

Powering Progress
Report 2025



"To move, to breathe,
to fly, to float, to gain
all while you give,
to roam the roads
of lands remote:
To travel is to live."

Hans Christian Andersen

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. We provide 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.

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.

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Our company

Environmental sustainability

People and impact

Governance

Appendices

Our company

05 About this report

07 Message from our CEO

08 Powering progress through travel

09 2025 highlights and achievements

10 Amex GBT at a glance

13 Awards and recognition

15 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, 2025, unless noted otherwise. In May of 2026, Amex GBT announced that it entered into an agreement to be acquired by Long Lake Management. The transaction is expected to close in the second half of 2026, subject to the satisfaction of customary closing conditions, including approval by Amex GBT's stockholders and receipt of requisite regulatory clearances.

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): We endeavor to follow the corporate sustainability reporting principles set forth by GRI, an independent not-for-profit entity leading in sustainability reporting.

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 US Securities Act and Section 21E of the US Exchange Act that are subject to the safe harbor created thereby under the US 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 US 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.

About this report continued



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.



Message from our CEO

Our purpose is clear: powering progress through travel. Connecting people, businesses, and communities across the world is what defines us.

But progress is never accidental. In a world of constant change, progress is the result of deliberate choices.

How we operate, the technologies we build, and the standards we set for ourselves. That is why we are committed to advancing travel in ways that support environmental, social, and economic progress. 2025 was a year of profound change, shaped by uncertainty and rapid technological advancements.

As technology continues to shape how people connect and collaborate, one thing is clear: in-person connection is pivotal to trust and progress. Staying at the forefront of innovation is essential to making travel simpler, more seamless, sustainable, and inclusive. We're using our travel technology for good, driving meaningful change globally.

Our commitment to operating responsibly is backed by action and results. For the fourth consecutive year, Amex GBT achieved Platinum status from EcoVadis, placing us in the top 1% of businesses globally for our corporate sustainability program. Amex GBT is among the first in the business travel industry to achieve Science Based Targets initiative validation of our emissions reduction targets across scopes 1, 2, and 3.

Beyond our own operations, we are helping to accelerate the decarbonization of travel more broadly through continued investment in sustainable aviation fuel.

Through our unique nonprofit partnerships, we're moving people when it matters most. In 2025, we enabled 138 specialized aid workers to reach crisis zones across eight countries more efficiently – accelerating the delivery of critical medical systems, strengthening communities through transformative infrastructure, and empowering affected regions to rebuild and recover.

Strengthening the communities we serve in over 140 countries, and the colleagues, customers, and partners we work alongside every day, is not an aspiration at the margins of our business. It is central to who we are, and to the role we believe travel must play in shaping a more resilient, connected world.

Paul Abbott
Chief Executive Officer



Powering progress through travel

In 2025, Amex GBT experienced a defining year of growth and transformation. We welcomed CWT into our organization, formed a strategic alliance with SAP Concur, and advanced our use of AI to boost productivity and enhance experiences, paving the way for innovation. These achievements would not have been possible without a strong purpose and an unwavering commitment to the highest standards of corporate sustainability and governance.

Our purpose – to power progress through travel – is rooted in our core belief that travel is a force for good. When purpose helps drive our actions and decisions, we can have a positive impact on people and societies around the world.

Travel has the potential to break down barriers, connect people and ideas, and spark innovation. But for future generations to enjoy these benefits, we must actively build a more resilient, sustainable industry.

We are committed to this mission. This report details the concrete steps we're taking and strategic investments we're making in our people, technology, and business to make sure travel remains a force for good – today, tomorrow, and far into the future.





Technology is moving faster than ever and transforming how we move, connect, and travel. Organizations face a pivotal choice: adapt responsibly or fall behind. At Amex GBT, we're not just keeping pace with change; we're shaping it. Our solutions help organizations see their environmental footprint clearly, address it meaningfully, and keep travelers safe, happy, and efficient while they do it. We're embedding purpose into every innovation, wielding AI to drive real progress across over 140 countries. Because technology's true influence is in its potential to strengthen communities, protect our planet, and create a travel experience that works for people, not against them.

Evan Konwiser
Chief Product and Strategy Officer

2025 highlights and achievements

Environmental sustainability

Green marketplace	We enhanced our green marketplace and improved traveler experience by strengthening our air and rail bookings as well as our carbon emissions calculations for hotels.
Science Based Targets	We continued to progress our science-based and net-zero targets with actions and abatement across scopes 1, 2, and 3.
Carbon pricing	At the 2025 World Economic Forum annual meeting, 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 announced, with our partners Shell Aviation and Accenture, that Avelia has evolved into a multi-supplier solution with a multi-lateral governance structure, providing wider access to the benefits of sustainable aviation fuel (SAF).
United Airlines Ventures	We maintained our strategic investment in the United Airlines Ventures Sustainable Flight Fund, an investment vehicle designed to support startups focused on aviation decarbonization research, production, and technologies.
World Economic Forum	We are a member of The Forum and continue to support Clean Skies for Tomorrow, Airports for Tomorrow, and the First Movers Coalition initiatives.

