



Our company

Powering environmental progress

People and Impact

Governance

Appendices

Powering Progress Report 2024





Our company

Powering environmental progress

People and Impact

Governance

Appendices

American Express Global Business Travel – known as Amex GBT for short – is a leading software and services company for travel, expense, and meetings & events.

We have built the most valuable marketplace in travel with the most comprehensive and competitive content. A choice of solutions brought to you through a strong combination of technology and people, delivering the best experiences.

With travel professionals and business partners in more than 140 countries, our solutions deliver savings, flexibility, and service from a brand you can trust – Amex GBT.

GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the "American Express Global Business Travel" and "American Express GBT Meetings & Events" brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express.

This document contains unpublished, confidential, and proprietary information of American Express Global Business Travel (Amex GBT). No disclosure or use of any portion of these materials may be made without the express written consent of Amex GBT.

Amex GBT and its affiliates, resellers, distributors, vendors, and suppliers (collectively, the "Amex GBT Parties" or "we") make no representations or warranties, express or implied, guarantees, or conditions with respect to your use of the Carbon Emission Reporting ("CER") or other sustainability information, software, or services ("Related Materials"), or its quality, reliability, merchantability, non-infringement of third-party rights, or fitness for a particular purpose. You understand that use of the CER and/or Related Materials is at your own risk and that we provide the same on an "AS IS" basis "with all faults" and "as available." You bear the entire risk of using the CER and/or Related Materials and we are not liable for the CER or Related Materials or for any action taken by you in reliance thereon, or for any losses or other harm arising from use of the CER or Related Materials. None of the Amex GBT Parties guarantee the accuracy of the CER and/or Related Materials or the appropriateness of one carbon calculation method over another.

© 2025 GBT Travel Services UK Limited.

One's destination is never a place, but rather a new way of looking at things.

Henry Miller, Author



Our company

Powering environmental progress

People and Impact

Governance

Appendices

Our company →

Powering environmental progress →

People and Impact →

Governance →

Appendices →





Our company

- 5 About this report
- 6 Message from our CEO
- 7 Powering Progress 2024
- 8 Our highlights and achievements of 2024
- 9 Amex GBT at a glance
- 11 Awards and recognition
- 13 Industry groups and global organization memberships





About this report

This report includes our strategic objectives, outcomes, and actions across priority areas from January 1 to December 31, 2024, unless noted otherwise.¹

Amex GBT is committed to complying with applicable laws and regulations and strives to adhere to leading voluntary standards, including the following frameworks and initiatives:



Global Reporting Initiative (GRI): This independent not-for-profit organization leads sustainability reporting for organizations.



United Nations (UN): We are committed to the UN Sustainable Development Goals and the Ten Principles of the UN Global Compact.



Carbon Disclosure Project (CDP): We complete the CDP Climate Change Response on an annual basis, which incorporates guidance from the Task Force on Climate-Related Financial Disclosures (TCFD) and standards issued by the International Sustainability Standards Board of the International Financial Reporting Standards Foundation.

Reporting guidelines and content

The information contained in this Report (“Report”) includes “forward-looking statements” within the meaning of Section 27A of the Securities Act and Section 21E of the Exchange Act that are subject to the safe harbor created thereby under the Private Securities Litigation Reform Act of 1995. Words such as “estimates,” “projected,” “expects,” “estimated,” “anticipates,” “suggests,” “projects,” “forecasts,” “plans,” “intends,” “believes,” “seeks,” “may,” “will,” “would,” “should,” “could,” “future,” “propose,” “target,” “goal,” “objective,” “outlook,” and variations of these words or similar expressions (or the negative versions of such words or expressions) are intended to identify forward-looking statements.

These forward-looking statements are not guarantees of future performance, conditions, or results, and involve a number of known and unknown risks, uncertainties, assumptions, and other important factors, many of which are outside the control of the parties, that could cause actual results or outcomes to differ materially from those discussed in the forward-looking statements. Important factors, among others, that may affect actual results or outcomes include significant business, economic, competitive, regulatory, and other risks and uncertainties, many of which are difficult to predict and beyond Amex GBT’s control.

Accordingly, investors should not place undue reliance on forward-looking statements as a prediction of actual results or actual performance. We describe risks and uncertainties that could cause actual results and events to differ materially in our reports filed with the Securities and Exchange Commission (SEC), including in our most recent Annual Report on Form 10-K in the risks summarized in the section entitled “Risk Factors” and in Amex GBT’s other periodic filings with the SEC. Additional risks of which Amex GBT is not currently aware could cause actual results to differ.

We undertake no obligation to update or revise publicly any forward-looking statements, whether because of new information, future events, or otherwise. In addition, statistics and metrics presented in this Report may be estimates and/or based on assumptions or developing standards.

Additionally, terms such as “impact,” “green,” and “sustainability” can be subjective in nature, and there is no representation or guarantee that these terms, as used in the Report, will reflect the beliefs or values, policies, principles, frameworks, or preferred practices of any particular investor or other third party or reflect industry trends.

Any sustainability, climate, or impact goals, commitments, incentives, and initiatives outlined in this Report are, unless explicitly stated otherwise in this Report, purely voluntary, are not binding on our business and/or management, and do not constitute a guarantee, promise, or commitment regarding actual or potential positive impacts or outcomes.

As discussed herein, Amex GBT is involved in a number of initiatives seeking to reduce greenhouse gas emissions associated with business travel, including, but not limited to, initiatives with respect to carbon compensation via Chooose and sustainable aviation fuel environmental attributes via Shell Aviation.

The emissions reductions associated with these initiatives are difficult to quantify, and none of the information contained in this Report about these initiatives is intended to constitute a “claim” within the meaning of the California Voluntary Carbon Market Disclosures Act, Section 44475.2 of the California Health and Safety Code, Division 26. Further, there can be no assurance that our policies and procedures as described in this Report will continue; such policies and procedures could change, even materially.

We are permitted to determine in our discretion that it is not feasible or practical to implement or complete certain of our initiatives, policies, and procedures based on cost, timing, or other considerations. The United Nations Sustainable Development Goals (SDGs), discussed in this Report, are aspirational in nature.

The analysis involved in determining whether and how certain initiatives may contribute to the SDGs is inherently subjective and dependent on a number of factors. There can be no assurance that reasonable parties will agree on a decision as to whether certain projects, initiatives, investments, or other aspects of our business contribute to a particular SDG.

Accordingly, investors should not place undue reliance on our application of the SDGs, as such application is subject to change at any time and in our sole discretion. Certain information and data contained herein has been obtained from third parties, and in certain cases, has not been updated through the date hereof. We have not independently verified the data from these third-party sources.

While these third-party sources are believed to be reliable, we make no representation or warranty, express or implied, with respect to the accuracy, fairness, reasonableness, or completeness of any of the information contained herein, and we expressly disclaim any responsibility or liability thereof. This Report may contain links and references to other internet sites.

Such links or references are not intended to be incorporated by reference into this Report and are not endorsements of any products or services in such sites, and no information in such site has been endorsed or approved by Amex GBT.

The inclusion of information in this Report should not be construed as a characterization regarding the materiality or financial impact of that information. Further, in this Report, we are not using terms such as “material” or “materiality” as they are used under the securities or other laws of the United States or any other jurisdiction, or as they are used in the context of financial statements and financial reporting. Materiality, for the purposes of this document, should not, therefore, be read as equating to any use of the word in other Amex GBT reporting.



¹ Please see our timeline for more information on acquisitions and brands, on [page 10](#).



Message from our CEO

At Amex GBT, we are driven by our purpose to power progress through travel – environmental, social, and economic progress. It is our North Star. Our commitment to building a more sustainable future, creating a positive social and economic impact in our local and global communities, and supporting our colleagues, customers and partners are at the core of our purpose.

Together, we are powering progress. And for the third year running, I am proud to say we achieved platinum status from EcoVadis, the leading assessment platform, placing us in the top 1% of businesses globally for our corporate sustainability program.

In 2024, we progressed our decarbonization journey. Amex GBT became one of the first companies in the business travel industry to achieve Science Based Targets initiative (SBTi) validation of our emissions reduction strategy, demonstrating that our targets are aligned to the latest climate science.

We're also supporting the wider industry to decarbonize through our continued investment in sustainable aviation fuel (SAF), and this year saw the introduction of a new emissions-based carbon pricing solution to help our customers invest more in their own sustainability initiatives.

Our software and services expertise enables us to be a force for good and helps transform the way that humanitarian organizations respond to crises. Over the past year, we strengthened our partnership with Airlink by developing an innovative booking solution that

tailors our technology to meet the unique needs of its program and to help move humanitarian aid workers into crisis zones faster.

To support our colleagues, we strengthened our existing colleague development offerings and introduced new programs to make sure our people feel valued, supported, and empowered to contribute to our purpose. We also invested in opportunities to create a culture of collaboration and inclusion.

2024 was another strong year for powering progress through travel.

Paul Abbott
Chief Executive Officer





Our company

Powering environmental progress

People and Impact

Governance

Appendices



Powering Progress 2024

In 2024, Amex GBT firmly established itself as a services and software company. At the same time, we've increased our commitment to our sustainability priorities, enhancing our governance standards and focusing on strong financial performance alongside people and impact programs.

Purpose

Our purpose is to power progress through travel, reflecting our core belief that travel is a force for good. Travel has many and varied benefits – economic, cultural, and personal. We do, however, acknowledge its environmental impact. We are committed to helping make our industry more responsible and more sustainable so we can continue to enjoy the benefits of travel.

Amex GBT has a global presence with more than 20,000 corporate clients, which puts us in a unique position to drive meaningful action. That may mean working towards a lower carbon future or using our network and skills to transport people in emergencies.



“Sustainability, impact and economic progress are deeply embedded in the fabric of Amex GBT, and we're proud of the advancements we've made in 2024. New partnerships, innovative projects, and strong advocacy are positive steps into a better future.”

Evan Konwiser
Chief Product and Strategy Officer



Our highlights and achievements of 2024



Environment

Green marketplace	We progressed our environmental targets, expanded our green marketplace to help our business partners on their sustainability journeys, and worked to drive industry changes.
Science Based Targets initiative (SBTi)	Our science-based targets were validated by SBTi, a corporate climate action organization that enables companies to help combat climate change.
Carbon pricing	We launched emissions-based carbon pricing, enabling our clients to pick a precise carbon calculation methodology and apply a carbon fee to air travel.
Avelia	We reinforced our commitment to sustainable aviation fuel (SAF) with a new Shell Aviation agreement on Avelia, an established industry solution with externally assured carbon accounting and a transparent public registry.
United Airlines Ventures	We maintained our strategic investment in the United Airlines Ventures Sustainable Flight Fund, a first-of-its-kind vehicle designed to support startups focused on SAF research, production, and technologies.
World Economic Forum	Amex GBT is the only member of The Forum representing the business travel industry and we continue to support Clean Skies for Tomorrow, Airports for Tomorrow, and the First Movers Coalition initiatives.



People and Impact

Social impact initiative	We strengthened our initiative pillars – Partners for Purpose, our external partnership program, and People for Purpose, our colleague engagement program.
Airlink	We launched an innovative solution that tailors Amex GBT Neo1 (Neo1) technology to meet Airlink’s unique needs.
Colleague support	We provided new development programs to support all colleagues, including focused development for new people leaders, frontline travel counselors, and coaches.
Colleague engagement	We created additional opportunities for our colleagues to connect and grow their careers. Two key programs include GBT Communities and the launch of global mentoring.
Travel Academy	We expanded our investment in our Travel Academy for new hires to introduce more people to the industry and build an expanded pool of travel counselors.



Governance

Binding corporate rules	Our data protection program was reviewed and approved to operate under Binding Corporate Rules by data protection authorities across Europe, and they are recognized in jurisdictions around the world. Amex GBT is the only travel management company to operate under Binding Corporate Rules, which continue to be the gold standard.
Brand integrity	We maintained our brand mission to be a trusted brand.
Vigorous compliance	We upheld our robust governance framework, which protects our reputation, colleagues, and clients.
Effective risk management	We sustained our risk mitigation strategies that address privacy, cybersecurity, business continuity, and crisis management, along with those designed to combat fraud, terrorist financing, money laundering, bribery, and corruption.



Amex GBT at a glance

American Express Global Business Travel (Amex GBT) is a leading software and services company for travel, expense, and meetings & events.

With travel professionals and business partners in more than 140 countries, our solutions deliver savings, flexibility, and service from a brand you can trust – Amex GBT.



Travel and expense management solutions

Our end-to-end travel solutions support a company's strategic approach to managing travel and expense. They deliver access to the marketplace and are designed to meet the varying needs of businesses, large and small, local and global.

Understanding those needs is paramount to being able to deliver the right solution with the best mix of software and services.

Whether their travel program is simple or complex, businesses have a choice of solutions to match their unique requirements.

Amex GBT Meetings & Events (M&E)

We create unforgettable meeting and event experiences that leave a lasting impact on our clients, their attendees, and their brands.

Trust Amex GBT for exceptional results by gaining access to the most valuable marketplace, extensive experience, and robust technology with fully customizable services.



Amex GBT Consulting

Our team supports the ever-changing strategies of clients as they navigate the global travel industry.

We help develop customized business travel management programs, streamline operations, improve the experience and well-being of every traveler, reduce risk, and increase savings.



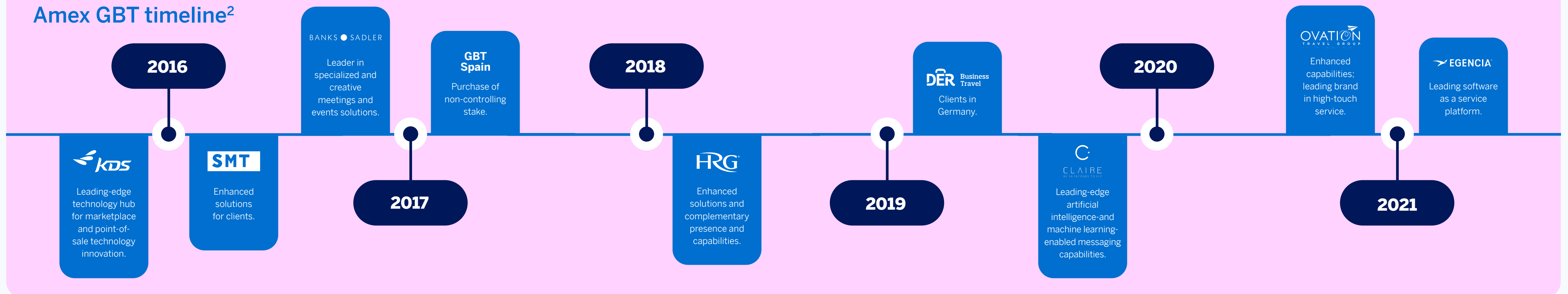
Amex GBT at a glance continued

In 2014, Amex GBT was created as a joint venture with American Express and a private equity investor group. Eight years later, in 2022, we became a publicly traded company trading on the New York Stock Exchange.

Today, we are the world's leading B2B travel platform and an evolving software and services business.



Amex GBT timeline²



² Certain facts in this section include historical periods of legacy Amex GBT before the business combination.

Awards and recognition

Company or group	Award or recognition
Forbes	America’s Best Large Employers 2024 America’s Best Employers for Women 2024 America’s Best Employers for Diversity 2024 America’s Best Employers for New Grads 2024.
United Kingdom (UK) Government	Disability Confident Committed, Level 1.
Mexican Institute of Finance Executives and Women in Finance Association	Gender Equality Award.
EcoVadis Platinum Sustainability Rating	Platinum awarded in 2024 for the third year running, keeping us in the top 1% of all companies assessed worldwide.
Zakenreis Benelux Business Travel Awards	Global TMC of the Year in recognition of our global reach and focus on artificial intelligence and technology innovation. Innovative TMC of the Year.

Company or group	Award or recognition	Recipient
Micebook and event:decision	Power 30 Most Sustainable Event Agencies.	Amex GBT M&E
Conference & Incentive Travel (C&IT)	C&IT’s Top 10 Event Agencies.	Amex GBT M&E
Brandon Hall Group	Human Capital Management Excellence Award for Learning and Development. Best Unique or Innovative Leadership Program, Silver.	Amex GBT’s Global Talent team for Grow@GBT 2024
Business Travel News (BTN)	Winner of BTN’s Meetings and Events Partner.	Amex GBT M&E
Business Travel Awards Europe 2024	Winner: Travel Partner of the Year, Meetings & Events Agency.	Amex GBT M&E
Business Travel Awards Europe 2024	Winner: Travel Team of the Year.	Wood PLC & Amex GBT travel team

Awards and recognition continued

Company or group	Award or recognition
Global Business Travel Association: 2024 Top 50 Women in Travel (WINiT)	Top 50 Women in Travel Global Leaders with Global Impact: Tessa Mowat, Global VP, Travel Partner Network. Rising Female Leaders: Emily Gioia, Director of Business Planning and Financial Analysis Jennifer Thorington, VP of Finance, Investor Relations. FollowHer: Legends and Mentors: Riecha Vohra, Director of Service Delivery Axita Bhalsod, VP of Analytics and Data Science Katrina Connor, Service Director.
Global Business Travel Association: 2024 Pinnacle Awards (WINiT)	Pinnacle Awards Most Innovative Trailblazer: Axita Bhalsod, VP Analytics and Data Science. Best Mentor/Coach – Male: Larry Restiano, SVP, Global Business Partnerships.
Business Travel News: 25 Most Influential People in Travel 2024	Named on BTN's list of the 25 most influential people in travel Amex GBT CEO, Paul Abbott.



Industry groups and global organization memberships

 **GBTA** Foundation

 **BTA** | BUSINESS TRAVEL ASSOCIATION

 **BTN**
BUSINESS TRAVEL NEWS

 **ITM** | THE INSTITUTE OF TRAVEL MANAGEMENT

 **GBTA Winit**
A GBTA Foundation Program

 **GTTP**
THE GLOBAL TRAVEL & TOURISM PARTNERSHIP
A BUSINESS AND CREATION ALLIANCE

 **PACT**

 **United Nations**
Global Compact

 **EQUALITY 100**
Leader in LGBTQ+ Workplace Inclusion

 **GSTC**
Global Sustainable Tourism Council

 **WORLD ECONOMIC FORUM**

 **SABA**
SUSTAINABLE AVIATION BUYERS ALLIANCE

 **NET ZERO CARBON EVENTS**
SIGNATORY OF THE PLEDGE

Environmental progress

World Economic Forum aims to make the world a better place by engaging leaders of all kinds to shape agendas. Amex GBT is the only business travel software and service company to join the World Economic Forum, and we are focused on sustainable travel initiatives.

Sustainable Aviation Buyers Alliance (SABA), formed by the Environmental Defense Fund and Rocky Mountain Institute, aims to accelerate the path towards net-zero aviation by driving investment in, and adoption of, high-integrity SAF. Amex GBT is the only business travel software and services company member of SABA.

The SAF Coalition is a nonprofit, nonpartisan membership organization representing the entire SAF value chain with a shared objective of accelerating SAF development and deployment in the US. Amex GBT holds a seat on the board and is the only business travel software and services company in the coalition.

Net Zero Carbon Events, backed by the United Nations Framework on Climate Change, is a joint initiative across the events industry to construct a roadmap towards net zero by 2050. Amex GBT M&E is a key member and active stakeholder.

Global Sustainable Tourism Council (GSTC) is a nonprofit organization that manages global standards for sustainable travel and tourism, known as the GSTC Criteria. Amex GBT is a member, and Amex GBT M&E is a key stakeholder within the GSTC MICE (meetings, incentives, conferences, and exhibitions) Criteria development.

People and Impact progress

The United Nations Global Compact is the world’s largest corporate sustainability initiative. It calls on companies to align with universal principles on human rights, labor, the environment, and anti-corruption, and to advance societal goals.

GBTA Women in Travel (WINiT) supports, educates, and promotes the career progression of women in travel, meetings, and events. Amex GBT is a founding sponsor and Patti Huska, our chief people officer, sits on the strategic advisory board. Other Amex GBT colleagues hold advisory positions.

Protect All Children From Trafficking (PACT) (formerly known as ECPAT) upholds the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism. In partnership with PACT, Amex GBT has provided educational resources to our workforce on human trafficking awareness.

The Global Travel & Tourism Partnership is an educational program focusing on the travel and tourism industry for school students.

Women in Hospitality, Travel, and Leisure (WiHTL) is a collaborative community devoted to increasing inclusion across hospitality, travel, and leisure. We partner with WiHTL to provide development opportunities for our team members.

Economic progress

The Global Business Travel Association (GBTA) is the world’s premier business travel and meeting organization. Amex GBT is a gold sponsor and provides educational content, leadership, and event sponsorship. Our CEO, Paul Abbott, is chair of the GBTA Foundation, which promotes initiatives to benefit people and planet and fosters cross-industry action.

The Business Travel Association, based in the UK, works with the industry and government to promote business travel to the wider economy. It supports best practices, sustainability, and the well-being of travelers. Rachel Tonge, Vice President, SME client management, joined the executive board of directors in 2023.

