



Annex 1  
About  
this report



1. Overall scope and methodology
2. Communication with our stakeholders

## 1. Overall scope and methodology

### Reporting principles

The *Amadeus Global Report 2016* provides an overview of Amadeus' operations and performance from a commercial, financial and sustainability perspective. Alongside our results in 2016, it also includes our reflections on facing the challenge of travel 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 2016* is prepared 'in accordance' with the GRI G4 Guidelines – Core option. The external assurance of the report by an independent organisation (PwC) ensures the accuracy of the quantitative data and confirms the appropriate evidence and context for qualitative information (see PwC's *Independent Assurance Report* at the end of this Annex). As shown in Annex 2 of this report, GRI confirmed that the GRI Content Index is accurate, and that all included disclosures have their corresponding location reference throughout the report. For that purpose, we have included disclosure labels in the pages where the information on the particular disclosure is presented.

This report brings together information about Amadeus capitals<sup>1</sup> into a single corporate document. To this end, the International Integrated Reporting Council (IIRC) guidelines on integrated reporting have been taken into account throughout. The aim has been to produce a concise document demonstrating how Amadeus' 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.

<sup>1</sup> As IIRC explains in its International <IR> Framework, all organisations depend on various forms of capital for their success: financial, manufactured, intellectual, human, social and relationship, and natural. Capitals are stocks of value that increase, decrease or transform through the activities and outputs of the organisation.

## Materiality analysis

Together with a team of external consultants, we have undertaken an assessment to determine which environmental, social and economic sustainability matters are most critical to Amadeus and its stakeholders. The sections in this report cover the most significant aspects identified in the materiality analysis.

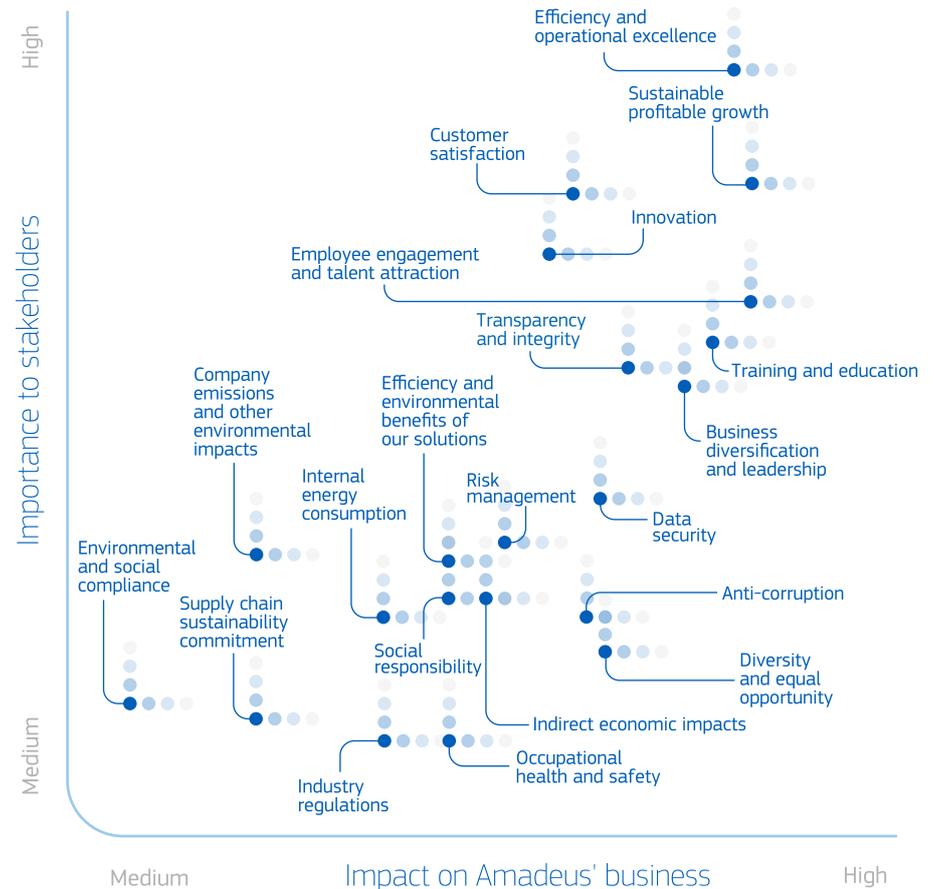
All company units managing relationships with Amadeus' various stakeholders provided documentation for an initial selection of relevant aspects. These are the main internal reports that were compiled for that purpose:

- \_ Overall news and social media evaluation report
- \_ Work climate survey results at the Nice (France) and Madrid (Spain) sites
- \_ Global engagement survey results
- \_ Reputational risk map
- \_ Amadeus brand measurement study
- \_ Customer satisfaction surveys by customer segments at regional and global levels: travel agencies, airlines, hotels, rail companies, corporations, etc.
- \_ Dow Jones Sustainability Index (DJSI) and CDP questionnaires
- \_ Previous materiality analyses

In order to gain a better understanding of the material aspects of the analysis, benchmarking as well as internal and external interviews were carried out by independent experts. Internally, these experts held meetings with the heads of key business units (Human Resources, Environment, Social Responsibility and Industry Affairs, among others).

The outcome of the materiality analysis is reflected in the materiality matrix on the right, in two dimensions: relevance of sustainability aspects for Amadeus (horizontal dimension), and influence of these aspects on stakeholders' decisions (vertical dimension). This materiality matrix represents the aspects with at least a medium or high degree of materiality in both dimensions. We have carefully studied the results of the materiality analysis in order to include the most relevant information in a greater level of depth in this report. The materiality matrix is reviewed every year in the planning phase of the production of the *Global Report*.

## Amadeus materiality matrix



GRI

G4-12  
G4-19  
G4-25  
G4-26  
G4-27

Regarding the results of the materiality analysis shown in the matrix, it is important to note that:

- \_ The 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 Amadeus' relationships with stakeholders, and therefore should not be viewed in isolation
- \_ The chart is not meant to be a precise representation, but rather an indication of the principal factors

In addition to the most relevant aspects, we also report on matters that have low sustainability risks or impact on our business, such as water consumption and supplier assessments, given the importance of transparency to specific external stakeholders.

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 topics we covered less than 100% of the business scope. In those cases where data is partial, the scope is explained in the same section. For example, for environmental reporting, we gathered data from the top 11 Amadeus sites by number of employees, estimating that these represent approximately 90% of the total resource consumption of Amadeus' companies worldwide.

Below are other relevant remarks regarding some of the material aspects:

#### The environmental impact of Amadeus' operations

As a technology provider for the global travel industry, Amadeus has a relatively low direct environmental impact. We are not involved in physical manufacturing processes, and our main source of energy and natural resource consumption is our Data Centre in Germany. Moreover, one principal objective of the solutions we provide to our customers is to improve operational efficiency, and this often entails the reduction of energy and natural resource consumption. Evaluating and maximising the positive environmental benefits of our technology is extremely important for us, given the high-energy intensity of the travel industry.

#### Amadeus' workforce

The vast majority of our people hold an advanced level of education. Consequently, the likelihood of our employees facing human rights risks is relatively low.

#### Amadeus' suppliers

From a supply chain perspective, Amadeus is neither a factory nor a manufacturing company. Its business is not related to any kind of production chain, but to online transaction processes and software development. In this context, Amadeus' exposure to third-party providers that may not comply with minimal social or environmental requirements is very limited. Most of our external providers can be grouped 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. This facilitates our control of and access to information in the supply chain. In terms of purchasing volumes, our spend is concentrated at our three main sites in Spain, Germany and France.

The Amadeus Corporate Purchasing Policy aims at ensuring that all participants involved in the procurement of goods and services factor in social and environmental responsibility in their purchasing decisions. With regards to communication, the Purchasing function divides its channels among the three main sites and regions. An organisation of local, regional and global Purchasing teams is in charge of managing the operations on the supply chain side and deals with both internal stakeholders and vendors.

