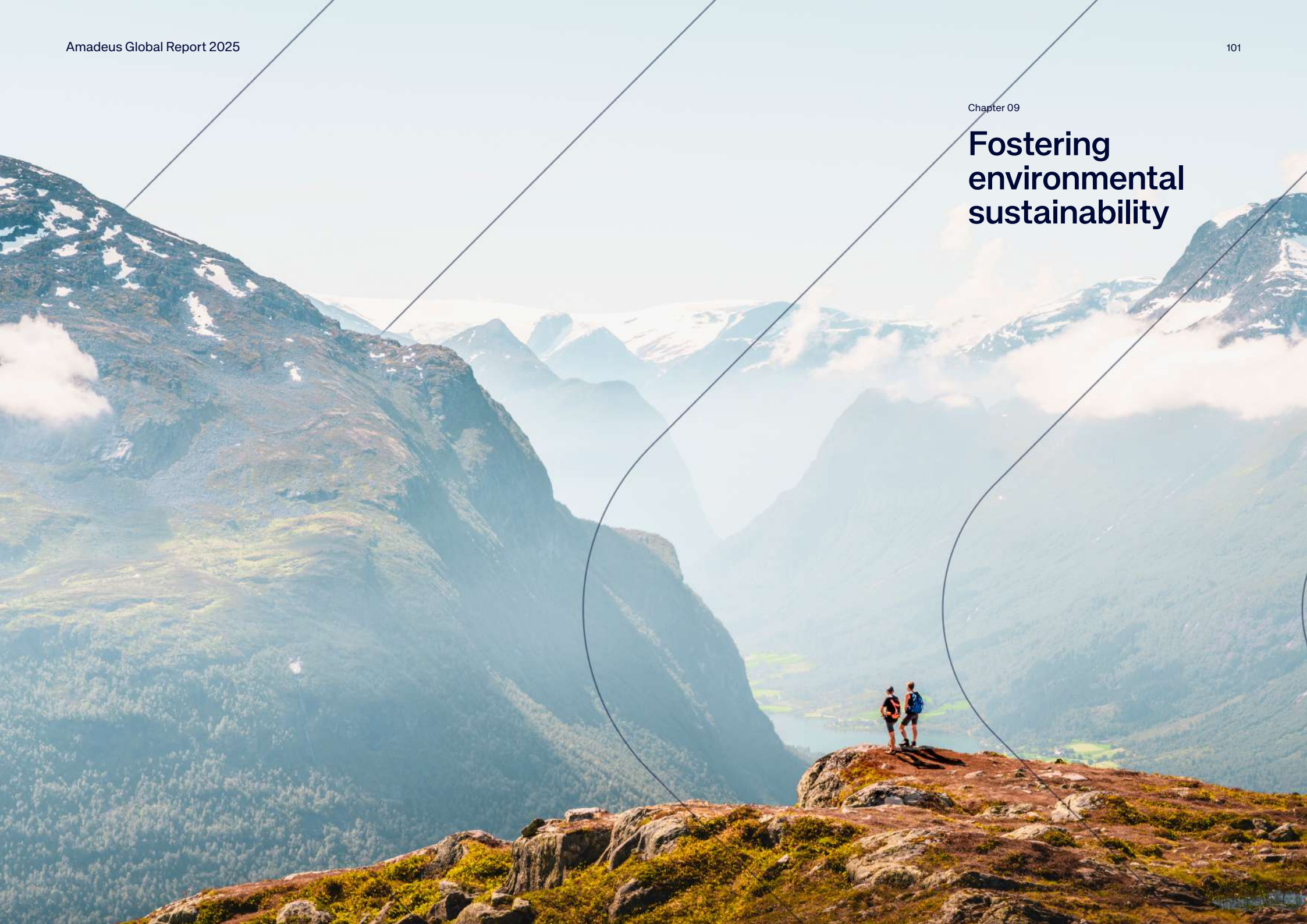
Chapter 09

Fostering environmental sustainability



Environmental sustainability value proposition

Amadeus is involved in the travel experience of millions of people every day. As a leading technology provider in the travel industry, we acknowledge our responsibility to contribute to its environmental sustainability.

Sustainability is a global challenge, and we need to collaborate with industry associations, customers and other stakeholders to advance sustainability.

But our starting point is measuring and managing the environmental impact of our own operations.

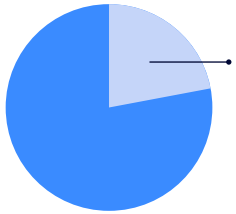
Our environmental strategy, which forms part of our broader sustainability strategy and updated roadmap 2026–2027, is based on three pillars:

1. **Supporting our customers with our sustainability value proposition.**
2. **Working together with industry stakeholders in joint sustainability initiatives.**
3. **Addressing the environmental performance of our own operations.**

In 2025 Amadeus invested €1,453 million (gross) in R&D, accounting for 22% of our revenues. Amadeus develops technology solutions that improve the operational and environmental efficiency of our customers—for example by helping reduce fuel used per passenger flown. In our distribution platforms, we offer detailed carbon emissions data, empowering travelers to make travel choices with lower impact.