People and impact

Attracting colleagues	We launched a new onboarding program and welcomed over 8,500 colleagues from CWT with a customized onboarding plan.
Engaging our colleagues	We expanded our GBT Communities and increased membership of our INGroups. We implemented our listening strategy through our various colleague surveys.
Developing our colleagues	We continued to support AI education for our global workforce and created additional global and functional learning opportunities to support everyone's development.
Partners for Purpose	We strengthened our partnership with Airlink, enabling the support of global crisis response, community recovery, and capacity-building needs.
Social impact initiative	We debuted our Purpose Pledge initiative, an employee impact campaign designed to power progress in our local and global communities. The campaign exceeded our goal of 10,000 acts of purpose, resulting in over 12,700 volunteering hours, supporting 244 causes globally.

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 recognized in jurisdictions around the world. Amex GBT is one of the most highly regulated travel management and meetings and events companies in the world.
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

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 listed company, trading on the New York Stock Exchange (NYSE). 2025 was a pivotal moment for our business, as we formed a strategic alliance with SAP Concur. On May 4, 2026, Amex GBT announced that we have entered into an agreement to be acquired by Long Lake Management. The transaction is expected to close in the second half of 2026, subject to the satisfaction of customary closing conditions, including approval by Amex GBT's stockholders and receipt of requisite regulatory clearances.

Global footprint

We are well-positioned to meet travelers' specific travel plans – and make a difference in the communities we serve.

We have a joint compliance program with our Travel Partner Network, consisting of 80 independent travel agencies that operate across various jurisdictions worldwide.[1]

20,000+

corporate clients globally. We serve every size company, from small- and medium-sized enterprises (SMEs) to global multinationals.[3]

92%

rating in overall quality of service, based on feedback from Amex GBT clients.[2]

Operating in more than **140** countries

Amex GBT timeline

2019

60% of transactions through a digital channel[4]

Product & Tech employees

Representing **9%** of headcount[4]

2020

Launched Client Innovation Council (CIC)

2021

Partnership with Shell Aviation – sustainable aviation fuel (SAF)

> $1.4B

investment in product and platform to date[5]

2022

Launched new Amex GBT Purpose and Vision

Amex GBT goes public on the NYSE

2023

Product & Tech employees growth to 3,400

2024

79% of transactions through a digital channel with

60%+ Through Amex GBT platforms[4]

AI Lab launched

2025

Strategic alliance with SAP Concur

1 Amex GBT internal reporting, December 2025. **2** Amex GBT Customer Satisfaction Survey on traveler care servicing, conducted January to December 2024. Amex GBT Select only. Includes offline, online-assisted, and after-hours. Amex GBT proprietary countries and Travel Partner Network. **3** Amex GBT internal reporting, December 2025. **4** Amex GBT internal reporting, December 2025. **5** Amex GBT Powering Progress Report, 2024.

Amex GBT at a glance continued

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 each provide access to our global marketplace and are designed to address the varying priorities of businesses – large and small, local and global.

Whether their travel program is simple or not, businesses have a choice of solutions to match their goals. By understanding those priorities, we can deliver the right solution with the best mix of software and services.

A choice of solutions, built to meet your goals

Complete
by SAP Concur and Amex GBT

Complete by SAP Concur and Amex GBT delivers real-time, AI-driven insights to improve oversight of booking, servicing, and expensing in one seamless experience.

Egencia
BY AMEX GBT

Egencia by Amex GBT introduces app integrations to reduce the effort required to book business travel, while helping professionals stay in-policy and on budget.

Neo
BY AMEX GBT

Global travel solution, integrating a choice of technology and servicing options to build and customize your program.

Amex GBT at a glance continued

Services to expand your program

Amex GBT Consulting

Our team supports clients as they adapt their strategies while navigating the global travel industry.

By developing customized travel programs, we help streamline operations, enhance traveler experience and well-being, reduce risk, and increase savings.

Access 360-degree global end-to-end consulting services to make your travel program mean more.

- Optimize program costs to drive maximum value.
  - 15.4% average savings on air programs.[1]
  - 28.8% average savings off the best available hotel rate.[2]
- Manage employee communications and improve traveler engagement.
- Gain process efficiencies.
- Access innovative tools, analytics, and data-driven insights.
- Collaborate with us to tailor solutions to your unique requirements and strategic goals.
- Benefit from industry-leading thought leadership, insight, and trends to help you enhance your travel program.

