

Annex 3 GRI Tables



Annex 3_GRI Tables

Tables related to Human Resources information



Breakdown by professional category

	2012	2013	2014*
VPs and directors	2%	2%	1%
Senior managers and managers	23%	21%	23%
Staff	75%	77%	76%

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket, UFIS and iFAO).

Employee turnover rate

	2012	2013	2014*
Turnover rate	6.9%	6.9%	7%

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket, UFIS and iFAO).

Turnover by region

	2014**
Europe*	5.8%
Asia	11.9%
North America	4.7%
South America	9.3%
Middle East and Africa	4.8%

* Europe does not include Central and Southern Europe Region because of lack of comparable data with the rest of the countries included.

** All Amadeus Group companies, excluding 2014 acquisitions (Newmarket, UFIS and iFAO).

Employee turnover rate

	2012	2013	2014*
Number of new employee hires	1,164	1,775	1,707
Employee turnover by gender			
Number of men who left Amadeus	313	414	484
Number of women who left Amadeus	273	255	264

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket, UFIS and iFAO).

Employee hires by region

	2014*
Europe	937
Asia	451
North America	206
South America	75
Middle East and Africa	38

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket, UFIS and iFAO).

Number of employees with disabilities

	2012	2013	2014*
Total	74	78	79

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket, UFIS and iFAO).

Health and safety			
	2012	2013	2014*
Injury rate	0.73	0.7	2.14
Lost day rate	0.01	0.01	0.02
Common illness rate %	2.04	2.09	1.79
Absentee rate %	2.3	1.62	1.51

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket. UFIS and i:FAO).

Health and safety - 2014* Rates by region				
	Injury rate	Lost day rate	Common illness rate	Absentee rate
Europe*	2.18	0.02	1.94	1.57
Asia	0	0	1.23	1.28
North America	0	0	1.49	1.59
South America	11.88	0.36	2.54	0.20
Middle East and Africa	37.52	0.11	1.67	1.67

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket. UFIS and i:FAO).

Health and safety - 2014* Accidents						
	2012		2013		2014	
	During working hours	To/from work	During working hours	To/from work	During working hours	To/from work
Number of accidents resulting in lost days	10	20	10	32	27	32
Number of accidents not resulting in lost days	23	30	26	13	28	23
Number of fatal accidents	0	0	0	0	0	1

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket. UFIS and i:FAO).

Percentage of employees covered by collective bargaining agreements

	2012	2013	2014*
Total	53%	54%	52%

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket. UFIS and i:FAO).

Number of employees by professional category and gender

	2012	2013	2014*
VPs and directors	141	147	148
Men	124	128	128
Women	17	19	20
Senior managers and managers	2,091	2,256	2,565
Men	1,429	1,564	1,799
Women	662	692	766
Staff	6,931	8,099	8,532
Men	4,024	4,860	5,143
Women	2,907	3,239	3,389
Total	9,163	10,502	11,245

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket. UFIS and i:FAO).

Code of Professional Behaviour training

Number of employees trained in 2014	966
Percentage of employees trained in 2014	9%
Number of training hours	380

Board composition

	2012	2013	2014
Woman	9%	9%	10%
Other than Spanish	73%	73%	70%
<30 years	0%	0%	0%
Between 30 and 50 years	9%	18%	30%
>50 years	91%	82%	70%

Anti-Fraud Policy training

	2012	2013	2014*
Top management trained	100	124	126
% over top management	61%	74%	85%

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket, UFIS and iFAO).

Hours of training by employee category

	2012	2013	2014*
VPs and directors	1,092	2,975	2,595
Senior managers and managers	24,839	22,264	29,822
Staff	117,197	187,534	207,300
Total	143,128	212,773	239,717
E-learning hours**			
Total	23,139	22,608	9,531

* All Amadeus Group companies, excluding 2014 acquisitions (Newmarket, Ufis and iFAO)

** Due to a system upgrade, 2014 e-learning hours correspond to 4 months activity

Tables related to Environmental information

Paper consumption

	Top ten Amadeus Sites				Bangalore
	2011	2012	2013	2014*	2014
Paper consumption top ten Amadeus sites (kg)	77,830	64,819	62,254	52,620	1,828
Number of employees top 10 Amadeus sites	7,728	8,130	8,577	8,645	959
Paper consumption per employee (A4 sheets / working day)	9.2	7.2	6.6	5.5	1.7

Fossil fuels

	Top ten Amadeus Sites				Bangalore
	2011	2012	2013	2014	2014
Natural gas (GJ)	19,959	22,287	24,189	21,129	0
Trend Natural gas	(15%)	12%	9%	-13%	-
Diesel (GJ)	1,743	1,239	1,203	1,730	848
Trend Diesel	(3%)	(29%)	(3%)	44%	65%