Amadeus invested

€1,453 million in R&D



22% of Amadeus revenues invested in R&D

Amadeus' near-term and net-zero emission reduction targets were validated in 2024 by the Science Based Targets initiative (SBTi),* and revalidated in 2025 due to methodological updates and the incorporation of acquired companies. Our targets are aligned with the objectives of the Paris Agreement on climate change.

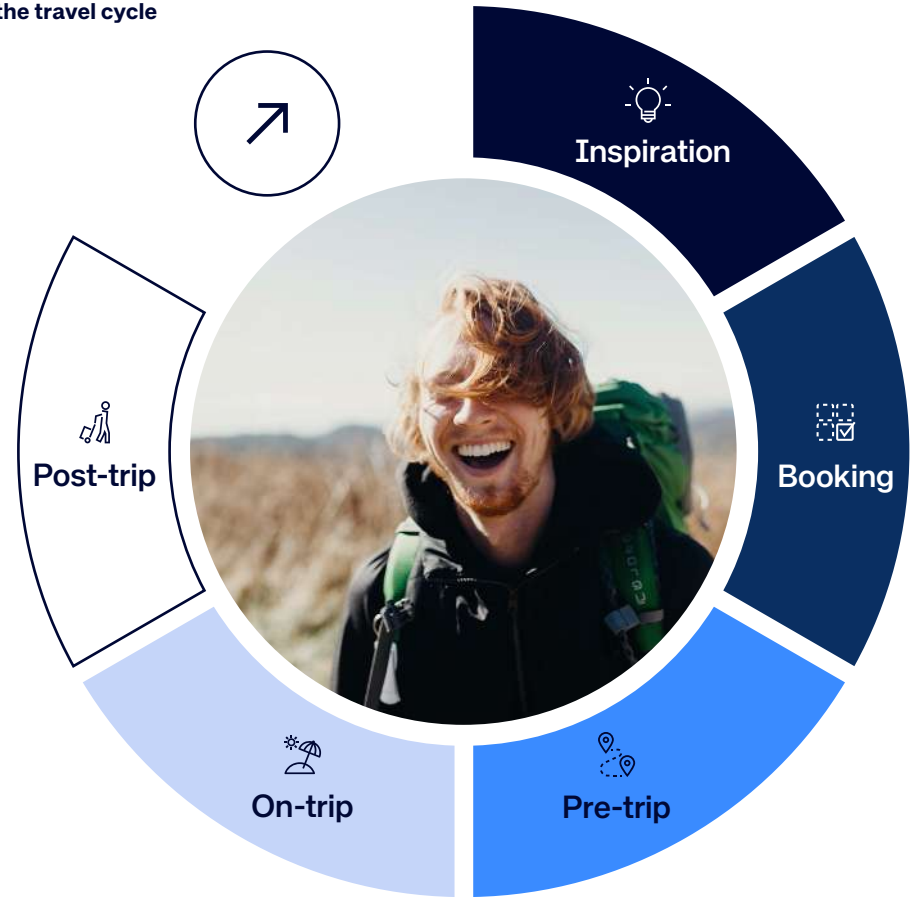
SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

GRI 3-3 (Climate change mitigation) **GRI 203-2**

Medium-low impact

Amadeus is present at all stages of the travel cycle



*The Science Based Targets initiative (SBTi) is a partnership between CDP (formerly Carbon Disclosure Project), the United Nations Global Compact, the World Resources Institute (WRI) and the World Wide Fund for Nature (WWF).

Among other initiatives, the SBTi provides technical assistance and expert resources to companies who set science-based targets in line with the latest climate science.

Solutions contributing to a more sustainable travel

Transversal

Amadeus Travel Impact Suite

Helps Amadeus customers access relevant sustainability-related information (e.g. estimated travel emissions) and offsetting options.

Airlines

Amadeus Ancillary Services

Helps airlines create, manage and sell their ancillary offers more efficiently, including accessibility options and travel emissions compensation.

Airlines

Volantio

Helps airlines rebook passengers from overloaded flights to ones with available seats.

Hospitality

Amadeus Hotel Distribution

Makes sustainability attributes available alongside hotel content, supporting more informed accommodation choices by travel sellers and their customers.

Travel Sellers

Amadeus Air–Rail display

Accesses rail and flight options and compares or easily combines train travel with a flight as part of a multimodal journey.

Airlines

Amadeus Airline Fare Families

Boosts airline and travel agency bookings and revenues through flexible fare families and bundled fare options, along with travel emissions compensation.

Airports

Amadeus Self-Service Check-In Kiosk and Bag Drop

Provides airports with biometric identity verification solutions, improving operational efficiency through automation and considering accessibility for travelers.

Hospitality & Destinations

Amadeus Discover

Enables local activity providers to connect with travel sellers.

