



# **Annex 1**

## **About this report**



## 1. Overall scope and methodology

Amadeus Global Report reviews the Amadeus business and its performance in 2014 from a business, financial and sustainability perspective. The document reflects the impact of the activities of Amadeus, as well as its contribution to sustainability objectives. Alongside our financial results it also includes our reflections on facing the challenge of industry sustainability in the long term.

Sustainability reporting guidelines from the Global Reporting Initiative (GRI) have served as a principal reference in identifying relevant topics and metrics. The Amadeus Global Report 2014 has received the Application Level Service icon from the Global Reporting Initiative (GRI) for the self-declared Application Level A+. Application Level A+ corresponds to the highest level of disclosure and includes the external verification of the report by an independent organisation (PwC). GRI tables can be viewed and downloaded at [www.amadeus.com/globalreport2014](http://www.amadeus.com/globalreport2014)

In the drafting process of the Amadeus Global Report 2014, the International Integrated Reporting Council (IIRC) guidelines towards integrated reporting have been taken into account throughout the document. Thus, the report aims at being a concise communication about how an organisation's strategy, governance, performance and prospects, in the context of its external environment, lead to the creation of value in the short, medium and long term.

### Materiality analysis

We review below those aspects of business that are most relevant, particularly in relation to our stakeholders.

#### [\\_The environmental impact of Amadeus](#)

As a technology company dedicated to the global travel 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 the positive environmental benefits of our solutions, particularly given the high energy intensity of the travel industry.

#### [\\_The workforce at Amadeus](#)

The vast majority of our workforce hold advanced levels of education. Consequently, we have relatively low exposure to risks related to human rights affecting our employees.

#### [\\_Amadeus providers](#)

Regarding our supply chain, most of our external providers can be included under the following categories:

- [\\_Consulting and marketing services](#)
- [\\_Hardware providers](#)
- [\\_Software providers](#)
- [\\_Data communication providers](#)

Approximately 55% of our total spend with external providers is concentrated within 50 companies, and this facilitates our control and access to information in our supply chain.

## Amadeus materiality matrix

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

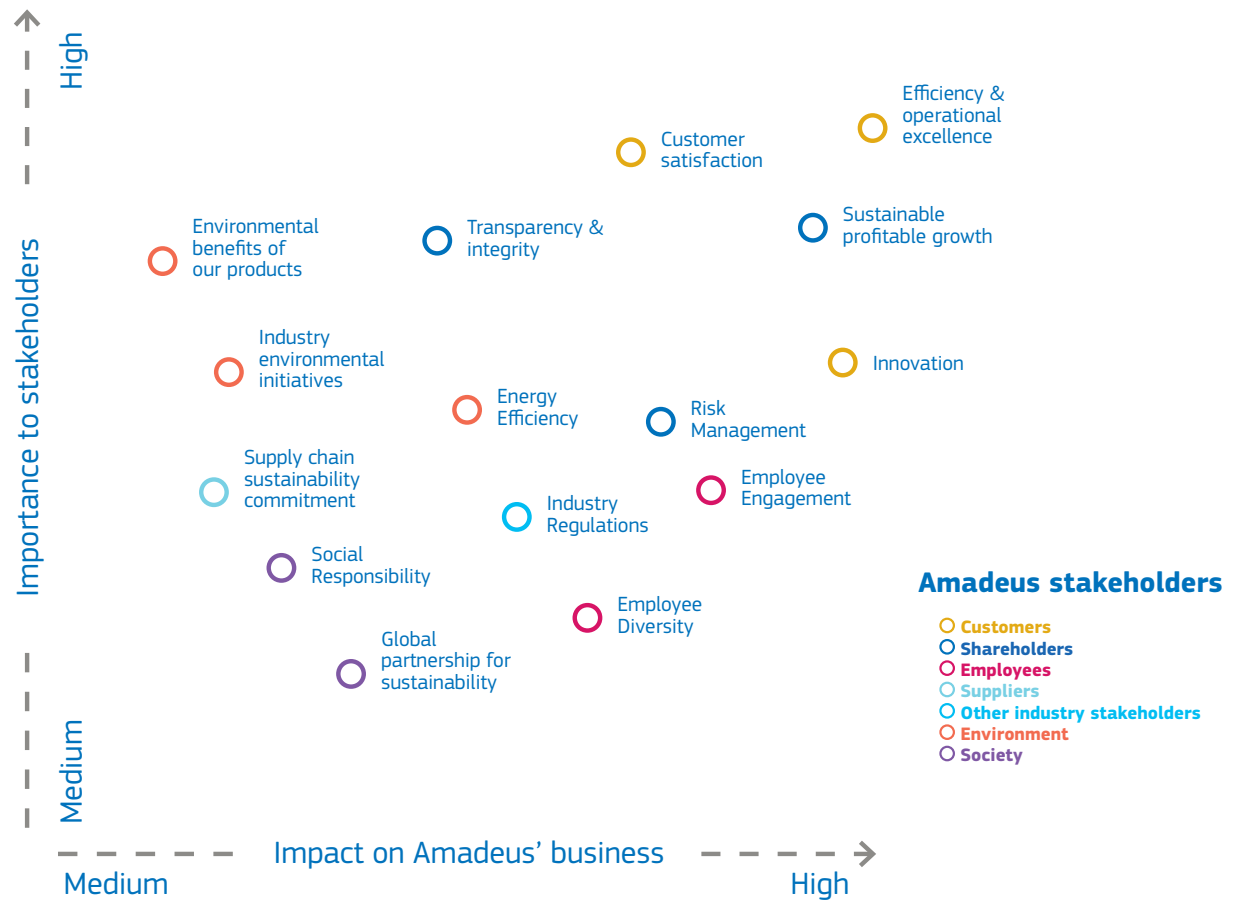
When reviewing the matrix, it is important to note the following:

\_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 to medium term

\_All subjects included in the matrix form part of the regular running of the business and our relationships with stakeholders, and therefore should not 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

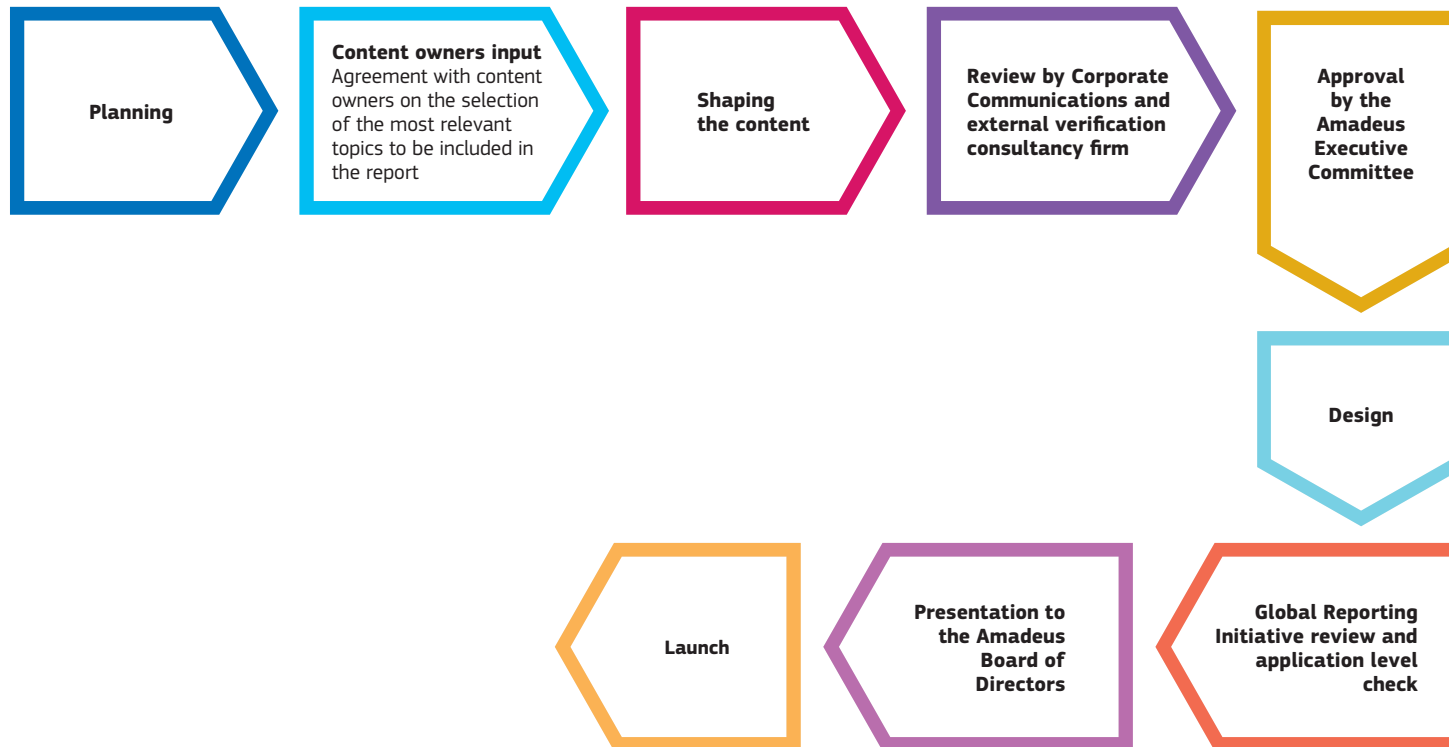


## Producing the Amadeus Global Report

More than 90 people worldwide representing some 30 areas and departments have been directly involved in defining and shaping the content of the Amadeus Global Report 2014. The chart below illustrates the process followed in the production of this report.

In terms of the data-gathering process and scope of the report, we have balanced the materiality of the information on the one hand 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 11 Amadeus sites worldwide and we estimate that these include approximately 90 % of the total resource consumption of the Amadeus Group 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.



## 2. Amadeus external reporting

Amadeus external reporting aims to ensure clear communication as well as transparency in relation to the company's performance.

The Amadeus Global Report 2014 provides a full picture of the performance of Amadeus in 2014. In addition to this publication, other documents provide further insight into Amadeus business activities:

- \_Annual Corporate Governance Report.
- \_Consolidated Annual Accounts and Management Review.
- \_Quarterly results announcements.
- \_Extensive information about Amadeus can be found at [www.investors.amadeus.com](http://www.investors.amadeus.com).
- \_Updates to our blogs and social media on [www.amadeus.com](http://www.amadeus.com) offer additional information on Amadeus news. The Amadeus corporate blog received over half a million visits in 2014. Our social media following grew to 127,000 followers across our social channels, with most activity concentrated on LinkedIn, Facebook and Twitter.

● See 'Investor Relations website' p.125

## Communication with our stakeholders

The table on the right shows our main tools to communicate with our stakeholders. The frequency of engagement varies, but for all cases it takes place at

