-13 Delegation of responsibility for managing impacts	<p>Following a transitional phase during which Amadeus' President and CEO assumed direct responsibility for sustainability matters the responsibility has now been passed to the Executive Committee.</p> <p>In 2024, Amadeus established the Sustainability (ESG) Steering Committee to review the status of and compliance with the company' sustainability strategy and make key strategic decisions related to sustainability. This committee is a delegated advisory and decision-making body of the Amadeus Executive Committee and consists of 16 members, including two from the Executive Committee, which serves as the final authority on decisions.</p> <p>The Sustainability (ESG) Steering Committee is tasked with identifying impacts, risks and opportunities, recommending and validating mitigation actions, prioritizing opportunities, and facilitating execution. In terms of long-term goals and targets, this committee is responsible for recommending goal adjustments and monitoring progress toward achieving them.</p> <p>Finally, the Sustainability Office oversees the company's progress on sustainability, ensuring alignment with Amadeus' sustainability ambitions, and adapting to market trends and requests. It is responsible for developing the sustainability strategy, implementing key projects, managing sustainability reporting, and making critical sustainability decisions, leveraging both the Sustainability (ESG) Steering Committee and the Executive Committee to drive Amadeus' sustainability efforts forward.</p>		
	2-14 Role of the highest governance body in sustainability reporting	p. 181; p. 180		
2-15 Conflicts of interest	Amadeus Corporate Governance Report 2025, p. 54-55			
2-16 Communication of critical concerns	<p>2-16a: Amadeus IT Group, S.A. and Subsidiaries, Non-Financial Information Statement and sustainability information 2025, p. 140, 146</p> <p>2-16b: In 2025, no critical concerns were communicated to the Board of Directors</p>			

GRI standard	Disclosure	Page number(s) or direct answer(s)	Omission(s)	SASB Standard (Software & IT Services)
	2-17 Collective knowledge of the highest governance body	Among the Board members there is a diversity of professional experience, competencies and background, as it is evidenced in the self-assessment that the Board of Directors carries out every year. Therefore, most members of the Board possess expertise, competencies and/or relevant experience in the sectors in which Amadeus operates, in sustainability matters and in business conduct matters. Those skills and expertise are key to properly monitor and oversee sustainability matters. The Board of Directors monitors and discusses the progress on sustainability matters at least once a year (through information updates), with the assistance of the Head of the Sustainability Office, in addition to individual updates as deemed necessary by relevant functional owners. Thus, the Board provides feedback that influences the development of relevant sustainability initiatives and, if required, decides upon these matters.		
	2-18 Evaluation of the performance of the highest governance body	Amadeus Corporate Governance Report 2025, p. 24-26		
	2-19 Remuneration policies	Amadeus IT Group, S.A. and Subsidiaries, Non-Financial Information Statement and sustainability information 2025, p. 10-12 Directors' Remuneration Policy (2025-2027), p. 11-18		
	2-20 Process to determine remuneration	Amadeus IT Group, S.A. and Subsidiaries, Non-Financial Information Statement and sustainability information 2025, p. 10-12 Directors' Remuneration Policy (2025-2027), p. 11-18		
	2-21 Annual total compensation ratio	Amadeus IT Group, S.A. and Subsidiaries, Non-Financial Information Statement and sustainability information 2025, p. 103		
Strategy, policies and practices	2-22 Statement on sustainable development strategy	p. 4-5		
	2-23 Policy commitments	p. 129		
	2-24 Embedding policy commitments	p. 114; 129		
	2-25 Processes to remediate negative impacts	p. 134-135		
	2-26 Mechanisms for seeking advice and raising concerns	p. 134-135		
	2-27 Compliance with laws and regulations	In 2025 there have not been significant instances of non-compliance with laws and regulations by the Group.		
	2-28 Membership associations	p. 147-148		
Stakeholder engagement	2-29 Approach to stakeholder engagement	p. 185-189		
	2-30 Collective bargaining agreements	p. 165		
<b>GRI 3</b>	<b>Material Topics 2021</b>			
Disclosures on material topics	3-1 Process to determine material topics	p. 153-154		
	3-2 List of material topics	p. 154		
<b>Climate change mitigation</b>				
GRI 3 Material topics 2021	3-3 Management of material topics	p. 102-112		TC-SI-130a.3
	201-1 Direct economic value generated and distributed	p. 159		

