

GRI Content Index

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14

G3.1 Content Index

STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis

Profile Disclosure	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization.	Fully	pg. 4-5			
1.2	Description of key impacts, risks, and opportunities.	Fully	pg. 4-5, 88-89, 101-103			

2. Organizational Profile

2.1	Name of the organization.	Fully	Cover			
2.2	Primary brands, products, and/or services.	Fully	pg. 10-15			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	pg. 9, 29			
2.4	Location of organization's headquarters.	Fully	pg. 29			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	pg. 9, 29			
2.6	Nature of ownership and legal form.	Fully	pg. 10			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	pg. 11-15, 29, 44-45			
2.8	Scale of the reporting organization.	Fully	pg. 8-10, 16			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	pg. 8-10			
2.10	Awards received in the reporting period.	Fully	pg. 65			

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14

GRI Content Index

- 1 2 3 4 5 6 7 8 9 10 11 12 13 14

G3.1 Content Index

STANDARD DISCLOSURES PART I: Profile Disclosures

3. Report Parameters

Profile Disclosure	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Cover			
3.2	Date of most recent previous report (if any).	Fully	Amadeus previous report was published in 2012.			
3.3	Reporting cycle (annual, biennial, etc.)	Fully	annual			
3.4	Contact point for questions regarding the report or its contents.	Fully	Back cover			
3.5	Process for defining report content.	Fully	pg. 114-117			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	The scope of the reporting includes the entire Amadeus Group unless otherwise indicated below graphs and tables.			
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	The scope of the reporting includes the entire Amadeus Group unless otherwise indicated below graphs and tables.			
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	Fully	The scope of the reporting includes the entire Amadeus Group unless otherwise indicated below graphs and tables.			
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	pg. 114-117			
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	There have not been any restatements of information provided in earlier reports.			
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	pg. 114-117			
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	pg. 118-129			
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	pg. 130-131			

- 1 2 3 4 5 6 7 8 9 10 11 12 13 14

GRI Content Index

- 1 2 **3** 4 5 6 7 8 9 10 11 12 13 14

G3.1 Content Index

STANDARD DISCLOSURES PART I: Profile Disclosures

4. Governance, Commitments and Engagement

Profile Disclosure	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	Fully	Corporate Annual Governance Report 2012, pg. 8-9			
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	The Chair of the Board of Directors is not an executive director.			
4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	Corporate Annual Governance Report 2012, pg. 8-14			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	pg. 114			
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).	Fully	Corporate Annual Governance Report 2012, pg. 15-17			
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	pg. 104-106			
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	pg. 104 Board diversity: 9% of the Board members are women, 73% hold other nationality than Spanish, 9% are between 30 and 50 years of age, and the remaining 91% are older than 50 years.			
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	pg. 100-101			
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	Amadeus reviews sustainability performance once a year.			
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	pg. 100-103			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	Fully	pg. 100-104			
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	Fully	pg 22, 52-53, 75, 85, 89, 114			
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	pg. 52-53			

4.14	List of stakeholder groups engaged by the organisation.	Fully	pg. 114-116			
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	pg. 114-116			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	<p>Amadeus works with key stakeholders regularly (see pg. 114). The frequency of engagement varies, but for all cases it happens at least once a year, and the specific frequency depends on the nature and need of engagement in each instance. We include below a list of principal stakeholders and the way in which we normally engage with them:</p> <ul style="list-style-type: none"> - Employees: direct engagement through HR team and surveys across various sites (pg. 65, 67). - Shareholders: direct engagement through our investor relations team and various regular reports (pg. 117). - Customers: direct engagement through our sales and customer management teams across the world (pg. 9, 44-49). - Suppliers: direct engagement through our purchasing department and local teams across our offices worldwide (pg. 106-107). - Industry partners. Direct engagement through participation in different industry associations (see pg. 22, 52-53, 75, 85, 89). - Governments, authorities and regulatory bodies. Direct contact through our Industry Affairs Group and participation in various related meetings and events. (pg. 52-53). - Society and environment: direct engagement through our industry affairs team and various multi-stakeholder panels (pg. 73, 88-89). 			
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	Fully	pg. 114-116			



