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ANNEX

About this report



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About this report

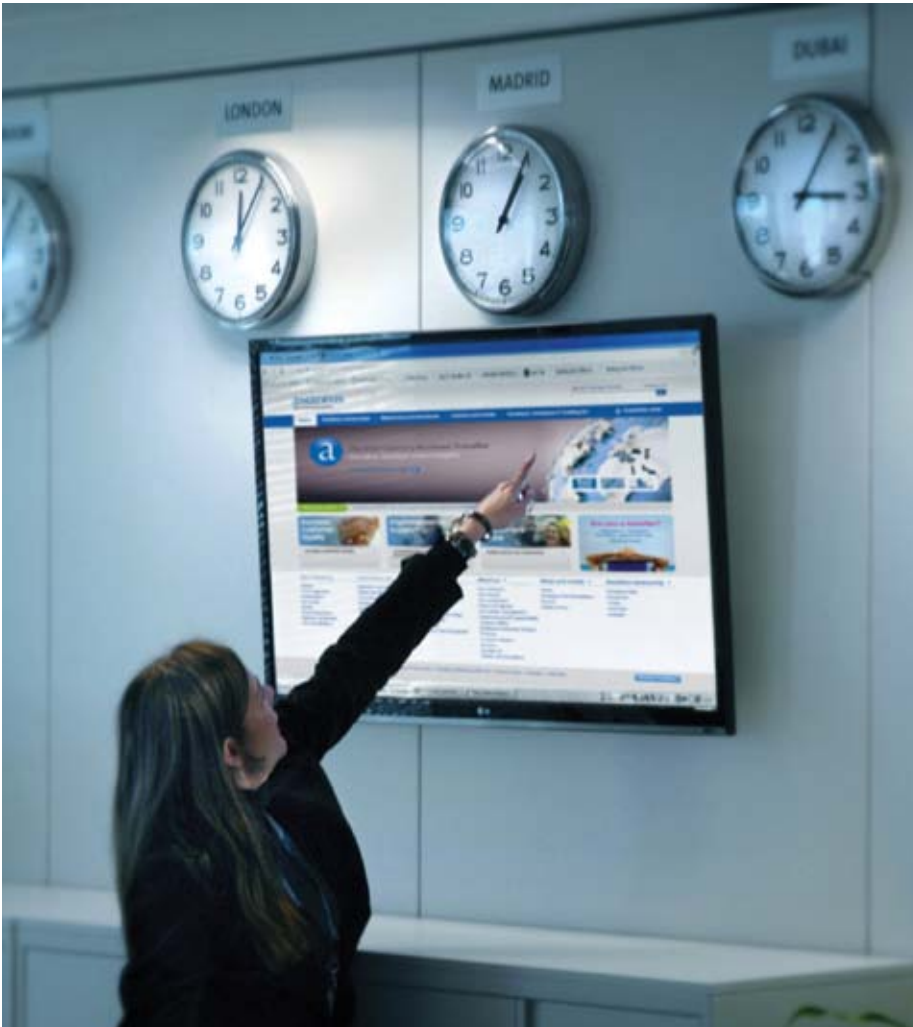


Photo by Employee & Brand Engagement team

Methodology and materiality

1. Overall scope, objectives and methodology

The **Amadeus Corporate Sustainability Report** reviews Amadeus' business and its performance in 2012 from a sustainability approach. The document takes into account the economic, environmental, and social impacts of Amadeus' business, as well as its contribution to help meeting sustainability objectives.

Sustainability reporting guidelines from the Global Reporting Initiative⁽²²⁾ (GRI) have been a principal reference to identify relevant topics and metrics to be included in this report. We have also incorporated in this edition our reflections on the concept of sustainability, its inclusion in the company strategy and our mind-set when facing the challenge of industry sustainability in the long term.

Finally, the report focuses on our relationship with our main stakeholders, namely employees, shareholders, customers, providers, business partners, authorities and more generally the environment and society.

