

Global Report 2015

A business, financial
and sustainability overview

Annex 3_GRI Content Index



G4-EC1 - Distributed Economic Value* (Figures in € million)

	2015
Operating costs	1,297
Employee wages and benefits	1,140
Payments to providers of capital**	649
Payments to governments	276
Distributed Economic Value	3,362

* As defined by the Global Reporting Initiative (G4-EC1 indicator).

** All financial payments made to providers of the organisation's capital (interests and dividends paid), including the Share Buy-Back program which constitutes an extraordinary shareholder remuneration.

Tables related to human resources information¹

G4-EC6 - Senior management* hired from the local community, in the 3 Amadeus main sites

	France	Germany	Spain
Senior management population	384	112	200
Senior management Local population	312	69	110
Proportion	81.25%	61.60%	55%

* Senior managers, Associate Directors, VPs, EVPs, SVPs.

G4-LA1 - Employee turnover*

	2013	2014	2015
Employee turnover rate	6.9%	7%	9%
Employee turnover by gender			
Number of men who left Amadeus	414	484	665
Number of women who left Amadeus	255	264	378

* Excluding Central & Southern Europe because of lack of comparable data with the rest of the countries included.

¹ Scope: permanent heads in all Amadeus Group companies, excluding 2014 and 2015 acquisitions, unless otherwise indicated.

G4-10, G4-LA12 - Number of employees by professional category and gender

	2013*	2014*	2015**
VPs and directors	147	148	177
Men	128	128	148
Women	19	20	29
Senior managers and managers	2,256	2,565	2,298
Men	1,564	1,799	1,620
Women	692	766	678
Staff	8,099	8,532	8,651
Men	4,860	5,143	5,267
Women	3,239	3,389	3,384
Total	10,502	11,245	11,126

* Scope: permanent heads in all Amadeus Group companies.

** Scope: permanent heads in all Amadeus Group companies, excluding 2014 and 2015 acquisitions.

G4-11 - Percentage of employees covered
by collective bargaining agreements

	2013	2014	2015
Total	54%	52%	53%

G4-LA1 - Turnover by region*

	2014	2015	Leavers (in 2015)
Europe**	5.8%	7%	504
Asia	11.9%	13.1%	307
North America	4.7%	14%	132
South America	9.3%	16.1%	83
Middle East and Africa	4.8%	7.7%	17

* Scope: all Amadeus Group Companies, excluding 2014 and 2015 acquisitions.

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

G4-LA1 - Employee hires by region

	2014	2015*
Europe	937	865
Asia	451	578
North America	206	155
South America	75	63
Middle East and Africa	38	38
Total	1,707	1,699

* Gender split: 612 women and 1,087 men.

G4-LA3 - Employee retention after parental leave by gender

	2015
Men	51
Women	120
Total*	171

* Total number of employees retained 12 months after returning to work following a period of parental leave.

G4-LA3 - Employees that took parental leave by gender

	2015
Men	109
Women	196

G4-LA6 - Health and safety rates

	2013	2014	2015
Injury rate	0.7	2.14	1.01
Lost day rate	0.01	0.02	0.04
Absentee rate %	2.09	1.79	2.82
Common illness rate %	1.62	1.51	1.5

G4-LA6 - Health and safety - Accidents

	2013		2014		2015	
	During working hours	To/from	During working hours	To/from	During working hours	To/from
Number of accidents resulting in lost days	10	32	27	32	21	20
Number of accidents not resulting in lost days	26	13	28	23	30	16
Number of fatal accidents	0	0	0	1	0	1

G4-LA6 - Health and safety - 2015 rates by region

	Injury rate	Lost day rate	% Absentee rate	% Common illness rate
Europe	1.44	0.06	3.9	1.9
Asia*	0	0	0.66	0.64
North America*	0	0	1.27	1.27
South America*	1.01	0.11	1.07	0.98
Middle East and Africa*	4.5	0.07	0.62	0.39

* Asia, North America, South America nor Middle East and Africa reported any incidents.