Travel Sellers

Amadeus Agency Insight Productivity Tracker

Supports travel agencies in tracking and analyzing productivity metrics related to their travel bookings, including environmental impact.

Airlines

Amadeus Sky Suite

Helps airlines define schedules, allocate fleets and set the frequency of their routes, helping to reduce fuel consumption.

Hospitality

Amadeus Delphi

Optimizes sales, catering and event management to drive operational efficiencies and support sustainability goals.

Corporate Travel & Expense

Amadeus Cytric

Provides corporations with an integrated online solution to manage travel and expense, also displaying estimations of trip emissions.

Airlines

Amadeus Flight Operations Control

Helps airlines manage operational disruptions by optimizing decision-making processes, resulting in reduced fuel consumption.

Destinations

Amadeus Media Solutions

Helps destinations see the accumulated information on CO_2 emissions based on travel method as generated by a media campaign.

Hospitality

Amadeus HotSOS

Empowers hotels to schedule preventive maintenance tasks, optimizing operational efficiency.

Mobility

Amadeus Mobility Distribution

Provides emissions visibility and information in the shopping flow according to the type of car chosen and length of stay.

Airlines

Altéa Departure Control – Flight Management

Helps airlines automate the calculation of the weight of the aircraft before fuel loading (zero-fuel weight) and optimal load distribution. This results in reduced total fuel used.

Airports

Amadeus Airport Cloud Use Service (ACUS)

Helps airports operate check-in and boarding with its cloud-based services, reducing energy consumption by moving IT operations to the cloud.

Transversal **Airlines** **Airports** **Corporate Travel & Expense**

Travel Sellers **Hospitality** **Mobility** **Destinations**

GRI 3-3 (Climate change mitigation) **GRI 203-2** **GRI 305-5**

Amadeus Travel Impact Suite

The Amadeus Travel Impact Suite supports travel sellers and providers by presenting information on the environmental impact of the entire traveler journey. The suite also gives travelers the opportunity to mitigate the negative impacts of travel, facilitating contributions to projects that reduce greenhouse gas emissions and benefit local communities.

Built on three key pillars—Inform, Mitigate and Compensate—the Travel Impact Suite provides solutions that enable travel sellers to prioritize travel choices with lower environmental impact.

Under the "Inform" pillar, we've introduced two products. First, the Amadeus Travel Impact Data Hub aggregates emissions data across flights, hotels, rail and cars, enabling travel sellers to convey and manage comprehensive environmental impact information. To power the solution, Amadeus is leveraging new as well as long-standing relationships with sustainability information providers like ACRISS, Greentripper, Greenview, the International Civil Aviation Organization (ICAO) and Travalyst. In 2025 we signed a partnership with the International Air Transport Association (IATA) to integrate their CO_2 Connect solution into our Amadeus Travel Platform in 2026.[1] And second, Amadeus Travel Impact Explorer lets travel sellers check the environmental impact of a specific travel activity or of a whole trip using the Travel Impact Data Hub.

GRI 3-3 (Climate change mitigation) **GRI 203-2** **GRI 305-5**

The deep integration of travel impact data within our systems sets Amadeus apart, offering travel information, options and data on the environmental impact of flights, rail, hotels and cars within the Amadeus Travel Platform.

The Travel Impact Suite is complemented by our Travel Impact Booster, which enables travelers and corporations to support carbon-reduction projects offered through climate tech partners like Chooose and CarbonClick. This new content is accessible via APIs and other touchpoints.

Amadeus' corporate booking tool, Cytric, integrates travel-related carbon emissions data, streamlines expenses, and promotes more inclusive and conscious travel. Through climate tech partners such as Squake[2] and eco.mio, Cytric leverages nudging and gamification to encourage travelers to make more sustainable choices and to drive lasting behavioral change.

1. This will allow airlines, travel agents, corporate travel managers and online travel platforms that request IATA CO_2 Connect data to provide travelers with a new source of trusted emissions data at the point of booking.

2. In 2025 Amadeus Cytric signed a partnership with climate tech company Squake to help travelers and travel managers gain visibility into their emissions and take meaningful action to reduce the carbon impact of corporate travel.

Travel Impact Suite is a solution made up by 3 basic modules

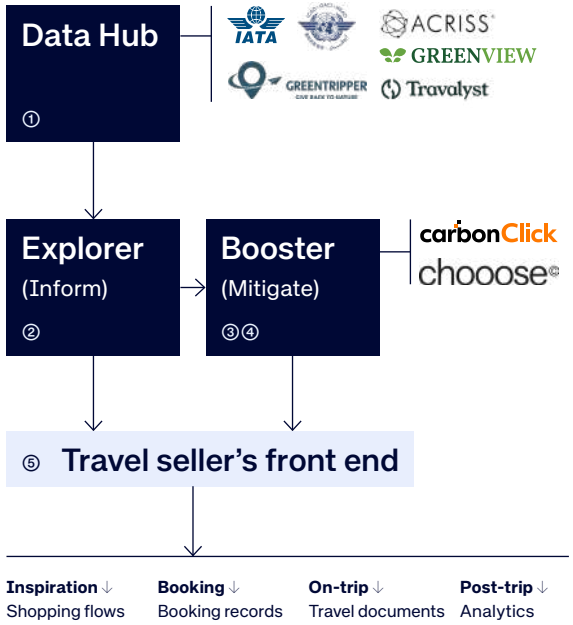
① **Trusted global certifiers** deliver carbon emissions information for every part of the journey