Electricity consumption

	Top ten Amadeus Sites				Bangalore 2014
	2011	2012	2013	2014	
Number of employees top 10 sites	7,728	8,130	8,577	8,645	959
Electricity consumption offices top 10 sites (GJ)	110,276	105,086	113,159	106,598	9,852
Electricity consumption per employee and year (GJ)	14	13	13	12	10
Electricity consumption Data Centre (GJ)	135,044	140,113	141,825	155,208	n.a.
Number of transactions processed by Data Centre (Millions)	948	1,091	1,174	1,288	n.a.
Energy required per 1 million transactions (GJ)	143	128	121	121	n.a.
Total Electricity Consumption top 10 sites, including Data Centre (Gj)	245,320	245,199	254,984	261,806	n.a.

Electricity generation

	Energy content per type of fuel used (GJ)						
	Coal	Fuel oil	Natural gas	Biomass	Waste	Other*	Total
Top 10 Amadeus sites	58,465	5,779	50,046	4,265	2,418	66,589	187,562
Data Centre (Ernding)	189,753	8,417	68,884	18,113	6,730	55,339	347,237
Bangalore	19,025	953	4,060	58	0	1,572	25,668

Source: International Energy Agency and Amadeus' EMS. Data calculated per country.

* Includes: nuclear, hydropower, geothermal, photovoltaic, solar thermal, wind power and tidal power

All figures in tonnes of CO₂ emissions unless otherwise indicated

	Top ten Amadeus Sites				Bangalore 2014
	2011	2012	2013	2014	
Scope 1. Direct emissions (fossil fuels)	1,175	1,263	1,361	1,236	58
Scope 2. Indirect emissions from purchased electricity	26,016*	26,568*	26,816*	27,562	2,509
Scope 3. Indirect emissions from other sources	5,093	5,393	6,218	7,519	985
Natural gas (m ³)	522,307	583,221	633,015	552,938	-
Diesel (L)	45,147	32,087	31,157	44,807	21,964

*Correction from previous report

Water consumption

	Top ten Amadeus Sites				Bangalore 2014
	2011	2012	2013	2014	
Water consumption top 10 Amadeus sites (m ³)	168,869	191,799	176,772	195,373	10,133

Waste

	Top ten Amadeus Sites				Bangalore 2014
	2011	2012	2013	2014	
Total estimated waste top 10 Amadeus sites (kg)	181,996	177,357	204,141	260,105	46,264

GRI tables

STANDARD DISCLOSURES PART I: Profile disclosures						
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
1. Strategy and Analysis						
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, 35, 43, 90-92, 133-134			
2. Organizational Profile						
2.1	Name of the organization.	Fully	Cover			
2.2	Primary brands, products, and/or services.	Fully	Pg. 35, 42, 51-52, 55, 60-61			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Pg. 12-13, 31			
2.4	Location of organization's headquarters.	Fully	Pg. 13			
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. 13			
2.6	Nature of ownership and legal form.	Fully	Pg. 12			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Pg. 13, 31-33, 40-41, 72-73			
2.8	Scale of the reporting organization.	Fully	Pg. 8-9, 13			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Pg. 12			
2.10	Awards received in the reporting period.	Fully	Pg. 116-117			
3. Report Parameters						
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 2013.			
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. 142-145			

STANDARD DISCLOSURES PART I: Profile disclosures

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
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 organizations.	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. 142-145			
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 re-statements 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. 142-145			
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	Pg. 160-177			
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Pg. 146-147			
4. Governance, Commitments, and Engagement						
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	Corporate Annual Governance Report 2014, 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 organizations 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 2014, pg.12			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Pg. 112-113, 132, 145			

STANDARD DISCLOSURES PART I: Profile disclosures						
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	Corporate Annual Governance Report 2014, pg. 16			
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Pg. 130-132			
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. 131, 158			
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. 14, 133-135			
4.9	Procedures of the highest governance body for overseeing the organization'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. 133-135			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Pg. 133-135			
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Pg. 21-24, 80, 90, 94-95, 142			
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	Pg. 21-23, 25-27			
4.14	List of stakeholder groups engaged by the organization.	Fully	Pg. 145			