G4-10, G4-LA12 - Breakdown by professional category

	2013	2014	2015
VPs and directors	2%	1%	2%
Senior managers and managers	21%	23%	21%
Staff	77%	76%	78%

G4-LA11 - Percentage of employees receiving performance and career development reviews by employee category

	2015
VPs and directors	47%
Senior managers and managers	76%
Staff	75%

G4-LA12 - Board composition

	2013	2014	2015
Woman	9%	10%	10%
Other than Spanish	73%	70%	70%
<30 years old	0%	0%	0%
Between 30 and 50 years old	18%	30%	20%
>50 years old	82%	70%	80%

G4-LA9 - Hours of training by employee category*

	2013	2014***	2015
VPs and directors	2,975	2,669	1,294
Senior managers and managers	22,264	29,844	52,633
Staff	187,534	207,576	252,989
Total	212,773	240,089	306,016
e-Learning hours*			
Total**	22,608	9,531	18,024

* Scope: all Amadeus Group companies, excluding 2014 and 2015 acquisitions.

** Figures make reference to Amadeus e-Learning World.

***Due to a system upgrade, 2014 e-Learning hours correspond to 4 month activity.

G4-HR2 - Training on Code of Ethics and Business Conduct

	2015
Number of employees trained	629
Percentage of employees trained	5%
Number of training hours	585

G4-LA12 - Number of employees with disabilities*

	2013	2014	2015**
Total	78	79	129

* Scope: all Amadeus Group companies, excluding 2014 and 2015 acquisitions.

** Gender split: 47 women and 82 men.

G4-SO4 - Anti-Fraud Policy training*

	2013	2014	2015**
Top management trained	124	126	13
% over top management***	74%	85%	4%

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

** Break-down by region is as follows: 1 employee in Northern, Eastern, Central and Southern Europe and 12 employees in Western Europe.

*** The percentage of top management trained in 2015 is lower than previous years due to the fact that we do not train top management on a yearly basis. Nevertheless the total amount of top management trained in the last three years represents almost the 100% of top management.

Tables related to environmental information²

G4-EN1 - Paper consumption					
	2011	2012	2013	2014	2015
Paper consumption (kg)	77,830	64,819	63,815	54,447	56,704
Number of employees	7,728	8,130	9,296	9,604	10,192
Paper consumption per employee (A4 sheets / working day)	9.16	7.25	6.24	5.15	5.06

G4-EN3 - Fossil fuels					
	2011	2012	2013	2014	2015
Natural gas (GJ)	19,959	22,287	25,743	22,513	15,166
Natural gas trend	-15%	11.66%	15.51%	-12.55%	-32.63%
Diesel oil (GJ)	1,743	1,239	1,716	2,578	2,704
Diesel oil trend	-3%	-28.92%	38.50%	50.23%	4.89%

G4-EN8 - Water consumption					
	2011	2012	2013	2014	2015
Water consumption (m ³)	168,869	191,799	189,987	205,506	272,288

G4-EN23 - Waste					
	2011	2012	2013	2014	2015
Total estimated waste (kg)	181,996	177,357	235,821	306,369	320,476

² Scope: Top 11 Amadeus sites worldwide by number of employees. Amadeus' Bangalore site included since 2013 as the 11th site.

G4-EN3, G4-EN5 - Electricity consumption

	2011	2012	2013	2014	2015
Electricity consumption top 11 Amadeus sites* (GJ)	110,276	105,086	121,235	116,033	134,594
Number of employees*	7,728	8,130	9,296	9,604	10,192
Electricity consumption per employee* (GJ)	14.3	12.9	13.0	12.1	13.2
Electricity consumption Amadeus Data Centre (GJ)**	135,044	140,113	141,825	161,351	173,899
Number of transactions processed at the Data Centre (millions)	948	1,091	1,174	1,288	1,386
Energy required per one million transactions (GJ)**	142.5	128.4	120.8	125.3	125.5
Total electricity consumption top 11 sites and Data Centre (GJ)	245,320	245,199	263,060	277,384	308,493

* Does not include Amadeus Data Centre.

** Data for 2014 was updated as compared to the 2015 report due to a more accurate figure obtained from electricity provider.