② **Explorer** adds CO_2 emissions as a decision factor

③ **Top climate tech platforms** provide trusted carbon offsetting and SAF solutions

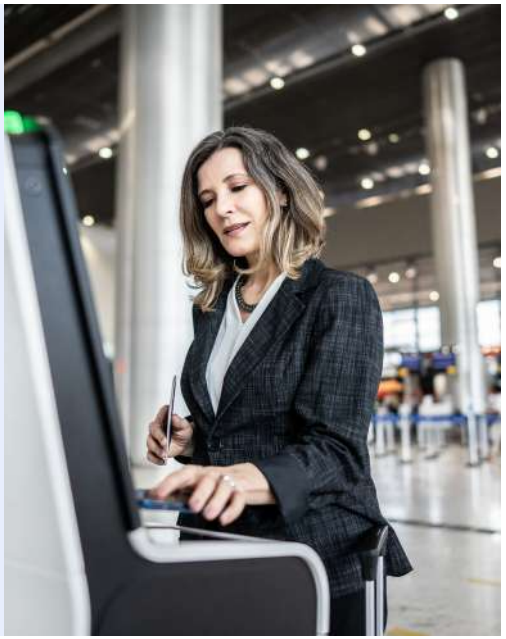
④ **Booster** offers ways to reduce or compensate

⑤ **Explorer** and **Booster** integrate seamlessly into travel-selling process and all related documents



Solutions to promote SAF adoption

To exemplify our customer-centric approach, we've enabled Air France–KLM to distribute bundles that integrate lower-emission journey options, leveraging our New Distribution Capability (NDC) technology. Air France–KLM have developed offers that include a sustainable aviation fuel (SAF) contribution, and through NDC in the Amadeus Travel Platform, travel sellers can seamlessly select these fares on behalf of their passengers. The dynamically calculated SAF amount is displayed directly in the order before booking and is recorded in the Passenger Name Record (PNR), helping to reduce CO_2 emissions and supporting the increasing demand for lower-emission travel choices.



Lucas Bobes, Amadeus Group Environmental Officer and Sally Davey, Travalyst Non-Executive Director Board Member.

GRI 3-3 (Climate change mitigation) **GRI 203-2** **GRI 305-5**

Collaboration in environmental initiatives

Medium-low impact

Travel industry sustainability is a global imperative that requires united efforts from all industry stakeholders. By working together, we can contribute to tackling the immense sustainability challenges that no single entity can address alone.

In 2025 Amadeus joined the GBTA Foundation as a new corporate partner, directly contributing to its industry-wide People and Planet programs. The areas in which we're collaborating with the foundation include climate action and accessibility.

We also joined Círculo SAF,[3] a Spanish industry alliance promoting the use of sustainable aviation fuels (SAFs).

And we renewed our agreement with ICAO, in place since 2009, allowing us to use ICAO's carbon calculator[4] on our distribution platforms, providing travelers with information about greenhouse gas emissions released during their trips.

In the context of our partnership with the Travalyst coalition, in 2025 we hosted the Travalyst Convening for the second year in a row. In this fourth edition, approximately 50 people representing the 12 members of the coalition attended from all over the world, with the objective of scaling sustainability efforts across the industry.

We also participated in events both with customers and other stakeholders, like the World Tourism Forum, the A World for Travel summit, and branded industry gatherings such as Amadeus Visionaries (an Amadeus event for industry leaders) and Meta Select (a curated partner event hosted by Meta).

With regards to innovation, for the second year in a row we included a dedicated sustainability stream within our Lift program. Lift encourages Amadeus employees to develop projects that deliver positive social and environmental impact.

See p. 72, "Empowering employees to shape our future."

3. Launched by Iberia, Spain's flag carrier airline, the alliance's founding members include Amadeus, Banco Bilbao Vizcaya Argentaria (BBVA), Repsol and Telefónica.

4. ICAO's carbon calculator brings the benefits of global reach, commercial impartiality and the institutional legitimacy of the UN body representing the aviation sector.

Environmental efficiency of Amadeus operations

Medium-low impact

The first step in addressing environmental sustainability is understanding and measuring the environmental impact of our own operations and reducing it as much as possible.

We've been monitoring the environmental impact of Amadeus' operations since 2009 through our Environmental Management System (EMS).