The Business Travel News (BTN) Group is the world’s leading source of business travel and meeting information, news, data, analysis, and research. In partnership with BTN, Amex GBT publishes white papers, hosts webinars, and sponsors the Business Travel Show Europe and America.

The Institute of Travel Management represents over 5,000 business travel buyers and suppliers across the UK and Ireland. Amex GBT is represented on the board and sponsors annual conferences.

BritishAmerican Business (BAB) is the leading transatlantic trade association incorporating the British-American Chamber of Commerce in the US and the American Chamber of Commerce in the UK. It is committed to strengthening the economic corridor between the United States and the United Kingdom by supporting policies and actions that protect and enhance the environment for transatlantic trade and investment.





Powering environmental progress

16 Environmental commitment

17 Environmental milestones

- 18 Addressing emissions with renewable energy
- 19 Addressing emissions with beyond value chain mitigation

20 Green marketplace

- 21 Track and report
- 22 Influence choice
- 23 Procure green with carbon pricing
- 24 Compensate carbon
- 25 Net zero
- 29 Professional services



Powering environmental progress

Internal actions



Among the top 1% of companies assessed for corporate sustainability standards.



Amex GBT's emissions reduction targets were validated by the SBTi.



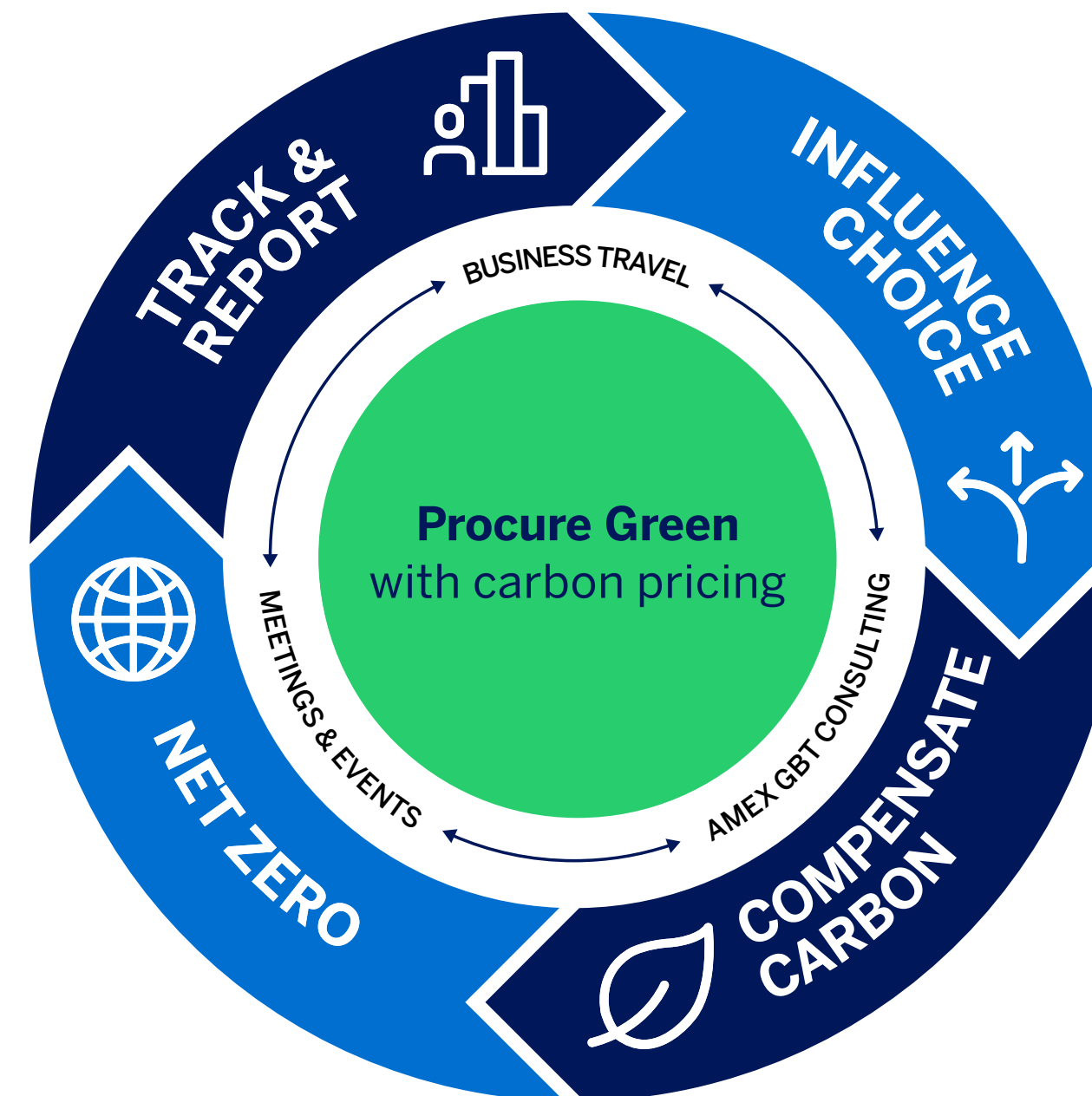
Carbon Disclosure Project rating of B.



Powering Environmental Progress

Colleague resource group with 900+ members globally.

External marketplace for business travel



AMEX GBT Consulting

AMEX GBT Meetings & Events

Industry drive towards net zero



First business travel software and service company to join the Clean Skies for Tomorrow and First Movers Coalition initiatives.



Working to scale investment in the SAF sector and advocate for the policies necessary to drive U.S. leadership.



Paul Abbott, Chairperson.



Strategic launch partner of CO2 Connect.



SAF book-and-claim partnership with Shell Aviation.



Sustainable Flight Fund focused on SAF.



Environmental commitment

In 2024, Amex GBT's near- and long-term science-based emissions reduction targets were validated by the Science Based Targets initiative (SBTi), a corporate climate action organization that enables companies and financial institutions worldwide to help combat climate change.

SBTi has also approved Amex GBT's conformance with the SBTi Corporate Net Zero Standard. Amex GBT has committed to reaching net-zero greenhouse gas (GHG) emissions across its value chain by 2050.

Amex GBT is among the first in the business travel industry to achieve SBTi validation of emissions reduction goals for our global operations and value chain, inclusive of scopes 1, 2, and 3, according to our research.³ The official science-based target language includes:

Near-term targets

Reducing absolute scope 1 and 2 GHG emissions 80% by 2030 from 2019 base year.

Reducing absolute scope 3 GHG emissions from purchased goods and services, capital goods, fuel, and energy-related activities, upstream transportation and distribution, waste generated in operations, business travel, and colleague commuting 30% within the same timeframe.

Engaging 67% of our airline suppliers by emissions, covering use of sold products, to set science-based targets by 2028.

Long-term targets

Reducing absolute scope 1 and 2 GHG emissions 90% by 2050 from a 2019 base year.

Reducing absolute scope 3 GHG emissions 90% within the same timeframe.



³ The GHG Protocol Corporate Standard classifies a company's GHG emissions into three "scopes." Scope 1 emissions are direct emissions from owned or controlled sources. Scope 2 emissions are indirect emissions from the generation of purchased energy. Scope 3 emissions are all indirect emissions (not included in scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions.

Environmental milestones

Amex GBT strives for continuous improvement by setting targets and reporting on progress:

Target			Status
Carbon compensation		In 2017, Amex GBT committed to compensate for 100% of emissions from business travel (Scope 3.6) by 2020.	Amex GBT compensates for 100% of emissions from colleague business travel annually since 2019.
Renewable energy		In 2021, Amex GBT committed to power 100% of operations with renewable energy by 2025.	In 2024, Amex GBT powered 76% of operations with renewable energy and progress to procure renewable energy for the remaining missions is underway.
Science-based & Net-zero targets		In 2021, Amex GBT committed to submit a science-based target for validation.	In 2024, Amex GBT's near- and long-term science-based emissions reduction targets were validated by the Science Based Targets initiative.
		In 2020, Amex GBT committed to net-zero carbon by 2050.	Progress is underway with engagement of carbon consultants to help execute reduction pathways. In 2024, we began a global supply chain engagement campaign, moving away from spend-based and toward supplier-specific GHG emissions data.
		In 2022, Amex GBT signed the World Economic Forum Clean Skies for Tomorrow ambition statement, which supports the supply and use of SAF technologies to reach 10% of global jet aviation fuel supply by 2030. ⁴	In 2024, Amex GBT procured through Avelia ~100,000 gallons of SAF environmental attributes, which includes the right to claim the associated ~840 metric tons of carbon dioxide equivalent (tCO2e) Scope 3 emissions reductions.
Waste		Amex GBT targets implementation of recycling and elimination of single-use plastics in 100% of our offices by 2025. ⁵	Amex GBT recycles IT equipment worldwide, commissions independent third-party waste audits at certain office locations, and has implemented recycling and single-use plastic reduction in 100% of offices globally.
Employee engagement		In 2021, Amex GBT launched a sustainability-focused resource group with a goal to grow membership annually.	Since inception, Green@GBT membership has grown to over 900 colleagues.

⁴ World Economic Forum, CST Ambition Statement for Signatories, accessed February 17, 2025. Find more information [here](#).
⁵ Amex GBT's recycling target applies to offices larger than 1,000 square feet and countries where recycling infrastructure exists.



Environmental milestones Addressing emissions with renewable energy

Amex GBT is committed to clean electricity and targets 100% renewable energy to power its operations by 2025. Our sourcing strategy considers direct investment in power purchase agreements, where possible, followed by renewable energy tariffs and energy attribute certificates (EACs).⁶

Procuring renewable energy is necessary for us to address operational emissions while working towards science-based and net-zero targets.

In 2024,
Amex GBT powered
76%
of operations with
renewable energy and
progress is underway
for the remaining
operations.

Start big

2020

We started powering one of our largest offices in the United States with renewable electricity through our utility provider's green choice program.

Launch program

2021

We launched a renewable energy program across our global offices to identify and explore procurement opportunities.

Gather data

2022

We deployed a data platform to collect available renewable energy data, covering 100% of offices globally.

Procure purposefully

2023

A total of 58% of our operations were powered by renewable energy via green tariffs and EACs.

Scale globally

2024

A total of 76% of operations powered by renewable energy via green tariffs and EACs. We purchased ~1,948 MWh of EACs.

⁶ EACs verify the production of renewable electricity in an amount equivalent to total electricity consumption.

Environmental milestones

Addressing emissions with beyond value chain mitigation

Every year, Amex GBT compensates for emissions from our own business travel (GHG Protocol Scope 3.6).

We invest in mitigation beyond our value chain through nature-based solutions that support wider biodiversity and socioeconomic benefits as described by the United Nations Sustainable Development Goals (UN SDGs).

With the 2025 international climate meeting Conference of the Parties (COP30) due to take place in an Amazonian city of Belém, we focused our 2024 portfolio of carbon compensation projects on reducing emissions from deforestation and forest degradation (REDD+). All projects are verified according to independently recognized carbon standards.



Photo by Brian McFarland

Envira Amazonia⁷

Each year, we help finance the award-winning Envira Amazonia project, a REDD+ rainforest conservation program in Brazil.

The project aims to protect up to 200,000 hectares of tropical rainforest, helping to reduce GHG emissions, preserve biodiversity, and provide direct benefits to local communities.

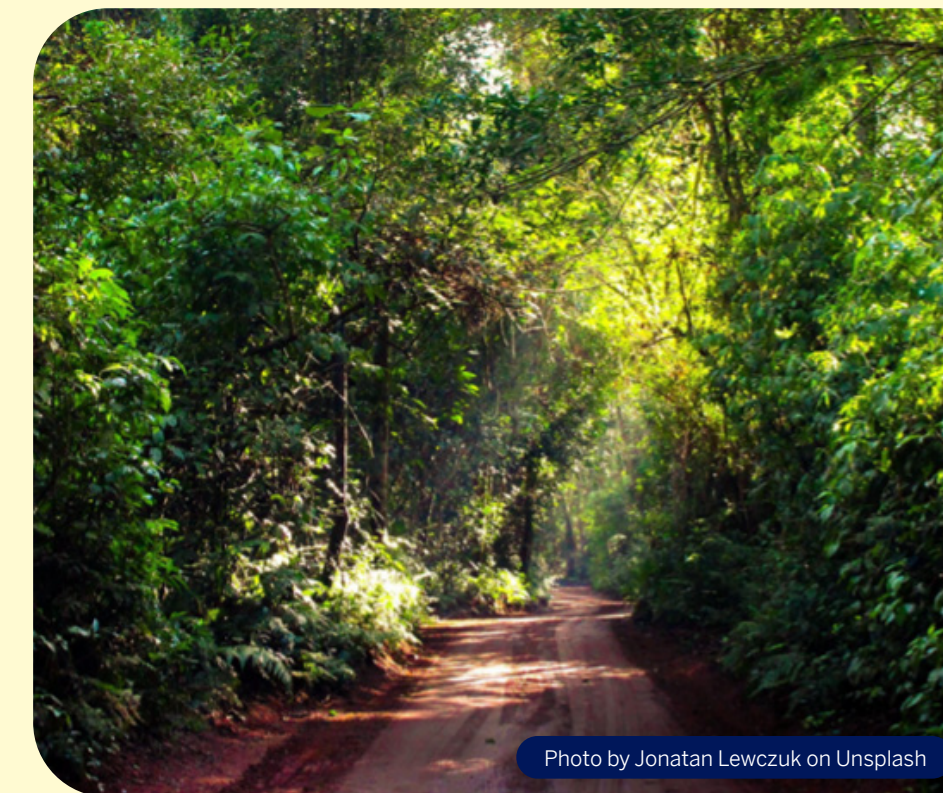


Photo by Jonatan Lewczuk on Unsplash

Brazilian Amazon APD Grouped Project⁸

This project protects over 17,000 hectares of tropical rainforest in Brazil, aiming to reduce GHG emissions, preserve biodiversity, and provide direct benefits to local communities. The project helps to mitigate deforestation pressures in the wider region, using a combination of environmental and social programs intended to improve the livelihoods of community members living in the area.

UN SDGs supported by these projects include:

1
No poverty



3
Good health and well-being



4
Quality education



8
Decent work & economic growth



13
Climate action



15
Life on land



⁷ The Envira Amazonia (Brazil) carbon avoidance project is independently verified via Verified Carbon Standard and the Climate, Community & Biodiversity Standards, with project registry, protocol to estimate emissions avoidance benefits, and identification number accessible [here](#).

⁸ The Brazilian Amazon APD Grouped (Brazil) carbon avoidance project is independently verified via Verified Carbon Standard and the Climate, Community & Biodiversity Standards, with project registry, protocol to estimate emissions avoidance benefits, and identification number accessible [here](#).

Green marketplace for business travel



Track and report

We enable clients to measure and mitigate emissions with carbon calculations and data analytics:

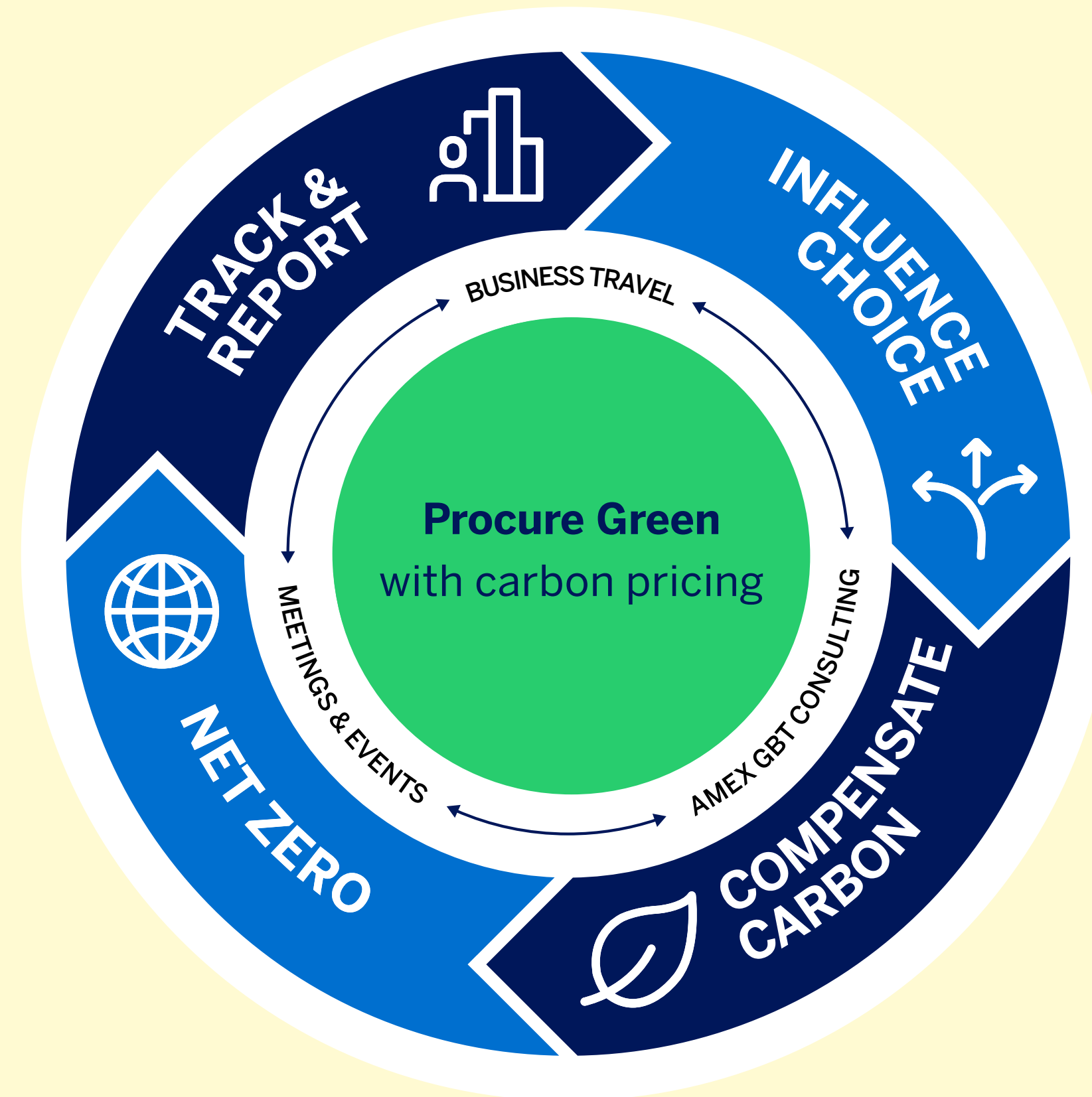
- Reporting tools with visualization dashboards.
- Professional advisory and consulting services.



Net zero

We help drive the industry toward net zero by helping to accelerate the development and adoption of SAF:

- Unlocking investment in SAF and new technologies.
- Advocating with industry and government.



Influence choice

We help clients implement policies to change traveler behavior in our proprietary platforms:

- Sustainability features available at point of sale in Amex GBT Neo (Neo), Amex GBT Egencia (Egencia), and more.
- Features include carbon filters for air and rail, highlights for hotels and electric vehicles (EVs).



Compensate carbon

We provide clients with access to a portfolio of carbon compensation projects for beyond value chain mitigation:

- Projects are verified by independent third parties.
- Projects include nature-based solutions with wider biodiversity benefits.



Our company

Powering environmental progress

People and Impact

Governance

Appendices



Green marketplace Track and report

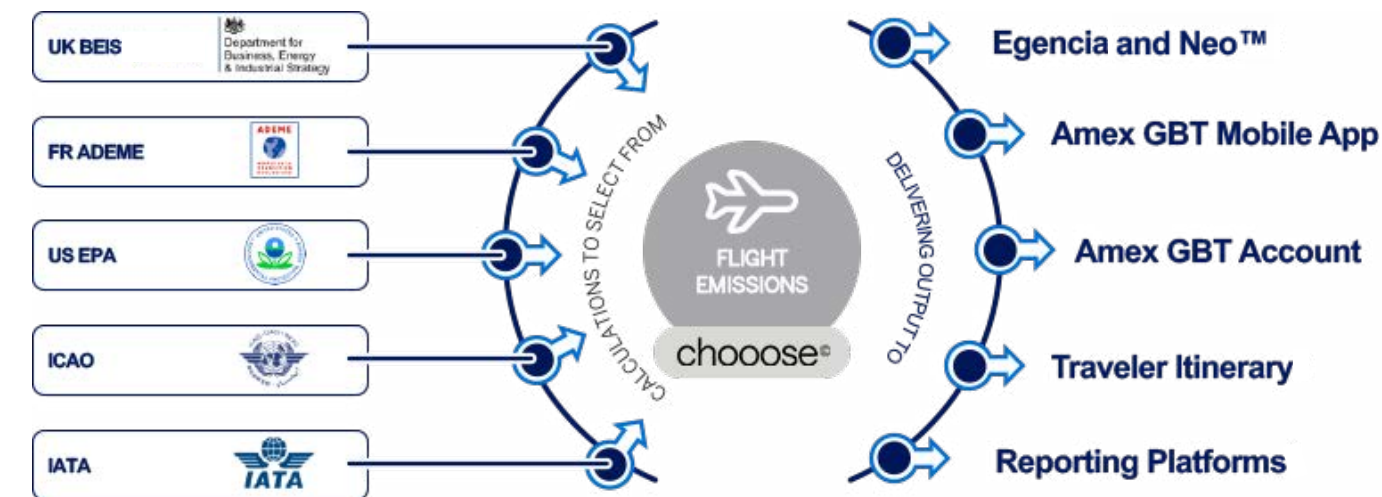
Analytics provide carbon transparency and business intelligence

Our data products help clients monitor carbon emissions for air, rail, hotel, and car.