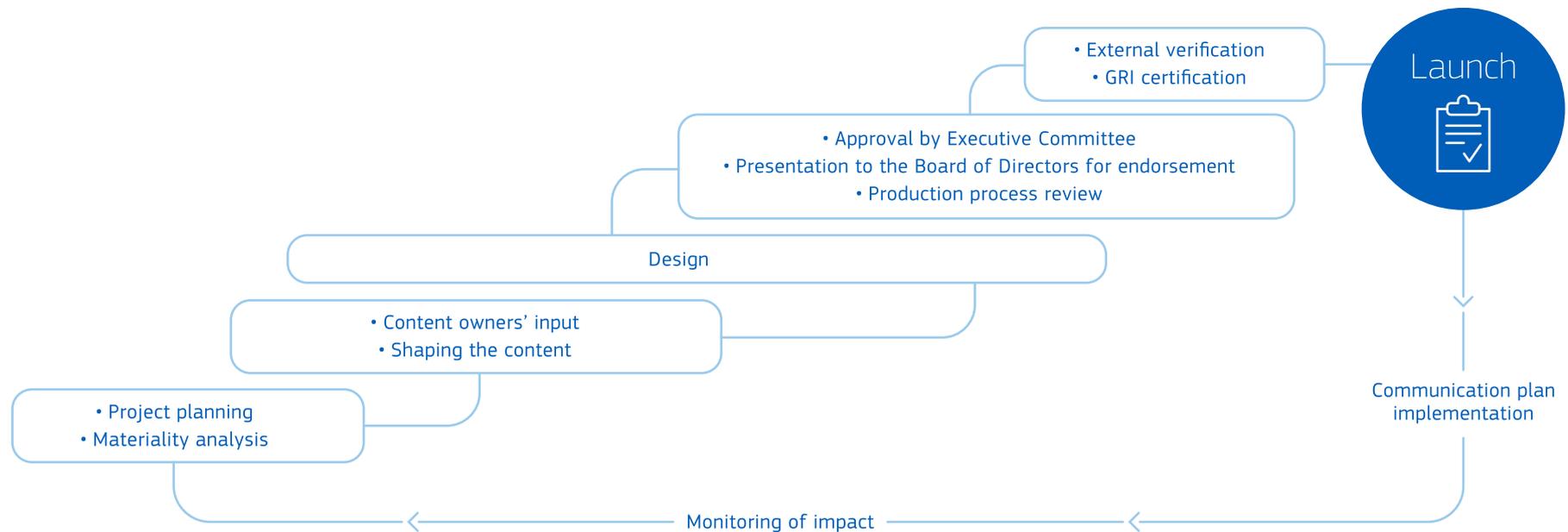
## Producing the Amadeus Global Report

Year after year, we make sure that all Amadeus teams responsible for the relationships with each stakeholder group are represented in the process of defining and shaping the content of the report, which requires a constant effort to enhance dialogue within the company. In this edition of the report, close to 100 people worldwide – representing more than 30 business areas and departments – have been directly involved in the preparation and production of the Amadeus Global Report. The report goes through an exhaustive review by the main corporate units at global level, and all members of the Amadeus Executive Committee have approved

it. Once the report is presented to the Board of Directors for endorsement, it is launched to internal and external audiences with customised communication plans at all geographical levels. The chart below illustrates in more detail the process followed in the production of this report.

Following the GRI G4 Guidelines concerning the principles for defining report quality, the report production process is constantly revised and enhanced with the final goal of improving its balance, comparability, accuracy, timeliness, clarity and reliability.<sup>2</sup>

## Roadmap to the Amadeus Global Report



<sup>2</sup> The principles for defining report quality according to GRI are explained at <https://g4.globalreporting.org/how-you-should-report/reporting-principles/principles-for-defining-report-quality/>.

## 2. Communication with our stakeholders

Amadeus' external reporting aims to ensure clear communication as well as transparency in relation to the company's performance. Together with this report, other publications provide further insight into the details of Amadeus' business activities:

- \_ *Annual Corporate Governance Report*
- \_ *Consolidated Annual Accounts and Management Review*
- \_ Quarterly results announcements
- \_ Extensive information about Amadeus' performance on <http://www.investors.amadeus.com>.
- \_ Additional up-to-date information about Amadeus on the company's blogs and social media channels on Amadeus Blog, LinkedIn, Twitter, Facebook, Google+

In addition to the external reporting and the specific forms of engagement described throughout this report,  we use a wide range of tools to facilitate dialogue with our stakeholders. The table on the right shows our main communication channels for each category of stakeholder. The frequency of engagement varies, but for all cases it takes place at least once a year, and the specific regularity depends on the need and the nature of the engagement in each instance.

 See 'Customer service and customer satisfaction', p. 70, 'Amadeus people', p. 78, 'Amadeus industry relations', p. 94, 'Environmental sustainability', p. 100, 'Social commitment', p. 114, and 'Shareholders and financial institutions', p. 130.