GRI Content Index

- 1 2 3 **4** 5 6 7 8 9 10 11 12 13 14

G3.1 Content Index

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

G3.1 DMAs	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in	
DMA EC	Disclosure on Management Approach EC							
Aspects	Economic performance	Fully	pg. 16-17, 69, 88					
	Market presence	Partially	Amadeus employee recruitment is based principally on talent and performance. All other things being equal, we prefer local recruitment	Proportion of senior management hired and definition of senior management used	Not available	Currently Amadeus does not have in place a procedure to evaluate the proportion of senior management hired from the local community. Amadeus aims to start monitoring this in the coming years.	2015	
	Indirect economic impacts	Fully	pg. 78-87					
DMA EN	Disclosure on Management Approach EN							
Aspects	Materials	Fully	pg. 95					
	Energy	Fully	pg. 88,89, 91, 92, 93, 94 and 96					
	Water	Fully	pg. 97					
	Biodiversity	Not			Not material	All of Amadeus sites are situated in areas where the impact over biodiversity is very limited.		
	Emissions, effluents and waste	Fully	pg. 88-89, 96					
	Products and services	Fully	pg. 91-92					
	Compliance	Fully	Amadeus has not received any significant fines or sanctions for non-compliance with environmental laws and regulations.					
	Transport	Not				Not available	As a transaction processor for the global travel and tourism industry, Amadeus does not have any transport of goods. However, regarding workforce use of transport Amadeus aims to report on this in the coming years.	2014
	Overall	Partially	pg 88-89	Information on expenditure and investments		Not available	Amadeus does not currently calculate overall expenditure and investment figures relating to the environment. However, part of the investments in equipment and facilities produce environmental benefits. Amadeus aims to report on this in the coming years.	2014

DMA LA	Disclosure on Management Approach LA						
Aspects	Employment	Partially	pg. 60, 61, 62, 63	Breakdown by gender.	Not available	The current data collection process does not cover breakdown by gender. Amadeus is working on this and aims to report the data in the coming years.	2014
	Labor/management relations	Fully	pg. 67				
	Occupational health and safety	Partially	pg. 68, 69	No breakdown by gender. Occupational disease rates are not reported	Not available	The current data collection process does not cover breakdown by gender. Amadeus is working on this and aims to report the data in the coming years.	2014
	Training and education	Partially	pg. 66	Breakdown by gender	Not available	The current data collection process does not cover breakdown by gender. Amadeus is working on this and aims to report the data in the coming years.	2014
	Diversity and equal opportunity	Partially	pg 65 (In 2012 the number of employees with disabilities represented the 0,9% of total employees). pg. 104, Board diversity: 9% of the Board members are women, 73% hold other nationality than Spanish, 9% are between 30 and 50 years of age, and the remaining 91% are older than 50 years.	Breakdown of minority group by gender	Not available	The current data collection process does not cover breakdown by gender. Amadeus is working on this and aims to report the data in the coming years.	2015
	Equal remuneration for women and men	Partially	pg. 64-65	Ratio of basic salary and remuneration	Proprietary information	This indicator regarding Amadeus Human Resources policies is considered confidential. However, a statement on equal remuneration for men and woman is disclosed.	



GRI Content Index

- 1 2 3 4 **5** 6 7 8 9 10 11 12 13 14

G3.1 Content Index

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

G3.1 DMAs	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
DMA HR							
Disclosure on Management Approach HR							
Aspects	Investment and procurement practices	Partially	pg. 100, 107	Percentage and total number of significant investments that include clauses on HR	Not available	Amadeus corporate purchasing policy includes clauses related to HR in all cases but currently there is not a monitoring system in place to report the number of RFPs that has undergone this type of screening	2014
	Non-discrimination	Fully	No discrimination incidents were reported at Amadeus in 2012.				
	Freedom of association and collective bargaining	Fully	During 2012 Amadeus has not identified any operations in which the right to exercise freedom may be at significant risk.				
	Child labor	Fully	Amadeus is a transaction processor for the global travel and tourism industry, and thus has not identified any operations as having significant risk for incidents of child labor.				
	Prevention of forced and compulsory labor	Fully	Amadeus is a transaction processor for the global travel and tourism industry, and thus has not identified any operations as having significant risk for incidents of forced or compulsory labor.				
	Security practices	Not			Not applicable	As a transaction processor for the global travel and tourism industry, Amadeus is not exposed to significant security risk.	
	Indigenous rights	Not			Not applicable	As a transaction processor for the global travel and tourism industry, Amadeus operations are not located in sites which may impact indigenous communities.	
	Assessment	Not			Not available	Internal audits review compliance with the Amadeus Code of Professional Behaviour. Amadeus has no procedure in place to undertake more specific human rights reviews or assessments. Amadeus is currently working and aims to report this information in the coming years.	2014
	Remediation	Fully	During 2012 Amadeus has not identified any grievances related to human rights filed, adessed and resolved.				