STANDARD DISCLOSURES PART I: Profile disclosures						
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Pg. 142-143, 145. We identified our stakeholders in our materiality analysis, reviewing which stakeholders are principally influenced by Amadeus, or from whom we receive influence, mainly considering economic, social and environmental aspects.			
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. 145). 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. 107, 109). - Shareholders: direct engagement through our investor relations team and various regular reports (pg. 120, 125). - Customers: direct engagement through our sales and customer management teams across the world (pg. 13, 72-75). - Suppliers: direct engagement through our purchasing department and local teams across our offices worldwide (pg. 145). - Industry partners. Direct engagement through participation in different industry associations (pg. 21-23, 90, 94-95). - Governments, authorities and regulatory bodies. Direct contact through our Industry Affairs Group and participation in various related meetings and events. (pg. 21-24). - Society and environment: direct engagement through our industry affairs team and various multi-stakeholder panels (pg. 80-81, 94).' 			
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	Pg. 142-145			

Annex 3_GRI Tables

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	Partially	Pg. 8-9, 80, 94, 111	Quantitative estimation of the financial implications of climate change. Risks due to physical and regulatory changes associated with climate change. Level of participation in retirement plans and conditions of the plans.	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.	2016
	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.	2016
	Indirect economic impacts	Fully	Pg. 94-103				
DMA EN Disclosure on Management Approach EN							
Aspects	Materials	Fully	Pg. 81-85				
	Energy	Fully	Pg. 82-84				
	Water	Fully	Pg. 81				
	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. 81				
	Products and services	Fully	Pg. 84-85				
	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 leading provider of advanced technology solutions for the global travel 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.
Overall	Partially	Pg. 80-81		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.	2016
DMA LA Disclosure on Management Approach LA							
Aspects	Employment	Partially	Pg. 106-107	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.	2016
	Labor/management relations	Fully	Pg. 112				
	Occupational health and safety	Partially	Pg. 114	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.	2016

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
Aspects	Training and education	Partially	Pg. 111	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.	2016
	Diversity and equal opportunity	Partially	Pg. 107-108 (In 2014 the number of employees with disabilities represented the 1% of total employees), 154, 156.	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.	2016
	Equal remuneration for women and men	Partially	Pg. 108, 111	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.	

DMA HR Disclosure on Management Approach HR

Aspects	Investment and procurement practices	Partially	Pg. 145	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.	2016
	Non-discrimination	Fully	No discrimination incidents were reported at Amadeus in 2014.				
	Freedom of association and collective bargaining	Fully	During 2014 Amadeus has not identified any operations in which the right to exercise freedom may be at significant risk.				
	Child labor	Fully	Amadeus is a leading provider of advanced technology solutions for the global travel 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 leading provider of advanced technology solutions for the global travel 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 leading provider of advanced technology solutions for the global travel industry, Amadeus is not exposed to significant security risk.	
	Indigenous rights	Not			Not applicable	As a leading provider of advanced technology solutions for the global travel 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.	2016
	Remediation	Fully	During 2014 Amadeus has not identified any grievances related to human rights filed, adessed and resolved.				

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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 SO Disclosure on Management Approach SO							
Aspects	Local communities	Partially	Pg. 96	Quantitative data on impact assesment and monitoring process	Not available	Being one of Amadeus CRS Strategy goals the impact assessment for each of the CSR projects, Amadeus is working on this and aims to report the data in the coming years.	2016
	Corruption	Fully	Pg. 133-135				
	Public policy	Fully	Pg. 21-23				
	Anti-competitive behavior	Fully	In 2014, there were no legal actions for anti-competitive behavior, anti-trust and monopoly practices.				
	Compliance	Fully	In 2014, 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 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.	2016
	Product and service labelling	Partially	Pg. 74-75	Results of surveys measuring costumer 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.	2016
	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 2014 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.				

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	PwC
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. 9. Retained earnings, pg. 5 Amadeus Annual Accounts 2014.					✓
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Partially	Pg. 90	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.	2016	✓
EC3	Coverage of the organization's defined benefit plan obligations.	Partially	Pg. 111	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	The total amount of government grants received from the French Tax Authorities is KEUR 20,164 and KEUR 18,704 for the years ended on 31 December 2014 and 2013, respectively.					✓
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 in suppliers is mainly driven by the three main sites in Erding Madrid and Nice.		✓
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.	2016	✓
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. 94-103					✓
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not						

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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	PwC
Materials								
EN1	Materials used by weight or volume.	Fully	Pg. 158					✓
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.	2016	✓
Energy								
EN3	Direct energy consumption by primary energy source.	Fully	Pg. 158					✓
EN4	Indirect energy consumption by primary source.	Fully	Pg. 159					✓
EN5	Energy saved due to conservation and efficiency improvements.	Fully	Pg. 84-85					✓
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. 86-89					✓
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not						
Water								
EN8	Total water withdrawal by source.	Fully	Pg. 159. Total water consumption in 2014: 205,505 m3. Running water from municipality: 105,320 m3 Water from own wells: 100,186 m3					✓
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.		✓

