

Annex 06

Glossary

Amadeus travel agency air bookings:

Air bookings processed by travel agencies using Amadeus' distribution platform.

Ancillary services:

Additional services provided to customers beyond the ticket. Typical examples of airline ancillary services include extra baggage, priority seating, catering on board, etc.

API:

Application programming interface, a language that enables communication between computer programs.

CRS:

Computer Reservation System, a computer network containing travel-related information such as schedules, availability, fares and other services, which enables automated travel-related transactions between travel providers and travel agents.

Double materiality:

A concept which provides criteria for the determination of whether a sustainability matter has to be included in the undertaking's sustainability report. Double materiality is the union of impact materiality and financial materiality. A sustainability matter therefore meets the criteria of double materiality if it's material from either the impact perspective or the financial perspective or both perspectives.

EDIFACT:

The Electronic Data Interchange for Administration, Commerce and Trade (EDIFACT) is a set of industry standards used from the 1970s to exchange dynamically electronic data in a compact format between different actors. It's still in use in the travel industry.

Financial materiality:

A sustainability matter is material from a financial perspective if it triggers or may trigger significant financial effects on undertakings, i.e. if it generates or may generate significant risks or opportunities that influence or are likely to influence the future cash flows and therefore the enterprise value of the undertaking in the short, medium or long term, but it's not captured or not yet fully captured by financial reporting at the reporting date.

GDS:

Global Distribution System, a computer network containing travel-related information such as schedules, availability, fares and related services, which also enables automated travel-related transactions between travel

providers and travel agents. In addition to providing a Central Reservation System (see CRS entry above), GDSs offer travel-related content to a broad range of agents worldwide, making global reach an important element of their value proposition.

Generative AI (GenAI):

Subset of AI that uses generative models to produce text, images, videos, or other forms of data. These models learn the underlying patterns and structures of their training data and use them to produce new data based on the input, which often comes in the form of natural language prompts.

Greenhouse Gas Protocol:

The Greenhouse Gas Protocol is the most widely used international accounting tool for governments and businesses to understand, quantify and manage greenhouse gas emissions. The GHGP classifies emissions into three scopes. Scope 1: direct greenhouse gas emissions from sources owned by the company; Scope 2: indirect greenhouse gas emissions from electricity use; and Scope 3: emissions released by third parties as a consequence of the use of their services, such as emissions from travel providers for business travel.

Guarantee of Origin:

An EU green label that guarantees that electricity has been produced from renewable sources. Guarantees of Origin are traded as a commodity.

IATA:

International Air Transport Association, the trade association for the world's airlines, representing 265 airlines or 83% of total air traffic. IATA supports many areas of aviation activity and helps formulate industry policy on critical aviation issues.

Impact materiality:

A sustainability matter is material from an impact perspective if it's connected to actual or potential significant impacts by the undertaking on people or the environment over the short, medium or long term. Refers to information on the reporting company's impact on the economy, environment and people for the benefit of multiple stakeholders, such as investors, employees, customers, suppliers and local communities.

Interline:

A commercial agreement between airlines to handle passengers traveling on itineraries that require more than one flight and more than one airline. As opposed to codesharing, interlining implies there's more than one operating carrier.

International Integrated Reporting Council:

A global coalition of regulators, investors, companies, standard setters, accounting professionals and NGOs sharing the view that communication about value creation should be the next step in the evolution of corporate reporting.

KPI:

Key performance indicator.

NDC:

NDC refers to New Distribution Capability, a program launched by IATA for the development and market adoption of a new XML-based data transmission standard (NDC Standard) between airlines and travel agencies. IATA establishes various levels of NDC certification, depending on the NDC capabilities.

Net zero:

According to the Science Based Target initiative (SBTi), net zero involves: (a) reducing scope 1, 2 and 3 emissions to zero or a residual level consistent with reaching net-zero emissions at the global or sector level in eligible 1.5°C scenarios or sector pathways and (b) neutralizing any residual emissions through carbon removal credits.

NPS:

Net Promoter Score, a widely used measure of customer loyalty. It's the percentage of customers rating their likelihood of recommending a company, a product or a service to a friend or colleague. NPS ranges between -100 (all respondents are "detractors") and +100 (all respondents are "promoters"). A positive score is desirable and for a B2B company a score above +25 is a frequent target.

Offer and Order management:

An airline industry initiative led by IATA to modernize airline retailing to support omnichannel and customer-centric processes using centralized capabilities and data.

ONE Order:

As described by IATA, it's an industry-led initiative intended to simplify the airline reservation, delivery and accounting systems by gradually phasing out the current booking (PNRs) and ticketing records (e-tickets and Electronic Miscellaneous Documents, or EMDs). It creates a single integrated customer record to streamline fulfillment, delivery and accounting processes across the life cycle of an order.

Passenger Name Record:

A record of passengers' travel requirements containing all the necessary information to enable reservations to be processed and controlled by the booking and participating travel provider. Each PNR must contain the following five mandatory items or "elements": name element (passenger name), itinerary element (booking), contact element (a telephone number), ticketing element (arrangement for issuing a ticket) and received from element (name of the person who made the booking).

Passenger Service System (PSS):

A series of mission-critical systems used by airlines. The PSS usually comprises a Reservation System, an Inventory System and a Departure Control System.

Passengers boarded:

Actual passengers boarded onto flights operated by airlines using at least the Amadeus Altéa Reservation and Inventory modules or Navitaire New Skies.

PCI DSS:

Payment Card Industry Data Security Standard, a proprietary information security standard for organizations that handle branded credit cards from major card brands. Mandated by the card brands and run by the Payment Card Industry Security Standards Council, the standard was created to increase controls around cardholder data to reduce credit card fraud.

Property Management System:

A computerized system that facilitates the management of hotel properties.

PUE:

Power Usage Effectiveness, a common metric used to measure the energy efficiency of data centers. It's equal to Total Facility Power/IT Equipment Power. The closer to 1 the PUE, the more efficient the data center is.

SAFe®:

A set of organizational and workflow patterns that help enterprises in scaling Lean and Agile practices.

Science-based targets:

Science-based targets provide a clearly defined pathway for companies to reduce greenhouse gas emissions. Targets are considered "science-based" if they are in line with what the latest climate science deems necessary to meet the goals of the Paris Agreement—limiting global warming to well below 2°C above pre-industrial levels and pursuing efforts to limit warming to 1.5°C. They're validated by the Science Based Targets initiative (SBTi).

Transactions processed at the Amadeus Data Center:

Basic operations linked directly to Amadeus' business, such as bookings or processed passengers boarded.

United Nations Clean Development Mechanism:

One of the market-based mechanisms defined in the Kyoto Protocol. The CDM facilitates investment in emission reduction projects in exchange for Certified Emission Reductions (CERs). One CER unit is equivalent to the reduction of 1 ton of CO₂. These mechanisms stimulate sustainable development, address emissions in a cost-effective way and facilitate contribution by the private sector to emission reduction efforts.