DMA SO	Disclosure on Management Approach SO						
Aspects	Local communities	Partially	pg. 78	Quantitative data on impact assessment and monitoring process	Not available	The current data collection process does not cover impact assessment and monitoring. Amadeus is working on this and aims to report the data in the coming years.	2014
	Corruption	Fully	pg. 100, 106				
	Public policy	Fully	pg. 53				
	Anti-competitive behavior	Fully	In 2012, there were no legal actions for anti-competitive behavior, anti-trust and monopoly practices.				
	Compliance	Fully	In 2012, Amadeus did not receive any significant fines or sanctions for non-compliance with laws and regulations.				
DMA PR	Disclosure on Management Approach PR						
Aspects	Customer health and safety	Partially	Amadeus carries out user experience research studies taking into consideration feedback from endusers globally. The studies follow a reiterative four step approach consisting on: 1 Building tests, 2 Collecting data, 3 Analysing data and 4 Producing user interface guidelines.	Percentage of significant products and services categories subject	Not available	Currently Amadeus has no systematic procedure to obtain this data. Amadeus is currently working to start gathering this kind of information for the coming years.	2015
	Product and service labelling	Partially	pg. 46-49	Results of surveys measuring customer satisfaction.	Not available	Currently Amadeus has no systematic procedure to obtain this data. Amadeus is currently working to start gathering this kind of information for the coming years.	2015
	Marketing communications	Not			Not applicable	Amadeus does not own the information it provides to travel agencies on flights and other travel related information. This information is owned by each travel provider and we provide technology solutions to distribute this information. While we help distributing that information to travel agencies, we do it in a neutral manner not favouring any airline, as Amadeus' activity is regulated in the European Union through a Code of Conduct for Computer Reservation Systems (CRS) (EC No. 80/2009), which entered into force on March 29, 2009, replacing the former Code initially enacted in 1989. The enforcement of regulatory legislation is carried out by the Regulatory Affairs Unit which forms part of the Group Legal Department.	
	Customer privacy	Fully	In 2012 there were no complaints regarding breaches of customer privacy and losses of customer data.				
	Compliance	Fully	Amadeus did not receive any fines related to non-compliance with laws and regulations concerning the provision and use of products and services.				

GRI Content Index

- 1 2 3 4 5 **6** 7 8 9 10 11 12 13 14

G3.1 Content Index

STANDARD DISCLOSURES PART III: Performance Indicators

Economic

Performance Indicator	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
-----------------------	-------------	----------	-----------------------------------	--	---------------------------	-------------	-------------------------

Economic performance

EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	pg. 17				
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Partially	pg. 88-89	Quantitative estimation of the financial implications of climate change. Risks due to physical and regulatory changes associated with climate change.	Not available	This indicator is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information.	2014
EC3	Coverage of the organisation's defined benefit plan obligations.	Partially	pg. 69	Level of participation in retirement plans and conditions of the plans.	Proprietary information	This information regarding Amadeus Human Resources policies is considered confidential.	
EC4	Significant financial assistance received from government.	Fully	Amadeus has received a total of 19,484 K EUR in the form of government grants from the French Tax Authorities, mainly as incentive for R&D activities.				

Market presence

EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not					
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not			Not applicable	The main suppliers of Amadeus (by spend) are in the majority large multinational companies e.g. hardware, software and network providers. Amadeus spend on suppliers is mainly driven by the three main sites in Erding Madrid and Sophia Antipolis.	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Partially	Amadeus employee recruitment is based principally on talent and performance. All other things being equal, we prefer local recruitment.	Proportion of senior management hired and definition of senior management used.	Not available	Currently Amadeus does not have in place a procedure to evaluate the proportion of senior management hired from the local community. Amadeus aims to start monitoring this in the coming years.	2015

Indirect economic impacts

EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	pg. 78-87				
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not					