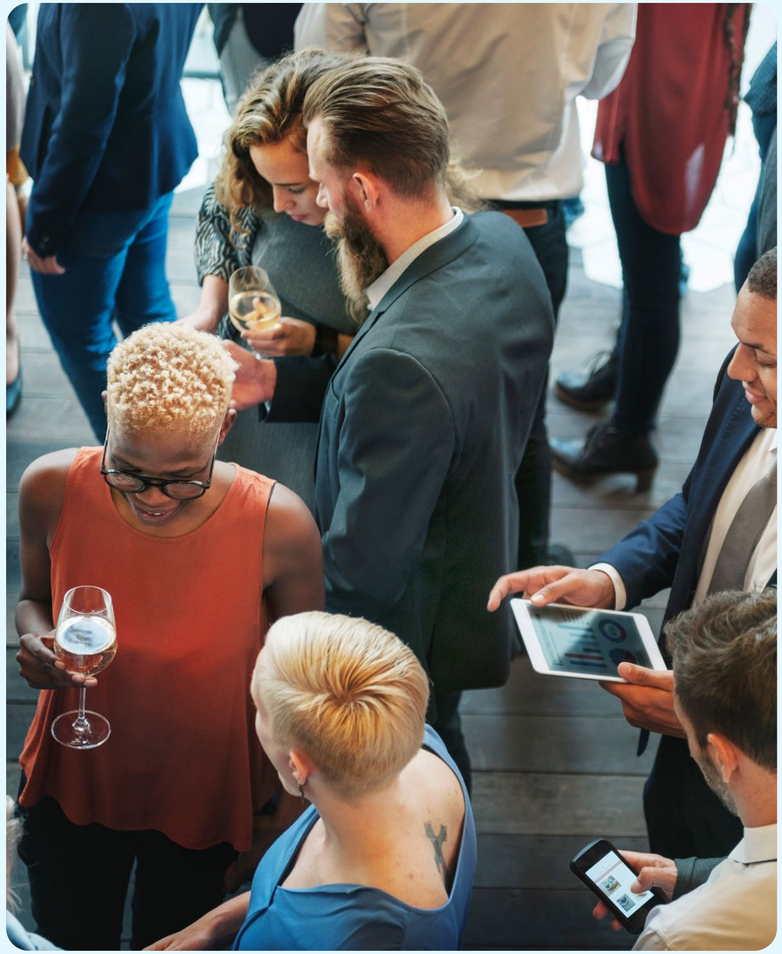
Amex GBT Meetings & Events (M&E)

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.

Create extraordinary experiences with tangible business results.

- Design and implement your meetings and events program.
- Craft and produce your custom events.
- Source the ideal venue, with local expertise.
- Negotiate contracts, venue agreements, and logistics.
- Get visibility into spend to drive savings.
- Activate your brand with marketing-led creative events.
- Support your strategic requirements with dedicated, in-house, meeting professionals.