GRI standard	Disclosure	Page number(s) or direct answer(s)	Omission(s)	SASB Standard (Software & IT Services)
GRI 201 Economic performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	201 -2 i, ii, iv p. 181-183 201-2 iii Amadeus has performed a qualitative analysis to evaluate the potential financial impacts of risks and opportunities on its financial position, performance, cash flows, access to finance, or cost of capital.		TC-SI-550a.1 TC-SI-550a.2
GRI 203 Indirect economic impacts 2016	203-2 Significant indirect economic impacts	p. 89-100; 101-112		
GRI 305 Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 109		
	305-2 Energy indirect (Scope 2) GHG emissions	p. 109		
	305-3 Other indirect (Scope 3) GHG emissions	p. 109		
	305-4 GHG emissions intensity	Amadeus IT Group, S.A. and Subsidiaries, Non-Financial Information Statement and sustainability information 2025, p. 83		
	305-5 Reduction of GHG emissions	p. 103-111		
<b>Energy</b>				
GRI 3 Material topics 2021	3-3 Management of material topics	p. 106-11; 159-160		
GRI 302 Energy 2016	302-1 Energy consumption within the organization	p. 159		TC-SI-130a.1
	302-2 Energy consumption outside of the organization	In 2025 energy consumption outside of the organization was 230,222 GJ from business travel.		
	302-3 Energy intensity	p. 160		
	302-4 Reduction of energy consumption	p. 110-111		
	302-5 Reductions in energy requirements of products and services	p. 108		
<b>Working conditions</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 75-88; 161-165		TC-SI-330a.2
GRI 401 Employment 2016	401-1 New employee hires and employee turnover	p. 163		
	401-3 Parental leave	401-3a: In 2025, 20, 514 Amadeus employees were entitled to family-related leave, of which 7,866 were female and 12,648 male.		
		401-3b: 488 employees took parental leaves in 2025, of which 346 were female and 142 male.		
		401-3c: 461 employees returned to work in the reporting period after parental leave ended, of which 315 were female and 146 male.		
		401-3d: 406 employees returned to work after parental leave ended and were still employed after 12 months after return to work. Of these, 282 were female and 124 were male.		
401-3e: The retention rate for female employees was 94.6% and for male employees 93.9%. The return to work rate for female employees was 95.5% and for male employees 98.0%.				

GRI standard	Disclosure	Page number(s) or direct answer(s)	Omission(s)	SASB Standard (Software & IT Services)	
GRI 403 Occupational health and safety 2018	403-1 Occupational health and safety management system	Amadeus is committed to health and safety through its Health and Safety Policy. The company works to create a safe work environment by reducing risks for employees, contractors, visitors, and others affected by its operations. Each Amadeus entity, at local level, is responsible for having its own health and safety policies and procedures. In this regard, depending on the site, Amadeus legal entities have their own Health and Safety Policy (for instance Spain and Portugal, UK, etc). See more on Amadeus IT Group, S.A. and Subsidiaries, Non-Financial Information Statement and sustainability information 2025, p. 105-108			
	403-2 Hazard identification, risk assessment, and incident investigation				
	403-3 Occupational health services				
	403-4 Worker participation, consultation, and communication on occupational health and safety				Health & Safety teams and employee representatives meet several times a year and join relevant discussions when needed. In other countries, such as UK and Portugal, related discussions take place in employee forums or in Norway and Sweden, the work environment team is in charge of it
	403-5 Worker training on occupational health and safety				Amadeus organises many different awareness activities. In 2025, Amadeus continued our series of quarterly Global Well-being interactive expert sessions. Furthermore, at certain Amadeus locations (Spain, Portugal, France, United Kingdom), the company organizes Well-being Week—a week dedicated to activities that promote overall well-being, on the theme of Well-being and Wellness. Across the APAC region, Amadeus continues to strengthen its focus on Well-being — often referred to locally as “Wellness” — through a growing number of initiatives. Finally, the company provides health, safety and well-being related trainings, webinars or educational resources in several regions, including Spain, UK, France, Colombia, Poland, Sweden, Norway, Italy among others.
	403-6 Promotion of worker health				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships				p. 188-189
	403-8 Workers covered by an occupational health and safety management system				In Amadeus, 91.6% of employees are covered by a health and safety management system, counted by headcount
	403-9 Work-related injuries				403-9a: p. 164 403-9b: Information on workers who are not employees is not available. 403-9c, d: Amadeus IT Group SA and subsidiaries, Non-Financial Information Statement and sustainability information 2025 p.107
	403-10 Work-related ill health				p. 164
GRI 407 Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	In 2025, no risks regarding freedom of association and collective bargaining have been identified in operations and/or with suppliers in the double materiality assessment			
<b>Equal treatment and opportunities for all [Own workforce]</b>					
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 75-88; 161-165			