GRI 3-3 (Climate change mitigation) **GRI 3-3 (Energy)** **GRI 3-3 (Water)** **GRI 203-2** **GRI 303-1** **GRI 303-2** **GRI 305-5**

Amadeus' Environmental Management System (EMS)

Amadeus' Environmental Management System (EMS) is the tool we use to measure, report, plan and continuously improve our environmental performance, as well as identify best practices.

We regularly update its scope and improve its accuracy to align with external reporting standards and adapt to new requirements.

Environmental elements included in the EMS

The elements monitored by the Amadeus EMS were selected based on their relevance, our capacity to influence performance, and stakeholder expectations regarding reporting transparency.

While energy use and CO_2 emissions are our most material environmental topics, the Amadeus EMS monitors a broader set of environmental impacts, including:

Electricity: Purchased electricity used at our office buildings, the proportion sourced from renewable energy (through renewable energy Guarantees of Origin (GOs)[5] or equivalent instruments), and renewable electricity generated on-site for self-consumption.

Fossil fuels: Consumption in stationary and mobile combustion sources under our operational control, such as buildings and company vehicle fleets. We monitor natural gas and diesel consumption.

Greenhouse gas (GHG) emissions: CO_2eq emissions, reported in accordance with the Greenhouse Gas Protocol (GHGP)[6] standards.

Water: Water consumption at office buildings, including operational use, irrigation of green spaces, and cooling of IT equipment.

Waste: Non-hazardous waste, hazardous waste, and waste from electrical and electronic equipment (WEEE).

Refrigerant gases: Refrigerants used in heating, ventilation and air conditioning (HVAC) systems, and emissions resulting from leaks.

Paper consumption: Paper use, monitored through badge-based printing devices, enabling precise tracking.

Geographical scope of the EMS

Amadeus has more than 100 offices worldwide but some of these are small, so it's inefficient to directly measure and report the environmental impact of each one. Instead, we've adopted a pragmatic approach that only directly measures the impact of our 20 largest sites—representing 81% of the total area occupied by Amadeus offices and 78% of our total workforce worldwide. We then estimate the impact of the remaining sites by applying the average consumption rate per net area. This methodology was implemented in 2018 and has been validated externally since, broadening the scope of our reporting to 100%.

The 20 sites included in the direct reporting of the EMS are: Bad Homburg (Germany), Bangkok (Thailand), Barcelona (Spain), Bengaluru (India), Bogotá (Colombia), Erding (Germany), Istanbul (Türkiye), Lisbon (x2) (Portugal), London (UK), Madrid (Spain), Manila (Philippines), Miami (US), Nice (France), Paris (France), Portsmouth (US), San José (Costa Rica), Singapore, Sofia (Bulgaria) and Sydney (Australia).

5. A Guarantee of Origin (GO) is an EU green label that guarantees that electricity has been produced from renewable sources. GOs are traded as a commodity.

6. The Greenhouse Gas Protocol (GHGP) 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.

Environmental targets and action plan

In 2025 the Science Based Targets initiative (SBTi) revalidated Amadeus' near-term and net-zero emissions reduction targets.

The recalculation and revalidation of our targets were triggered by the integration of the acquired companies Vision-Box and ICM, as well as by methodological updates, including switching from workforce to net office area to extrapolate data for sites not directly covered by the EMS.

Amadeus near-term and net-zero targets validated by the SBTi (base year 2022)

By 2028

25%

Reach of suppliers' emissions with SBTi targets

By 2030

42%

Reduction in absolute Scope 1 and 2 GHG emissions

25%

Reduction in absolute Scope 3 GHG emissions

100%

Active sourcing of renewable electricity

By 2050

90%

Reduction in absolute Scope 1, 2 and 3 GHG emissions

GRI 3-3 (Energy) GRI 3-3 (Climate change mitigation) GRI 203-2 GRI 305-5

Some of our main initiatives to achieve our emissions reduction targets include:

→ Implementing energy efficiency measures, including replacing office and Data Center electronic equipment with more efficient equipment, improving building insulation, and other activities aimed at reducing our consumption of electricity, natural gas, diesel and refrigerants.

→ Environmental efficiency at our Data Center is validated by industry-specific certifications like EN 50600[7] and ISO/IEC 22237.[8]

→ At office buildings, motion sensors contribute to a more efficient planning of electricity and HVAC use by adapting artificial light and heating to actual occupancy.

→ Increasing our self-generation of renewable energy for self-consumption, which was helped by the geothermal installation inaugurated at the end of 2025 at our Nice offices. Together with the photovoltaic panels installed at our London offices, this resulted in a total amount of 549,610 kWh of renewable energy self-generated by Amadeus in 2025 (60,519 kWh in 2024). The renewable energy installations are limited to a reduced number of buildings that Amadeus owns or where we have the rights or influence to act, out of our 100+ offices worldwide.

7. EN 50600 is a European standard for data centers that provides specifications for the planning, construction and operation of data centers. The requirements of EN 50600 focus primarily on physical security and availability.

