



Modern Slavery Statement
Amadeus IT Services UK Ltd

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About Amadeus

As a travel technology company, we build the critical solutions that help airlines and airports, hotels and railways, search engines, travel agencies, tour operators and other travel players to run their operations and improve the travel experience, billions of times a year, all over the world.

Amadeus is one of the leaders in R&D investment across the travel industry and rank third largest R&D investor in the software industry in Europe.

<https://amadeus.com/en/about>

In the UK, we are primarily a R&D function with over 70% of our 500+ workforce employed in technology roles and the balance engaged in the commercial and support sectors e.g., sales, implementation, and customer service activities.

Executive Summary

At Amadeus, ethical business behaviour is a key element of our corporate governance. Whether you are an employee, supplier, or a partner, we believe that everyone has a responsibility to understand the professional conduct Amadeus expects. Our commitment to ethical business behaviour, including our zero tolerance to modern slavery and human trafficking, can be found on our website and in our published annual reports.

Amadeus respects and promotes international human rights and expects all its providers, third party contractors and business partners to uphold internationally recognized standards, regarding working conditions and the dignified treatment of employees. Since 2017, these expectations have been enshrined in our global Human Rights Policy.

Since 2018, Amadeus has been a member of the United Nations Global Compact, underlining our full and unwavering commitment to its principles on human rights, labour, the environment, and anti-corruption.

<https://corporate.amadeus.com/documents/en/corporate-sustainability/report/amadeus-human-rights-policy.pdf>

This statement explains the steps we have taken to identify our risks and to combat modern slavery within our business and supply chain as well as the steps we intend to take over the coming year.

COVID Actions: During the worst of the Covid pandemic our UK sites were closed to all but key staff. This had an impact on requirements for supply and provision and most of the staff supplied by our contracted vendors, were furloughed. The appropriate Amadeus UK contact remained in communication with suppliers, throughout.

Modern slavery is a global issue which can affect any business in any sector and Amadeus both recognises and takes very seriously the risks associated with modern slavery. We are committed to taking steps to reduce the risk of this crime occurring within our business and supply chain.

Scope of Statement

This statement relates to Amadeus IT Services UK Limited, all its UK and Ireland subsidiaries and is made pursuant to section 54(1) of the Modern Slavery Act 2015. It constitutes our Group's slavery and human trafficking statement for the financial year ending 5th April 2022. This statement has been approved by the Board of Directors on 29 April 2022.

Our Organisational Structure

Amadeus IT Services UK Limited is part of the global Amadeus group of companies which comprises a team of 16,000 professionals working together to transform travel. Amadeus IT Services UK Limited reports into our Head Office in Madrid, being Amadeus IT Group SA.

2020 Global Report

<https://corporate.amadeus.com/documents/en/resources/corporate-information/corporate-documents/global-reports/2020/amadeus-global-report-2020.pdf>

Our Suppliers

As a provider of IT services, we consider our supply chain to be relatively simple in comparison to many other industries.

In the UK we work with a range of suppliers who provide goods and services across a range of different categories, such as recruitment agencies, IT contractors, mobility services, cleaning and facilities and other business support services. Based on the nature of the goods and services provided we build close and long-term relationships with our suppliers and good visibility of our supply chain.

We are committed to preventing slavery and human trafficking from occurring within both our business and our supply chains, which is demonstrated by our related relevant policies, such as the Code of Ethics and Business Conduct (CEBC), and supply chain due diligence procedures.

<http://www.amadeus.com/documents/corporate/amadeus-code-of-ethics-and-business-conduct.pdf>

Key topics included in the Code are:

- Our People
- Beyond Compliance
- Commitment to the Environment
- Conflicts of Interests, Gifts, and Bribes
- Safeguarding Information, Personal Data and Confidentiality
- Relations with Third Parties and the Media
- Handling of Company Property, Equipment and Installations
- Application and Implementation

We expect these same high values and standards from our suppliers, those who provide goods or services, along with those in our supply chain, as we hold ourselves.