G4-EN15, G4-EN16, G4-EN17 - CO₂ emissions and fossil fuels*

	2011	2012	2013	2014	2015
Scope 1. Direct emissions (fossil fuels)	1,175	1,263	1,471	1,408	983
Scope 2. Indirect emissions from purchased electricity	26,016	26,568	28,844	30,821	33,188
Scope 3. Indirect emissions from other sources**	5,093	5,393	7,052	8,503	8,872
Natural gas (m ³)	522,307	583,221	670,173	586,083	394,822
Diesel oil (L)	45,147	32,087	44,454	66,771	70,043

* All figures in t of CO₂ unless otherwise indicated. Does not include the offset of 2,364 t of CO₂ emissions in 2015.

** Includes emissions from air travel (top 8 sites) and paper use (top 11 sites).

G4-EN3 - Electricity generation. Energy content per type of fuel used (GJ)

	Coal	Fuel oil	Natural gas	Biomass	Waste	Other*	Total
Top 11 Amadeus sites	79,264	7,635	57,469	4,049	2,625	84,422	235,463
Data Centre	212,604	9,431	77,180	20,294	7,541	62,003	389,052

* Other: Nuclear, hydropower, geothermal, photovoltaic, solar thermal, wind power and tidal power.

GRI Content Index



General standard disclosures		
General Standard Disclosures	Page Number (or Link) (or direct answer)	Omission(s)
Strategy and analysis		
G4-1	P. 6-7	
G4-2	P. 24, 31, 79-80, 116-118	
Organisational profile		
G4-3	Cover	
G4-4	P. 19-21, 28	
G4-5	P. 9-10	
G4-6	P. 9-10	
G4-7	P. 3	
G4-8	P. 19-21, 28	
G4-9	P. 2	
G4-10	P. 95, 149, 151	
G4-11	P. 150	
G4-12	P. 138	
G4-13	P. 53, 96	
G4-14	P. 118	
G4-15	P. 78, 86-93, 99	
G4-16	P. 122-125	
Identified material aspects and boundaries		
G4-17	Amadeus Consolidated Annual Accounts 2015 - pages 103-111	
G4-18	P. 137	
G4-19	P. 137-138	

G4-20	The scope of the reporting for each material aspect includes the entire Amadeus Group unless otherwise indicated below graphs and tables.
G4-21	The scope of the reporting for each material aspect includes the entire Amadeus Group unless otherwise indicated below graphs and tables.
G4-22	There have not been any re-statements of information provided in earlier reports.
G4-23	There have not been any significant changes from previous reporting periods in the Scope and Aspect Boundaries.
Stakeholder engagement	
G4-24	P. 140
G4-25	P. 137-138, 140
G4-26	Amadeus works with key stakeholders regularly (P. 140). 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: <ul style="list-style-type: none"> - Employees: P. 100-101. - Shareholders: P. 129. - Customers: P.59-67. - Suppliers: P. 140. - Industry partners: P. 121-127. - Governments, authorities and regulatory bodies: P. 122. - Society and environment: direct engagement through our industry affairs team and various multistakeholder panels (Pg, 122).
G4-27	P. 137-138, 140
Report profile	
G4-28	Cover
G4-29	Amadeus previous report was published in 2015.
G4-30	Annual

G4-31	Back cover
G4-32	P. 137, 155-165
G4-33	P. 137, 141
Governance	
G4-34	P. 109, 114
G4-35	P. 110-111, 114
G4-36	P. 114
G4-37	P. 110-111, 114
G4-38	P. 110-113 / 2015 Corporate Governance Annual Report - C.1.12, page 16.
G4-39	The Chair of the Board of Directors is not an executive director.
G4-40	P. 113
G4-41	P. 115-116
G4-42	P. 109-110
G4-43	P. 141
G4-44	P. 110-111
G4-45	P. 114 / The management of economic, environmental and social impacts, risks and opportunities is undertaken by Industry Affairs comprises.
G4-46	P. 110, 116-118
G4-47	Amadeus reviews its sustainability performance once a year.
G4-48	P. 139
G4-49	P. 137-140
G4-50	P. 137-138
G4-51	P. 111
G4-52	P. 113

G4-53 Before making public the Annual Report on Remuneration of Directors, Management arranges conference calls with the main proxy advisors and face to face meetings with investors if so required. Director's remuneration policy is explained, answering questions raised and taking note of the concerns and suggestions received from investor/proxy advisors. Additional information is delivered if required. The most significant concerns, if any, are reported to the Nominations and Remuneration Committee.