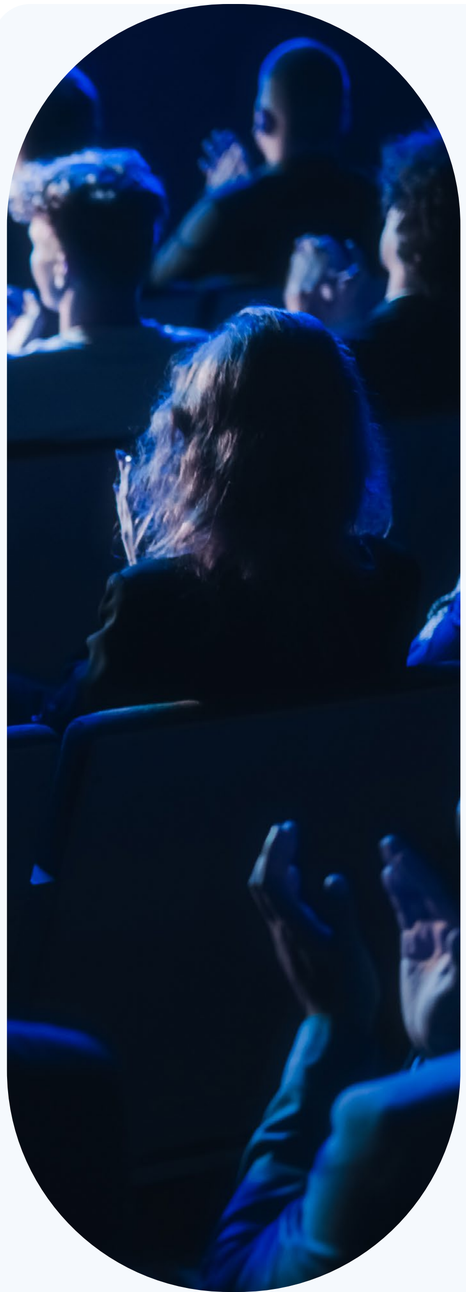


1 Amex GBT internal reporting, October 2025.
2 Amex GBT internal reporting, 2025.



Awards and recognition

Company or group	Award or recognition
Brandon Hall Group	Human Capital Management Excellence Awards for Leadership Development, Talent Acquisition, and Diversity, Equity and Inclusion
Carbon Disclosure Project	Supplier Engagement Assessment score of A
EcoVadis Platinum Sustainability Rating	Achieved Platinum status for the fourth year running, keeping us in the top 1% of all companies assessed worldwide
Forbes	America's Best Large Employers 2025 | America's Best Employers for Women 2025 | America's Dream Employers
Fortune and Statista	Recognized as one of America's Most Innovative Companies
Newsweek	America's Greatest Workplaces
TIME	America's Best Midsize Companies
Travel Weekly	Power List, ranked third overall
United Kingdom Armed Forces Covenant	Employer Recognition Scheme, Gold
United Kingdom Government	Disability Confident Committed, Level 2
US News & World Report	Best Companies to Work for Hospitality and Entertainment, overall and Northeast
Zakenreis Benelux Business Travel Awards	Most Technology Advanced (AI) TMC of the Year
Zakenreis Benelux Business Travel Awards	Business Travel Consultant of the Year: Michelle Paulus-Kuipers, Corporate Travel Counselor



Awards and recognition continued

Company or group	Award or recognition	Recipient
Conference & Incentive Travel	No. 1 event agency in the United Kingdom	Amex GBT M&E
CrowdStrike's Protectors Award	Falconer Award	Information security team
MDC's Readers' Choice Awards	Top 10 Meeting Planners Mexico 2025	Amex GBT M&E
Micebook Awards	Highly commended for Best Sustainable Event	Amex GBT M&E
Micebook and event:decision	Power 30 Most Sustainable Event Agencies	Amex GBT M&E
Business Travel News	25 Most Influential People	**Paul Abbott**, Chief Executive Officer **Evan Konwiser**, Chief Product and Strategy Officer
Global Business Travel Association	2025 Top 50 Women in Travel	**Patricia Ascencio,** Manager of Global Business Partnerships **Joy Donnelly,** Senior Manager, Customer Experience, Planning and Development **Ann Huckstadt Smith,** Senior Director of Global Client Management **Tammy Schneider,** Vice President, Account Management **Mahua Sen,** Director of Finance Transformation and Continuous Improvement **Eva-Lena Storbacka,** Account Manager, SME
Skift	The Most Powerful People in the Meetings Industry	**Gerardo Tejado,** Senior Vice President of Professional Service and General Manager of Amex GBT M&E

Industry groups and global organization memberships

Environmental progress

The World Economic Forum aims to make the world a better place by engaging leaders of all kinds to shape agendas. Amex GBT is part of sustainability initiatives including Clean Skies for Tomorrow, Airports for Tomorrow, and the First Movers Coalition.[1]

The 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 sustainable aviation fuel (SAF). Amex GBT is the only business travel software and services company member of SABA.[2]

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 United States (US). Amex GBT holds a seat on the board.

The Green Sports Alliance champions sustainability in sports by encouraging the sports industry and its partners to measure, mitigate, and advance their sustainability and social impact.

The 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 and was the launch partner for IATA CO_2 Connect. More information about IATA CO_2 Connect can be found here.

Social 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 anticorruption, 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 (GTTP) 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. Amex GBT partners 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 United Kingdom (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, 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 (ITM) represents over 5,000 business travel buyers and travel suppliers across the UK and Ireland. Amex GBT is represented on the board as well as ITM's Accessibility Task Force 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 US and UK by supporting policies and actions that protect and enhance the environment for transatlantic trade and investment.

1 Our Partners, World Economic Forum, https://www.weforum.org/partners/
2 About SABA, Sustainable Aviation Buyers Alliance, https://flysaba.org/about-saba/

Environmental sustainability

17 **Powering environmental progress**

18 **Environmental commitment**

19 **Environmental milestones**

20 Addressing emissions with renewable energy

21 Addressing emissions with beyond value chain mitigation

22 **Green marketplace**

23 Track and report
24 Influence choice
25 Procure green with carbon pricing
27 Compensate carbon
28 Net zero
31 Net-zero advocacy
32 Professional Services



Powering environmental progress

Internal actions

PLATINUM Top 1% ecovadis Sustainability Rating OCT 2025

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

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

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

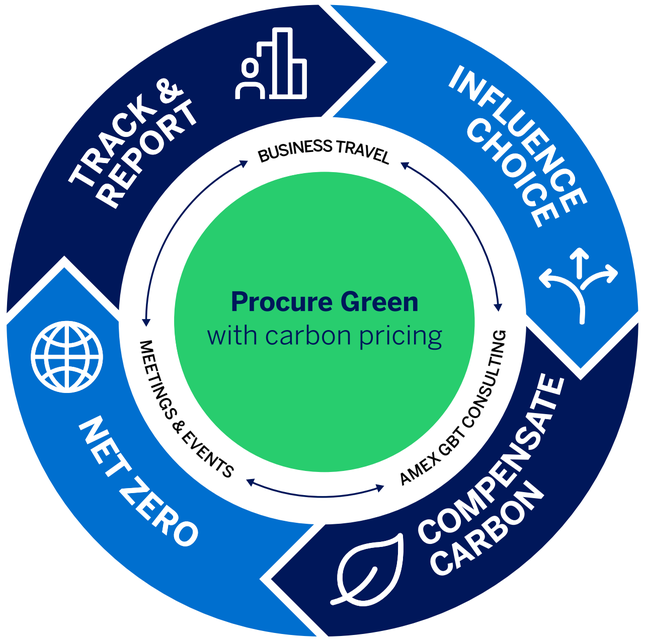
CDP

Carbon Disclosure Project rating of B.