GRI Content Index

- 1 2 3 4 5 6 **7** 8 9 10 11 12 13 14

G3.1 Content Index

STANDARD DISCLOSURES PART III: Performance Indicators

Environmental

Performance Indicator	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Materials							
EN1	Materials used by weight or volume.	Fully	pg. 95				
EN2	Percentage of materials used that are recycled input materials.	Not			Not available	Amadeus uses recycled paper but does not currently have a formal procedure for monitoring the percentage of paper used that is recycled.	2015
Energy							
EN3	Direct energy consumption by primary energy source.	Fully	pg. 96				
EN4	Indirect energy consumption by primary source.	Fully	pg. 93, 94				
EN5	Energy saved due to conservation and efficiency improvements.	Fully	pg. 91-92 , Reductions of 270.000 KWh saved due to the installation of aprox 700 LEDs lamps corresponds to 972 GJ.				
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	pg. 88-89				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not					
Water							
EN8	Total water withdrawal by source.	Fully	pg 96-97 All the water consumed by Amadeus is either fresh water or water consumed from wells owned by the company.				
EN9	Water sources significantly affected by withdrawal of water.	Not					
EN10	Percentage and total volume of water recycled and reused.	Not					
Biodiversity							
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not			Not applicable	Amadeus sites are not situated in areas with high-biodiversity value.	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not			Not applicable	Amadeus sites are not situated in areas with high-biodiversity value.	
EN13	Habitats protected or restored.	Not					
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not					
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not					

Emissions, effluents and waste

EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	pg. 96				
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	pg. 96				
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	pg. 88-89				
EN19	Emissions of ozone-depleting substances by weight.	Not			Not applicable	The cooling of the Amadeus Data Centre in Erding is the only significant source of potential emissions of ozone-depleting substances and nonetheless the renovation of the cooling systems has been done introducing machines that do not use ozone-depleting substances. The same applies for our air conditioning systems in Sophia Antipolis.	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not			Not applicable	Amadeus is a transaction processor for the global travel and tourism industry and thus emits insignificant amounts of other air emissions.	
EN21	Total water discharge by quality and destination.	Not			Not applicable	All the water consumed (EN8) is discharged to the sewage system or used for irrigation purposes.	
EN22	Total weight of waste by type and disposal method.	Partially	pg. 97	Disposal Method used to manage the waste.	Not available	Currently there is no formal procedure for reporting waste disposal method among all Amadeus sites and therefore the data obtained is very heterogeneous.	2014
EN23	Total number and volume of significant spills.	Not			Not applicable	Amadeus is a transaction processor for the global travel and tourism industry and thus its operations do not generate spills.	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not					
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff.	Not					

GRI Content Index

- 1 2 3 4 5 6 7 **8** 9 10 11 12 13 14

G3.1 Content Index

STANDARD DISCLOSURES PART III: Performance Indicators

Environmental

Performance Indicator	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Products and services							
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	ppg. 91-92				
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not			Not applicable	Amadeus is a transaction processor for the global travel and tourism industry. We do not sell products with packaging.	
Compliance							
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	Amadeus has not received any significant fines or sanctions for non-compliance with environmental laws and regulations.				
Transport							
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	Not			Not available	As a transaction processor for the global travel and tourism industry, Amadeus does not have any transport of goods. However, regarding workforce use of transport Amadeus aims to report on this in the coming years.	2014
Overall							
EN30	Total environmental protection expenditures and investments by type.	Not	pg. 91-92	Information on expenditure and investments.	Not available	Amadeus does not currently calculate overall expenditure and investment figures relating to the environment. But part of the investments in equipment and facilities produce environmental benefits. Amadeus aims to report on this in the coming years.	2014

- 1 2 3 4 5 6 7 **8** 9 10 11 12 13 14

GRI Content Index

- 1 2 3 4 5 6 7 8 **9** 10 11 12 13 14

G3.1 Content Index

STANDARD DISCLOSURES PART III: Performance Indicators

Social: Labor Practices and Decent Work

Performance Indicator	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Employment							
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partially	pg. 60-61, 63	Break down by gender. Data on employment type.	Not available	The current data collection process does not cover breakdown by gender or employment type. Amadeus is working on this and aims to report the data in the coming years.	2014
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Partially	pg. 62	Total new hires are not broken down by gender, age group or region. Turn over rate is not reported by age group.	Not available	The current data collection process does not cover breakdown by age group. Amadeus is working on this and aims to report the data in the coming years.	2014
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not					
LA15	Return to work and retention rates after parental leave, by gender.	Not			Not available	The current data collection process does not cover parental leave data. Amadeus is working on this and aims to report the data in the coming years.	2014
Labor/management relations							
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	pg. 64, 67				
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Partially	pg. 67	The minimum number of weeks notice typically provided to employees and their elected representatives prior to the implementation of significant operational changes that could substantially affect them.	Proprietary information	This information regarding Amadeus Human Resources policies is considered confidential.	