Our proprietary reporting tools, Insights, Premier Insights™, and Egencia Analytics Studio, provide emissions-enriched travel data and visualizations to support emissions baselining and management strategies.

Choice of industry-recognized air emissions calculations

We partnered with software company Choose to integrate leading carbon calculations. Our flexible approach to emissions data enables clients to apply factors that account for upstream and non-CO2 emissions and set a preferred methodology, with data populating across key travel products.



Consistent calculations across core products

Read our white paper to learn more: [“Measuring Impact: Air Travel Carbon Emission Calculations”](#)

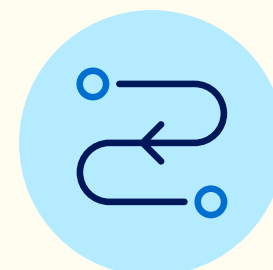
Industry action: International Air Transport Association (IATA) CO2 Connect

Our clients can access carbon emissions calculated with actual aircraft fuel consumption data from over 75 aircraft types, representing ~98% of active global passenger fleet, and traffic data from over 881 aircraft operators, representing ~93% of global air travel.

IATA CO2 Connect offers precise emissions calculations that consider flight time, fuel consumption data by aircraft type, occupancy, cabin class, belly cargo, and more.



Passenger CO2 emissions



Airport of origin and destination



Flying time



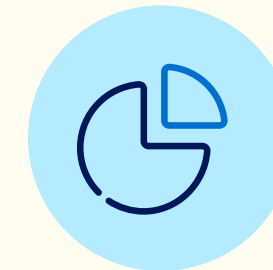
Aircraft type



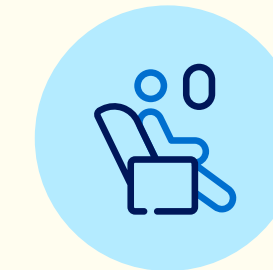
Total fuel burn



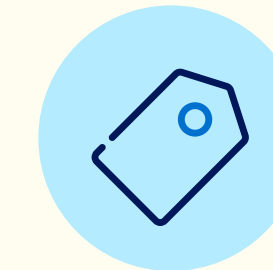
Cabin class factor (Y, W, I, F)



Total emissions



Airline seat capacity and occupancy



Subtract belly cargo



Green marketplace Influence choice

Our online booking tools help educate travelers about the carbon footprint of their purchasing decisions and steer them towards more sustainable options.

Here's how:

Neo™

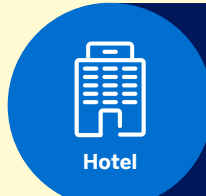
Neo provides a unified platform that combines best-in-class online booking with industry-leading expense management.

Egencia™

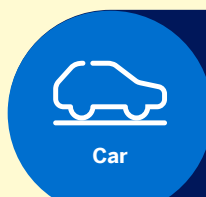
Egencia provides tech-led, intelligent end-to-end travel management that gives travelers the confidence to make the right choices.



Search results include precise emissions data.



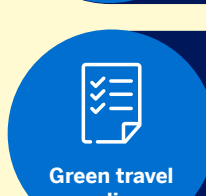
Hotels certified as sustainable.



Search and find EVs and charging stations.



Show travelers CO2 via calculators.



Set rail for short-haul routes.



2024 highlights

Neo launched a new carbon pricing solution for air travel at point of sale, enabling clients to set a fee for travelers to see during the booking process.

Egencia launched several new features, including car travel with per-kilometer emissions and air travel policies with carbon-efficient flights and train alternatives.



Our company

Powering environmental progress

People and Impact

Governance

Appendices



Green marketplace Procure green

Carbon pricing

Across 2024, we expanded our carbon pricing program and worked towards the launch of integrated emissions-based carbon pricing in January 2025. Putting a price on carbon is an effective lever to incentivize more sustainable economic decisions in the travel space and beyond.⁹

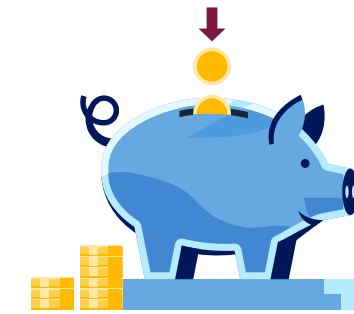
By instituting a travel transaction fee, businesses can create a funding vehicle that stimulates investments in clean technology and innovation.

Putting a price on carbon, specifically through the business travel function, is a smart way to transition towards lower carbon solutions while helping to future-proof businesses. See how it works [here](#).



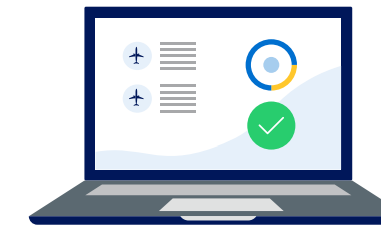
Start a funding method for sustainability initiatives of your choice.

Need advice?
We'll guide you every step of the way.



Show your travelers the carbon fee when they shop.¹¹

Display-only option available.



Invest in your sustainability.

If you choose to invest with Amex GBT, our green marketplace is ready to support your goals, with features like:

- **Sustainable aviation fuel**
- **Carbon compensation**
- Amex GBT Consulting, Amex GBT Meetings & Events



Choose your carbon contribution fee.¹⁰

Options include:

- Flat fee.
- Emission fee based on carbon dioxide equivalent.
- Categorical fee based on distance and cabin class.



Grow your fund with each air transaction.

Travelers see the carbon fee on their invoice and reporting is available to trace the collection and settlement of funds.¹²



⁹ World Bank, "State and Trends of Carbon Pricing 2024," May 21, 2024. ¹⁰ Amex GBT clients can assign carbon fees to air transactions booked online or offline. Country limitations apply. Customization based on client and country structure. Not available for Amex GBT Egencia (Egencia) clients. ¹¹ Amex GBT Neo™ and Egencia™ can display emission-based fee estimates. For Amex GBT clients, the final fee is presented on the traveler's invoice. ¹² Amex GBT administration and reconciliation fees apply.



Our company

Powering environmental progress

People and Impact

Governance

Appendices



Green marketplace Compensate carbon

Science Based Targets initiative (SBTi)

SBTi recommends that companies go above and beyond their science-based targets to invest in mitigation beyond their value chains.

Financing independently verified carbon compensation projects, such as tree planting and forest conservation, can effectively contribute to society's transition to net zero through the valuation of ecosystem services.¹³

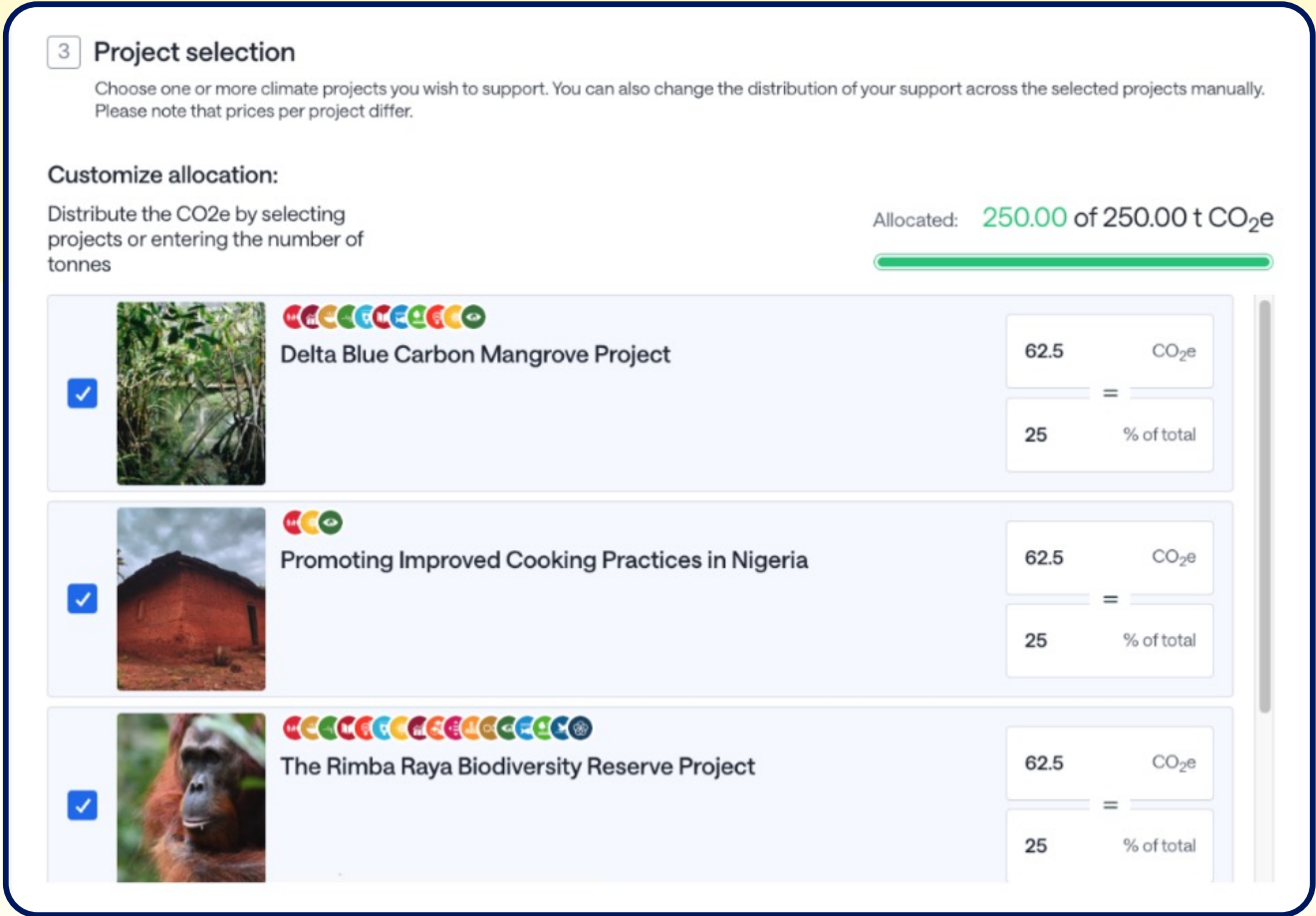
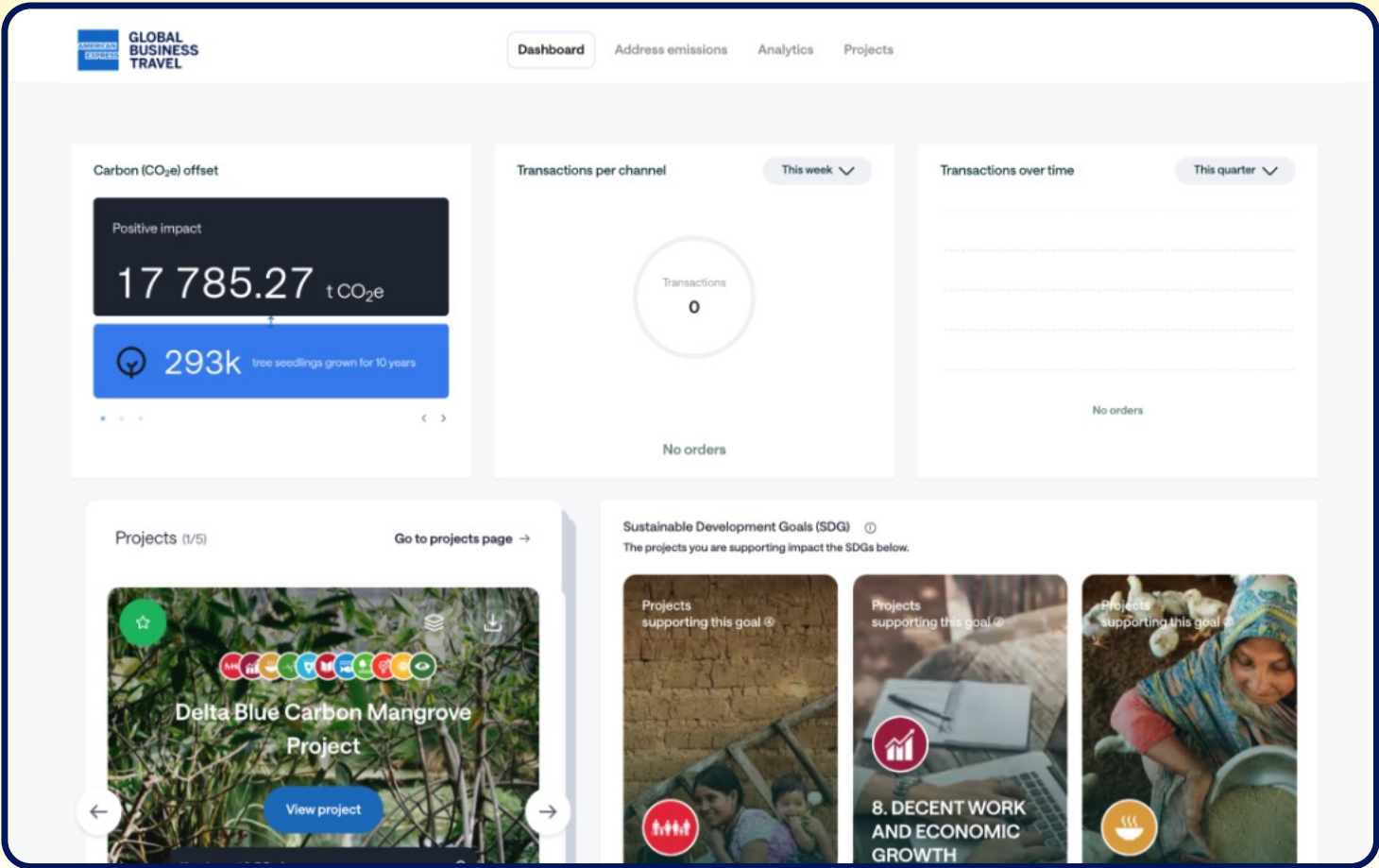
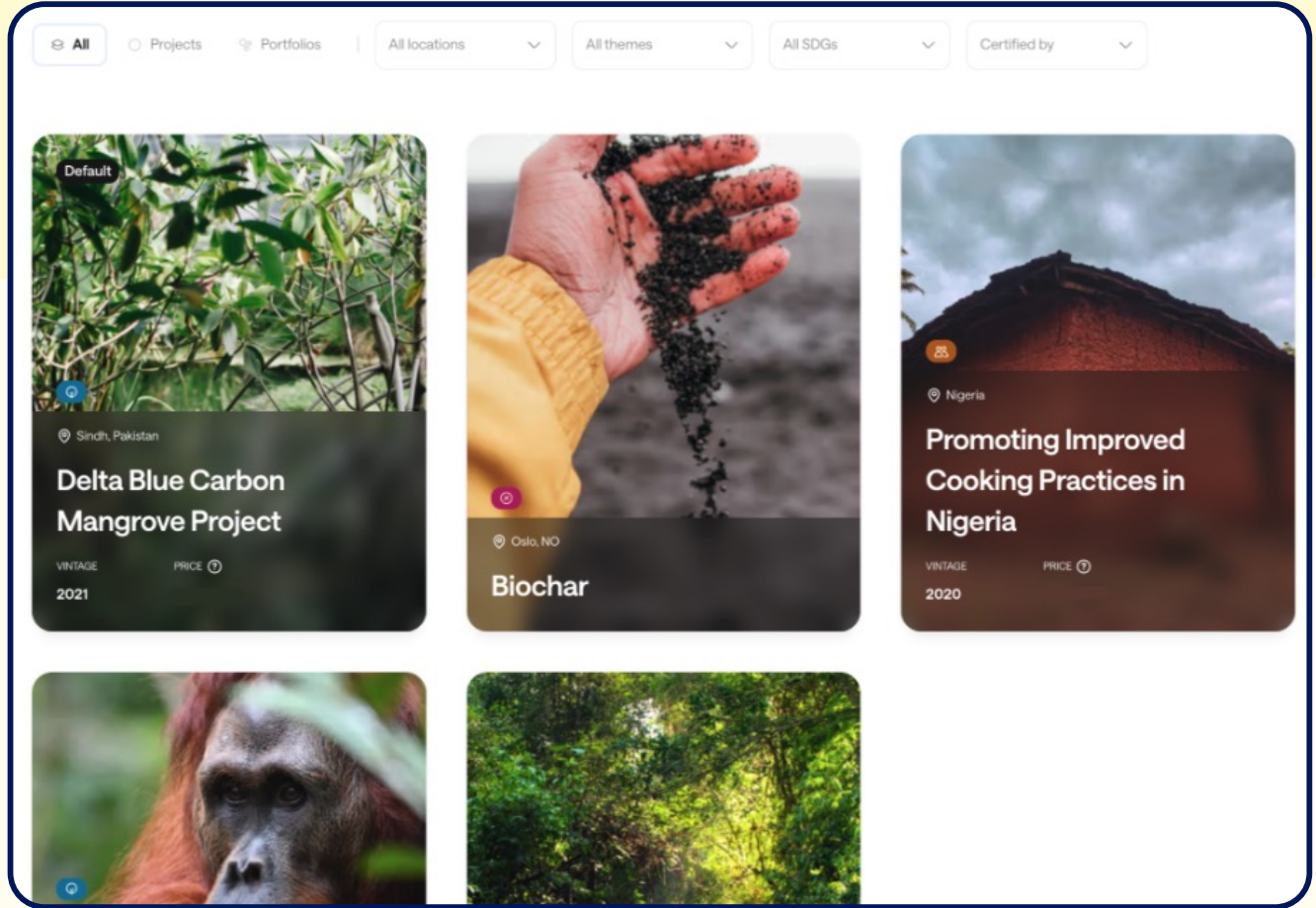
Carbon compensation with Chooose

Amex GBT works with climate technology company Chooose to give clients access to a portfolio of carbon compensation projects via a dedicated portal.

The projects offered include nature-based solutions, such as reducing emissions from deforestation and forest degradation (REDD+), carbon removals via afforestation, reforestation, mangrove restoration, and carbon sequestration with biochar.

All projects offered via Chooose are listed through International Carbon Reduction and Offset Alliance (ICROA) endorsed programmes. Many of them report on wider ecosystem, biodiversity, and socioeconomic benefits, contributing toward the United Nations Sustainable Development Goals.

[Access the portal here →](#)



¹³ Find more information [here](#).



Our company

Powering environmental progress

People and Impact

Governance

Appendices



Green marketplace

Net zero

Avelia

Visit site →

Sustainable aviation fuel today

SAF can reduce carbon emissions by ~80% on a lifecycle basis compared to fossil-based jet fuel. Today, SAF represents less than 1% of all aviation fuel used globally.¹⁴

We look forward to a future where billions of gallons of SAF could displace fossil-based jet fuel.

For SAF volumes to meaningfully increase, investment must be directed toward supply and demand, as well as unlocking new technologies, production pathways, and sustainable feedstocks.

Avelia

Companies that join our SAF program can access Avelia, one of the first blockchain-powered book and claim solutions for aviation with proven results in scaling SAF demand. Developed by Shell and Accenture with the support of the Energy Web Foundation, Avelia taps into Amex GBT's global client base to aggregate global demand for SAF.

Avelia uses a book and claim chain of custody model that enables corporate travelers to purchase the environmental attributes of SAF: even if SAF is not available at their departure airport, SAF gets injected into the aviation fueling network, and its environmental attribute data, tracked via Avelia, gets allocated to the relevant parties within the value chain.

Key attributes of the program include:

- A book and claim chain of custody model that allows airlines and businesses to access the environmental attributes of SAF and share the benefits.
- Blockchain technology that enables a secure, reliable, and transparent tracking and allocation of the environmental attributes of SAF.
- A personalized dashboard and calculators to help set air travel emissions targets and budget.
- Externally verified solution and carbon accounting methodology.
- Claimable declaration of environmental attributes (DEA) for reporting purposes.



In 2024, we reinforced our commitment to SAF through a new Avelia agreement with Shell Aviation. Launched as a pilot program in June 2022, Avelia is now an established industry solution for reducing CO2 emissions on a lifecycle basis from the aviation industry.