GRI standard	Disclosure	Page number(s) or direct answer(s)	Omission(s)	SASB Standard (Software & IT Services)
GRI 404 Training and Education 2016	404-1 Average hours of training per year per employee	p. 84; 162		
	404-2 Programs for upgrading employees skills and transition assistance programs	404 2a: p. 84-86 404 2b: In some sites, like in France and in the UK, Amadeus provides support for employees transitioning to retirement or opting for part-time work at the end of their careers.		
	404-3 Percentage of employees receiving regular performance and career development reviews	At Amadeus, 100% of employees participate in regular performance and career development reviews		
GRI 405 Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p. 82-83; 118; 161-162		TC-SI-330a.3
	405-2 Ratio of basic salary and remuneration of women to men	Amadeus IT Group SA and subsidiaries, Non-Financial Information Statement and sustainability information 2025 p. 102 The ratio of basic salary and remuneration of women to men is calculated on a consolidated basis, covering all Amadeus locations irrespective of geographic location.		
GRI 406 Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	p. 135-136		
<b>Training industry professionals [Workers in the value chain]</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 97-98		
<b>Affected communities</b>				
GRI 3 Material topics 2021	3-3 Management of material topics	p. 90-94		
GRI 411 Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	In 2025 Amadeus didn't identify any incident of violations involving rights of indigenous peoples.		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Through Amadeus' Double Materiality Assessment (DMA), our Community Impact program and our Environmental Management System (EMS, in which we directly measure the impact of our 20 largest sites—representing 81% of the total area occupied by Amadeus offices and 78% of our total workforce, and we then estimate the impact of the remaining sites by applying the average consumption rate per net area) we cover 100% of all Amadeus operations.  For more information: Amadeus IT Group SA and subsidiaries, Non-Financial Information Statement and sustainability information 2025 p. 27-28, 90, 124, 127		
<b>Social inclusion of consumers and/or end-users</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 90-100		
<b>Corporate culture</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 128-136		

GRI standard	Disclosure	Page number(s) or direct answer(s)	Omission(s)	SASB Standard (Software & IT Services)
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	In relation to the class action complaint filed in a US federal court in Illinois against Amadeus and several hotel brands for alleged infringement of US antitrust laws in 2024, the court granted Amadeus and the hotel defendants' motion to dismiss the case. The court allowed the class plaintiff to file an amended complaint, which Amadeus and the hotel defendants again moved to dismiss the case; that motion remains pending before the court with the decision expected in early 2026, which could either end the case or lead to appeals. Amadeus will continue to vigorously defend itself, and as of today, we do not expect that any material payments will be necessary once the case is final. Amadeus is not subject or party to any other legal actions pending or completed regarding anti-competitive behavior, and has not been identified as a participant in any other violations of antitrust and monopoly legislation.		
<b>Protection of whistle-blowers</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 134-135		
<b>Human Rights</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	Amadeus IT Group SA and subsidiaries, Non-Financial Information Statement and sustainability information 2025, p. 12-14, 49		
GRI 408 Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	<p>The 2025 Double Materiality Assessment confirmed that no significant negative impacts were identified in relation to child, forced labour, people with particular needs or those in higher-risk contexts, within Amadeus's operations or individual incidents. However, the company continues to strengthen its human-rights due-diligence processes to identify, assess, and mitigate potential impacts and risks across all regions and tiers of the value chain</p> <p>We avoid relationships with vendors that don't comply with the following principles: Respect for human rights; Prevention of forced and child labor; Non-discrimination recruitment practices; Prevention of unfair low-wage labor; Respect for employees' right to freedom of association; Healthy and safe working conditions for employees; Observation of all related local and international laws and regulations.</p> <p>Eligible vendors and third parties undergo a risk-based compliance due diligence, ensuring that equivalent compliance and business ethics standards to those of Amadeus are applied by them. Eligible vendors and third parties identified as high risk are asked about their Modern Slavery and Human Trafficking policies and programs</p>		

GRI standard	Disclosure	Page number(s) or direct answer(s)	Omission(s)	SASB Standard (Software & IT Services)
GRI 409 Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	<p>The 2025 Double Materiality Assessment confirmed that no significant negative impacts were identified in relation to child, forced labour, people with particular needs or those in higher-risk contexts, within Amadeus's operations or individual incidents. However, the company continues to strengthen its human-rights due-diligence processes to identify, assess, and mitigate potential impacts and risks across all regions and tiers of the value chain</p> <p>We avoid relationships with vendors that don't comply with the following principles: Respect for human rights; Prevention of forced and child labor; Non-discrimination recruitment practices; Prevention of unfair low-wage labor; Respect for employees' right to freedom of association; Healthy and safe working conditions for employees; Observation of all related local and international laws and regulations.</p> <p>Eligible vendors and third parties undergo a risk-based compliance due diligence, ensuring that equivalent compliance and business ethics standards to those of Amadeus are applied by them. Eligible vendors and third parties identified as high risk are asked about their Modern Slavery and Human Trafficking policies and programs</p>		
GRI 410 Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	In principle, Amadeus does not employ its own security personnel as this staff is normally hired externally even by the owners of the buildings where the different Amadeus sites are based on. Having said that, all Amadeus staff is trained on the Code of Ethics and Business Conduct and the Amadeus Human Rights policy. Additionally, when assessing our vendors, they undergo a risk-based compliance due diligence, ensuring that equivalent compliance and business ethics standards to those of Amadeus are applied by them		
<b>Political engagement and lobbying activities</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 144-148		
GRI 415: Public Policy 2016	415-1 Political contributions	Amadeus does not make contributions to political parties		
<b>Corruption and bribery</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 128-136		
GRI 205 Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	At Amadeus, 100% of our operations are assessed for risks related to corruption		
	205-2 Communication and training about anti-corruption policies and procedures	p. 134-135; 162		
	205-3 Confirmed incidents of corruption and actions taken	p. 135-136		
<b>Management of relationships with suppliers</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 188-189		