G4-54 - Omission: Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees in the same country. Explanation: Currently unavailable. The information required for 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. Amadeus is analysing the availability of information in the relevant locations and exploring different options for reporting this information regarding compensation in a homogeneous manner. Amadeus aims to report this information in 2018, except for countries where local data protection regulations and agreements do not allow sharing remuneration data with the parent company.

G4-55	-	<p>Omission: Ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees in the same country.</p> <p>Explanation: Currently unavailable. The information required for 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. Amadeus is analysing the availability of information in the relevant locations and exploring different options for reporting this information regarding compensation in a homogeneous manner. Amadeus aims to report this information in 2018, except for countries where local data protection regulations and agreements do not allow sharing remuneration data with the parent company.</p>
Ethics and integrity		
G4-56		P. 12
G4-57		P. 117, 140
G4-58		P. 117, 140

Specific standard disclosures		
DMA and Indicators	Page Number (or Link) (or direct answer)	Omission(s)
Category: economic		
Material aspect: economic performance		
G4-DMA	P. 2-3, 79-80	
G4-EC1	P. 149	
G4-EC2	P. 79-80 / Amadeus estimates that the effort required to adapt and comply with current and future environmental legislation related particularly to emissions reporting globally and energy audits in the European Union will be in the range of 100,000 to 300,000 EUR within the next three years.	
G4-EC3	-	Omission: Coverage of the organisation's defined benefit plan obligations. Explanation: Confidentiality constraints. This information regarding Amadeus Human Resources policies is considered confidential.
G4-EC4	The total amount of government grants received from the French Tax Authorities is KEUR 18,528 and KEUR 20,164 for the years ended on 31 December 2015 and 2014, respectively.	
Material aspect: market presence		
G4-DMA	P. 97	
G4-EC5	-	Omission: Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation. Explanation: Confidentiality constraints. This information regarding Amadeus Human Resources policies is considered confidential.
G4-EC6	P. 149	

Material aspect: indirect economic impacts		Material aspect: water	
G4-DMA	P. 83-84	G4-DMA	P. 69-72, 75
G4-EC7	P. 83-84	G4-EN8	P. 153
G4-EC8	P. 84		
Category: environmental			
Material aspect: materials			
G4-DMA	P. 69-72, 74-76	G4-EN9	- Omission: Water sources significantly affected by withdrawal of water. Explanation: Not applicable. Water withdrawal is relatively low, given that it is only used for office buildings.
G4-EN1	P. 153		
G4-EN2	- Omission: Percentage of materials used that are recycled input materials. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.	G4-EN10	- Omission: Percentage and total volume of water recycled and reused. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.
Material aspect: energy		Material aspect: emissions	
G4-DMA	P. 69-76	G4-DMA	P. 69-75
G4-EN3	P. 153-154	G4-EN15	P. 154
G4-EN4	Energy consumption outside of the organisation is 103,836 GJ.	G4-EN16	P. 154
G4-EN5	P. 154	G4-EN17	P. 154
G4-EN6	P. 73	G4-EN18	P. 74
G4-EN7	P. 77	G4-EN19	P. 73

<p>G4-EN20</p>	<p>-</p> <p>Omission: Emissions of ozone-depleting substances (ODS). Explanation: 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.</p>	<p>G4-EN23</p>	<p>P. 153</p> <p>Omission: Disposal Method used to manage the waste. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.</p>
<p>G4-EN21</p>	<p>-</p> <p>Omission: NOX, SOX, and other significant air emissions. Explanation: Not applicable. Amadeus is a provider of advanced technology solutions for the global travel industry, and thus impact of this indicator is considered not applicable.</p>	<p>G4-EN24</p>	<p>-</p> <p>Omission: Total number and volume of significant spills. Explanation: Not applicable. Amadeus is a provider of advanced technology solutions for the global travel industry, and thus impact of this indicator is considered not applicable.</p>
<p>Material aspect: effluents and waste</p>			
<p>G4-DMA</p>	<p>P. 69-72, 75</p>		
<p>G4-EN22</p>	<p>-</p> <p>Omission: Total water discharge by quality and destination. Explanation: Not applicable. All the water consumed (EN8) is discharged to the sewage system or used for irrigation purposes.</p>	<p>G4-EN25</p>	<p>-</p> <p>Omission: Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention2 Annex I, II, III, and VIII, and percentage of transported waste shipped internationally. Explanation: Not applicable. Amounts of hazardous waste generated are relatively low, given the nature of the business as a software developing company.</p>