8. ISO/IEC 22237 (Information technology—Data center facilities and infrastructures) is an international standard aligned with EN 50600. It sets common global requirements for the planning, construction and operation of data centers, covering availability, security, energy efficiency and the sustainability of physical infrastructure.

Project Helios

The geothermal energy installation inaugurated in 2025 at our Nice offices is a milestone of our Project Helios, launched in 2023 with the objective of reducing our energy consumption and increasing the self-production of our renewable energy.

Some expected outcomes of the geothermal energy installation include:

→ 61% annual reduction in heating and cooling energy consumption.

→ Avoidance of greenhouse gas emissions from reduced heating and cooling consumption.

→ 30% reduction of water consumption and the dismantlement of water-intensive cooling towers.

→ Elimination of natural gas consumption.

Other actions implemented through this project since 2023 include:

→ The replacement of HVAC equipment for increased efficiency.

→ Double-glazing of window installations.

→ Roof insulation improvements in buildings where significant heat loss was identified.

→ Transition to LED lighting in car parking.

Employee engagement and commitment have been essential in this project.

→ Implementing sustainable software engineering initiatives that foster continuous improvement in the use of energy and hardware through a systematic process of engaging with our developers, measuring performance, identifying areas for improvement and driving change.

In 2025 we took the following measures to improve the efficiency and sustainability of the Amadeus Flight Search Engine and reduce its environmental impact:

→ **Continuous efficiency improvements:** The full migration to Microsoft Azure, combined with ongoing algorithmic optimizations, reduced computing requirements per transaction by 30%. AI and machine learning techniques, dynamic server autoscaling and the adoption of ARM[9]-based processors lowered the energy consumption of each request. Since 2021, computing needs per transaction have decreased by at least 10% annually.

→ **Cloud transformation:** The complete migration to Microsoft Azure strengthened scalability, resilience and performance.

→ **Hardware efficiency:** A 30% reduction in servers, together with approximately 20% greater hardware efficiency from Azure's latest processors compared to the previous on-premises infrastructure, further reduced resource consumption.

GRI 3-3 (Climate change mitigation) **GRI 3-3 (Energy)** **GRI 203-2** **GRI 302-5** **GRI 305-5**

Amadeus Carmen, our open-source carbon measurement engine, enables consistent and scalable monitoring of emissions across a large portfolio of applications using the Software Carbon Intensity (SCI) methodology developed by the Green Software Foundation. Amadeus is transferring stewardship of Carmen to the Green Software Foundation to foster broader industry adoption and collaboration.

→ Exploring ways to track the energy usage and emissions linked to our AI usage both internally and in solutions for customers. Amadeus also promotes collecting and using only the data essential for each project, minimizing storage needs, and optimizing model efficiency to reduce the carbon footprint throughout the entire life cycle of an AI tool. In addition, Amadeus offers its employees training focused on generative AI, which covers aspects of its ethical, sustainable, and responsible application.

→ Increasing the active sourcing of renewable electricity using Guarantees of Origin (GOs) or equivalent market-based mechanisms to progressively cover the electricity consumption at all our offices worldwide. In 2025 the active sourcing of renewable electricity covered the electricity consumption of certain sites located in Lisbon, London, Manila, Nice, Paris and the Data Center in Germany, which decreased its total electricity consumption with the completion of our move to the cloud.

→ Purchasing sustainable aviation fuel (SAF) certificates to mitigate greenhouse gas emissions from our business travel. Amadeus purchases limited SAF certificates through industry programs such as Iberia's Círculo SAF and Lufthansa Group's Corporate Value Fund, as well as through Chooose. In 2025 these purchases supported 369 tCO_2e of life cycle emissions reductions. The relatively high cost of SAF is a major barrier to wider adoption.

→ Engaging with suppliers to reduce emissions from supplier-related activities, which account for over half of Amadeus' Scope 3 emissions. We monitor emissions from suppliers and engage with a select number of them to ensure alignment in relation to our carbon emissions reduction targets. This initiative is particularly relevant to our cloud providers.

→ Following our commitment set in 2017, using Certified Emission Reductions (CERs)[10] from UN Clean Development Mechanism (CDM)[11] projects.

9. ARM is a family of CPU architectures based on RISC (Reduced Instruction Set Computing), designed for high energy efficiency.

10. Amadeus purchased CERs from a UN Clean Development Mechanism (CDM) project. The project information can be found on the UN's CDM website under Project 3248: Bundled Waste Processing Facilities in India.

11. A CDM (Clean Development Mechanism) project is a greenhouse gas reduction project implemented in a developing country under the Kyoto Protocol that generates Certified Emission Reductions (CERs) for use by countries or companies to meet emissions reduction commitments.