least once a year, and the specific frequency depends on the nature and need of engagement in each instance.

Stakeholder	Communication channel
<b>Employees and external candidates</b>	<ul style="list-style-type: none"> <li>_Direct engagement through local, regional and global Human Resources teams</li> <li>_Engagement surveys across all sites</li> <li>_Employee Box mail</li> <li>_Intranet (Opera)</li> <li>_www.amadeus.com/careers</li> <li>_#amadeustravelshapers</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>_Direct engagement through our Investor Relations team and various regular reports</li> <li>_Roadshows and conferences</li> <li>_amadeus.com (specific area for investors)</li> <li>_Investor Relations Inbox</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>_Direct engagement through our local, regional and global sales, as well as Customer Management Teams around the world</li> <li>_Customer Loyalty Programme</li> <li>_Local customers' support</li> <li>_Global Help Desk and service management centres</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>_Direct contact through the Amadeus Corporate Purchasing department, other internal units and local teams across our offices worldwide</li> <li>_Social responsibility and environmental surveys</li> </ul>
<b>Industry partners</b>	<ul style="list-style-type: none"> <li>_Direct engagement through participation in main industry associations</li> <li>_Amadeus blog</li> </ul>
<b>Governments, authorities and regulatory bodies</b>	<ul style="list-style-type: none"> <li>_Direct contact through our Industry Affairs team and local Amadeus General Managers</li> <li>_Participation in various related meetings and events</li> <li>_amadeus.com (specific area for industry affairs)</li> </ul>
<b>Society and the environment</b>	<ul style="list-style-type: none"> <li>_Direct engagement through our Industry Affairs team and various multi-stakeholder panels</li> <li>_Press releases</li> <li>_Social media</li> <li>_Industry Affairs Box mail</li> <li>_Collaboration in joint social responsibility and environmental initiatives</li> </ul>