GREEN @AmexGBT
Powering Environmental Progress

Colleague resource group with 1,100+ members globally.

External marketplace for business travel



AMEX GBT Consulting

AMEX GBT Meetings & Events

Industry drive towards net zero

WORLD ECONOMIC FORUM

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

SAF COALITION

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

GBTA Foundation — Paul Abbott, Chairperson.

STRATEGIC PARTNER IATA INTERNATIONAL AIR TRANSPORT ASSOCIATION

Strategic launch partner of CO_2 Connect.

Avelia

SAF book-and-claim partnership with Shell Aviation.

UNITED AIRLINES VENTURES

Sustainable Flight Fund focused on SAF.

SABA SUSTAINABLE AVIATION BUYERS ALLIANCE

Only business travel software and services company in the alliance.

GREEN SPORTS ALLIANCE

Corporate member of the alliance.

Environmental commitment

Progress towards Science-Based and Net-Zero Targets

Amex GBT's near- and long-term science-based emissions reduction targets were validated by the Science Based Targets initiative (SBTi) in 2024. SBTi is a corporate climate action organization that helps companies and financial institutions worldwide combat climate change. 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.[1]

Near-term targets – 2030	Status – 2025
Reducing absolute scope 1 and 2 greenhouse gas (GHG) emissions by 80% by 2030 from a 2019 base year.	**2030 target progressing** Over 90% emissions reduction from base year. Key initiative: Achieved 100% renewable electricity to power our operations.
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 by 30% within the same timeframe.	**2030 target progressing** Over one-third emissions reduction from base year. Key initiative: SAF procurement for employee business travel and supply chain engagement.
Engaging 67% of our airline suppliers by emissions, covering use of sold products, to set science-based targets by 2028.	Actively engaging with airline suppliers.
Long-term targets – 2050	
Reducing absolute scope 1 and 2 GHG emissions by 90% by 2050 from a 2019 base year.	**2050 target progressing**
Reduce absolute scope 3 GHG emissions by 90% within the same timeframe.	**2050 target progressing**

1 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. You may find more information about our validated target by searching SBTi's dashboard here. Amex GBT has not performed independent third-party verification of GHG emissions.

Environmental milestones

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

On track

In progress

Target			Status		
Carbon compensation		In 2017, Amex GBT committed to compensate for 100% of emissions from our own business travel (scope 3.6) by 2020.	Amex GBT compensates for 100% of emissions from our own business travel annually since 2019.	✓	See **page 21** for more information.
Renewable energy		In 2021, Amex GBT committed to power 100% of our operations with renewable energy by 2025.	In 2025, Amex GBT powered 100% of our operations with renewable energy.[3]	✓	See **page 20** for more information.
Science-based and net-zero targets	SCIENCE BASED TARGETS	In 2024, Amex GBT's near- and long-term science-based emissions reduction targets were validated by the Science Based Targets initiative.	Progressing towards targets.	↗	See **page 18** for more information.
		In 2020, Amex GBT committed to net-zero carbon emissions by 2050.	Amex GBT is making meaningful progress, engaging carbon consultants to support the implementation of our reduction pathways. In 2025, we initiated a global supply chain engagement campaign, shifting away from a focus on spend and toward suppliers' greenhouse gas emissions data.	↗	See **page 18** for more information.
	WORLD ECONOMIC FORUM	In 2022, Amex GBT signed the World Economic Forum Clean Skies for Tomorrow (CST) ambition statement, supporting the supply and use of sustainable aviation fuel (SAF) technologies, with the goal of SAF reaching 10% of global jet fuel supply by 2030.[1]	In 2025, Amex GBT procured through Avelia ~100,000 gallons of SAF environmental attributes, which calculates to ~880 metric tons of carbon dioxide equivalent (tCO_2e) scope 3 emissions reductions.	↗	See **page 74** for more information.
Employee engagement	GREEN @AmexGBT	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 1,100 colleagues.	↗	See **page 42** for more information.
Waste		Amex GBT commits to implementing recycling and eliminating single-use plastics in 100% of our offices by 2025.[2]	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.	✓	See **page 74** for more information.