Our Policies

- **Amadeus Human Rights Policy**
Setting out Amadeus's position on human rights and how we strive to provide a non-discriminatory and inclusive working environment within all Amadeus group of companies.
Refers to: Speak up Policy
- **Anti-Bribery & Corruption Policy**
Sets out our zero-tolerance approach to acts of bribery and corruption by employees or anyone acting on behalf of Amadeus.
Refers to: Code of Ethics and Business conduct and CSR and Anti-Bribery Policies
- **Code of Ethics and business conduct (CEBC)**
The CEBC reflects who we are and how we conduct business. Our guiding principle is integrity. The personal integrity of each and every member of the Amadeus community and our professional integrity as a business organisation.
Refers to: Human rights, Anti-Bribery and Speak up Policies
- **Corporate Social Responsibility Policy**
This policy outlines the strategic framework behind Amadeus Corporate Social Responsibility (CSR). The intent of this policy is to clarify the programs that can be pursued within Amadeus CSR.
- **Health and Safety Policy**
Amadeus believes in a strong proactive health and safety culture and recognise health and safety to be of paramount importance and an integral part of all business activity.
- **Speak Up Policy (whistleblowing)**
Providing a channel for all covered individuals to report any violation of law, regulation, the companies code of ethics or any Amadeus policy, related to business practices or ethical conduct.
Refers to: Code of Ethics and Business conduct and Anti-Bribery Policy

Risk Assessment and Due Diligence

As part of our initiative to identify, monitor and reduce the risk of slavery and human trafficking occurring within our supply chain, we commit to the following due diligence procedures: -

- Mapping of UK suppliers who provide goods and services direct to our UK business
- Reviewing suppliers in our UK supply chain and identify those which are most at risk.
- Contacting our high-risk UK suppliers to highlight our commitment to transparency and combatting modern slavery within our own organisation and our similar expectation from suppliers of goods and services to us.

- Requesting completion of our Slavery and Trafficking Risk Template along with supporting documents.

If we found evidence that one of our suppliers has failed to comply with the Modern Slavery Act 2015, we would require the relevant supplier to remedy such non-compliance without delay.

We will continue in our approach to:

- identify and assess potential risk areas in our supply chain,
- mitigate the risk of slavery and human trafficking occurring in the supply chain; and
- provide adequate protection to whistle blowers.

Training and Awareness

All employees are required to complete mandatory Corporate Compliance training on an annual basis. This is monitored through our eLearning platform, with reminders sent to all who are due for training.

Mandatory corporate compliance training includes:

- Amadeus Code of Ethics and Conduct
- Working in a publicly traded company: Your legal obligations
- Anti-Bribery and corruption Policy
- Anti-fraud Policy
- Speak-Up

Recruiting

Amadeus prohibits the use of all forms of forced labour and any form of human trafficking. We have a range of policies and procedures in place which enable us to proactively manage any risk. This includes robust recruitment processes which comply with UK employment laws and a whistleblowing policy which employees are encouraged to use to report any concerns.

When we recruit employees and contractors we ensure: -

- Job offers to employees are made conditional to the individual demonstrating a right to live and work in the UK. On Day One, members of the People and Culture team take physical copies of the Right to Work documentation which are then signed and held on file.
- Background verification is managed by an external agency (identified and managed in accordance with due process).
- Results from any screening are submitted and further checked by members of People and Culture
- The checks performed include, right to work, documents, qualifications and reference checks.
- For contractor or interim workers, we rely on contractual agreements in place with each agency. Each agency is identified and managed in accordance with due process.

In addition, our employees, through the Employee Code of Conduct, are made aware of Amadeus' requirement for employees to support and uphold human rights principles and know that Amadeus will not tolerate, engage in, or support the use of forced labour.

Next Steps

In 2022, we aim to further strengthen our approach to managing modern slavery risks through the following activities. We will:

- Extend our current mandatory training to senior management and key employee e.g., frequent travellers to ensure there is an understanding of the risks of modern slavery and how to identify modern slavery
- Undertake a review of our top 10 suppliers to ensure processes and procedures are in place to manage potential risks
- Publish and promote key information on identifying the signs of Modern Slavery to all employees. This will include guidance on accessing tools such as the Unseen app. The app provides a simple guide to recognising the signs of modern slavery and reporting concerns in confidence

Previous Statements can be found here:

<https://amadeus.com/en/policies/country-policies/united-kingdom/united-kingdom-modern-slavery-statement>

Date: 29 April 2022

Signed and approved by:

Toby Pope
Director

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