G4-EN26	-	Omission: Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff. Explanation: Not applicable. Water withdrawal is relatively low, given that it is only used for office buildings.		
Material aspect: products and services				
G4-DMA		P. 77		
G4-EN27		P. 77		
G4-EN28	-	Omission: Percentage of products sold and their packaging materials that are reclaimed by category. Explanation: Not applicable. Amadeus is a provider of advanced technology solutions for the global travel industry, and thus impact of this indicator is considered not applicable.		
Material aspect: compliance				
G4-DMA		P. 80		
G4-EN29		Amadeus has not received any significant fines or sanctions for non-compliance with environmental laws and regulations.		
Category: social				
Sub-category: labour practices and decent work				
Material aspect: employment				
G4-DMA		P. 95, 97		
			G4-LA1	P. 149
			G4-LA2	P. 102 / Furthermore, temporary employees also enjoy health benefits and insurance.
			G4-LA3	P. 150
				Omission: Breakdown by age group and rate of new hires. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.
				Omission: Total number of employees that were entitled to parental leave by gender, those who returned to work after a parental leave ended by gender, those who returned to work rate and retention rate. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.
Material aspect: labour/management relations				
G4-DMA		P. 106		

G4-LA4	-	Omission: 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. Explanation: Not applicable. There is no minimum number of weeks as such. 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.
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Material aspect: occupational health and safety

G4-DMA	P. 106
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G4-LA5	100% of our employees in Spain represented by health & safety committee.	Omission: Percentage of total workforce represented in formal joint management-worker health and safety committees in countries other than Spain. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.
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G4-LA6	P. 150-151	Omission: Breakdown by gender, occupational diseases rate types of injury for the workforce and the information regarding independent contractors. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.
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G4-LA7	No workers with high incidence or high risk of diseases have been identified.
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G4-LA8	-	Omission: Health and safety topics covered in formal agreements with trade unions. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.
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Material aspect: training and education

G4-DMA	P. 103-105
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G4-LA9	P. 152	Omission: Breakdown by gender. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.
G4-LA10	P. 105	In addition to the Amadeus Leadership Program, we also provide different local development training such as the Junior Professional Program.
G4-LA11	P. 151	Omission: Breakdown by gender. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.
Material aspect: diversity and equal opportunity		
G4-DMA	P. 97-99	

G4-LA12	P. 149, 151-152	Omission: Breakdown by age group. In relation to minority groups, also breakdown by gender and percentage of minority group membership of the governance bodies. Explanation: Currently unavailable. This data is not available at the date of preparing this report due to the absence of a formal procedure for reporting the required information. Amadeus is analysing the availability of related data in the relevant locations and exploring different options for reporting this data in a homogeneous manner. Amadeus aims to report this data in 2018.
Sub-category: human rights		
Material aspect: investment		
G4-DMA	P. 98, 116	
G4-HR1	-	Omission: Percentage and total number of significant investments that include clauses on HR. Explanation: Currently unavailable. 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. Amadeus is working on this and aims to report the data in 2018.
G4-HR2	P. 152	

Material aspect: non-discrimination	
G4-DMA	P. 116
G4-HR3	No discrimination incidents were reported at Amadeus in 2015.
Material aspect: freedom of association and collective bargaining	
G4-DMA	P. 106, 116
G4-HR4	During 2015, 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.
Material aspect: child labour	
G4-DMA	P. 116
G4-HR5	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.
Material aspect: forced or compulsory labour	
G4-DMA	P. 116
G4-HR6	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.
Material aspect: supplier human rights assessment	
G4-DMA	P. 116

		Omission: Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken. Explanation: Currently unavailable. During 2012 and 2013 Corporate Purchasing carried out a Social Responsibility and Environmental Questionnaire to its key providers. No major risks when it comes to human rights were identified at that time and, as no key providers have been changed since then, no additional questionnaires have been submitted. Just the regular communication has been taking place with them in order to ensure they keep Amadeus standards in all social and environmental matters. Additional questionnaires will be submitted, and information will therefore be available in future, when significant changes take place in our supply chain.
G4-HR10		-
G4-HR11	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 on human rights.	
Material aspect: human rights grievance mechanisms		
G4-DMA		P. 116
G4-HR12	During 2015 Amadeus has not identified any grievances related to human rights filed, addressed and resolved.	