Green marketplace Net zero



Visit site →

Sustainable aviation fuel today¹⁵

Externally verified

Shell Aviation has achieved successful external verification, to a level of limited assurance, of conformance to the carbon accounting and book and claim system requirements of the SAF GHG Emission Accounting and Insetting Guidelines (2021) from the Smart Freight Centre and the Massachusetts Institute of Technology Centre for Transportation and Logistics.

Diverse participant base

The corporations transacting SAF through Avelia include Aon, Bank of America, Google, and more – representing leading corporates from Wall Street to Silicon Valley. In 2024, Avelia also announced its ecosystem expansion into the cargo sector with Avelia Air Freight Solutions.

Expanding airport network

There are 16 airport injection point locations around the world where SAF was injected into the fuel network supported by Avelia: Hong Kong, Le Havre France, Singapore Changi, Ontario (California), Los Angeles, Dubai, London Heathrow, London Stansted, Paris Orly, Bromma Stockholm, Stockholm Arlanda, Vancouver, Amsterdam Schiphol, Tokyo, Paris le Bourget, and Narita International.

Transparency

Avelia is increasing the transparency of its platform with a public retirement table that displays detailed information, such as document IDs, blockchain IDs, date of retirement, corresponding SAF volumes, and GHG abatement values. Avelia clients also have the option to disclose additional information, such as their company name.

Avelia accomplishments: impact in numbers

Over

40

corporations and airlines have purchased environmental attributes through Avelia.



Over

9

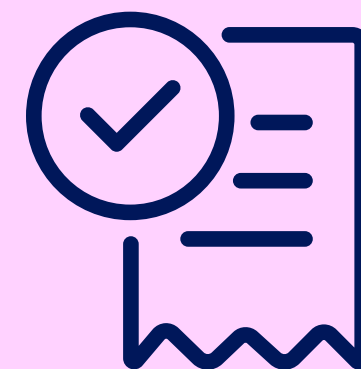
industries supported, serving multinationals across Europe, Asia, and the Americas.



Over

49M

gallons of SAF to be supplied by Shell up to 2026.



Over

29M

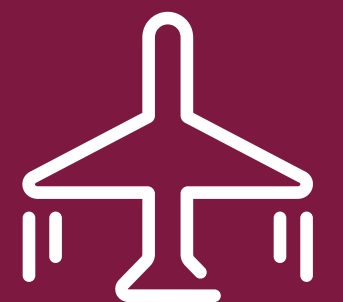
gallons of SAF injected into the existing fuel network at 16 airport point locations around the world.



Over

780

declarations of environmental attributes (DEAs) provided.



¹⁵ Find more information [here](#).

Green marketplace
Net zero

UNITED AIRLINES VENTURES  Visit site →

Sustainable
aviation fuel
tomorrow

United Airlines Ventures Sustainable Flight Fund (UAV SFF)¹⁶:
UAV SFF is a first-of-its-kind investment totaling over \$200 million from United and its corporate partners supporting start-ups working on SAF research, production, and technology. Amex GBT is the only business travel software and services company that strategically invests in UAV SFF.

Investors

Aviation







Aviation Manufacturing and Finance







Financial Services






Energy Producers and Service Providers





Industrial



Travel Platform




Advisory









Technology





Investments



Power-to-Liquids


Synthetic Biology

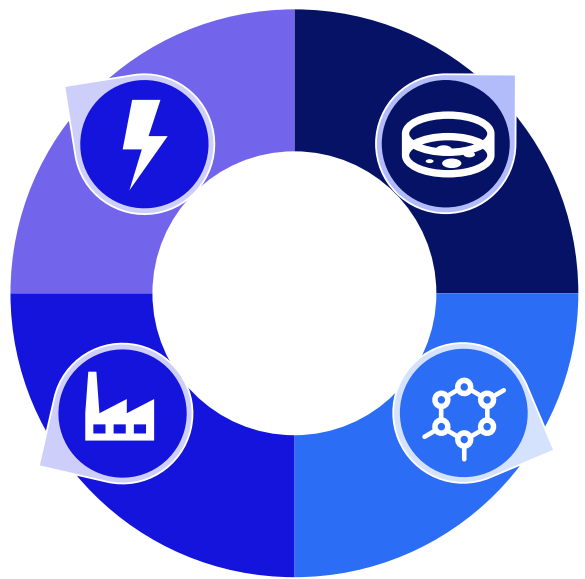



CO2 Capture

SAF Processing





¹⁶ Find more information [here](#).



Green marketplace

Net zero

Industry advocacy: We help accelerate the decarbonization of aviation by advocating alongside industry partners for SAF.

Amex GBT is the only business travel software and services company formally supporting the following:

World Economic Forum Clear Skies for Tomorrow is accelerating the use of SAF and strengthening the business case for investment. Amex GBT signed the Clear Skies for Tomorrow ambition statement, which supports the supply and use of SAF technologies to reach 10% of global jet aviation fuel supply by 2030.

World Economic Forum First Movers Coalition (FMC) is driving demand for new technologies and innovation to reduce emission in sectors where it is needed the most. Amex GBT signed the FMC's aviation commitment, which aims by 2030 to replace at least 5% of conventional jet fuel demand with SAF that reduces lifecycle GHG emissions by 85% or more when compared with conventional jet fuel.

International Air Transport Association (IATA) and its member airlines commit to achieving net-zero carbon emissions from their operations by 2050. Amex GBT is a strategic partner of IATA on sustainability.

Massachusetts Institute of Technology (MIT) and the **Center for Transportation and Smart Freight Center (SFC)** worked with stakeholders, including Amex GBT, to develop SAF GHG Emission Accounting and Insetting Guidelines, providing the principles for book-and-claim chain of custody.

Sustainable Aviation Buyers Alliance (SABA) is a nonprofit collaboration between the Environmental Defense Fund and Rocky Mountain Institute designed to accelerate the path to net-zero aviation by driving investment in, and adoption of, high-integrity SAF. It also supports companies, airlines, and freight clients in achieving their climate goals. Amex GBT is a sponsor and member of SABA.

Government advocacy: We support government actions that help accelerate local and global adoption of SAF.

Global

We support the International Civil Aviation Organization goal for aviation to become net zero by 2050 and reduce emissions 5% by 2030 through SAF and other technologies.

United States

We are the only business travel software and service company to support the SAF Grand Challenge with the Commercial Aviation Alternative Fuels Initiative and we hold a board seat on the SAF Coalition.

United Kingdom

We engage with senior government officials and Members of Parliament on advancing SAF policy and Jet Zero commitments, including hosting a ministerial roundtable with the UK Department for Transport and BritishAmerican Business.



Green marketplace Professional Services

AMEX GBT

Consulting

Amex GBT Consulting is committed to supporting each client's unique sustainability journey through its Green Compass™ ecosystem. As business travel rapidly evolves, the tools and support provided must be increasingly agile, empowering organizations to effectively work towards their sustainability objectives.

Amex GBT Consulting works with clients to calculate travel-related emissions and suggests ways to travel with purpose.

We help model opportunities for carbon pricing and decarbonization investments, optimize stakeholder engagement using behavioral science, and embed sustainability criteria into sourcing for air and hotel suppliers.

Travel diagnostic

Our consultants assess sustainability performance and readiness for clients to work towards achieving their sustainability targets.

Assessment

We use data analytics tools to measure carbon emissions and identify opportunities for improvement.

Optimization

Clients and consultants work together to identify and implement measures that address travel-related emissions that are tracked at a regular cadence to measure improvement.

Category management

Our consultants assist clients in finding suppliers that align with their goals and assessing their performance over the life of a contract.

Change management

Our delivery managers help clients integrate sustainability into their travel program's communication strategies and implement carbon pricing models.

Policy

We help clients integrate sustainability into their travel policies to align with enterprise objectives.





Green marketplace Professional Services

Our award-winning tools and team help our clients embed sustainability into their meetings and events.

Our approach is flexible and can be applied to a single event or the strategic meetings program.

Here's how we do it:

Track and report

Our carbon emission calculation solution captures data through the meeting and events lifecycle and tabulates results across categories, such as travel, venues, food and beverage, production, and waste. We follow recognized standards and methodologies.

Influence choice

We help engage key stakeholders through education, best practices, checklists, and policies. Our toolkits empower meetings' owners regarding sustainability objectives and help secure buy-in from internal stakeholders and leadership.

Source and plan more sustainably

We can help build a client's travel and meetings sustainability program along a multi-year pathway. Our team helps companies implement strategies, define goals, and embed their priorities into meetings and events policies.

Drive towards net zero

We help abate emissions, bringing suppliers on board and applying sustainable sourcing and planning initiatives.

From assessing the choice of the destination to identifying more sustainable suppliers and venues with verified credentials, we look at key categories, including transportation, food and beverage, production and materials, and waste.

Our sourcing and planning solutions help foster sustainability before and during the event, in alignment with the client's sustainability goals.

Advocate across industry

During 2024, Amex GBT M&E has been involved in a variety of initiatives, supporting draft frameworks and guidelines that help drive sustainability, including the Net Zero Carbon Events initiative and GSTC MICE Criteria Development.



AMEX GBT
Meetings
& Events





Our company

Powering environmental progress

People and Impact

Governance

Appendices

People and Impact

32 Powering progress: People and Impact

33 Investing in our people and communities

35 Driving a culture of inclusion and belonging for all colleagues globally

38 Integrating inclusion across our talent strategy

40 Growth and development at Amex GBT

49 Social impact initiative: The Power of Purpose

51 Preventing modern slavery

52 Innovate Reconciliation Action Plan





Our company

Powering environmental progress

People and Impact

Governance

Appendices



Powering Progress: People and Impact



Social impact

We strengthened our initiative pillars – Partners for Purpose, our external partnership program, and People for Purpose, our colleague engagement program.



Airlink

We launched an innovative solution that tailors Neo1 technology to meet Airlink's unique needs.



Colleague support

We provided new development programs, including formalized mentoring, to support all colleagues around the world. We also ran focused programs for new people leaders, frontline travel counselors, and coaches.



Colleague engagement

We reinforced our colleague listening strategy with surveys that give us actionable feedback all the way from pre-boarding to exiting the organization.



Travel Academy

We equipped new hires with travel knowledge, cultivated their professional skills, and nurtured a broader talent pool of future travel counselors.



Investing in our people and communities

At Amex GBT, we want the best for our people, in their personal well-being and on their professional journey. We also care deeply about the communities where we work.

Here are some of our most significant achievements of 2024:

- Supporting the growth and advancement of our colleagues globally through Grow @GBT, a collection of career development and learning resources.
- Helping women move forward in their careers in the travel industry through WINiT, part of the GBTA Foundation. Our chief people officer, Patti Huska, is the WINiT strategic advisory board co-chair.
- Creating new development programs focused on supporting key groups, including travel counselors, high-potential colleagues, first-time people leaders, and new senior leaders at the vice president level.
- Operating our Travel Academy, a program for non-experienced hires to develop new skills, building an expanded pool of future travel counselors.
- Partnering with WiHTL, whose joint mission with Diversity in Retail is to support companies across the hospitality, travel, leisure, and retail industries to create diverse and inclusive environments. Karen Williams is a mentor for WiHTL's global women leaders program, designed to help women reach a C-suite executive position.
- In 2024, our efforts were recognized with a host of awards that demonstrate our commitment to our colleagues and making our business the best possible workplace for all.

Inclusion

At Amex GBT, we strive to create an environment where people feel a sense of inclusion and belonging – for our colleagues, clients, and the communities where we do business. This helps us attract, engage, develop, and retain great talent and maintain a positive culture where everybody can thrive.

Our inclusion work is focused on propelling progress in three key areas:



Driving a culture of inclusion and belonging for our colleagues around the world.



Integrating inclusion across our talent strategy.



Fostering inclusive hiring practices to promote opportunity for all qualified candidates.

Our inclusive and talented workforce is our greatest asset. To help our people thrive, we endeavor to create a collaborative and respectful workplace where everyone can bring their whole, authentic selves.



At Amex GBT, we are committed to fostering an environment that empowers our colleagues to be a force for good. Through programs and initiatives designed to encourage professional growth, promote well-being, and strengthen our communities, we are supporting our greatest asset – our people.

Patti Huska
Chief People Officer



Investing in our people and communities continued

In 2024, our efforts were recognized with a host of awards:



Human Capital Management (HCM) Excellence Award for Learning & Development.



Gender Equality Award from the Mexican Institute of Finance Executives and the Women in Finance Association.



Disability Confident Committed Level 1 from the UK government.



America's Best Large Employers, America's Best Employers for Diversity, and America's Best Employers for New Grads, all from Forbes.

All of this demonstrates our commitment to our colleagues and to making our business the best possible workplace for all.

Driving a culture of inclusion and belonging for our colleagues globally

In 2024, we had over 4,600 participants in our colleague resource groups, also known as INclusion Groups or INGroups.

They help people feel connected and strengthen their sense of belonging, which is essential for well-being and retention. We expanded our global inclusion network with the launch of three new INGroups.

- **THRIVE** is focused on mental, physical, and financial wellness.
- **World Indigenous Networking Destination (WIND)** focuses on increasing awareness and honoring the culture and traditions of Indigenous people around the world.
- **Forces Unite, Support, Engage (FUSE)** is focused on supporting and engaging our armed forces-affiliated colleagues.

Our 10 INGroups are a big part of our culture and a place where people with similar interests, backgrounds, and experiences come together, support one another, and make a difference.

INclusion Group impact

INGroups are open to all colleagues and aim to foster a sense of inclusivity and community. We also rely on them to give us insights into how we can make Amex GBT a better place to work.





Driving a culture of inclusion and belonging for all colleagues globally

Here's more about our INGroups and what they accomplished in 2024:



Powering Environmental Progress

Green@GBT gives our colleagues the opportunity to take action on sustainability. Our 900+ members spearhead sustainability initiatives across our company, including arranging community cleanup campaigns, organizing events and webinars, and reducing the environmental impact of our corporate and home offices.

- **87% ranked as home office champions**
Our survey shows 52% of respondents scored as “sustainability champions” and 35% as “sustainability advocates,” meaning they are taking great strides in minimizing energy and paper usage, recycling, and commuting for work as responsibly as possible.
- **100% of offices “adopted”**
All our Amex GBT offices have been adopted by Green@GBT volunteers and our Real Estate team, who helped track and improve sustainability across our locations worldwide.
- **Celebrated Earth Month**
 - Hosted a series of educational webinars in April focused on Powering Environmental Progress and highlighted the 2024 EarthDay.org theme, Planet vs Plastic.
 - Participated in the Fossil Fashion Clothing Challenge. This challenge aimed to encourage more sustainable fashion choices, then highlighted and rewarded colleagues’ actions.
- **Giving back**
Many Green@GBT members donated time in 2024, including beach cleanups in the UK, food drives in Asia, tree plantings, and waste cleanup events.



World Indigenous Networking Destination

The World Indigenous Networking Destination (WIND) group is a resource for global Indigenous peoples, allies, and those with an interest in the culture to connect. Our mission is to increase awareness and celebrate and honor the culture and traditions of Indigenous peoples globally.



Global Asian Inclusion Network

The Global Asian Inclusion Network (GAIN) builds awareness, knowledge, and inclusion of Asian heritage through community events and volunteer efforts while educating and celebrating the cultures of Asia.

- **Organized a blood drive**
In honor of World Blood Donor Day (June 14, 2024), we hosted a blood drive. We engaged all of the other nine INclusion Groups, encouraging colleagues to donate blood to support their communities.
- **Honored Asian heritage**
We celebrated Asian Heritage Month in May 2024 through the theme of tea. GAIN hosted sessions on the history of tea through trade and migration and held global tea parties to build relationships and engage our member community.



Mental, Physical, and Financial Well-being

Thrive was developed in alignment to the company's commitment to make Amex GBT an inclusive place to work by looking at well-being holistically. We share support resources, raise awareness, and bring people together to engage on the topics of physical, mental, and financial well-being.



Driving a culture of inclusion and belonging for all colleagues globally continued



Somos fosters a globally inclusive culture by empowering the Latino/Hispanic community within Amex GBT. Its mission is to promote and raise awareness of Latino and Hispanic heritage, culture, and habits, enriching interactions with clients, partners, and colleagues.

- **Explosive growth**

In 2024, Somos increased its membership by 53% year over year.

Now, 49% of our members are based in Latin America (across Argentina, Colombia, and Mexico), 30% in the US and Canada, 18% in the UK, and 3% in the Asia-Pacific region.

- **Celebrating our Hispanic and Latino leaders**

Celebrated Hispanic Heritage Month through the theme of Hispanic and Latino leadership at Amex GBT. We held leadership panels featuring our own leaders as keynote speakers, sharing their journeys, challenges, and career growth.

We also highlighted opportunities available to all our members to develop their career, including Grow@GBT, Mentoring@AmexGBT, monthly educational sessions, and more.



Forces: Unite, Support, Engage (FUSE) brings veterans, reservists, active-duty spouses, families, and allies of the armed forces together to form a community within Amex GBT.

- **Rapid growth**

Launched in November 2024, FUSE's global membership increased by 38%, ally membership doubled, and it expanded across seven countries by December 2024.

- **Debuted a podcast**

FUSE created the FUSE podcast series to feature service veterans who currently work at Amex GBT, raise awareness of the differing challenges across our members, and thank our veterans for their service.



Women of the World's (WoW's) mission is to inspire and empower women to thrive at Amex GBT through a global community of women and allies, supporting women's professional and personal development and equity for all.

- **A surge in membership**

WoW surpassed its goal of 1,000 members by March 2024 and increased male membership by 119%. WoW has members across 26 countries and held 58 events in 2024 with over 2,000 live attendees.

- **Building community**

WoW fosters a sense of belonging and community by addressing critical women's health issues, empowering members with resources, support, and advocacy.



Ready & Able is dedicated to helping make Amex GBT a great place to work for people with disabilities, attracting, retaining, and developing talent while creating a safe and open space to support all colleagues.

- **Recognized International Day of Persons with Disabilities**

In December 2024, Ready & Able led a week-long celebration recognizing International Day of Persons with Disabilities.

We aligned with the international theme: "Amplifying the Leadership of Persons with Disabilities for an Inclusive and Sustainable Future."

Ready & Able hosted two inspiring guest speakers – an aviation accessibility executive with a disability and a decorated basketball athlete who is wheelchair-bound.





Driving a culture of inclusion and belonging for all colleagues globally continued



LGBTQ+ colleagues at Amex GBT United in Equality (LEAGUE) provides a space to talk about challenges, obstacles, and achievements. We provide encouragement and support to our LGBTQ+ colleagues to get engaged and stay informed.

- **Expanded our community**

LEAGUE has experienced remarkable growth, expanding from a modest 41 members in 2021 to a vibrant global community of over 1,000 members spanning 36 countries worldwide.

Through a range of engaging activities, effective communication strategies, and a commitment to fostering an inclusive environment, we have successfully united LGBTQ+ colleagues and allies across geographical boundaries.

- **Passion for volunteering**

In 2024, our dedicated members invested a collective 1,618 hours in enriching the LGBTQ+ community within our organization.

From insightful webinars and thought-provoking in-person events to engaging articles and face-to-face meetings, our team has tirelessly worked to educate, support, and empower LGBTQ+ individuals and allies to embrace their authentic selves.



Black Engagement Network's purpose is three-fold: create a community for Black colleagues to connect with allies, provide education and resources for all colleagues, and help make Amex GBT an inclusive workplace.

- **Celebrated Black History Month**

In 2024, we hosted multiple Black History events in the US in February and United Kingdom in October.

Our educational programs incorporated keynote speakers, webinars, podcasts, and weekly blog posts aimed at the themes of "Black Influence in the Arts" and "Reclaiming the Narrative."

We also held discussion forums for all global colleagues and live events in both New York and London to engage and connect members throughout our organization.

- **Recognized changemakers**

We launched the Change Champions program to recognize colleagues annually who are making a difference in their community. Some of our champions' acts include volunteering their time to support Black communities and participating and supporting in marches or walks for justice.





Integrating inclusion across our talent strategy

Inclusion is not a standalone function at Amex GBT. It is embedded throughout our culture. Building an inclusive team starts with the hiring process. Our recruiters have been trained to increase inclusiveness and reduce biases.

We use a variety of sources to create a pool of qualified candidates from a range of different backgrounds. For example, we work with our company's INclusion Groups to tap into their networks and partner with supporting external organizations.

Our focus on inclusion begins before a candidate applies

Each job post, every sourcing message, and all employer brand content passes through Textio, a language software that flags unconscious bias to help create inclusive, on-brand, and inviting recruitment materials. Textio also offers a learning hub and is available to all colleagues across the organization.

Inclusion is a key pillar of our external talent brand efforts. We use inclusive imagery across our marketing materials and sites to encourage all qualified candidates to apply.

A collective effort: supporting our inclusion program

Championing inclusive meetings and events

Our Consulting and Meetings & Events teams are also working to drive inclusion in the travel and events industry. We run projects internally to make sure our own travel and meetings programs are fully inclusive and support clients to make sure theirs are too.

Creating accessible, inclusive, and safe travel and meeting experiences can make attendees feel comfortable and engaged, no matter their background or origin.