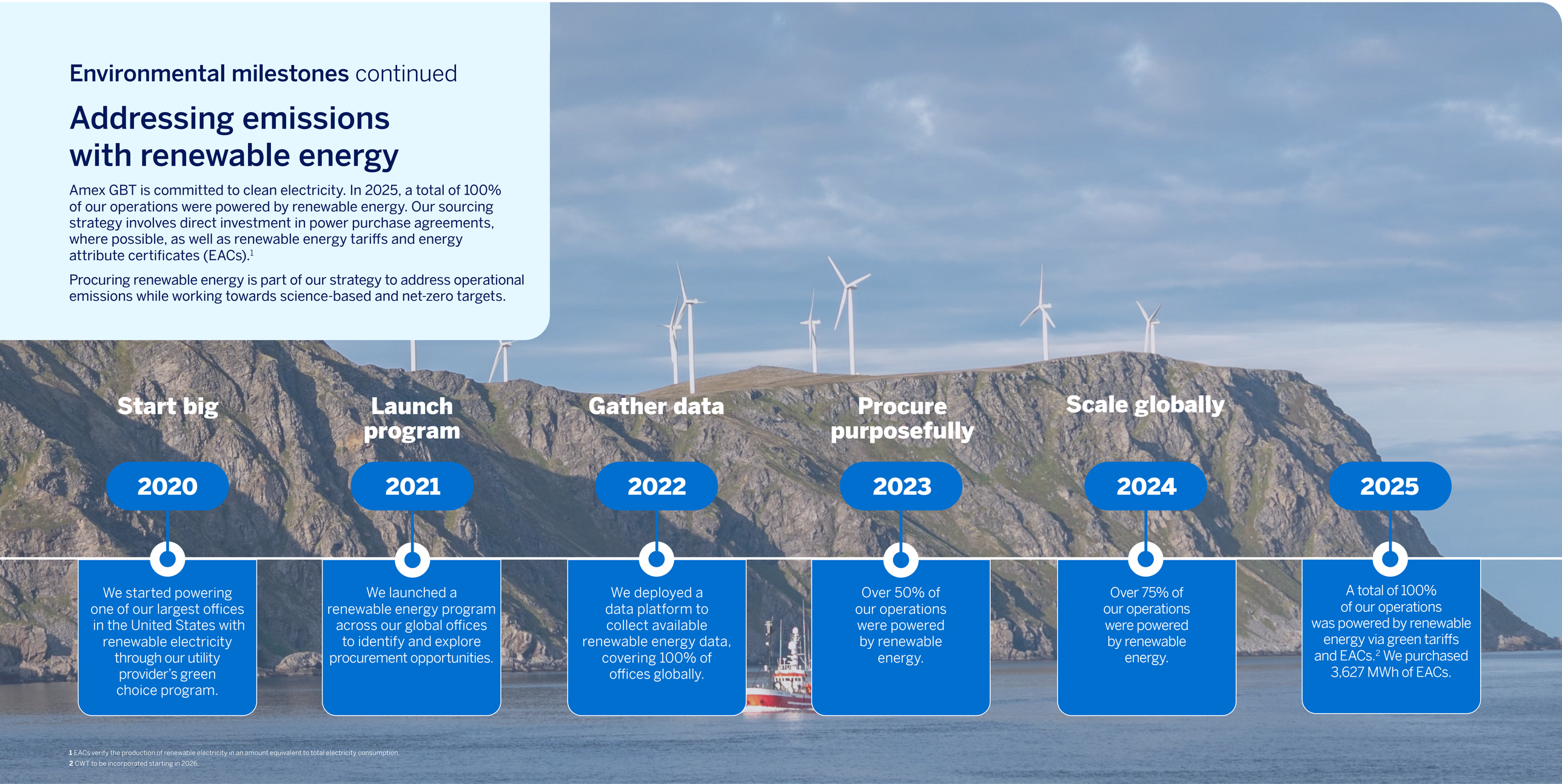
1 World Economic Forum, CST ambition statement for signatories, accessed February 17, 2025, Find more information here.
2 Amex GBT's recycling target applies to offices larger than 1,000 square feet and countries where recycling infrastructure exists.
3 See page 20 for more information.

Environmental milestones continued

Addressing emissions with renewable energy

Amex GBT is committed to clean electricity. In 2025, a total of 100% of our operations were powered by renewable energy. Our sourcing strategy involves direct investment in power purchase agreements, where possible, as well as renewable energy tariffs and energy attribute certificates (EACs).[1]

Procuring renewable energy is part of our strategy to address operational emissions while working towards science-based and net-zero targets.



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

Over 50% of our operations were powered by renewable energy.

Scale globally

2024

Over 75% of our operations were powered by renewable energy.

2025

A total of 100% of our operations was powered by renewable energy via green tariffs and EACs.[2] We purchased 3,627 MWh of EACs.

1 EACs verify the production of renewable electricity in an amount equivalent to total electricity consumption.
2 CWT to be incorporated starting in 2026.

Environmental milestones continued

Addressing emissions with beyond value chain mitigation

Since 2019, 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).

Brazil – COP30

Envira Amazonia[1]

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.

Brazilian Amazon Grouped Project[2]

This project protects over 17,000 hectares of tropical rainforest in Brazil. 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.

United States – manufacturing

Freres Biochar[3]

Biochar is a product created by burning biomass, such as wood, leaves, and straw, without oxygen. Biochar provides carbon sequestration for hundreds of years.