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 email</li> <li>_ Intranet</li> <li>_ <a href="http://www.amadeus.com/careers">http://www.amadeus.com/careers</a></li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>_ Direct engagement through Investor Relations team and regular reports</li> <li>_ Roadshows and conferences</li> <li>_ Investor Relations Inbox</li> <li>_ <a href="http://www.amadeus.com/investors/">http://www.amadeus.com/investors/</a></li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>_ Direct engagement through local, regional and global sales, as well as customer management teams around the world</li> <li>_ Customer Loyalty Programme</li> <li>_ Local customer support</li> <li>_ Amadeus Customer Service 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 offices worldwide</li> <li>_ Social responsibility and environmental surveys</li> </ul>
<b>Industry associations</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 Industry Affairs team and local Amadeus general managers</li> <li>_ Participation in related meetings and events</li> <li>_ <a href="http://www.amadeus.com">http://www.amadeus.com</a> (specific pages for industry affairs)</li> </ul>
<b>Society and the environment</b>	<ul style="list-style-type: none"> <li>_ Direct engagement through Industry Affairs team and various multi-stakeholder panels</li> <li>_ Press releases</li> <li>_ Social media</li> <li>_ Industry Affairs Box email</li> <li>_ Collaboration in joint social responsibility initiatives</li> </ul>



**INDEPENDENT LIMITED ASSURANCE REPORT  
ON THE CORPORATE SOCIAL RESPONSIBILITY INDICATORS**

To the Management of Amadeus IT Group, S.A.

We have carried out our work to provide limited assurance on the Corporate Social Responsibility indicators contained in "Annex II" of the Global Report 2016 (hereinafter "CSR Indicators") of Amadeus IT Group, S.A. (hereinafter "Amadeus") for the year ended 31 December 2016, prepared in accordance with the general basic and specific content proposed in the Guidelines for the Preparation of the Sustainability Report of the Global Reporting Initiative (GRI) version G4 (hereinafter GRI G4 Guidelines).

**Responsibility of the Management**

The Management of Amadeus is responsible for the preparation, content and presentation of the Global Report 2016 in accordance with the GRI G4 Guidelines, according to the option "In accordance" - Core with the Guidelines. This responsibility includes designing, implementing and maintaining the internal control considered necessary to ensure that the CSR indicators are free of material misstatement due to fraud or error.

The Management of Amadeus is also responsible for defining, implementing, adapting and maintaining the management systems from which the necessary information is obtained to prepare the CSR indicators.

**Our responsibility**

Our responsibility is to issue a limited assurance report based on the procedures that we have carried out and on the evidence that we have obtained. We have carried out our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (ISAE 3000) (Revised), "Assurance Engagements other than Audits or Reviews of Historical Financial Information", issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC).

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement. Therefore the assurance provided is also less.

The procedures carried out are based on our professional judgement and included enquiries, observation of processes, inspection of documentation, analytical procedures and tests of review, based on sampling, which have generally been as follows:

- Meetings with the personnel of several departments of Amadeus involved in the preparation of the Global Report 2016.
- Analysis of the procedures used to compile and validate the data and information presented in the CSR indicators.

PricewaterhouseCoopers Auditores, S.L., Torre PwC, Pº de la Castellana 259 B, 28046 Madrid, España  
Tel.: +34 915 684 400 / +34 902 021 111, Fax: +34 915 685 400, www.pwc.es

R. M. Madrid, hoja 87.250-1, folio 75, tomo 9.267, libro 8.054, sección 3ª  
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- Analysis of the adaptation of the CSR indicators of Amadeus to the GRI G4 Guidelines on the preparation of reports.
- Verification, through random sampling tests revisions and substantive tests on the quantitative and qualitative information used to determine Amadeus's CSR indicators. We have also verified that the information has been adequately compiled from the data provided by Amadeus' sources of information.

**Our Independence and Quality Control**

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

PwC applies International Standard on Quality Control (ISQC 1) and consequently, our firm has a global quality control system which includes policies and procedures on the compliance of ethical requirements, professional standards and applicable statutory requirements.

**Limited assurance conclusion**

As a result of the procedures carried out and evidence obtained, nothing has come to our attention that causes us to believe that the CSR indicators of Amadeus for the year ended 31 December 2016, contain significant errors or have not been prepared, in all material respects, in accordance with GRI G4 Guidelines.

**Use and Distribution**

Our report is issued solely for the Management of Amadeus, in accordance with the terms and conditions of our engagement letter. We accept no responsibility to third parties other than the Management of Amadeus.

PricewaterhouseCoopers Auditores S.L.

Mª Luz Castilla

7 April 2017

PricewaterhouseCoopers Auditores, S.L., Torre PwC, Pº de la Castellana 259 B, 28046 Madrid, España  
Tel.: +34 915 684 400 / +34 902 021 111, Fax: +34 915 685 400, www.pwc.es

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