Accessibility in business travel

We believe that travel is a force for good that connects people and teams. To achieve an inclusive workplace, our colleagues and our clients' colleagues should be supported when traveling for work.

There are over 1.3 billion people around the world who have a disability that affects their ability to travel.¹⁷ Many business travelers with accessibility needs spend extra time and effort making special arrangements for their trips or even avoid travel altogether.

We want everyone to have the opportunity to engage with colleagues, clients, and partners in person. With this objective in

mind, Amex GBT created the first end-to-end accessibility solution of its kind to support travelers with visible and invisible disabilities at every stage of their journey.

We started this journey in partnership with Google in 2022, focused on its team members who need specialty support. Our team helps them with airline, airport, hotel, and ground transport as well as preboarding, room facilities, medical equipment, and more.

The aim is to unencumber the traveler and make their business trip more comfortable. The program was well received and recognized at the Business Travel Awards Europe event.

In December 2023, IBM became our first client to launch the new solution, which includes our Travelers Requiring Specialty Assistance (TRSA) desk. The desk provides access to a specialist team of certified travel consultants who deliver an inclusive and distinguished service experience for travelers with distinct needs. Several more clients have since come aboard.

Recruitment for the TRSA desk is done with care and purpose, with many team members having a personal connection to an individual with a disability. This allows them to view the traveler journey through a different lens and give every detail their full attention.



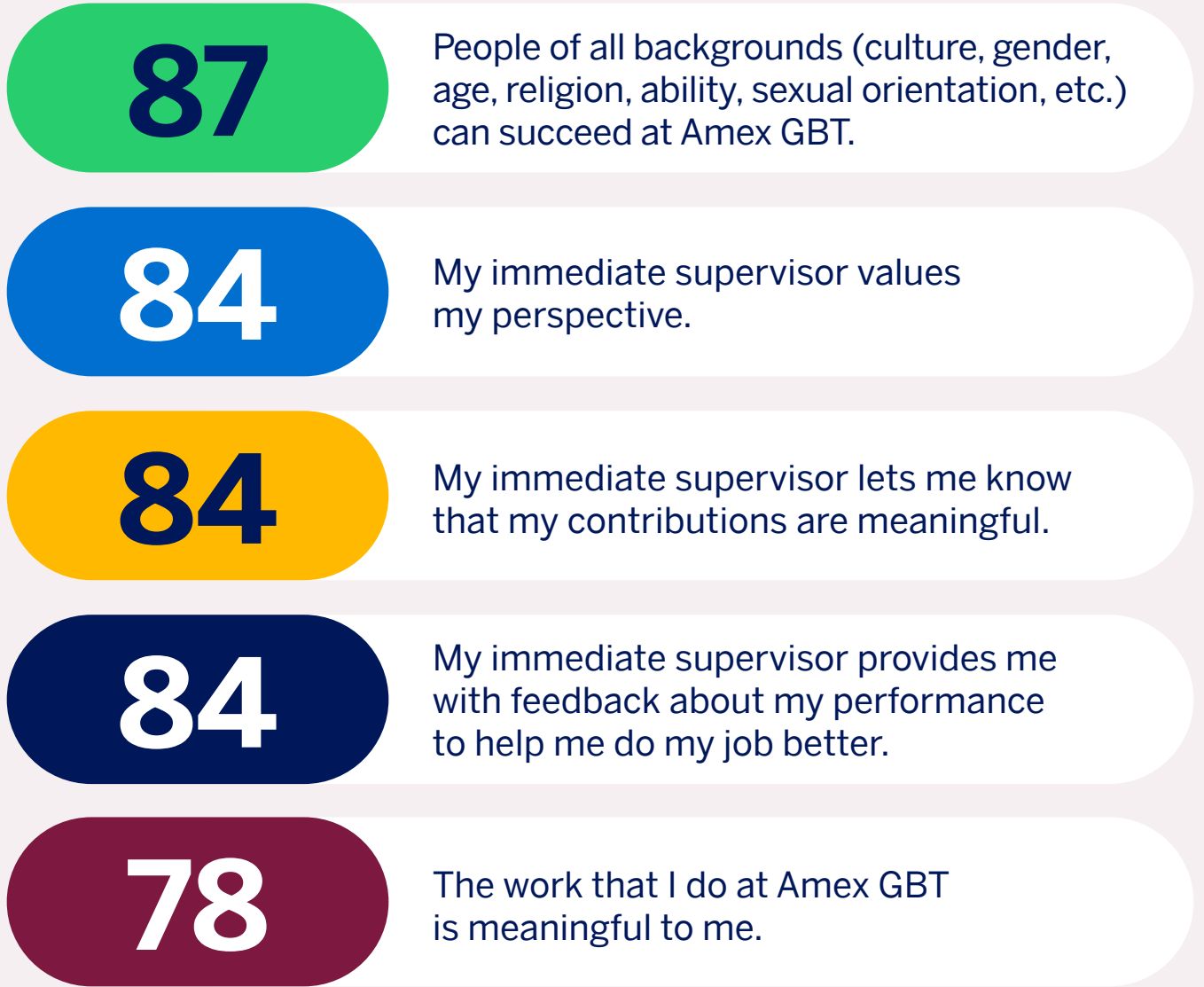
Integrating inclusion across our talent strategy continued

Listening to our colleagues

We solicit feedback from all global colleagues regularly through engagement and pulse surveys. In 2024, the engagement survey included questions that represent the needs and expectations that are critical to a person’s life experience, not just their work experience.

The focus areas included well-being, empowerment, clarity, growth, connection, and purpose as well as open-ended questions on what’s working well and where colleagues see room for growth.

Here is a snapshot of views from our colleagues regarding workplace culture, the ability to succeed, and the positive impact of our company.



Through the onboarding survey, our newest colleagues reported feeling connected and supported. Here’s a snapshot of how they responded, measured on a scale of 100:



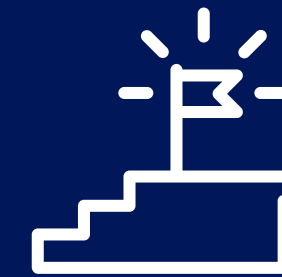


Growth and development at Amex GBT

Using performance reviews to create feedback and accountability

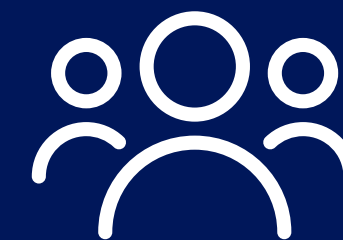
At Amex GBT, progress against performance goals and leadership behaviors is essential for our continued success. That's why we've incorporated it into our performance management process. It gives our colleagues clarity and creates an opportunity for meaningful feedback.

Our approach has two components:



Goals

All associate and professional-level colleagues receive a rating that measures progress against their goals. Ratings and feedback are given through written comments and coaching conversations.



Leadership

All colleagues at or above the manager level are given an evaluation based on their demonstration of our six Amex GBT Behaviors, including practicing collaboration, obsessing over our customers, and shaping the future.



Growth and development at Amex GBT continued

Our People Promise

We want Amex GBT to continue to be a great place to work and an employer of choice. That's why we are committed to our People Promise – a set of actions that are authentic, credible, and resonate with colleagues around the world.

Travel Perks

Travel Perks provides colleagues with the opportunity to pursue their passion for travel using offers and discounts from our supplier partners.

Amex GBT Communities

Our Communities program brings our colleagues together. A year in from the launch of the Amex GBT Communities program, we have seen the positive impact it has had on our colleagues. As of December 2024, there are over 70 established communities around the world, including our first two interest-based communities:

- **The UK Early Careers community**
Connecting new joiners starting their career in the industry and supporting their journey to success.
- **The Parents and Caregivers community**
An inclusive and empathetic environment where colleagues can share their experiences.

Our communities hosted over 450 initiatives in 2024, ranging from social get-togethers and fitness challenges to virtual competitions and in-person volunteering. These initiatives have brought together a combined total of over 26,000 colleague engagements.

Our development journeys connect our colleagues with developmental opportunities at all stages of their career, structured into three key areas:



Start@GBT

Welcome, support, and connect new colleagues to succeed.



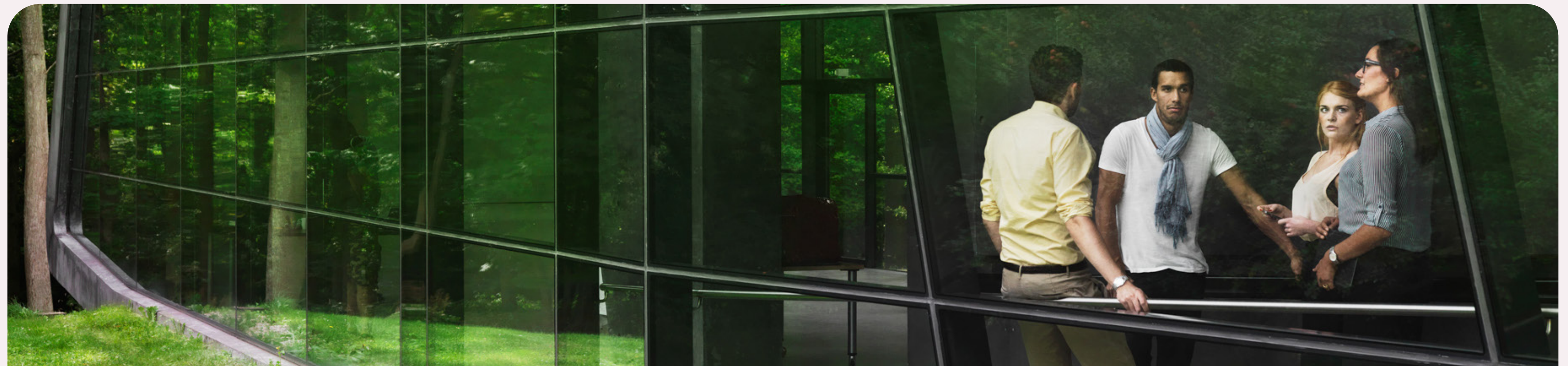
Grow@GBT

Educate, connect, and support all colleagues to develop in their role and grow their career.



Lead@GBT

Educate, connect, and support all leaders to develop in their role and grow their career while attracting, growing, and retaining talent.





Growth and development at Amex GBT continued



Start@GBT

Start

We want to make sure that colleagues feel engaged, supported, and enabled from the day they join. Here's what we offer:

- **Welcome Aboard**
Offered in multiple languages, Welcome Aboard provides a focused learning path for the first year of employment. Training modules include Amex GBT: Our Story and Travel 101, and we incorporate links to our INclusion Groups and on-demand curriculum.
- **Welcome Back**
This program helps returning colleagues have a smooth transition back to work after an extended leave or rehire.



Grow@GBT

Grow@GBT

This career development program supports our colleagues to grow their careers. Grow@GBT is a collection of career development and learning tools that colleagues can customize based on their individual career goals.

In 2024, we added an increased focus on functional skills, mapping learning and development to our critical skills.

We launched two AI training tracks for our colleagues.

- **AI Awareness**
These courses provide colleagues with a broad understanding of what AI is, what it is not, and how it impacts our business and daily lives. In 2024, 1,373 colleagues completed this training track.
- **AI Technology Track**
These courses are specifically designed for colleagues in our technology teams to provide in-depth training on AI concepts, tools, and applications specific to our industry.

In recognition of its continued success, Grow@GBT won the prestigious Human Capital Management Excellence Award for Learning & Development, Best Unique or Innovative Leadership Program (Silver), from Brandon Hall.

Our Grow@GBT framework gives colleagues a structured way to develop personally and professionally and is appropriate for their current roles and their future career aspirations.

Mentoring

Our Mentoring@AmexGBT program supports our colleagues as they create their career journey. We have seen over 3,000 mentoring hours logged by program participants, and 97% of participants would recommend the program to their peers.

Individuals are empowered to build strong professional connections and develop their skills.

Mentoring encourages cross-functional knowledge sharing and enhances colleague satisfaction by fostering a supportive, engaging environment.

Continuous learning opportunities

We provide our colleagues ongoing learning opportunities through on-demand courses from LinkedIn Learning and specialized training pathways. These help our colleagues stay updated on industry changes and develop important business skills.

In 2024, our colleagues completed approximately 15,000 courses on LinkedIn Learning.

The most popular topics were artificial intelligence, customer communication, business software and tools, productivity improvement, and professional development.



Growth and development at Amex GBT continued



Lead

Our leadership development framework educates, connects, and supports all leaders. An on-demand curriculum, live sessions, and targeted programs help us meet them where they are on their development journey.

On-demand curriculum

We offer our leaders a variety of resources:

- **Leadership Development Foundation Curriculum**
Leaders can cultivate their skills by applying this online content.
- **Leader Playbook**
This comprehensive online resource provides leaders with the information and resources they need to succeed in their roles and support their teams.

• Hiring Leader Space

This space provides tools, tips, and best practices for attracting and recruiting talent.

• Take 5

Our monthly newsletter is delivered directly to leaders' inboxes each month with current trends, strategies, and best practices.

• Meetings in a Box

This resource enables leaders to run effective team development meetings.

Live sessions

We host several live seminars throughout the month so that our leaders can connect and learn from each other. They include:

- **Leadership and team development workshops**
These workshops provide colleagues a chance to discuss priorities, build skills, and share best practices.
- **Leader Live workshops**
These monthly calls provide relevant and timely development topics for people leaders. In 2024, over 1,900 leaders attended.
- **Leader Excellence**
These quarterly sessions, new in 2024, provided clear expectations and support for all people leaders at Amex GBT. In 2024, 1,525 leaders attended.

We provide our colleagues ongoing learning opportunities through on-demand courses from LinkedIn Learning and specialized training pathways. These help our colleagues stay updated on industry changes and develop important business skills.





Growth and development at Amex GBT continued



Targeted programs

We also have programs tailored to different types of leaders at specific points in their growth journeys:

- **Accelerate**

In 2024, 259 new people leaders joined virtual cohorts for four full-day sessions. They learned how to harness their strengths, transition to leadership, and maintain their wellness.

They also received coaching on how to achieve their own goals and support colleagues throughout the entire colleague journey.

- **Leader INC**

This program is designed to help newly promoted or externally hired vice presidents network with their peers, connect to the company's purpose and strategy, and integrate into the senior leadership team.

- **Amex GBT Intrapreneurs (GBTi)**

This nomination-based program is made up of 12–15 colleagues from across functions and locations. Each cohort serves for a 12-month term and acts as a sounding board for the executive leadership team on strategic plans and initiatives.

GBTi works to make our plans better reflect our people, our community, and the ever-changing business environment.

- **INGroup Leader Summit**

Created in 2024, this program is a dedicated opportunity for INGroup leaders to come together, learn from one another, and develop skills to grow their INGroup and career.

Performance coaching

We empower our colleagues to take ownership of their performance and career journey through relevant, real-time feedback and coaching. This approach involves a flexible performance cycle, a dynamic goal-setting process, regular feedback, and real-time check-ins.

Additional resources include an interactive course to help write SMART goals and a variety of useful how-to videos, all available in four languages.

Better Balance

Available to all colleagues, Better Balance addresses the need for greater flexibility to balance personal and business demands. Specifics vary from region to region, but at its core, Better Balance gives colleagues flexible work options, including part-time work, job sharing, seasonal working, or even a sabbatical.





Growth and development at Amex GBT continued



Traveler Care development for our frontline teams

Our Traveler Care colleagues have a comprehensive learning curriculum to support their learning, development, and growth. This also follows our Start, Grow@GBT, and Lead framework.

Start – travel counselor onboarding

For travel counselors with varying backgrounds and experiences:

- **Welcome Aboard – Travel Counselor Path**
This program is designed for experienced travel counselors new to Amex GBT, providing online resources, support, and connections with other new hires.
- **Travel Academy**
This eight-week program teaches individuals with no prior experience the foundational skills of a travel counselor role. The interactive and innovative experience uses cutting-edge technology, including artificial intelligence, gamification, and virtual reality, to build comprehensive skills and knowledge, culminating in a formal graduation celebration. In 2024, 247 new hires successfully completed our Travel Academy program.

Grow@GBT – travel counselor development

To support our travel counselors to build knowledge and skills to deliver outstanding service:

- **Travel Counselor Excellence**
This annual program develops technical skills, behaviors, and customer service. In 2024, 5,494 travel counselors participated.
- **Knowledge Bank and Community**
The knowledge center provides a library of over 1,000 essential articles and connects travel counselors with specialists to answer critical questions.

Lead – team coach development

To support leaders coaching our Traveler Care team:

- **Coaching Unrivaled**
This comprehensive program includes live and on-demand coaching modules and tools. In 2024, 427 coaches participated.
- **Coach Connects**
This monthly networking opportunity enables coaches to build connections, explore development opportunities, discuss leadership challenges, and exchange professional insights. In 2024, 395 coaches participated.



Growth and development at Amex GBT continued

Employee Stock Purchase Plan

Amex GBT gives colleagues the opportunity to purchase shares through our Employee Stock Purchase Plan (ESPP). This gives them a stake in the world's leading business travel software and service company, and a chance to share in our future growth.

As of December 31, 2024, 24% of colleagues in the US were enrolled in the ESPP, just below the benchmark average of 29%.

In the rest of the world, 11% participate, compared to the 18% benchmark. Globally, 15% of all eligible colleagues are enrolled.



A rewarding work life

Our Total Rewards philosophy is designed to attract, retain, and grow talent. A multifaceted strategy allows us to tailor appropriate reward programs by position, individual, and geography across the colleague lifecycle. Here is more about what we offer:

- Competitive base pay with differentiation based on role and responsibilities, experience, and contribution.
- Variable pay programs that reward outstanding individual and company performance.
- A culture of open communication, with all perspectives respected, valued, and celebrated.
- Recognition programs to celebrate behaviors and actions that support our culture.
- A work-life balance that prioritizes well-being.
- Benefits programs aligned to and competitive with local industry practice.
- Talent management and performance programs that allow colleagues to develop and advance their careers at Amex GBT.

Colleague satisfaction and engagement

Recognition

We aim to give consistent and meaningful recognition because it enhances appreciation, trust, collaboration, and engagement. An engaged workforce delivers an improved client experience, increased productivity, and, ultimately, a healthier and more profitable company.

We have two programs to acknowledge our high performers and express our gratitude to our colleagues:

Internal recognition program

This program drives positive behaviors by aligning colleagues' work to our business objectives and values.

Colleagues can recognize their co-workers every day with a peer-to-peer platform with "shoutouts" in a public, virtual setting. Leaders or colleagues can also invite others to recognize someone who went above and beyond.

Pacesetters

Our incentive event recognizes top achievers who consistently deliver outstanding results while making Amex GBT a great place to work.

Our global Pacesetters were nominated for their outstanding contributions based on prior-year performance ratings.





Growth and development at Amex GBT continued

Caring for our colleagues

Supporting a virtual workforce

Approximately 90% of our US-based colleagues work from home. Because of that, we can align our purpose with our People Promise, expand our talent pool, and support those who need more flexibility in their work lives.

Our colleagues can enjoy a virtual working environment while also connecting in person with their peers. Bringing colleagues together supports career development, well-being, and a sense of community.

Colleague wellness

All full-time and many part-time colleagues can participate in our comprehensive and flexible health and welfare programs.

They help colleagues and their families live a healthier lifestyle in many ways, whether they want to manage stress, quit smoking, or have more serious health issues.

Health and wellness benefits

In the United States, we offer:

- Medical, prescription drug, dental, and vision care coverage as well as flexible spending and health savings accounts.
- Voluntary wellness programs, tools, and resources to help our colleagues and their families make informed healthcare decisions and live a healthier lifestyle.
- 401(k) plan with employer matching contributions.
- Commuter Choice Program, giving eligible colleagues the option to use before-tax money from their paycheck to pay commuting expenses.
- Basic life insurance, supplemental life insurance, accidental death and dismemberment insurance, child life insurance, short-term disability insurance, long-term disability insurance, paid time off, sick days, and vacation purchase plan.
- Discount program on a variety of products and services, including weight management and gym memberships.

Although there is some variation between countries, the health and wellness benefits we offer outside the US typically include health insurance, disability insurance, retirement programs, colleague assistance programs, wellness programs, and discounts. It's worth noting that:

- Flexible benefit programs in many countries allow colleagues to choose from a range of locally curated benefit groupings where they can choose the plan that best suits their needs and their families.
- Retirement programs for each country are tailored to mandatory best practices and the competitive landscape.
- Wellness offerings include but are not limited to online health risk assessments, physical well-being and exercise programs, and emotional well-being programs, such as the Employee Assistance Program.





Growth and development at Amex GBT continued



Caring for our colleagues continued

Global Employee Assistance Program

We provide all our colleagues and their households access to free, confidential assistance with any work, life, personal, or family issue.

The service is staffed 24/7 by professionals around the world, and while the range of assistance is varied, it usually includes short-term professional counseling, in-the-moment telephone support, and information about local resources.