Freres Engineered Wood is a family-owned forestry company in the US, using biomass to power its operations. This process results in biochar that can remove 2.899 tons of carbon dioxide (CO_2) for every ton of biochar.

With the 2025 international climate meeting Conference of the Parties (COP30) taking place in the Amazonian city of Belém, we focused our 2025 portfolio of carbon compensation projects on reducing emissions from deforestation and forest degradation (REDD+) in the Amazon. In addition, we also invested in a US biochar removal project, which is designed to provide carbon sequestration for hundreds of years.

All projects are verified according to independently recognized carbon standards.

The UN SDGs supported by these projects include:



1 The Envira Amazonia carbon avoidance project in Brazil is independently verified via the Verified Carbon Standard and the Climate, Community & Biodiversity Standards, with project registry, protocol to estimate emissions avoidance benefits, and identification number accessible here.
2 The Brazilian Amazon Grouped carbon avoidance project in Brazil is independently verified via the Verified Carbon Standard and the Climate, Community & Biodiversity Standards, with project registry, protocol to estimate emissions avoidance benefits, and identification number accessible here.
3 The Freres Biochar carbon removal project in the US is independently verified via Puro.Earth, with project registry, protocol to estimate emissions removal benefits, and identification number accessible here.

Green marketplace for business travel

Procure green

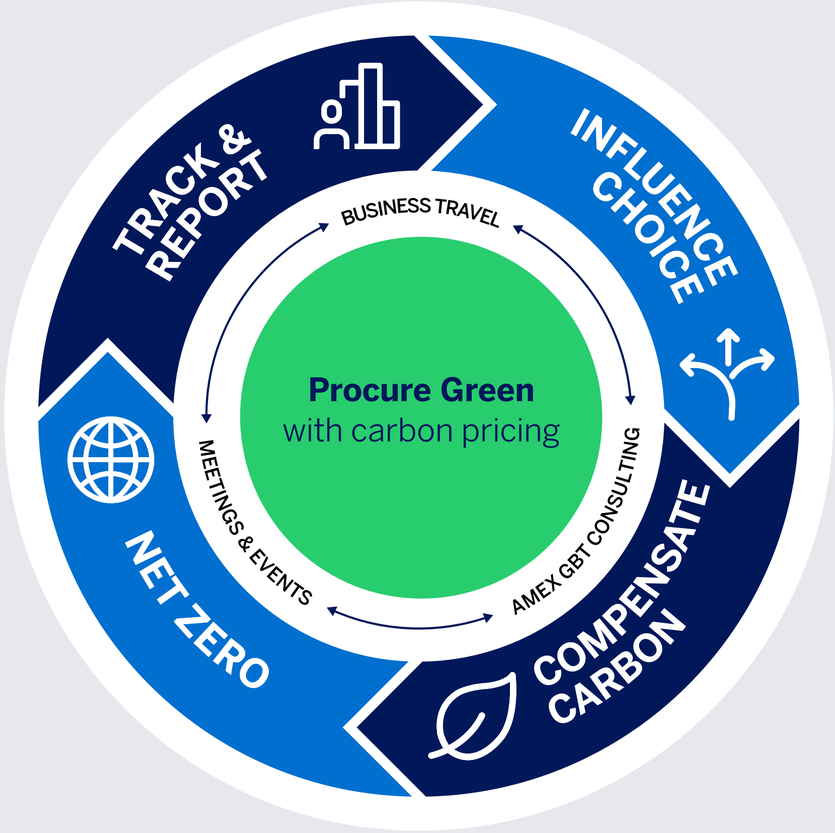
We facilitate carbon pricing and help clients source more sustainable travel suppliers. Here's how it works:

- Carbon fees may be applied to point-of-sale air transactions.
- The collected funds are returned to the client to reinvest in their sustainability initiatives.

Track and report

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

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



Influence choice

We help clients implement strategies to change traveler behavior in our proprietary platforms, providing:

- Point-of-sale sustainability features in Amex GBT Neo (Neo), Egencia by Amex GBT, Complete, and more.
- Carbon filters for air and rail, sustainability indicators for hotels and electric vehicles (EVs).

Net zero

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

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

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.
- Include nature-based solutions with wider biodiversity benefits.

Green marketplace

Track and report

Analytics providing carbon transparency and business intelligence

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

Our proprietary reporting tools provide emissions-enriched travel data and visualizations to support emissions baselining and management strategies.