Environmental performance

GHG emissions [1,2] (figures in tCO_2eq)	Base year (2022)	Comparative (2024)	2025
Scope 1 **Gross Scope 1 GHG emissions**	2,406.4	1,801.3	2,237
Scope 2 **Gross location-based Scope 2 GHG emissions**	32,759.7	35,352.7	32,641
Gross market-based Scope 2 GHG emissions	13,340.1	12,027.8	10,906
Scope 3 **Total gross indirect (Scope 3) GHG emissions**	199,293.1	195,576.2	195,061
Category			
1 Purchased goods and services	143,663.6	122,897.6	137,816
2 Capital goods	6,852.8	15,387.2	8,059
3 Fuel and energy-related activities (not included in Scope 1 or Scope 2)	8,008.7	8,279.7	6,996
4 Upstream transportation and distribution	10,150.1	4,481.0	3,042
5 Waste generated in operations	14.4	58.2	67
6 Business travel	10,531.4	15,707.0	16,860
7 Employee commuting	6,497.7	5,852.3	5,288
11 Use of sold products	10,747.3	20,611.0	14,451
12 End-of-life treatment of sold products	3.1	7.8	11
15 Investments	2,824.0	2,294.4	2,471
Carbon offset (tCO_2e)	-11,460	-27,779	-29,634

1. 2022 and 2024 figures have been restated to make the necessary adjustments to include acquired companies, such as Vision-Box, and to make methodology improvements. Amadeus revalidated its carbon emissions reduction targets with the SBTi in 2025. In the base year, the restatement meant that:
- Scope 1 emissions increased by 12% due to the incorporation of refrigerant gases.
- Scope 2 emissions decreased (1% decrease in location-based emissions and 17% increase in market-based emissions) due to a change in the extrapolation methodology for the sites not directly monitored (now based on office space), as well as due to expanding the direct reporting.
- Total Scope 3 emissions increased by 15%. This was mainly due to the inclusion of the hardware business—from the acquired companies Vision-Box and ICM—into the emissions inventory, which caused a significant increase in Category 4 emissions from inbound and outbound transportation and distribution, and the addition of Category 11 and Category 12 emissions. For more details on our emissions calculation methodology, see the Amadeus Nonfinancial Information Statement 2025.

2. The seven Kyoto greenhouse gases are included when relevant. Amadeus' emissions inventory covers CO_2, CH_4, N_2O and HFCs. PFCs, SF_6 and NF_3 are excluded as they are not material given the nature of our business activities.

GRI 3-3 (Climate change mitigation) GRI 3-3 (Energy) GRI 203-2 GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-5

Regarding Scope 1 emissions, while emissions from natural gas and diesel have decreased, the emissions from refrigerant gases have increased mainly due to improved reporting.

The Scope 2 location-based emissions decreased by 8% versus 2024, while the decrease of Scope 2 market-based emissions was 9% during the same period. The decrease is mainly due to the implementation of energy efficiency practices and the increase in self-generation of renewable energy. The decrease in market-based Scope 2 emissions is also marked by the extended coverage of the renewable energy Guarantees of Origin (GOs) used by Amadeus. The share of GOs or equivalent contractual instruments in 2025 was 77% of our electricity consumption (63% in 2024).

As a result, combined Scope 1 and 2 emissions decreased by 5% in 2025 compared with 2024, and by 17% compared with 2022. These improvements bring Amadeus closer to its target of achieving a 42% reduction in absolute Scope 1 and 2 emissions by 2030, using 2022 as the base year. We plan to maintain our investments in renewable energy and to implement additional energy-saving initiatives across our sites.

Total Scope 3 emissions decreased by 0.3% compared with 2024. Relative to the 2022 base year, Scope 3 emissions decreased by 2.1% despite the business growth over the period. There was mixed performance across Scope 3 categories: emissions in Category 1, 3, 4 and 7 declined slightly, while Category 11 increased in line with higher product sales.

In 2025 we purchased Certified Emissions Reductions (CERs) to offset Scope 1 and 2 emissions as well as business travel emissions that couldn't be avoided through other initiatives. These carbon offsets are not counted as progress toward Amadeus' science-based targets.

Since 2019, we've purchased renewable energy Guarantees of Origin (GOs) covering all the electricity used at our Data Center and offices in southern Germany. In 2025 we increased the active sourcing of renewable energy, covering the electricity use at our sites in Lisbon, London, Manila, Nice and Paris.

For more environmental data, see p. 159, "Tables related to environmental sustainability."

Electricity consumption*	2022	2024	2025
Electricity consumption at office buildings	41,623	42,660	37,759
Electricity consumption at our Data Center	63,977	61,665	51,157
Total electricity consumption	**105,600**	**104,325**	**88,916**
Renewable electricity active sourcing	**63,977**	**65,630**	**68,453**
% of renewable electricity active sourcing over total electricity consumption	**62%**	**63%**	**77%**

*Scope: total Amadeus sites worldwide. All figures in MWh unless otherwise indicated.

GRI 3-3 (Climate change mitigation) **GRI 3-3 (Energy)** **GRI 203-2** **GRI 302-4** **GRI 305-5**

Energy efficiency and CO_2 emissions

→ Renovating our office buildings to make them more energy-efficient. In Nice we recently improved thermal insulation, renovated energy-recovery air-handling units and installed heat pumps on the roof.