Live sessions can focus on emotional and financial well-being.

eM Life, Amex GBT's wellness solution

This global platform provides an array of resources, including webinars, interactive sessions, and programs, dedicated to mental and emotional health topics, such as managing stress, cultivating compassion, and practicing mindfulness at work.

Colleagues can access brief daily mindfulness sessions in multiple languages.

Employee rights and equal opportunities

Our policy is to provide equal employment opportunities to all individuals based on job-related qualifications.

That means we do not discriminate on the grounds of race, ethnicity, sex, gender, gender expression, disability, religion, sexual orientation, marital status, citizenship, age, or any other legally protected characteristic or status in each of the countries in which we operate.

In addition, subject to applicable law, Amex GBT will reasonably accommodate the known disabilities of colleagues and applicants. We also seek to maintain a respectful workplace environment, free from intimidation, harassment, or bias based on these grounds.

We strive to offer an inclusive workplace where colleague differences are valued and utilized for individual, business, and organizational success.

Social impact initiative: The Power of Purpose

At Amex GBT, we believe that travel is a force for good. One of the ways we bring that belief to life is our impact initiative, The Power of Purpose. Through our partnerships and by empowering our colleagues, we aim to make the world a better place.

People for Purpose: Be a force for good

We empower our colleagues to be a force for good in the world. Through global tools and customized programs designed to engage a virtual and distributed workforce, we strive to offer an opportunity for our colleagues to volunteer and give back in a way that is both meaningful and accessible to them.

Partners for Purpose: Moving people when it matters most

With our best-in-class software and services, we are uniquely positioned to organize the urgent transportation of people in need over great distances. And in an emergency, speed saves lives.

Our partnership program – Partners for Purpose – provides non-governmental organizations (NGOs) such as Airlink, a prominent 501(c)(3) charity, with in-kind access to our software and services to help our partner charities move people when it matters most.

We strengthened our partnership with Airlink, an NGO that specializes in deploying first responders and humanitarian aid to crisis zones.

Working with the Airlink team, Amex GBT colleagues from our Neo1™ product development, traveler care, service design, and impact teams developed a new solution to support Airlink's unique model.

Now, using a bespoke solution, they are set up to get specialists in the air and on the ground faster than ever. It's all made possible by the skill and flexibility of the Travelers Requiring Specialty Assistance (TRSA) desk, our end-to-end accessibility solution.

Throughout 2024, we also supported Miles4Migrants and Welcome.US, two organizations devoted to flying vulnerable people out of danger zones.



Photo provided by Airlink

Social impact initiative: The Power of Purpose continued

Our Partners for Purpose



Since it began operating in 2010, Airlink has transported more than 12,860 responders and approximately 16.5 million pounds of humanitarian aid, effectively saving nonprofits nearly \$33 million and directly helping nearly 60 million people worldwide.



Welcome.US

Welcome.US is a national initiative built to inspire, mobilize, and empower Americans to welcome and support people seeking refuge in the United States.

Our CEO, Paul Abbott, is a member of the Welcome.US CEO Council, a cohort of leaders from across business sectors, committed to supporting the organization.

A spotlight on Airlink & Neo1

In 2024, we built an innovative solution that tailors Neo1 technology to meet Airlink’s unique needs. This collaboration enables Airlink to fully oversee its program while empowering its NGO partners to independently manage and scale their operations as needed.

By utilizing Neo1, Airlink and its partners have seamless access to Amex GBT travel services and solutions, designed to support the critical work of getting first responders to where they are needed most.

Key features of this solution include:

- **Self-booking capabilities**
Airlink’s NGO partners can self-book travel for emerging emergency situations or steady-state recovery operations via the Neo1 online booking tool.
- **Specialized travel support**
For more complex travel needs, partners have access to specially trained travel counselors who provide personalized offline support.
- **Program management**
Airlink retains full oversight of its program and can quickly onboard partners, enabling rapid response capabilities as situations evolve.

This bespoke solution represents a unique application of Neo1 technology, designed to operate in a distribution model that aligns perfectly with Airlink’s mission. We are proud to have collaborated closely with the Airlink project team to deliver a system that empowers NGOs with the tools they need to make a difference, efficiently and effectively.





Our company

Powering environmental progress

People and Impact

Governance

Appendices

Preventing modern slavery

We focus on three key areas to protect human rights:

- **Labor rights**
We respect the rights of our colleagues and suppliers by working in alignment with international conventions and guidelines.
- **Security**
We strive to keep colleagues and facilities safe in accordance with local laws, customs, and cultures.
- **Supply chain**
We include expectations concerning human rights within our Supply Chain Standards.

Amex GBT has zero tolerance for modern slavery, as reflected in our Modern Slavery Statement. Our global Anti-Slavery Policy compels all colleagues and relevant business partners to report any suspected activity immediately.

We conduct due diligence and apply measures to prevent and detect human trafficking in our supply chain.

Education and training

In January 2024, during National Slavery and Human Trafficking Prevention Month, we shared resources with our colleagues about identifying trafficking victims and safely contacting law enforcement in an emergency.

Amex GBT works with Protect All Children from Trafficking and became a member of the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism.

We have also committed to educating our workforce on human trafficking prevention by providing training on our internal learning and development site.





Innovate Reconciliation Action Plan



2024 was the second year of our Innovate Reconciliation Action Plan (RAP) in Australia. Developed in partnership with Reconciliation Australia, the plan allows us to take meaningful action to advance reconciliation. It aims to provide tangible benefits for Aboriginal and Torres Strait Islander peoples, helping to increase economic equity and supporting First Nations self-determination.

Key initiatives in 2024 were:

- **Promoting reconciliation**
Conducted several colleague engagement and educational programs to acknowledge Reconciliation Week. Launched our Reconciliation Action Plan intranet page to support and create awareness of Indigenous culture within our organization.
- **Contributing to Indigenous organizations**
Currently promoting and supporting the organization to purchase goods and rewards from Indigenous organizations. Participated in fundraising for UNICEF to support universal birth registration.

- **National Aborigines and Islanders Day Observance Committee (NAIDOC) Week awareness**
The RAP Committee and Amex GBT leaders attended a virtual educational session featuring guest speaker Gavin Wanganeen, the former Australian rules footballer. This event created awareness about the importance of NAIDOC Week.
- **“Virtual Yarns”**
Commenced a series of workshops and discussions called “Virtual Yarns,” aimed at enhancing our cultural awareness and promoting reconciliation efforts.
- **Procuring from an Indigenous business**
Purchased Indigenous event signage through Indigi Print, supporting a local Indigenous business.

Ongoing efforts:

- **Client education**
We promote and engage with clients about reconciliation and RAP work.
- **Policy reform**
We challenge internal policies and processes, seeking advice from our Aboriginal advisors on how Amex GBT can be a more inclusive employer.



Governance

54 Good governance strengthens our business

55 Corporate governance

56 Oversight framework

57 Stakeholder engagement

58 Materiality assessment

58 Business ethics

59 Risk and Compliance program

61 Regulatory compliance

63 Protecting privacy and safeguarding data

65 Strategic sourcing





Our company

Powering environmental progress

People and Impact

Governance

Appendices



Good governance strengthens our business



Award-winning excellence

Our privacy and compliance team has won multiple awards in recent years.



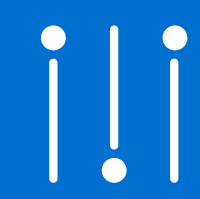
Brand integrity

Maintained our mission to be a trusted brand.



Vigorous compliance

Upheld our robust governance framework, which protects our reputation, colleagues, and clients.



Effective risk management

Sustained our risk mitigation strategies addressing privacy, cybersecurity, business continuity, and crisis management.



Corporate governance

Amex GBT has an 11-member board of directors.



For Amex GBT, 2024 was a year of continued growth and opportunity. Our Risk and Compliance team provided instrumental support, helping our colleagues and business partners “do the right thing.” We continuously monitor geopolitical uncertainties and evolving regulatory developments, to help our clients navigate this complex environment. Our rigorous risk and compliance governance framework is continually improving to meet this dynamically changing landscape.

Michael Savicki

Senior Vice President, Chief Risk & Compliance Officer



Our company

Powering environmental progress

People and Impact

Governance

Appendices

Corporate governance

Amex GBT understands that good governance strengthens our business. Our transparency and checks and balances benefit our company, our brand, our colleagues, and our clients. Our ethical business practices are embodied by our board of directors and executive leadership team, and our principles are reflected in many ways: through our Code of Conduct, company-wide risk management program, policies and training, whistleblower reporting, and commitment to strong internal controls.

Amex GBT leadership

Amex GBT’s executive leadership team sets the tone, establishes our strong corporate governance and compliance programs, and guides the company so that it complies with applicable laws and regulations. The team also determines and leads our commitment to powering progress.

Amex GBT board of directors

Currently, our 11-member board of directors is chaired by travel industry veteran Greg O’Hara and consists of representatives from American Express, Qatar Investment Authority, Expedia Group, and Apollo, in addition to other independent directors.¹⁸ Like Amex GBT’s global footprint, colleagues, and clients, our board is comprised of women and men from around the world including: Canada, Israel, Italy, Mexico, the United Kingdom, and the United States.



Paul Abbott
Chief Executive Officer



Eric J. Bock
Chief Legal Officer,
Global Head of Mergers
& Acquisitions
and Compliance,
and Corporate Secretary



Andrew Crawley
President



Karen Williams
Chief Financial Officer



Patricia Huska
Chief People Officer



Evan Konwiser
Chief Product and
Strategy Officer



David Thompson
Chief Information
Technology Officer

¹⁸ When evaluating potential directors, the members of our board consider a broad range of factors relating to qualifications, experience, and background. The priority in selecting members of the board is the identification of persons who will further the interests of our stockholders through an established record of professional experience, knowledge, and accomplishments relevant to the size and nature of our business and growth strategy, understanding of our business and competitive landscape, ability to contribute positively to the collaborative culture among board members, practical and mature business judgment, integrity, ethics, and values, as well as conflicts of interest.



Oversight framework

Stakeholder	Interaction
Amex GBT Board of Directors	The Board has ultimate oversight over corporate sustainability matters.
Executive Committee	The Executive Leadership Team is a governing body comprised of C-suite officers of the Company that oversees execution and evaluates performance against established corporate sustainability goals.
Disclosure Committee	The Disclosure Committee is a working group comprised of Company leadership responsible for regulatory reporting and statutory audits relating to corporate sustainability.





Stakeholder engagement

Our strategy is shaped by our stakeholders. The key issues they identify are incorporated into regular assessments, which help us achieve our targets and milestones and allocate resources efficiently.

Stakeholder	Engagement and Interaction
Stakeholders	We keep our stakeholders informed about the company's strategy and objectives through a corporate governance process and our investor relations website.
Colleagues	We engage with our colleagues in a variety of ways: <ul style="list-style-type: none">• Engagement surveys• Inclusion networks (INGroups)• Leadership briefing meetings• Townhall sessions• Performance appraisals• Amex GBT Ethics Helpline
Clients and travelers	We stay in touch with our clients and travelers through: <ul style="list-style-type: none">• Product and service offerings• Dedicated sales professionals• In-person and virtual meetings• Bidding and contractual processes• Industry events and trade shows• Social media and other marketing channels• The Amex GBT Client Innovation Council and Egencia Customer Advisory Board
Suppliers and business partners	We engage with preferred suppliers and valued business partners according to third-party oversight and supply chain management priorities and principles.
Government and regulators	We comply with all applicable laws and regulations in all jurisdictions in which we operate or provide services. We also advocate for public policy issues significant to our business and engage with government officials to support our industry.
Nonprofits, community and industry associations	We support our communities through charitable endeavors and volunteering. We also spearhead advocacy efforts relevant to the travel, meetings, and events industry.



Materiality assessment

In 2024, Amex GBT engaged a top-tier consulting firm to help conduct a double materiality assessment in accordance with the EU Corporate Sustainability Reporting Directive (CSRD).

The European Sustainability Reporting Standards (ESRS) guidance was considered to develop the double materiality analysis, which includes topics covering climate change, pollution, water, and marine resources, biodiversity and ecosystems, resource use and circular economy, own workforce, workers in the value chain, affected communities, consumers and end users, and business conduct.

See the TCFD appendix on [page 71](#) for details regarding the materiality assessment performed in 2024 noting significant legal changes to the CSRD in 2025.

Business ethics

Code of conduct

The Amex GBT Code of Conduct (Code) establishes our ethical standards, giving our colleagues guiding principles on how to conduct business and where to get the advice they need. The Code highlights our commitment to our colleagues, shareholders, clients, and communities by focusing on several areas – the treatment of colleagues and others; equal employment opportunity; conflicts of interest; internal controls over financial reporting; protection of property and information; integrity in sales and advertising; compliance with laws; and conducting business responsibly.

The principles of the Code apply to everyone at Amex GBT, regardless of job function, location, or seniority. Each year, we reaffirm our commitment to training 100% of our colleagues on the Code. Those who fail to comply with the Code, or fail to take the training, can face corrective action based on applicable laws and policies.

If someone suspects a violation of the Code, a company policy, or applicable law or regulation, or if any colleague has a question about the proper course of action, we encourage them to report it promptly to a trusted leader or the Amex GBT Ethics Helpline.

Reports to the helpline are escalated to investigators in Human Resources, Finance, Legal, or Risk and Compliance, as appropriate. We promptly investigate, offer guidance, and make recommendations for improvement and to otherwise remedy the situation.

Our Code encourages colleagues to “speak up” without fear. We rely on all our colleagues to ask questions and give information about incidents.

Amex GBT receives about 450-500 reports each year. Every quarter, the Risk and Compliance team presents a report of both qualitative and quantitative metrics to the board of directors and several risk management committees within Amex GBT.

Here is how we categorize the reported cases:

- **Employee relations:** discrimination and harassment; retaliation; unfair employment practices; violation of the Code of Conduct; wage and hour; reputation risk; referrals/other.
- **Health, safety, and environment:** environmental; safety; substance abuse; workplace violence.
- **Financial reporting and auditing:** books and records; internal controls violation.
- **Regulatory compliance:** money laundering and terrorist financing; sanctions/financial embargoes; antitrust/competition; bribery and corruption; operational risk; suspicious or unusual activity report; anti-boycott.
- **Data protection and information security:** data breaches and information security; data protection/data privacy; confidentiality.
- **Misuse or misappropriation of assets:** embezzlement; employee theft; destruction and improper use of company assets; sabotage.
- **Business conduct/integrity:** charitable contributions; conflicts of interest; destruction of company records; fraud; fraudulent expense reporting; insider trading; political involvement and contributions; supplier/client issues.

The Amex GBT Ethics Helpline is a confidential platform, available 24/7, that enables colleagues, stakeholders, and even third parties to report any concerns they have about unethical, unusual, or illegal activity.





Risk and Compliance program

A true 360° program



As part of our brand promise, we must always act to protect our clients. We understand that the services we provide are scrutinized by governmental authorities because of regulatory risk.

We earn our clients' and travelers' trust with our sound governance and strong internal controls. Amex GBT maintains a culture of compliance, with the board of directors setting the tone, oversight by the Risk and Compliance team, and executive sponsorship by senior leadership.

With our history of being part of a consumer financial organization, we have an industry-leading risk and compliance program and strong governance framework.

We are subject to the Bank Holding Company Act, with ultimate oversight by the Board of Governors of the Federal Reserve System, the Office of the Comptroller of the Currency, and the Federal Financial Institutions Examination Council standards. We are the most highly regulated travel management and meetings and events company in the world.

Policies

Our Risk and Compliance program is designed to help our company and colleagues – and those acting on our behalf – uphold the highest standards of ethical and transparent business practices, according to applicable law. It is built on a strong policy framework and supported by communications and training, real-time monitoring, testing, and reporting.

Our board approves key management policies that govern our overall program.

These policies include our:

- **Anti-Money Laundering Policy**
- **Anti-Corruption Policy**
- **Investigations/Guidelines for Conducting Investigations Policy**
- **Enterprise Risk Management Policy**
- **Whistleblower Claims Policy**

We have a standalone whistleblower policy that encourages our employees to report noncompliance with laws and regulations. Reporters may choose to remain anonymous. The company promptly investigates and, if appropriate, takes remedial action.

Amex GBT also prohibits retaliation against anyone who in good faith makes such a report or participates in an investigation.



Risk and Compliance program continued

Three lines of defense

The Risk and Compliance program is tested through a “three lines of defense” approach. First, we validate the effectiveness of internal controls through self-testing. Second, our Risk and Compliance team conducts additional monitoring and testing. Third, internal audit adds an additional level of rigor.

All identified issues are addressed through remediation plans designed to prevent repeat violations. The board receives quarterly reports of key risk indicators so they can proactively monitor and reasonably mitigate risk for the company, our clients, and our business partners. We continually enhance our Risk and Compliance program to meet the evolving needs of our clients, and we strive to exceed industry standards.

It includes:

- Senior leader and subject-matter specialist engagement.
- A review of prior risk assessments, audits, evaluations, and relevant internal and external operational risk events.
- Risk prioritization through structured leadership discussion.
- Response to top risk areas.

The RCSA is a bottom-up framework with a lifecycle that involves:

- Identifying new functions and inherent risks associated with functions.
- Evaluating and asserting controls implemented to mitigate risks.
- Certifying the effectiveness of the control environment.

The RCSA integrates risk management practices across the organization and gives us a framework to assess and manage high-risk areas. Business owners are assigned to identify risks and controls under the following pillars: People, Privacy, Third Party, Information Security/Data Protection, Global Security/Fraud, Technology, and Operational.

The business owners are responsible for establishing strong internal controls to help mitigate the overall risks and maintain an effective control environment.

Risk and compliance training

Policies and procedures are most effective when they are well understood throughout the enterprise. Our interactive training modules are designed to help with the understanding of policies and process, issue identification, and critical thinking so that colleagues can respond to situations appropriately.

In preparing the colleague training program, the Risk and Compliance team identifies the relevant audience and target courses, method of delivery, and requisite deadlines. The plan is approved by the chief risk and compliance officer and presented to the board as part of our annual Risk & Compliance Plan.

We provide regulatory compliance training in:

- Code of conduct.
- Sanctions and anti-money laundering.
- Anti-bribery and anti-corruption.
- Privacy awareness.
- Information security.
- Insider trading.
- Antitrust.
- Unfair, deceptive, or abusive acts or practices.
- The Telephone Consumer Protection Act.

All new hires – and certain third parties – must take online training when they onboard, and every year after that. Failure to complete training will result in corrective action, up to and including termination from employment or assignment.

Risk assessment program

We continuously mitigate risk through our Enterprise Risk Self-Assessment (ERSA) and Risk Control Self-Assessment (RCSA).

Our annual ERSA identifies and rates enterprise-wide risk at a strategic level, which allows us to properly calibrate and prioritize resources. This annual assessment shapes our 360° Risk and Compliance program, which is designed to prevent, detect, and respond to regulatory risks. The ERSA is a comprehensive, top-down risk assessment that applies to the entire organization.





Risk and Compliance program continued

Regulatory compliance

Sanctions and anti-money laundering

We take sanctions seriously.

The consequences of dealing with parties designated by governmental authorities for reasons of terrorism, the proliferation of weapons of mass destruction, human rights violations, narcotics trafficking, cybercrime, and other illicit activities are very serious, particularly in the travel industry where terrorism threatens the safety of travelers and the public at large.

Amex GBT complies with all applicable sanctions laws and regulations, including those administered and enforced by:

- Australia: Department of Foreign Affairs and Trade.
- Canada: Office of the Superintendent of Financial Institutions.
- European Union: Consolidated List.
- France: Ministry for the Economy and Finance.
- Hong Kong: Monetary Authority.
- Singapore: Monetary Authority.
- United Nations: Consolidated List.
- United Kingdom: His Majesty's Treasury.
- The United States: Department of Treasury's Office of Foreign Assets Control.

To prevent dealings with prohibited parties, Amex GBT screens over a billion transactions annually. We also adhere to all applicable anti-money laundering requirements, including the US Bank Secrecy Act, the USA PATRIOT Act, guidance issued by the US Department of Treasury Financial Crimes Enforcement Network, and the Anti-Money Laundering Directives of the European Union.

Anti-bribery and anti-corruption

All forms of bribery and corruption result in increased transaction costs. They also contribute to economic inequality, divert precious resources from intended parties, and erode democratic institutions and the rule of law. We fundamentally believe that bribery is harmful to our business, our clients, and the communities where we operate.

For this reason, and because we respect the stringent laws established in many countries, Amex GBT has adopted a zero-tolerance policy for bribery.

To enforce this, our Risk and Compliance team works actively to prevent employees, partners, and suppliers from engaging in any form of bribery or corruption, including offering, soliciting, or accepting anything of value, directly or indirectly, that is given with the intent to obtain or retain an improper business advantage.

We maintain a thorough anti-corruption compliance program, consisting of our Anti-Corruption Policy and related guidelines, procedures, and controls designed to comply with all applicable laws.

These include:

- The US Foreign Corrupt Practices Act
- The UK Bribery Act
- The Organization for Economic Cooperation and Development Convention on Combating Bribery of Foreign Public Officials in International Business Transactions
- The United Nations Convention Against Corruption.