Occupational health and safety

LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not					
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Partially	pg. 68	No breakdown by gender. Occupational disease rates are not reported.	Not available	The current data collection process does not cover breakdown by gender. Amadeus is working on this and aims to report the data in the coming years.	2014
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	pg. 69				
LA9	Health and safety topics covered in formal agreements with trade unions.	Not					

Training and education

LA10	Average hours of training per year per employee by gender, and by employee category.	Partially	pg. 66	No breakdown by gender.	Not available	The current data collection process does not cover breakdown by gender. Amadeus is working on this and aims to report the data in the coming years.	2014
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Not					
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Partially	pg. 66	Breakdown by gender.	Not available	The current data collection process does not cover breakdown by gender. Amadeus is working on this and aims to report the data in the coming years.	2014

Diversity and equal opportunity

LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Partially	pg. 65 (In 2012 the number of employees with disabilities represented the 0,9% of total employees). pg 104, Board diversity: 9% of the Board members are women, 73% hold other nationality than Spanish, 9% are between 30 and 50 years of age, and the remaining 91% are older than 50 years.	Breakdown of minority group by gender.	Not available	The current data collection process does not cover breakdown by gender. Amadeus is working on this and aims to report the data in the coming years.	2013
------	---	-----------	--	--	---------------	---	------

Equal remuneration for women and men

LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not			Proprietary information	This indicator regarding Amadeus Human Resources policies is considered confidential. However, a statement on equal remuneration for men and woman is disclosed.	
------	---	-----	--	--	-------------------------	--	--

GRI Content Index

- 1 2 3 4 5 6 7 8 9 **10** 11 12 13 14

G3.1 Content Index

STANDARD DISCLOSURES PART III: Performance Indicators

Social: Human Rights

Performance Indicator	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Investment and procurement practices							
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Partially	pg. 107		Not available	Amadeus corporate purchasing policy includes clauses related to HR in all cases but currently there is not a monitoring system in place to report the number of RFPs that has undergone this type of screening.	2013
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	pg. 107				
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	pg. 100				
Non-discrimination							
HR4	Total number of incidents of discrimination and corrective actions taken.	Fully	No discrimination incidents were reported at Amadeus in 2012.				
Freedom of association and collective bargaining							
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Fully	During 2012 Amadeus has not identified any operations in which the right to exercise freedom may be at significant risk.				
Child labor							
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Fully	Amadeus is a transaction processor for the global travel and tourism industry, and thus has not identified any operations as having significant risk for incidents of child labor.				
Prevention of forced and compulsory labor							
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Fully	Amadeus is a transaction processor for the global travel and tourism industry, and thus has not identified any operations as having significant risk for incidents of forced or compulsory labor.				

Prevention of forced and compulsory labor

HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Fully	Amadeus is a transaction processor for the global travel and tourism industry, and thus has not identified any operations as having significant risk for incidents of forced or compulsory labor.				
-----	---	-------	---	--	--	--	--

Security practices

HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	Not			Not applicable	As a transaction processor for the global travel and tourism industry, Amadeus is not exposed to significant security risk.	
-----	---	-----	--	--	----------------	---	--

Indigenous rights

HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not			Not applicable	As a transaction processor for the global travel and tourism industry, Amadeus operations are not located in sites which may impact indigenous communities.	
-----	--	-----	--	--	----------------	---	--

Assessment

HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not			Not available	Internal audits review compliance with the Amadeus Code of Professional Behaviour. Amadeus has no procedure in place to undertake more specific human rights reviews or assessments. Amadeus is currently working and aims to report this information in the coming years.	2014
------	---	-----	--	--	---------------	--	------

Remediation

HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Fully	During 2012 Amadeus has not identified any grievances related to human rights filed, adessed and resolved.				
------	---	-------	--	--	--	--	--