2. Materiality analysis

As a transaction processor and software developer for the global travel and tourism industry, Amadeus has a relatively low direct environmental impact. We are not involved in any physical manufacturing process and our main source of energy and natural resource consumption is our Data Centre in Erding, Germany. Moreover, one principal objective of the solutions we provide to our customers is to improve operational efficiencies, and these often imply reduced energy and natural resources consumption; we are focusing increasingly on evaluating and maximising positive environmental benefits of our solutions, particularly given the high energy intensity of the travel industry.

The vast majority of our workforce holds advanced levels of education, consequently we have a relatively low exposure to risks related to human rights affecting our employees. Regarding our supply chain, most of our external providers can be included under any of the following categories:

²² The Global Reporting Initiative (GRI) is a non-profit organisation that promotes economic, environmental and social sustainability. GRI provides all companies and organisations with a comprehensive sustainability reporting framework that is widely used around the world.

- > Consulting and Marketing Services
- > Hardware Providers
- > Software Providers
- > Data Communication Providers

Approximately 80% of our total spend with external providers is concentrated within 30 companies, and this facilitates our control and access to information in our supply chain. In 2012, we have

broadened our review process with regard to our providers, examining their Corporate Social Responsibility initiatives and business ethics.

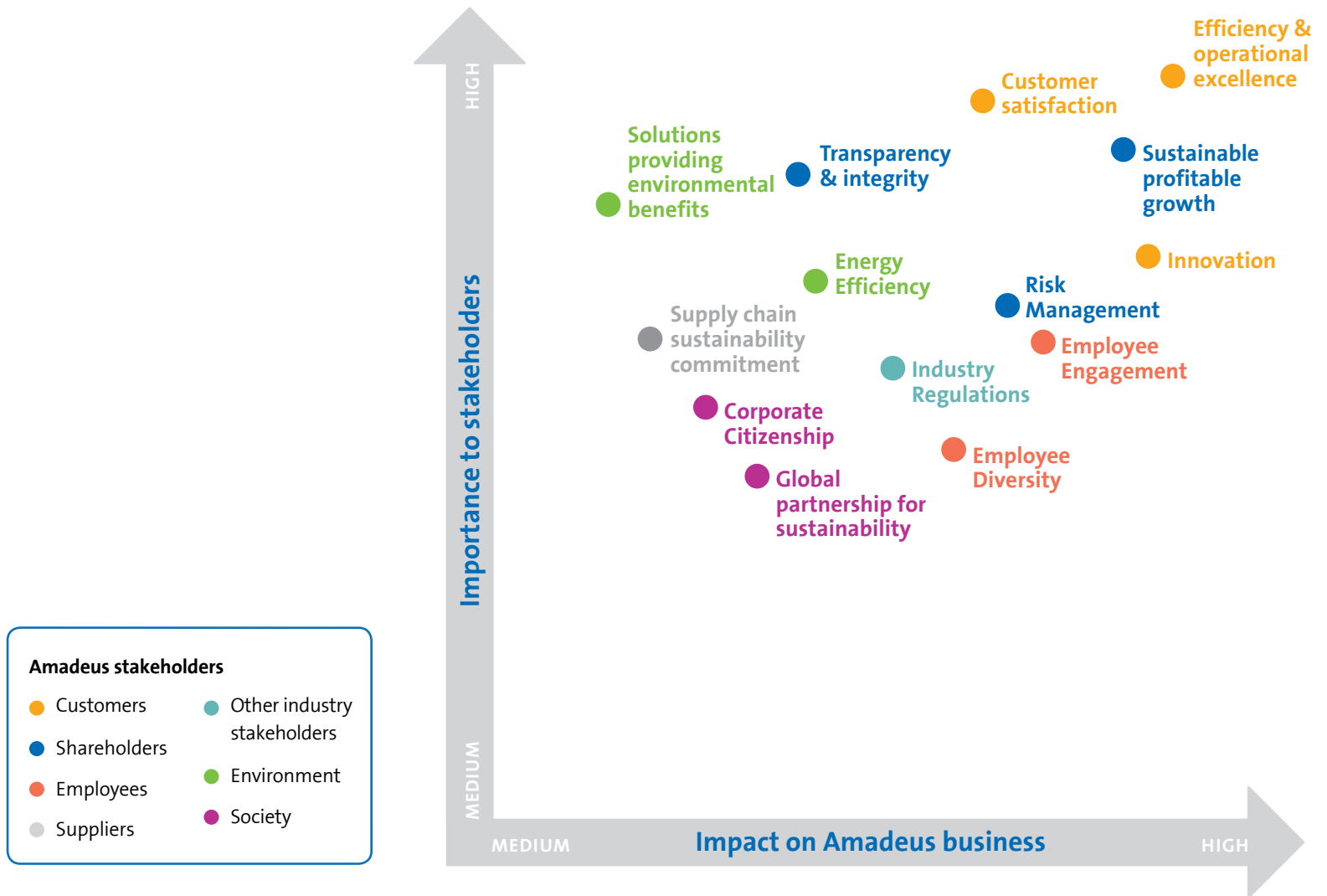
The materiality matrix on the next page maps those subjects that we consider most important for our stakeholders, as well as those that pose the highest impact on Amadeus business from a broad perspective, and particularly from a sustainability point of view.