Sub-category: society	
Material aspect: local communities	
G4-DMA	P. 83-84
G4-S01	P. 84
G4-S02	<p>Omission: Operations with significant actual or potential negative impacts on local communities. Explanation: Not applicable. 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. Not applicable. Amadeus is a provider of advanced technology solutions for the global travel industry, and thus impact of this indicator is considered not applicable.</p>
Material aspect: anti-corruption	
G4-DMA	P. 116
G4-S03	<p>P. 119 / During 2015, Group Internal Audit performed assessments in 14 units through 7 Internal Audits, 1 Quality Assessment, 1 Advisory, and the testing of yearly Internal Controls over Financial Reporting at the 3 main sites. These units represent more than 80% of Amadeus' revenues and about 90% of its total assets. No significant risks of corruption were identified from the assessments performed in 2015 by Group Internal Audit. In 2015, Legal sent a self-assessment form (Amadeus Group Company Questionnaire) to all Amadeus Commercial Organisations and group companies worldwide to assist in assessing compliance of each company with core group policies and procedures. Each General Manager signs this form that to the best of his or her knowledge, the ACO/company's business is in compliance with the Amadeus' core group policies. Once Legal has compiled all the answers from the Amadeus Group Company Questionnaire, we identify potential red flags, share the results, and send a report to the regional VPs of and the different departments involved in the process.</p>
G4-S04	<p>P. 152 / Our anti-corruption (anti-fraud, anti-bribery & entertainment/gift) Policies have been communicated to all employees in 2015.</p> <p>Omission: Business partners and governance body members that the organization's anti-corruption policies and procedures have been communicated to. Explanation: Currently unavailable. Amadeus is in the process of defining a communication and awareness campaign on anti-corruption policies and procedures to governance body members and another communication and awareness campaign for business partners. Amadeus aims to report this information in 2018.</p>
G4-S05	In 2015 Amadeus did not identify any incidents of corruption.
Material aspect: anti-competitive behaviour	
G4-DMA	P. 116-117, 121-122
G4-S07	In 2015, there were no legal actions for anticompetitive behavior, anti-trust and monopoly practices.

Material aspect: compliance

G4-DMA P. 112, 114, 116-119

G4-S08 In 2015, Amadeus did not receive any significant fines or sanctions for noncompliance with laws and regulations.

Sub-category: product responsibility

Material aspect: customer health and safety

G4-DMA P. 106

G4-PR1 - Omission: Percentage of significant product and service categories for which health and safety impacts are assessed for improvement. Explanation: Not applicable. The studies carried out in the past indicate H&S risks is negligible and, therefore, indicator does not apply. Not applicable. Amadeus is a provider of advanced technology solutions for the global travel industry, and thus impact of this indicator is considered not applicable.

G4-PR2 We are not aware of any incident of non-compliance with regulations and voluntary codes concerning the health and safety impacts of our services.

Material aspect: product and service labelling

G4-DMA P. 64

G4-PR3 - Omission: Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements. Explanation: Not applicable. Amadeus is a provider of advanced technology solutions for the global travel industry. Given the nature of this activity, we understand that the direct impact on sustainability of the use of our services is not significant.

G4-PR4 - Omission: Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Explanation: Not applicable. Amadeus is a provider of advanced technology solutions for the global travel industry. Given the nature of this activity, we understand that the direct impact on sustainability of the use of our services is not significant.

G4-PR5 P. 66

Material aspect: customer privacy

G4-DMA P. 117

G4-PR8 In 2015 there were no complaints regarding breaches of customer privacy and losses of customer data.

Material aspect: compliance

G4-DMA P. 112, 114, 116-118

G4-PR9 Amadeus did not receive any fines related to non-compliance with laws and regulations concerning the provision and use of products and services.





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