GRI standard	Disclosure	Page number(s) or direct answer(s)	Omission(s)	SASB Standard (Software & IT Services)
GRI 308 Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	p. 189		
	308-2 Negative environmental impacts in the supply chain and actions taken	p.188-189		
GRI 414 Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	p. 189		
	414-2 Negative social impacts in the supply chain and actions taken	p. 188-189		
<b>Tax</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 12; 114; 116; 129; 153-154		
GRI 201 Economic performance 2016	201-1 Direct economic value generated and distributed	p. 12; 159		
GRI 207 Tax 2019	207-1 Approach to tax	Amadeus IT Group SA and subsidiaries, Non-Financial Information Statement and sustainability information 2025 p. 158-165		
	207-2 Tax governance, control, and risk management	Amadeus IT Group SA and subsidiaries, Non-Financial Information Statement and sustainability information 2025 p. 158-162		
	207-3 Stakeholder engagement and management of concerns related to tax	Amadeus IT Group SA and subsidiaries, Non-Financial Information Statement and sustainability information 2025 p. 159-162		
	207-4 Country-by-country reporting	207-4a, b vi; b viii: Amadeus IT Group SA and subsidiaries, Non-Financial Information Statement and sustainability information 2025 p. 163-164 207-4b i, b ii: Amadeus IT Group, S.A. and Subsidiaries Consolidated Annual Accounts 2025 p.72-83 207-4b iii: Amadeus IT Group SA and subsidiaries, Non-Financial Information Statement and sustainability information 2025 p. 23 207-4b iv; v: Amadeus Public Country by Country Report 2025 p. 2-3 207-4b ix: Amadeus Public Country by Country Report 2025 p. 2-3 207-4 c: The time period covered by the information provided is January 1, 2025 to December 31, 2025.	<b>Requirements omitted:</b> 207-4b vii; x <b>Reason:</b> Confidentiality constraints <b>Explanation:</b> The information is not disclosed due to confidentiality constraints, as it depicts critical strategic business information that would therefore leave Amadeus in a competitive disadvantage. Nonetheless, we are analyzing the additional requirements and preparing our systems to eventually obtain and report the information in the future.	
<b>Cybersecurity</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 60; 130-132		TC-SI-220a.1 TC-SI-230a.2
<b>Data privacy</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 62; 129; 133-136		TC-SI-220a.1 TC-SI-230a.2
GRI 418 Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting year, Amadeus did not receive any substantiated complaints concerning breaches of customer privacy and losses of customer data.		TC-SI-220a.3 TC-SI-230a.1

GRI standard	Disclosure	Page number(s) or direct answer(s)	Omission(s)	SASB Standard (Software & IT Services)
<b>Artificial Intelligence</b>				
GRI 3 Material Topics 2021	3-3 Management of material topics	p. 29-30; 36-37; 42; 47; 50; 63; 129; 133-134		TC-SI-220a.1 TC-SI-230a.2
<b>Water</b>				
GRI 3 Material topics 2021	3-3 Management of material topics	p. 106; 111; 154; 160		
GRI 303 Water and Effluents 2018	303-1 Interactions with water as a shared resource	p. 106; 111; 160		
	303-2 Management of water discharge-related impacts	p. 106; 111; 160		
	303-5 Water consumption	p. 160		TC-SI-130a.2
<b>Circular Economy</b>				
GRI 3 Material topics 2021	3-3 Management of material topics	p. 111; 154; 160		
GRI 306 Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste generation is one of the five elements monitored in our Environmental Management System. Nonetheless waste has not been identified in our materiality analysis as a material topic since, as an IT provider, Amadeus does not generate significant amounts of waste.		
	306-2 Management of significant waste-related impacts	p. 111, 160		
	306-3 Waste generated	p. 160		
	306-4 Waste diverted from disposal	p. 160		
	306-5 Waste directed to disposal	p. 160		