→ Generating renewable energy:
· A geothermal installation was inaugurated in Nice, generating 513.8 MWh in the last months of 2025.
· The photovoltaic panels in London produced close to 35.8 MWh in 2025. The panels were replaced in 2025 to improve efficiency.

→ Using switches connected to movement detection control systems.

→ Reducing the time lights remain on after movement detection.

→ Using renewable energy at sites like our Data Center in Germany, as well as some sites in Lisbon, London, Manila, Nice and Paris through the use of Guarantees of Origin.

→ Thorough planning of areas covered by specific light switches.

→ Automatically switching off lights at certain hours.

→ At our London site, using our LED lighting system to regulate the intensity of artificial light according to the natural light available.

→ Installing a new Digital Addressable Lighting Interface (DALI) system to optimize lighting control at our premises in Nice.

→ Implementing measures at our Erding site to reduce gas consumption, including the upgrade of the solar thermal system for water heating, and the renewal of the gas burners and control system for heating.

→ Using shared transport facilities at our largest sites like Bengaluru, with an estimated reduction of 600+ tons of CO_2 annually. Our offices in Nice provide a shuttle service between the main sites to reduce our CO_2 footprint and traffic congestion.

→ Purchasing low-carbon products and services from vendors.

→ Launching awareness campaigns to promote frugal energy consumption.

→ Facilitating commuting in non-fossil fuel transport modes in London, implementing bike storage for staff, and installing electric bike charging points.

→ Launching initiatives to reduce the impact of business travel, including:
· The purchase of limited amounts of sustainable aviation fuel (SAF) certificates through airline programs such as Iberia's Círculo SAF and Lufthansa Group's Corporate Value Fund, as well as through Chooose.
· The offsetting of 100% of emissions from flights using Certified Emission Reductions (CERs) from the Clean Development Mechanism (CDM).
· Encouragement of frugality in travel, e.g. by sharing transfers among employees.

Circular economy and waste management

→ Globally implementing badge-based printing systems that reduce paper used.

→ Broadly implementing electronic signatures for contracts, which has significantly reduced printed paper copies and courier usage.

→ Using recycled paper when possible.

→ Sending used paper for recycling.

→ Implementing a proper infrastructure to promote classification of waste.

→ Replacing individual workstation bins with common area bins to reduce waste.

→ Communicating campaigns to raise awareness among employees to minimize waste and the use of plastic.

→ Eliminating the use of plastic as much as possible. Replacing single-use plastic and paper cups with reusable glass or ceramic mugs.

→ Reusing obsolete PC screens and other electronic equipment. Through the Buyback Program, employees can buy for private use their end-of-life corporate devices—including laptops, smartphones and tablets—at a significantly discounted price.

→ Donating and recycling office furniture and electronic equipment.

Water use

→ Implementing motion-sensor taps, water-flow regulators and aerators in bathrooms to optimize consumption.

→ Using drip-irrigation systems and plants with low water consumption.

→ Using water-efficient dishwashers in kitchens.

→ Implementing leak detection units to reduce water loss.

→ Using advanced condenser systems to avoid water waste in the cooling system due to condensation.

→ Installing waterless urinals in our London offices, with an estimated annual water saving of over 2,100 m^3.

→ Renovating water pumps, resulting in improved energy efficiency, with estimated savings of 1,000 m^3 of water and 70 MWh at our Nice site.

GRI 3-3 (Climate change mitigation) **GRI 3-3 (Circular Economy)** **GRI 3-3 (Energy)** **GRI 3-3 (Water)** **GRI 203-2** **GRI 302-4** **GRI 303-1** **GRI 303-2** **GRI 305-5** **GRI 306-2**

Promoting sustainability awareness

During 2025 we focused on internal activities to promote sustainability awareness. We held webinars on topics such as:

→ **Climate models (delivered by Predictia)[12]**

→ **The Corporate Sustainability Reporting Directive (CSRD) and the broader regulatory landscape**

→ **Offsets and renewable energy certifications**

→ **Digital cleanup**

The Amadeus ESG Fundamentals training has been completed by 29% of our workforce since its launch in 2024. In addition, more than 400 employees participated in Climate Fresk[13] workshops in 2025, with total participation exceeding 6,000 since 2022.

In 2025, in cooperation with global professional services firm Accenture, we developed and delivered training on Amadeus' sustainability value proposition to Amadeus customer-facing teams.

Sustainability Day event at our London offices.

12. Predictia develops software projects to manage, process and visualize scientific data in the climate and health sectors.

13. The Climate Fresk training is an interactive, science-based climate education workshop designed to help participants understand the causes, mechanisms and impacts of climate change, and to stimulate discussion on solutions and action. It was created in 2018 by French climate educator Cédric Ringenbach.

GRI 3-3 (Climate change mitigation) **GRI 203-2**