**INDEPENDENT REVIEW REPORT  
OF THE CORPORATE RESPONSIBILITY INDICATORS CONTAINED IN THE GLOBAL  
REPORT 2014 OF THE AMADEUS IT HOLDING, S.A.**

To the Management of Amadeus IT Holding, S.A.:

We have reviewed the Corporate Responsibility indicators in the Annex 3 "GRI Tables" of the Global Report 2014 of Amadeus IT Holding S.A. (hereafter Amadeus) for the year ended 31 December 2014, relating to the Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI) version 3.1 (hereafter GRI-G3.1 Guidelines).

**Responsibilities attributable to Amadeus Management**

Amadeus Management is responsible for the preparation, content and presentation of the Global Report 2014, in accordance with the GRI G3.1 Guidelines. Management is also responsible for defining, implementing, adapting and maintaining the internal management and control systems from which the information is obtained.

**Our responsibility**

Our responsibility is to issue an independent review report, in which we express a limited assurance conclusion based on the procedures applied in our review in accordance with the ISAE 3000 Standard, Assurance Engagements Other than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standard Board (IAASB) of the International Federation of Accountants (IFAC) and with the Guidelines on the review of Corporate Responsibility Reports issued by the Chartered Accountants Association of Spain.

**Procedures carried out**

For the purposes of issuing this report we have applied analytical procedures and tests which are briefly described below:

- Meetings with the personnel of various Amadeus units involved in the preparation of the Global Report 2014, to get to know the process of compiling and validating data for the indicators presented in the "GRI Tables" of the Global Report 2014 and to obtain the necessary information to carry out an external review.
- Review of the activities related to identifying and considering stakeholders during the year, as well as the coverage, relevance and integrity of the corporate responsibility information included in the Global Report 2014, based on Amadeus' understanding of its stakeholder requirements.
- Analysis of whether the indicators of the Global Report 2014 are in line with the GRI G3.1 Guidelines for the preparation of reports.

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- Verification, through sample-based testing reviews, of the quantitative and qualitative information for 2014 regarding the indicators included in the basic general and specific content proposed in the GRI G3.1 Guidelines, included in the Annex 3 "GRI Tables" of the Global Report 2014. We have also verified whether they have been properly compiled from data provided by Amadeus' information sources.

The scope of a limited review is substantially less than that of reasonable assurance work. Therefore the assurance provided is therefore also less. This report may under no circumstances be taken to be an audit report.

#### **Independence and Quality Control**

We have complied with the Code of Ethics issued by the International Ethics Standards Board for Accountants (IESBA) which includes independence and other requirements based on the main principles of integrity, objectivity, professional competition and due care, confidentiality and professional conduct.

Our firm applies the International Standard on Quality Control 1 (ISQC), and therefore maintains a comprehensive quality control system with documented policies and proceedings related to compliance of ethical requirements, professional standards and legal and regulatory requirements applicable.

#### **Conclusion**

As a result of our review, no issues have come to light that lead us to believe that the Corporate Responsibility indicators in the Annex 3 "GRI Tables" of the Amadeus Global Report 2014, contain significant mistakes or have not been prepared, in all material respects, in accordance with the GRI G3.1 Guidelines.

PricewaterhouseCoopers Auditores S.L.

M<sup>a</sup> Luz Castilla

29 April 2015