Fraud prevention

Global complexity, the fluidity of bookings, and frequent last-minute changes make the travel industry inherently high-risk. To counter the threat of fraudulent activity and protect our clients, we have adopted a host of controls to mitigate risk, including machine learning and predictive analytics, identity verification procedures and technology, robotics, routines highlighting potential red flags within booking processes, and back-end reconciliation of client travel.

We also provide extensive outreach and training to our travel counselors, screen all booking transactions against sanctions and internal fraud watchlists, have direct reporting channels within industry associations to government regulators and law enforcement, and have adopted the Airlines Reporting Corporation's fraud prevention best practices.

These controls are designed to protect our business and clients from sophisticated criminals posing as legitimate travelers.



Risk and Compliance program continued

Antitrust

We strongly support vigorous and fair competition and respect that we must all abide by laws designed to preserve free and open competition. These laws vary across the world, but their common goal is to promote a competitive marketplace that provides consumers with high-quality goods and services at fair prices.

Our Antitrust Compliance Policy outlines requirements under the competition laws and regulations for dealings with competitors, clients, and suppliers. To strengthen our antitrust compliance efforts, colleagues are given regular hypothetical scenarios relating to antitrust issues in addition to our annual Code of Conduct training.

Colleagues also are required to provide notice of intent to attend a travel industry event where competitors may be present and must comply with the processes in our policy relating to trade association memberships.

Responsible marketing

Unfair, deceptive, or abusive commercial acts or practices can present significant regulatory and reputational risks. We comply with laws and regulations that require transparency, truthfulness, and fairness in marketing practices, as laid out in our Unfair, Deceptive, or Abusive Acts or Practices policy.

We also follow global requirements for marketing permission, laid out in the Digital Marketing Standard and enforced in review procedures for all public-facing materials.

Product development

Our agile development process allows us to respond quickly to the changing travel climate. From concept to launch, our products and services are designed to identify and mitigate risk.

By embedding “compliance by design” into the product development lifecycle, we help protect our clients and travelers while meeting our regulatory obligations.

Compliance by design means proactively implementing enhancements and controls, analyzing emergent risks, engaging stakeholders and knowledge specialists appropriately, and conducting ongoing monitoring and testing.

This lifecycle incorporates best practices, such as security architecture reviews and privacy impact assessments, to help maintain privacy and security by design.

Third-party oversight

Our services require cooperation among an extensive network of third parties, including joint ventures, travel partners, and suppliers. We choose our business partners carefully to achieve compliance with Amex GBT standards. Our formal procurement process for vetting and onboarding third parties is designed to identify and mitigate risk in these relationships.

Our third-party oversight program includes: due diligence and risk assessments; sanctions and reputational screening; contractual covenants, representations and warranties; ongoing oversight and monitoring; independent auditing; business continuity and preparedness planning; and additional controls for any third party that accesses, stores, or processes Amex GBT data or that of our clients, their travelers, or our colleagues.

When questions are raised concerning a potential risk, we are quick to investigate, identify root causes, and take appropriate measures to implement corrective actions.





Protecting privacy and safeguarding data

Data privacy and information security

We honor and protect the personal information of the people we serve. We do this by maintaining a privacy program that makes sure our use of personal information is transparent and allows the people who do business with us the ability to manage how their data is used, in accordance with their legal rights.

Our privacy program is built on European Union principles that are a product of what is currently the most stringent and comprehensive privacy law framework in the world.

Demonstrating how we go the extra mile to protect data, our privacy program is backed by a global information security program that adheres to US Federal Financial Institutions Examination Council guidelines, the National Institute of Standards and Technology Cybersecurity Framework, and Payment Card Industry Data Security Standard.

Furthermore, our privacy and information security programs are ever evolving to make sure we are ready to respond as new requirements and threats to privacy appear on the landscape. Both programs are subject to an accountability framework of testing, monitoring, and internal auditing.

Data protection practice

We understand that our clients want hard evidence that data is protected no matter where it goes. We are particularly proud of our compliance with binding corporate rules.

Our Data Protection and Privacy Principles have been approved by the EU and the UK data protection authorities and are internationally recognized. These rules apply to all of our group companies so that personal information is processed with the same high standards throughout the world.

We are one of the few companies on a exclusive list that has managed to achieve the compliance levels necessary to operate under this highly regulated regime and, so far, we are the only business travel software and service company to obtain this distinction.

This allows us to transfer personal information within our organization in a compliant manner as well as provide a solid framework for day-to-day processing.

Travel is inherently personal and global

Amex GBT aims to provide cutting-edge technology without ever losing sight of the need for our travelers, travel managers, and travel arrangers to understand how their information is used.

Our comprehensive privacy statement is available publicly, along with our Data Protection and Privacy Principles.

View here →

Our use of personal information is carefully assessed, managed, and balanced against the individual right to privacy. As new technologies such as artificial intelligence are adopted and new privacy challenges appear, the strength of our privacy and information security programs, and our dedication to a culture of exceptional compliance, offer our clients the benefit of a partner they can trust to act in their interest, even when the law may not require it.

Privacy risk management

Our comprehensive privacy program, led by our chief privacy officer and supported by our global privacy team, has our internationally recognized Data Protection and Privacy Principles at its core.

Results of the program are monitored by key personnel and regularly analyzed for potential gaps or trends that may require attention.

We capture quarterly metrics that allow us to determine privacy compliance from day to day, and the results are reported to the chief risk and compliance officer and shared with our board. Finally, our internal audit team assesses the effectiveness of the program on a regular basis.

Duty of care and disruption management

Employee safety, health, and well-being are more important now than ever. Our clients need to monitor their employees and office locations while also addressing their evolving duty of care needs. Here is how we help with those challenges:

- **Crisis management:** the ability for clients to pinpoint travelers’ and employees’ locations to assist them quickly.
- **Flight disruption management:** proactive alerts sent to travelers offering them real-time assistance when there is a flight cancellation, significant delay, or missed connection. Managers can see from their dashboard the overall impact of disruptions on travelers.
- **Pretravel auditing:** pre-ticketing technology with parameters set to trigger an approval workflow so that bookings are made within policy and budget.
- **Real-time notifications:** important messages, such as safety notifications, sent via the mobile app, text message, or email.



Incident management and business continuity

We provide extra care for our clients and colleagues in challenging times, prioritizing their health and safety and managing business impacts. We also have measures in place to address the unexpected. Amex GBT’s Incident Management Response (IMR) program helps us protect our staff and fulfill our responsibilities to clients during unplanned business disruptions.

The program complies with applicable regulations and industry-leading guidelines to establish a single global framework for how Amex GBT manages and mitigates risk of damage or loss resulting from disasters and other significant business disruptions.

This gives our clients confidence that our services will be delivered, regardless of the disruption. Business resilience is especially important today because of the dynamic nature of business travel globally.

Our IMR program involves:

- Enterprise risk management through coordination to offset any event or disaster that threatens the safety of our colleagues or visitors; our operations or assets; or the brand or image of the company.
- A business impact analysis to gather information and drive recovery efforts for business services and key applications in the event of a disruption.
- Customer crisis recovery program to provide rapid, appropriate, and well-coordinated responses that assist our clients during travel disruptions.
- Cyber-incident management recovery strategies.
- Business continuity to provide predictable and consistent delivery of services to our clients.

- Business continuity plans updated annually, based on results from the detailed business impact analysis, and aligned with the principles and guidelines of generally accepted industry and relevant International Organization for Standardization (ISO) standards.
- Disaster recovery for technology processing and telecommunication services.
- Annual employee business continuity training and awareness with tailored content based on roles and responsibilities.
- Annual exercise testing of IMR plans, including business continuity and disaster recovery, conducted in accordance with risk identification, assessment, and analysis results. This allows us to validate the accuracy and effectiveness of documented strategies and recovery objectives and targets.
- Post-incident reviews to identify process improvements and remediation plans.
- Emergency action plans by facility to protect people, assets, and property.





Strategic sourcing

Our Supply Chain Standards, which are published on our corporate website, are incorporated by reference into relevant contracts to function as a code of conduct for our business partners.

Suppliers and their employees must abide by these standards in all their business dealings for and on behalf of our company.

We also require them to adhere to all applicable rules and regulations, including, without limitation, laws relating to confidentiality, competition, money laundering, anti-bribery, trade sanctions, and data protection.

We have expectations and requirements regarding human rights, anti-modern slavery, fair and equitable labor practices, equal employment opportunity, health and safety, supplier inclusion, the environment, and sustainability.

As a signatory to the United Nations Global Compact, we have defined goals to align our business with the United Nations Sustainable Development Goals and we call on our suppliers to incorporate them into their operations, business relationships, and dealings.

Supplier inclusion program

We promote an inclusive supply chain by engaging with a wide range of suppliers for our travel, meetings, and events. In 2024, we collaborated with an external partner to help efficiently verify and identify suppliers representing various backgrounds and ownership structures.

Each month, we receive relevant supplier profiles that allow us to easily view important information, such as ownership composition, organization size, and official certification status.

We're committed to engaging with all suppliers on an equal basis, including businesses that are at least 51% owned, operated, and led by individuals from underrepresented or historically marginalized groups.

This encompasses businesses owned by:

- Racial and ethnic minorities
- Women
- People with disabilities
- Military veterans
- LGBTQ+ entrepreneurs
- Businesses in historically underutilized business zones
- Small or otherwise disadvantaged enterprises

We continuously monitor our supplier program to help create meaningful societal and economic benefits. Our sourcing program is built upon transparency which includes regular reporting to stakeholders.

We have built processes to provide Tier II reporting, demonstrating the tangible impact of our inclusive supplier engagement program.

Supplier sustainability

Our suppliers must comply with applicable laws and work to minimize their environmental impact. That means addressing energy usage, reducing carbon emissions, minimizing waste and water, promoting environmental responsibility, and, where appropriate, making investments in sustainability.





Strategic sourcing continued

We drive strategic sourcing through a balanced supply chain approach that prioritizes inclusive supplier selection, ethical practices, and environmental sustainability. Our documented policies benefit our business, clients, community, and global ecosystem.

We maintain standards for our third-party suppliers and business partners to help them comply with our ethical guidelines, legal requirements, and regulatory standards – before and during our collaboration.

During 2024, we built on our ethical sourcing program and managed a 100% success rate on all these annual goals:

- Amex GBT Strategic Sourcing colleagues trained on responsible sourcing principles annually.
- Suppliers have signed Amex GBT's Supplier Code of Conduct (Supply Chain Standards).
- Supplier contracts include clauses on sustainability, labor and human rights, governance, risk and compliance requirements.

During onboarding, Amex GBT's suppliers complete a survey that includes questions on practices and risk-based controls against modern slavery.

We also give performance ratings based upon metrics such as utilization of suppliers with corporate sustainability programs.

Suppliers that demonstrate alignment with our Supply Chain Standards, and deliver consistently against key performance indicators, are awarded the highest level of distinction within our supplier engagement program.

Supplier engagement program

We believe in the value of partnership. Our supplier engagement program helps build relationships and contributes to the success of our responsible and ethical sourcing initiatives.

In 2024, we participated in supplier roundtable sessions, launched a podcast, and improved our overall engagement model through an enhanced internal Amex GBT Supplier Ambassador Program.

We're now working on showcasing our preferred suppliers more widely and with increased frequency through these channels.

Any supplier that wants to partner with Amex GBT can connect with us through our website. Our strategic sourcing team will organize a review to discuss the opportunity based on the supplier's service offering and its commitment to responsible business practices.



Our company

Powering environmental progress

People and Impact

Governance

Appendices

Appendices

68 United Nations Global Compact and Sustainable Development Goals (SDGs)

69 Environmental key performance indicators

71 Task Force on Climate-Related Financial Disclosures (TCFD)

75 Global Reporting Initiative (GRI) index





United Nations Global Compact and Sustainable Development Goals (SDGs)

As a participant of the UN Global Compact, we align our operations with its Ten Principles in the areas of human rights, labor, environment, and anti-corruption. The United Nations Global Compact is a principle-based framework encouraging businesses worldwide to adopt sustainable and responsible policies and report on their implementation through voluntary commitment to universal corporate responsibility principles.

Human Rights

Amex GBT reference/location

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2

Make sure that they are not complicit in human rights abuses.

Risk and compliance program, on [page 59](#), Preventing modern slavery, on [page 51](#), Employee rights and equal opportunities, on [page 48](#)

Labor

Amex GBT reference/location

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4

The elimination of all forms of forced and compulsory labor.

Principle 5

The effective abolition of child labor.

Principle 6

The elimination of discrimination in respect of employment and occupation.

Risk and compliance program, on [page 59](#), Preventing modern slavery, on [page 51](#), Employee rights and equal opportunities, on [page 48](#)

Environment

Amex GBT reference/location

Principle 7

Businesses should support a precautionary approach to environmental challenges.

Principle 8

Undertake initiatives to promote greater environmental responsibility.

Principle 9

Encourage the development and diffusion of environmentally friendly technologies.

Environmental commitment, on [page 16](#), Green marketplace, on [pages 20-30](#)

Anti-Corruption

Amex GBT reference/location

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

Risk and compliance program, on [page 59](#)

UN SDGs supported by Amex GBT's carbon compensation investment

1

No poverty



3

Good health and well-being



4

Quality education



8

Decent work & economic growth



13

Climate action



15

Life on land



[View here →](#)

Environmental key performance indicators

2024 GHG emissions inventory		
Scope	Category	Watershed Methodology (tCO2e)
Scope 1	Stationary Fuels (Natural Gas)	185
	Vehicles	232
	Refrigerants	7.80
Scope 2	Electricity (Location-based)	1,230
	Electricity (Market-based)	448
	Vehicles	5.30
	District Heating	199
Scope 3.1	Purchased Goods and Services	46,314
Scope 3.2	Capital Goods	6,629
Scope 3.3	Fuel-and-Energy-Related Activities	603
Scope 3.4	Upstream Transportation & Distribution	322
Scope 3.5	Waste Generated in Operations	331
Scope 3.6	Business Travel (fuel intensity-based)	8,431
Scope 3.7	Employee Commuting	12,427
Scope 3.8	Upstream Leased Assets	3,894
Scope 3.11	Use of Sold Products ²⁰	2,449,209

2024 GHG emissions inventory¹⁹

In 2024 Amex GBT completed our first carbon footprint measurement using Watershed. We support Watershed's 2030 goal to work with customers to reduce or remove 500 megatons of CO2 equivalent ~1% of annual global emissions.

Moving to Watershed calculations has helped Amex GBT transition to the Comprehensive Environmental Data Archive (CEDA), a multi-regional emissions database, which covers 148 countries and includes 60,000 emissions factors across 400 industries.

This switch to CEDA enables us to more accurately measure our global supply chain emissions by incorporating international trade flows and regional variations in emissions profiles, as endorsed by GHG Protocol. We will continue to develop the Watershed platform for reporting and engage our suppliers with a focus on addressing emissions across all scopes.



¹⁹ A relevance assessment was conducted to determine the size of emissions of each Scope 3 category and define the ones to be included in Amex GBT's carbon footprint. ²⁰ See SBTi for validated target – Amex GBT commits to engage 67% of its airline suppliers by emissions, covering use of sold products, to set science-based targets by 2028.

Environmental key performance indicators continued

Indicator	Unit	Result
Air travel emission reductions through SAF	tCO2e	~840
Verified carbon credits	tCO2e	8,431
Offices with recycling and single-use plastics reduction program ²¹	%	100
Offices with third-party sustainability buildings certifications ²²	%	51
Carbon Disclosure Project (CDP) Climate Change Survey	Score	B
EcoVadis	Score	Platinum
Environmental violations	Number	Zero
Amex GBT is ISO 14001-certified for the following sites	<ul style="list-style-type: none">Germany, Business Travel Services, Berlin, Frankfurt, Bonn, Jülich, Atlas Reisen GmbH (Berlin), and Hanseat Reisebüro GmbH (Berlin)United Kingdom, Manchester	

²¹ Amex GBT’s recycling metrics apply to offices larger than 1,000 square feet and countries where recycling infrastructure exists. ²² Property certifications for our real estate footprint were tracked via Measurabl and include Leadership in Energy and Environmental Design, Building Research Establishment Environmental Assessment Methodology, and ENERGY STAR.





Task Force on Climate-Related Financial Disclosures (TCFD)

Amex GBT reporting complies with applicable laws and regulations and follows TCFD recommendations addressing climate-related governance, strategy, risk management, metrics, and targets. For more information, refer to this report, our annual proxy statements, and CDP Climate Change Response reports.

TCFD Recommendation	Disclosure
Governance	
Describe the board’s oversight of climate-related risks and opportunities.	<p>Amex GBT maintains global governance structures, global policies and procedures – unless otherwise specified for example in respect of country-level requirements.</p> <p>Risk management is predominantly overseen by the Amex GBT Board of Directors (Board) through four Board committees: the Audit and Finance Committee, Compensation Committee, Nominating and Corporate Governance Committee, and Risk Management and Compliance Committee. The committees meet at least quarterly with the Company’s Chief Financial Officer, Chief Risk and Compliance Officer, Chief People Officer, and other senior management regarding management’s identification of risks facing the Company. The purpose of the Risk Management and Compliance Committee is to: (i) assess and provide oversight to management relating to the identification and assessment of material risks facing the Company, including strategic, operational, regulatory, information, environmental/sustainability, and external risks inherent in the business of the Company, and the control processes with respect to such risks; (ii) oversee the risk management, compliance, and control activities of the Company, including, without limitation, the development and execution by management of strategies to mitigate risks; (iii) oversee the integrity of the Company’s systems of operational controls regarding legal and regulatory compliance. The Risk Management and Compliance Committee additionally provides oversight of the Company’s Enterprise Risk Management (ERM) framework, processes, methodologies, and other risk management policies and procedures established by management to identify, assess, measure, and manage key risks facing the Company. It also approves our ERM policy, which covers risk governance, risk oversight, and risk appetite. Our Chief Risk and Compliance Officer heads the implementation and execution of the ERM program. Environmental/sustainability risks, including climate-related risks, are included in our ERM framework and managed as part of our ERM process.</p> <p>In addition, the Board of Directors is regularly presented with information at its regularly scheduled and special meetings regarding short-term (less than one year), intermediate-term (one or two years), and long-term (more than two years) risks including, but not limited to, climate-related risk. The board of directors and designated committees address environmental/sustainability, including climate-related risks and opportunities, at least once annually. Additionally, management provides more frequent, informal communications to the Board of Directors between regularly scheduled meetings. The Board of Directors considers this information and provides feedback, makes recommendations, and, as appropriate, authorizes or directs management to address exposures to risk.</p>
Describe management’s role in assessing and managing climate-related risks and opportunities.	<p>The Executive Committee reviews and evaluates performance, goals, and strategy, including climate-related risks and opportunities. Our chief product and strategy officer is on the Company’s Executive Leadership Team and reports directly to the chief executive officer (CEO). The chief product and strategy officer oversees and has direct responsibility for leading Corporate Sustainability initiatives and is supported by the global Corporate Sustainability team.</p> <p>The Enterprise Risk Management Committee (ERMC), chaired by our chief risk and compliance officer is responsible for risk governance, risk oversight, and risk appetite, including the management of environmental/sustainability and climate-related risk. The ERMC meets at least bi-annually to address key risks for the enterprise. We use our comprehensive ERM program to identify, aggregate, monitor, measure, report, and manage risk. The program also defines our risk appetite, governance, culture, and capabilities. The Corporate Sustainability team is responsible for a climate risk management program that identifies, monitors and integrates climate risk in the context of our risk frameworks and processes. The Sustainability Disclosure Committee is chaired by our vice president of Corporate Sustainability and includes senior executives across the enterprise, including Finance, Controllershship, Human Resources, General Counsel’s Organization, Risk & Compliance. The Sustainability Disclosure Committee meets regularly to assess and manage climate-related risks and opportunities, focusing on statutory audits and mandatory reporting requirements pursuant to appliable laws and regulations.</p> <p>The Corporate Sustainability team, led by the vice president of Corporate Sustainability, is responsible for guiding global strategy on climate-related policies and programs and coordinating climate-related issues across the Company including, in partnership with: the General Counsel’s Office; Risk & Compliance; Human Resources; Strategic Sourcing; Strategic Transformation; Communications; Marketing; Technology; Product; Finance, Real Estate; Commercial; Professional Services, Global Business Consulting and Meetings & Events. The Corporate Sustainability team works closely with business units and functional colleagues across the enterprise to monitor climate-related risks and opportunities, emissions measurement and reduction efforts, energy efficiency initiatives, climate-related product innovations, stakeholder engagement, and other initiatives in alignment with environmental/sustainability goals and strategies. For 2024, the strategic category of our annual scorecard included a metric to continue to progress on key sustainability goals, linking executive compensation with our sustainability goals. For more information on executive compensation, see the 2024 Proxy Statement.</p>