Photo by Marine Heilmann

- > The colours indicate those stakeholders most affected by the specific item, but all elements **impact more than just one stakeholder**.
- > This materiality matrix depicts an evaluation for the **short-medium term**.
- > All subjects included in the matrix form part of the regular running of the business and our relationships with stakeholders, and therefore **cannot be viewed in isolation**.
- > Finally, the chart is not meant to be a precise representation but rather an indication of the **principal factors of concern**.

Amadeus' materiality matrix



Amadeus stakeholders

- Customers
- Shareholders
- Employees
- Suppliers
- Other industry stakeholders
- Environment
- Society

3. Producing the Amadeus CS Report

More than 30 people representing some 15 business units within Amadeus have been directly involved to define and shape the content of the *Amadeus Corporate Sustainability Report*. The scheme below illustrates the process followed in the production of this report:

Regarding the data gathering process and scope of the report, we have balanced the materiality of the information on one side and the effort of collecting the data on the other. As a result, in some cases we have not covered 100% of the business scope. For example, for environmental reporting of our operations we have gathered data

from the top 10 Amadeus sites worldwide and we estimate that these include more than 80% of the total energy and natural resource consumption of the Amadeus group of companies worldwide. In any case, the scope of the data is explained for each case either in the body of the document or through references or footnotes.

4. Amadeus external reporting

Amadeus external reporting aims at ensuring clear communication, as well as transparency in relation to the company's performance. The Amadeus Corporate Sustainability Report is released at the same time as the Amadeus Annual Report 2012. These reports complement each other and together provide a full picture of

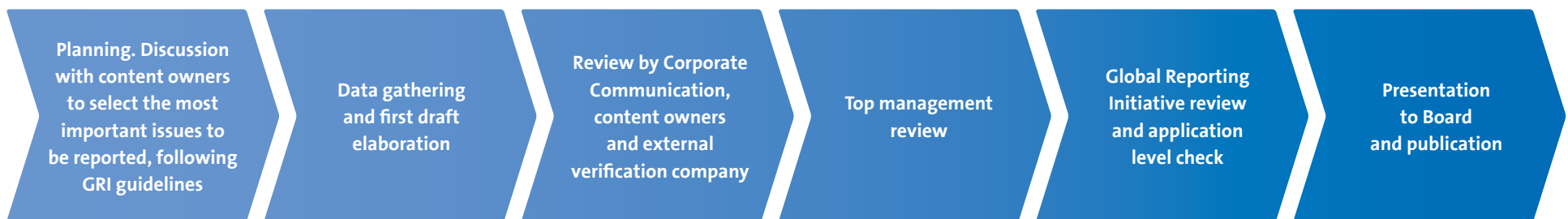
Amadeus performance in 2012. In addition to these publications, other documents provide further insight into Amadeus' business activity:

- › Amadeus **Corporate Governance Annual Report**.
- › Quarterly results announcements, **Annual accounts** and the **Directors' Report** (annexed to the *Annual accounts*).
- › Extensive information about Amadeus can be found at <http://www.investors.amadeus.com>. Through the Investor Relations Department, the company maintains dialogue with the financial community, including analysts, current and potential investors (both large institutional and minority shareholders),

debt holders, credit rating agencies and other market constituencies such as the Spanish stock market regulator (the CNMV⁽²³⁾). Investors Relations' key role is to increase Amadeus' visibility in capital markets, at the same time as keeping the different parties informed of the most relevant news for the company and the industry, the competitive dynamics and the operating and financial performance of the company.

- › Updates to our blogs and social media on www.amadeus.com offer additional information on Amadeus news.

Amadeus Corporate Sustainability Report production process



²³ The *Comisión Nacional del Mercado de Valores* (CNMV) is the agency in charge of supervising and inspecting the Spanish Stock Markets and the activities of all the participants in those markets.



**INDEPENDENT ASSURANCE REPORT ON THE
2012 CORPORATE SUSTAINABILITY REPORT**

To the Management of Amadeus IT Holding, S.A. (here on Amadeus)

Scope of our work

We have been engaged by Amadeus to review whether the contents of its 2012 Corporate Sustainability Report, for the year ended 31 December 2012, are in line with the Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI) version 3.1 (G3.1), and provide a limited assurance review of the performance indicators reported corresponding to the year 2012.

The Management of Amadeus is responsible for the preparation of the 2012 Corporate Sustainability Report and the information included therein, and the design, implementation and maintenance of the management and internal control systems from which the information has been obtained. Our responsibility is to issue an independent report based on the procedures applied in our review.

We have undertaken our work in accordance with Standards ISAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information (Limited Assurance Engagements)* issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) and the new Guidelines on reviews for Corporate Sustainability Reports issued in September 2008 by the Spanish Institute of Chartered Accountants (*Instituto de Censores Jurados de Cuentas de España*).

Our review has consisted of posing questions to Management and various units of Amadeus that participated in the preparation of the 2012 Corporate Sustainability Report, as well as the application of certain analytical procedures and sample-based testing, which, in general, are described below:

- Interviews with the personnel of Amadeus in order to ascertain the management approaches applied to obtain the necessary information for the external review.
- Analysis of the processes used in compiling and validating the indicators presented in the 2012 Corporate Sustainability Report.
- Revision of activities related to identifying and considering stakeholders during the year, as well as the coverage, relevance and integrity of the information included in the 2012 Corporate Sustainability Report, based on Amadeus' understanding of its stakeholder requirements.
- Analysis of whether the contents of the 2012 Corporate Sustainability Report are in line with the GRI-G3.1.

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- Review of the information related to the management approaches applied to each group of indicators.
- Verification, through sample-based testing reviews, of the quantitative and qualitative information regarding the core indicators set down in the 2012 Corporate Sustainability Report and whether they have been properly compiled on the basis of the data provided by Amadeus' information sources.

The scope of the review is substantially lower than for a reasonable assurance engagement, and, accordingly, provides less assurance. Under no circumstances can this report be construed as an audit report.

Independence

We have performed our work in accordance with the independence rules set down by the Code of Ethics of the International Federation of Accountants (IFAC).

Conclusion

On the basis of the results of our review, nothing has come to our attention that causes us to believe that the 2012 Corporate Sustainability Report of Amadeus contains significant mistakes or has not been prepared, in all material respects, in accordance with the Sustainability Reporting Guidelines, version 3.1 (G3.1) of the Global Reporting Initiative.

PricewaterhouseCoopers Auditores, S.L.

A handwritten signature in blue ink, appearing to read 'Ramón Abella', is written over a horizontal line.

Ramón Abella
Partner
19th April 2013