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	PwC
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. 81-83, 159					✓
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Pg. 81-83, 159					✓
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Pg. 86-89					✓
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 Nice.		✓
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not			Not applicable	Amadeus is a leading provider of advanced technology solutions for the global travel 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.159	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.	2016	✓

Annex 3_GRI Tables

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	PwC
EN23	Total number and volume of significant spills.	Not			Not applicable	Amadeus is a leading provider of advanced technology solutions for the global travel 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 organization's discharges of water and runoff.	Not						
Products and services								
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Pg. 87-88					✓
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not			Not applicable	Amadeus is a leading provider of advanced technology solutions for the global travel 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 organization's operations, and transporting members of the workforce.	Not			Not available	As a leading provider of advanced technology solutions for the global travel 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.	2016	✓
Overall								
EN30	Total environmental protection expenditures and investments by type.	Not			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.	2016	✓

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	PwC
Employment								
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partially	Pg. 107, 156, 157	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.	2016	✓
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Partially	Pg. 156	Total new hires are not break down by age group or region and no rate of new hires is reported. Turnover 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.	2016	✓
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.	2016	✓
Labor/management relations								
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	Pg. 157					✓
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Partially	Pg. 112	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.	Not available	Prior to any substantial change in the organization, Amadeus has direct contact with the work councils. If notifications to the employees have to be made, timelines are agreed with the work council representatives from each country.	2016	✓

Annex 3_GRI Tables

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	PwC
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. 157	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.	2016	✓
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. 114					✓
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. 158	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.	2016	✓
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. 112	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.	2016	✓
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. 108 (In 2014 the number of employees with disabilities represented the 1% of total employees), 156, 158.	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.	2016	✓
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.		✓

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	PwC
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		Percentage and total number of significant investments that include causes 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.	2016	✓
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Partially	Pg.133	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken	Not available	For 2014, Amadeus has not performed a Corporate Following up on the Social Responsibility and Environmental questionnaire sent out to key suppliers during 2012 and 2013. In 2014 Corporate Purchasing's initiatives were focused on the action plan that was defined as an output from such questionnaire. Next year's questionnaire will determine if this improving trend (2012 and 2013 results were already very positive) keeps ongoing in the future.	2016	✓
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. 133, 158					✓
Non-discrimination								
HR4	Total number of incidents of discrimination and corrective actions taken.	Fully	No discrimination incidents were reported at Amadeus in 2014.					✓
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	Pg. 133-134. During 2014, in our regular screening exercise, Amadeus has not identified any operations in which the right to exercise freedom of association and collective bargaining 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 leading provider of advanced technology solutions for the global travel industry, and thus has not identified any operations as having significant risk for incidents of child labor.					✓
Prevention of forced and compulsory labor								

Annex 3_GRI Tables

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	PwC
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 leading provider of advanced technology solutions for the global travel 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 organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not			Not applicable	As a leading provider of advanced technology solutions for the global travel 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 leading provider of advanced technology solutions for the global travel 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.	2016	✓
Remediation								
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Fully	During 2014 Amadeus has not identified any grievances related to human rights filed, adessed and resolved.					✓
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	PwC
Local communities								
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Partially	Pg. 96	Quantification of impact assessments and ongoing monitoring	Not available	Being one of Amadeus CRS Strategy goals the impact assessment for each of the CSR projects, Amadeus is working on this and aims to report the data in the coming years.	2016	✓
S09	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.		✓

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	PwC
S010	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/ small community. 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								
S02	Percentage and total number of business units analyzed for risks related to corruption.	Fully	Pg. 135. The number of analyzed units in 2014 was 15, which represents 15% of all Amadeus Group units'.					✓
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	Pg. 158					✓
S04	Actions taken in response to incidents of corruption.	Fully	In 2014 Amadeus did not identify any incidents of corruption.					✓
Public policy								
S05	Public policy positions and participation in public policy development and lobbying.	Fully	Pg. 21-23					✓
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not						✓
Anti-competitive behavior								
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	In 2014, there were no legal actions for anti-competitive behavior, anti-trust and monopoly practices.					✓
Compliance								
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	In 2014, Amadeus did not receive any significant fines or sanctions for non-compliance with laws and regulations.					✓

Annex 3_GRI Tables

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	PwC
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.	2016	✓
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.		

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	PwC
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Partially	Pg. 89-91	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 2014 there were no complaints regarding breaches of customer privacy and losses of customer data.					✓
Compliance								
PR9	Monetary value of significant fines for 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.					✓

✓: Indicator reviewed by PwC through the independent assurance for the corporate responsibility of the Sustainable Reporting Guidelines of the Global Reporting Initiative (GRI) version 3.1 (G3.1).