Task Force on Climate-Related Financial Disclosures (TCFD) continued

TCFD Recommendation	Disclosure
Strategy	
Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	<p>Amex GBT takes a strategic approach to managing the impacts of climate change, considering the risks and opportunities across the short, medium, and long term. In 2024, SBTi validated Amex GBT’s science-based near-term and long-term net-zero climate targets. We analyze current and potential climate-related physical and transition risks and opportunities in relation to our operations, supply chain, and business activities.</p> <ul style="list-style-type: none">• Physical risk: We identify potential client-related risks, including physical risks, over the short, medium, and long term primarily through our real estate risk assessment process which is performed on an annual basis by the real estate team in coordination with the physical security team and risk and compliance team for inclusion in the Occupational Health and Safety Management System and global risk management processes, namely business continuing planning (BCP). For certain office locations, climate-related physical risk assessments are performed to evaluate potential acute and chronic risks and opportunities associated with the physical impacts of climate change on key operations. Operational risks, including extreme weather events and natural disasters, are identified and addressed as part of our business continuity planning and process.• Transition risk: We identify principal potential climate-related risks, including transition risk, over the short, medium, and long term, including without limitation – in order of importance – current regulations such as carbon pricing; emerging regulations such as reporting requirements; shifting consumer preferences; reputational risks; increased operating costs; and impacts to travel patterns.• Opportunities: We identify potential climate-related opportunities over the short, medium, and long term that may have financial or strategic impacts on our business. Opportunities include potential increased revenues in the future resulting from demand for certain products and services (e.g., carbon tracking and reporting tools, more sustainable procurement offerings, carbon compensation); increased revenues resulting from access to new business (e.g., sustainable aviation fuel); and reduced operating costs and environmental impact at our global facilities by improving energy and resource efficiency, leveraging climate policies and tax incentives for renewable energy procurement.
Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning.	<p>Climate-related risks and opportunities inform our business, strategy, and financial planning across our direct operations, supply chain, products, software, and services. Our strategy and financial planning have been influenced by climate-related risks and opportunities, including those associated with voluntary frameworks (e.g., SBTi) and legal or regulatory frameworks (e.g. UK Companies Act Climate-related Financial Disclosures and EU Corporate Sustainability Reporting Directive). In achieving SBTi validation in 2024, Amex GBT joined approximately 10,000 companies and financial institutions that have set or committed to develop targets.</p> <ul style="list-style-type: none">• Overall net-zero target: Amex GBT commits to reach net-zero greenhouse gas emissions across the value chain by 2050.• Near-term targets: Amex GBT commits to reduce absolute scope 1 and 2 GHG emissions 80% by 2030 from a 2019 base year. Amex GBT also commits to reduce absolute scope 3 GHG emissions from purchased goods and services, capital goods, fuel- and energy-related activities, upstream transportation and distribution, waste generated in operations, business travel and employee commuting 30% within the same timeframe. Amex GBT further commits to engage 67% of its airline suppliers by emissions, covering use of sold products, to set science-based targets by 2028.• Long-term targets: Amex GBT commits to reduce absolute scope 1 and 2 GHG emissions 90% by 2050 from a 2019 base year. Amex GBT also commits to reduce absolute scope 3 GHG emissions 90% within the same timeframe. <p>With respect to operations, climate-related risks and opportunities include cost increases and savings related to global facilities, energy and resource expenditures, and efficiencies. On an annual basis, we compensate for emissions from our own business travel, invest in renewable energy and sustainable aviation fuel, and endeavor to progress our science-based and net-zero commitments. With respect to our supply chain, our strategic sourcing procurement process incorporates sustainability objectives. With respect to products, software, and services, we endeavor to address emerging trends, changes in consumer preferences, and reputational impacts by investing in sustainability-related solutions. Amex GBT maintains and invests in a marketplace providing clients and travelers access to software and services designed to measure, manage, and mitigate emission from business travel. These investments are factored into our annual financial planning processes. Climate-related risk and opportunities influence Amex GBT financial planning with respect to revenues and costs (direct and indirect). For financial planning purposes, Amex GBT prepares an annual corporate sustainability budget to allocate resources designed to drive compliance with regulatory requirements and achieve strategic objectives.</p>

[Our company](#)[Powering environmental progress](#)[People and Impact](#)[Governance](#)[Appendices](#)

Task Force on Climate-Related Financial Disclosures (TCFD) continued

TCFD Recommendation	Disclosure
Strategy	
Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2 degree Celsius or lower scenario.	<p>We aim to mitigate our climate impact and manage our climate-related risks and opportunities; help enable our clients and partners to transition to a lower-carbon economy through the development of sustainability-related software and services; and support community programs.</p> <p>In connection with climate-related transition risk and resilience, Amex GBT engaged a top-tier consulting firm to facilitate submission and validation of science-based and net-zero targets, which involved analyses conducted in accordance with the SBTi decarbonization pathway for aviation (given our business model) and potential costs associated with various emissions abatement activities. We follow the SBTi application of the International Energy Agency’s Energy Technology Perspectives Sustainable Development Scenario (IEA SDS) to define the rate of decarbonization for aviation consistent with a well-below 2C (WB-2C) (“SBTi/IEA SDS Pathway”). IEA SDS uses an emissions trajectory for each sector that is consistent with limiting warming to 1.8C above pre-industrial levels at a 66% probability, which aligns to the Paris Agreement’s ambition of limiting warming to WB-2C.</p> <p>In connection with climate-related physical risk and resilience, Amex GBT applied an independent third-party Physical Climate Risk Exposure feature to our real estate portfolio. Physical climate risk was evaluated across three climate scenarios (high climate change scenario, moderate, and low), three timeframes (short term 2020, medium term 2030 and long term 2050), and risk categories including water stress, fluvial flood, extreme heat, extreme cold, tropical cyclone, wildfire, coastal flood, composite, drought and pluvial flood. Individual scenarios included: (1) High Climate Change Scenario (RCP 8.5) with continuation of business as usual emissions growth may result in warming in excess of 4 degrees Celsius by 2100; (2) Moderate Climate Change Scenario (RCP 4.5) with strong mitigation actions to reduce emissions to half of current levels by 2080 more likely than not to result in warming in excess of 2 degrees Celsius by 2100; (3) Low Climate Change Scenario (RCP 2.6) with aggressive mitigation actions to halve emissions by 2050 likely to result in warming of less than 2 degrees Celsius by 2100. The Physical Climate Risk Exposure assessments indicate that climate-related risks could impact the assessed facilities across the time horizons. Results of these risk assessments are considered and then resilience plans and other preventative actions are implemented as appropriate. Amex GBT office locations of strategic significance and sufficient size were prioritized for assessment covering approximately 25% of total office square footage globally as of YE2024. For example, our London office accounts for 35,751 square feet and overall physical risk exposure was assessed, including water stress, floods, wildfires, heat stress and hurricanes and typhoons.</p>
Risk management	
Describe the organization’s processes for identifying and assessing climate-related risks.	<p>Amex GBT management establishes risk management policies and procedures to identify, assess, measure, and manage key risks facing the Company, including risks relating to environmental/sustainability. We define climate-related risks to include transition risks and physical risks. Transition risk is defined as risks that arise from transition to a lower-carbon economy, including policy and legal risk, technology risk, market risk, and reputation risk. Physical risk is defined as risks related to the physical impacts of climate change, typically driven by acute physical risks, such as increased severity of extreme weather events, and chronic physical risks, which are longer-term shifts in climate patterns.</p> <p>In 2024, Amex GBT engaged a top-tier law firm and top-tier consulting firm to assess applicable laws and regulations and to help conduct a double materiality assessment. For example, pursuant to the EU Corporate Sustainability Reporting Directive, the European Sustainability Reporting Standards (ESRS) guidance was considered to develop the double materiality analysis, which includes topics such as climate change, pollution, water, and marine resources, biodiversity and ecosystems, resource use and circular economy, own workforce, workers in the value chain, affected communities, consumers and end users, and business conduct. The double materiality assessment considered both impacts of the organization on people, the environment, and the economy (impact materiality), as well as significance to the organization’s enterprise value creation and financial performance (financial materiality). A list of potential material topics was compiled following a comprehensive review process, including ESRS topics, existing sustainability frameworks (Global Reporting initiative, Sustainability Accounting Standards Board, Task Force on Climate-Related Financial Disclosures, Sustainable Development Goals), market analysis and peer benchmarking, and previous Amex GBT analyses, such as our Enterprise Risk Self-Assessment. Impacts, risks, and opportunities (IROs) per topic were identified through an assessment of (1) how Amex GBT activities actually and/or potentially impact people, the environment, and the economy, and (2) risks and opportunities regarding actual or potential influence on Amex GBT’s financial situation. The IRO assessment methodology consisted of impact specific parameters, including value chain, time horizon, actual/potential, human rights, scale, scope, irremediability, and likelihood, as well as risks and opportunities, specific parameters including time horizon, size, and likelihood.</p> <p>An assessment methodology was defined to assess IROs through a scale, aggregate IROs per topic, and determine a double materiality matrix. Amex GBT set a value to determine the materiality threshold. From this exercise, we obtained the material topics to be disclosed by Amex GBT as per ESRS and the list of datapoints, of which included climate-related items. Our approach to materiality may evolve as legal and regulatory developments continue to change in this space.</p>



Task Force on Climate-Related Financial Disclosures (TCFD) continued

TCFD Recommendation	Disclosure
Risk management	
Describe the organization's processes for managing climate-related risks.	Environmental/sustainability, including climate-related risks are managed as part of our ERM process. The Corporate Sustainability team is supported by and has accountability to the Board and its relevant committees, the Executive Committee, the Enterprise Risk Management Committee, the Sustainability Disclosure Committee, and others. Led by the vice president of Corporate Sustainability, the Corporate Sustainability team is responsible for coordination amongst relevant stakeholders and maintaining processes for managing climate-related risk. The Corporate Sustainability team supports the identification and monitoring of climate risk and the integration of climate risk into our risk management framework and other risk frameworks and processes. The Corporate Sustainability team works closely with business units and functional colleagues across the enterprise to identify, assess, measure, manage, monitor, and report climate-related risks across the business, operations, and activities of the Company. The Company maintains employee engagement activities relating to environmental/sustainability and climate, including voluntary trainings and intellectual resources, and a dedicated resource group.
Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	<p>Amex GBT maintains an Enterprise Risk Management program. The Enterprise Risk Management Committee (ERMC), chaired by our chief risk and compliance officer, is the highest-level management committee to oversee all firm-wide risks and is responsible for risk governance, risk oversight, and risk appetite, including the management of environmental/sustainability and climate-related risk. We use our comprehensive ERM program to identify, aggregate, monitor, measure, report, and manage risk. The program also defines our risk appetite, governance, culture, and capabilities. The Corporate Sustainability team establishes and manages a climate risk management program that supports the identification and monitoring of climate risk and the integration of climate risk into our risk frameworks and processes.</p> <p>Physical risks and opportunities, including operational risks associated with extreme weather events and natural disasters, are identified and measured for severity as part of our business continuity planning and primarily overseen by Risk & Compliance, Real Estate, Technology, Human Resources, and Corporate Sustainability. Risk assessments, disaster recovery, and business continuity plans are developed and updated regularly to make sure steps are in place to identify and respond before, during, and after a service continuity event. Results of these risk assessments are considered and then resilience plans and other preventative actions are implemented as appropriate. Our Incident Management Response program helps us protect against business disruptions, including weather-related events that may encompass climate-related impacts.</p> <p>Transition risks and opportunities, including current and emerging regulations, disclosure requirements, legal and reputational risks, and customer requirements are considered by teams including Corporate Sustainability, Finance, Controllershship, Human Resources, General Counsel's Organization, Risk & Compliance, Real Estate, Product, Technology, and Commercial.</p>
Metrics and targets	
Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	We track and disclose climate-related metrics, including energy, renewable energy, Scope 1, 2, and 3 GHG emissions, intensity emissions, as well as performance against climate targets. For more information, refer to the climate-related data in this report and our annual CDP Climate Change Response, including metrics and strategy.
Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 GHG emissions, and the related risks.	We track and disclose our Scopes 1, 2, and 3 GHG emissions annually. Emissions are calculated in alignment with the Greenhouse Gas Protocol. For more information, refer to the climate-related data in this report and our annual CDP Climate Change Response, including GHG emissions and related risks.
Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Amex GBT has established strategic objectives and corresponding goals to mitigate our climate impact, manage our climate-related risks and opportunities, help our clients and partners shift towards a lower-carbon economy through the development of capabilities across our Company, and support community programs. Amex GBT has a series of climate-related goals, including carbon compensation for emissions from our own employee business travel, renewable energy procurement, and progressing towards our science-based and net-zero targets. For more information, refer to the climate-related data in this report and our annual CDP Climate Change Response, including targets and performance.

Global Reporting Initiative (GRI) index

GRI 2: General Disclosures 2021		
Code	GRI Disclosure	Amex GBT reference/location
2-1	Organizational details	American Express Global Business Travel, 33 Charterhouse Street, Farringdon, London, EC1M 6HA, England UK
2-2	Entities included in the organization's sustainability reporting	About this report, on page 5
2-3	Reporting period, frequency, and contact point	Reporting period: January 1 2024-December 31 2024; Frequency: Annual; Contact: globalcommunications@amexgbt.com
2-4	Restatements of information	Not applicable
2-5	External assurance	Under review
2-6	Activities, value chain, and other business relationships	Amex GBT at a glance, on pages 9-10 , Environmental commitment, on page 16 , Strategic Sourcing, on pages 65-66
2-7 and 2-8	Employees	Investing in our people and communities, on pages 33-34
2-9	Governance structure and composition	Corporate governance, on page 55
2-10	Nomination and selection of the highest governance body	Corporate governance, on page 55
2-11	Chair of the highest governance body	Paul Abbott, CEO Amex GBT leadership, on page 55
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate governance, on page 55 , Oversight framework, on page 56
2-13	Delegation of responsibility for management of impacts	Oversight framework, on page 56
2-14	Role of the highest governance body in sustainability reporting	Oversight framework, on page 56



Global Reporting Initiative (GRI) index continued

GRI 2: General Disclosures 2021		
Code	GRI Disclosure	Amex GBT reference/location
2-15	Conflicts of interest	Code of conduct, on page 58
2-16	Communications of critical concerns	Business ethics, on page 58 , Code of conduct, on page 58 , Amex GBT Ethics Helpline
2-17	Collective knowledge of the highest governance body	Amex GBT Proxy Statement
2-18	Evaluation of the performance of the highest governance body	Amex GBT Proxy Statement
2-19	Remuneration policies	Amex GBT Proxy Statement
2-20	Process to determine remuneration	Amex GBT Proxy Statement
2-21	Annual total compensation ratio	Amex GBT Proxy Statement
2-22	Statement on sustainable development strategy	United Nations Global Compact and Sustainable Development Goals, on page 68
2-23	Policy commitments	Government advocacy, on page 28 , Preventing modern slavery, on page 51 , Corporate governance, on page 55 Business ethics, on page 58 , Code of conduct, on page 58 , Risk and compliance program, on page 59 , Regulatory compliance, on page 61
2-24	Embedding policy commitments	Code of conduct, on page 58 , Risk and compliance training, on page 60
2-25	Processes to remediate negative impacts	Stakeholder engagement, on page 57 , Code of conduct, on page 58



Global Reporting Initiative (GRI) index continued

GRI 2: General Disclosures 2021		
Code	GRI Disclosure	Amex GBT reference/location
2-26	Mechanisms for seeking advice and raising concerns	Business ethics, on page 58
2-27	Compliance with laws and regulations	Regulatory compliance, on page 61
2-28	Membership associations	Industry groups and global organization memberships, on page 13
2-29	Approach to stakeholder engagement	Stakeholder engagement, on page 57
GRI 3: General Disclosures 2021		
Code	GRI Disclosure	Amex GBT reference/location
3-1	Process to determine material topics	Materiality assessment, on page 58
3-2	List of material topics	Materiality assessment, on page 58
3-3	Management of material topics, report	Materiality assessment, on page 58
GRI 201: Economic Disclosures		
Code	GRI Disclosure	Amex GBT reference/location
201-1	Direct economic value generated and distributed	Amex GBT at a glance, on pages 9-10 , Form 10-K, Item 7
201-2	Financial implications and other risks and opportunities due to climate change	Powering environmental progress (chapter), on page 14 , TCFD Appendix, on pages 71-74
201-3	Defined benefit plan obligations and other retirement plans	Caring for our colleagues, on page 47



Global Reporting Initiative (GRI) index continued

GRI 203: Indirect Ecomic Impacts 2016		
Code	GRI Disclosure	Amex GBT reference/location
203-1	Infrastructure investments and services supported	United Airlines Ventures Sustainable Flight Fund, on page 27 , Net zero, on pages 25-28
203-2	Significant indirect economic impacts	Powering Progress 2024, on page 7 , Social impact initiative, on page 49 , Investing in our people and communities, on page 33 Driving a culture of inclusion and belonging for our colleagues globally, on page 35
GRI 205: Anti-Corruption 2016		
Code	GRI Disclosure	Amex GBT reference/location
205-1	Operations assessed for risks related to corruption	Regulatory compliance, on page 61 , Business ethics, on page 58
205-2	Communication and training about anti-corruption policies and procedures	Risk assessment program, on page 60 , Regulatory compliance, on page 61 , Anti-bribery and anti-corruption, on page 61
GRI 206: Anti-Competitive Behavior 2016		
Code	GRI Disclosure	Amex GBT reference/location
206-1	Legal actions for anti-competitive behavior, antitrust, and monopoly practices	Code of conduct, on page 58 , Regulatory compliance, on page 61 , Antitrust, on page 62
GRI 302: Energy 2016		
Code	GRI Disclosure	Amex GBT reference/location
302-1	Energy consumption within the organization	Environmental key performance indicators, on page 69
302-3	Energy intensity	TCFD Appendix, on pages 71-74
302-4	Reduction of energy consumption	Environmental milestones, on page 17 , Environmental key performance indicators, on page 69



Global Reporting Initiative (GRI) index continued

GRI 305: Emissions 2016		
Code	GRI Disclosure	Amex GBT reference/location
305-1	Direct (Scope 1) GHG emissions	Environmental key performance indicators, on page 69
305-2	Energy indirect (Scope 2) GHG emissions	Environmental key performance indicators, on page 69
305-3	Other indirect (Scope 3) GHG emissions	Environmental key performance indicators, on page 69
305-4	GHG emissions intensity	Environmental key performance indicators, on page 69
305-5	Reduction of GHG emissions	Environmental commitment, on page 16 , Environmental key performance indicators, on page 69
GRI 401: Employment 2016		
Code	GRI Disclosure	Amex GBT reference/location
401-1	New employee hires and employee turnover	Not reported externally.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Caring for our colleagues, on page 47
401-3	Parental leave	Caring for our colleagues, on page 47
GRI 403: Occupational Health and Safety 2018		
Code	GRI Disclosure	Amex GBT reference/location
403-1	Occupational health and safety management system	Caring for our colleagues, on page 47
403-3	Occupational health services	Caring for our colleagues, on page 47



Global Reporting Initiative (GRI) index continued

GRI 403: Occupational Health and Safety 2018		
Code	GRI Disclosure	Amex GBT reference/location
403-4	Worker participation, consultation, and communication on occupational health and safety	Listening to our colleagues, on page 39 , Caring for our colleagues, on page 47
403-6	Promotion of worker health	Caring for our colleagues, on page 47
GRI 404: Training and Education 2016		
Code	GRI Disclosure	Amex GBT reference/location
404-1	Average hours of training per year per employee	The average training hours per employee in 2024 was 8.7 hours.
404-2	Programs for upgrading employee skills and transition assistance programs	Growth and development at Amex GBT, on page 40
404-3	Percentage of employees receiving regular performance and career development reviews	Growth and development at Amex GBT, on page 40
GRI 413: Local Communities 2016		
Code	GRI Disclosure	Amex GBT reference/location
413-1	Operations with local community engagement, impact assessments, and development programs	Social impact initiative, on page 49 , Innovate Reconciliation Action Plan, on page 52
GRI 414: Supplier Social Assessments 2018		
Code	GRI Disclosure	Amex GBT reference/location
414-1	New suppliers that were screened using social criteria	Supply Chain Standards, on page 65



Global Reporting Initiative (GRI) index continued

GRI 415: Public Policy 2016		
Code	GRI Disclosure	Amex GBT reference/location
415-1	Political contributions	n/a
GRI 417: Marketing and Labeling 2016		
Code	GRI Disclosure	Amex GBT reference/location
417-1	Requirements for product and service information and labeling	Responsible marketing, on page 62
GRI 418: Customer Privacy 2016		
Code	GRI Disclosure	Amex GBT reference/location
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protecting privacy and safeguarding data, on page 63

Thank you



**GLOBAL
BUSINESS
TRAVEL**

GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the "American Express Global Business Travel" and "American Express GBT Meetings & Events" brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GTG). American Express holds a minority interest in GTG, which operates as a separate company from American Express.

© 2025 GBT Travel Services UK Limited.