GRI Content Index

- 1 2 3 4 5 6 7 8 9 10 **11** 12 13 14

G3.1 Content Index

STANDARD DISCLOSURES PART III: Performance Indicators

Social: Society

Performance Indicator	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Local communities							
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Partially	pg. 78	Quantification of impact assessments and ongoing monitoring.	Not available	The current data collection process does not cover impact assessment and monitoring. Amadeus is working on this and aims to report the data in the coming years.	2016
SO9	Operations with significant potential or actual negative impacts on local communities.	Not			Not applicable	Due to Amadeus operations, mainly software development and commercial organisations, there are no negative impacts that could affect local communities. In addition to this, Amadeus does not operate in any rural/smallcommunity. All its offices are located in main cities and if a location were closed, it would not affect either the local community in terms of employment as Amadeus does not have a significant number of employees in a site compared to the cities where they are located.	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Not			Not applicable	Due to Amadeus operations, mainly software development and commercial organisations, there are no negative impacts that could affect local communities. In addition to this, Amadeus does not operate in any rural/smallcommunity. All its offices are located in main cities and if a location were closed, it would not affect either the local community in terms of employment as Amadeus does not have a significant number of employees in a site compared to the cities where they are located.	
Corruption							
SO2	Percentage and total number of business units analysed for risks related to corruption.	Fully	pg. 106				
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.	Fully	pg. 100				
SO4	Actions taken in response to incidents of corruption.	Fully	In 2012 Amadeus did not identify any incidents of corruption.				

Public policy

SO5	Public policy positions and participation in public policy development and lobbying.	Fully	pg. 52-53				
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not					

Anti-competitive behavior

SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	In 2012, there were no legal actions for anti-competitive behavior, anti-trust and monopoly practices.				
-----	---	-------	--	--	--	--	--

Compliance

SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	In 2012, Amadeus did not receive any significant fines or sanctions for non-compliance with laws and regulations.				
-----	--	-------	---	--	--	--	--

GRI Content Index

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14

G3.1 Content Index

STANDARD DISCLOSURES PART III: Performance Indicators

Social: Product Responsibility

Performance Indicator	Description	Reported	Cross-reference/ Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Customer health and safety							
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Partially	Amadeus carries out user experience research studies taking into consideration feedback from end-users globally. The studies follow a reiterative four step approach consisting on: 1 Building tests, 2 Collecting data, 3 Analysing data and 4 Producing user interface guidelines	Percentage of significant products and services categories subject.	Not available	Currently Amadeus has no systematic procedure to obtain this data. Amadeus is currently working to start gathering this kind of information for the coming years.	2014
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not					
Product and service labelling							
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not			Not applicable	Amadeus does not own the information it provides to travel agencies on flights and other travel related information. This information is owned by each travel provider and we provide technology solutions to distribute this information. While we help distributing that information to travel agencies, we do it in a neutral manner not favouring any airline, as Amadeus' activity is regulated in the European Union through a Code of Conduct for Computer Reservation Systems (CRS) (EC No. 80/2009), which entered into force on March 29, 2009, replacing the former Code initially enacted in 1989. The enforcement of regulatory legislation is carried out by the Regulatory Affairs Unit which forms part of the Group Legal Department.	

PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not					Amadeus does not own the information it provides to travel agencies on flights and other travel related information. This information is owned by each travel provider and we provide technology solutions to distribute this information. While we help distributing that information to travel agencies, we do it in a neutral manner not favouring any airline, as Amadeus' activity is regulated in the European Union through a Code of Conduct for Computer Reservation Systems (CRS) (EC No. 80/2009), which entered into force on March 29, 2009, replacing the former Code initially enacted in 1989. The enforcement of regulatory legislation is carried out by the Regulatory Affairs Unit which forms part of the Group Legal Department.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Partially	pg. 46-49	Results of surveys measuring customer satisfaction.	Proprietary information	Amadeus considers this information very confidential and sensitive.	

Marketing communications

PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not			Not applicable	Amadeus does not own the information it provides to travel agencies on flights and other travel related information. This information is owned by each travel provider and we provide technology solutions to distribute this information. While we help distributing that information to travel agencies, we do it in a neutral manner not favouring any airline, as Amadeus' activity is regulated in the European Union through a Code of Conduct for Computer Reservation Systems (CRS) (EC No. 80/2009), which entered into force on March 29, 2009, replacing the former Code initially enacted in 1989. The enforcement of regulatory legislation is carried out by the Regulatory Affairs Unit which forms part of the Group Legal Department.
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not			Not applicable	Amadeus marketing policies do not include adherence to voluntary codes related to marketing communications.

Customer privacy

PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	In 2012 there were no complaints regarding breaches of customer privacy and losses of customer data.				
-----	--	-------	--	--	--	--	--

Compliance

PR9	Amadeus did not receive any fines related to non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	Amadeus did not receive any fines related to non-compliance with laws and regulations concerning the provision and use of products and services.				
-----	--	-------	--	--	--	--	--