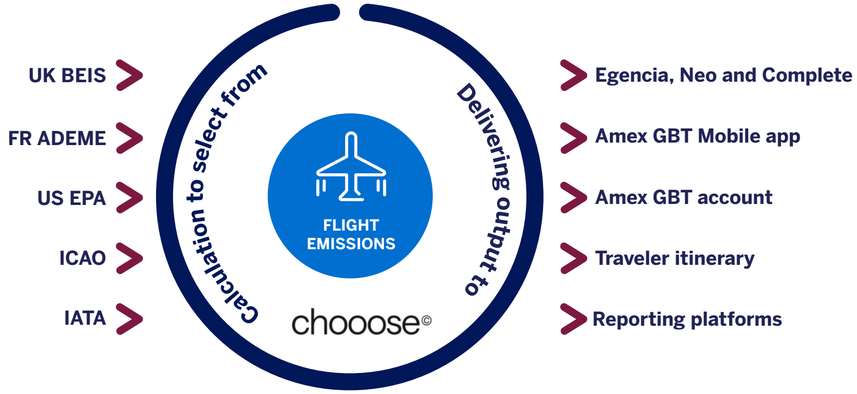
In 2025, we enhanced our emissions reporting dashboard to show carbon emissions per kilometer, mile, and traveler.

Choice of industry-recognized air emissions calculations

We partner with software company Chooose to integrate leading carbon calculations into our products, enabling clients to apply factors that account for upstream and non-CO_2 emissions, as well as set a preferred methodology.

Read our white paper to learn more: [Air Travel Carbon Emissions: Calculation Methodologies]

Consistent calculations across core products



Industry action: International Air Transport Association (IATA) CO_2 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 881 aircraft operators, representing ~93% of global air travel.[1]

Total flight emissions are based on trip attributes

- **Determine route and airline.**
- **Identify flying time from schedules.**
- **Establish the airline's aircraft type.** IATA collects airline-specific fuel burn data by aircraft type.
- **Calculate fuel burned per flight,** using an emission factor of 3.16.

Emissions are allocated to passengers

- **Factor in airline-specific seat capacity and occupancy.** IATA directly collects operational data monthly, including airline-specific load factors.
- **Subtract belly cargo**
- **Apply cabin class factor** for narrow-body vs. wide-body aircraft**.**
- **Apply optional multipliers,** such as radiative forcing and well-to-tank.

Client impact:

Amex GBT was the strategic launch partner of CO_2 Connect with IATA and now our clients have premier access to this leading methodology across our offerings.

1 IATA CO_2 Connect for Passenger Subscriptions, IATA, https://www.iata.org/en/services/data/environment-sustainability/co2-connect/subscriptions/, accessed on March 3, 2026.

Green marketplace

Influence choice

Our online booking tools, such as Neo™ and Egencia™, help educate travelers about the carbon footprint of their purchasing decisions and steer them towards more sustainable options.

Client impact:

In 2025, over half of air transactions booked were the most carbon-efficient option, of the provided choices.

Here's how:

- See and compare air and rail emissions data.
- Filter results by total emissions.
- Set cabin class preference by travel duration.
- Set rail as preferred option for short-haul routes or by duration.
- Show carbon fee information in the display and messages.
- Search for hotels certified as sustainable by third parties.
- Find hotels with EV charging on premises.
- Filter for electric and hybrid vehicles and set as your preferred choice.

Green marketplace

Procure green

Carbon pricing

In 2025, we expanded our carbon pricing solution, launching emissions-based fees. Putting a price on carbon is an effective lever to incentivize more sustainable economic decisions in the travel space and beyond.[1]

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.**

Client impact:

Amex GBT clients have used our carbon pricing to invest millions into decarbonization initiatives.

Start a funding method for sustainability initiatives of your choice.

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



Choose your carbon contribution fee.[1]

Options include:

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



Show your travelers the carbon fee when they shop.[2]

Display-only option available.



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.[3]



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



1 Amex GBT clients can assign carbon fees to air transactions booked online or offline. Country limitations apply. Customization is based on client and country structure. Not available for Egencia clients.
2 Neo and Egencia can display emission-based fee estimates. For Amex GBT Select clients, the final fee is presented on the traveler's invoice.
3 Amex GBT administration and reconciliation fees apply.

Green marketplace

Procure green continued

Amex GBT has relationships worldwide with travel supplier partners providing air transport, rail travel, hotel accommodations, and ground transportation globally. Our comprehensive content enables travelers to make more sustainable choices.



Air

- In 2025, more than half of all air transactions booked in Neo were the most carbon-efficient trip. Amex GBT clients can see precise emissions data for flights in search results.

Rail

- In 2025, millions of rail transactions were booked, which can reduce emissions by ~90% compared to flying.[1]

Hotel

- In 2025, in partnership with Chooose, we upgraded our hotel emissions calculations and enhanced itinerary data.

Ground transport

- Over its lifetime, an electric vehicle produces about half the emissions of an equivalent internal combustion engine vehicle.[2] Amex GBT clients can filter for hybrid or electric vehicles through our booking tools.

1 UK Department for Energy Security and Net Zero: conversion factors 2025. **2** EV Life Cycle Assessment Calculator, the International Energy Agency, https://www.iea.org/data-and-statistics/data-tools/ev-life-cycle-assessment-calculator, accessed on March 3, 2026.

Green marketplace

Compensate carbon

chooose© Access portal

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 help drive society's transition to net zero by accounting for the benefits ecosystems provide.[1]

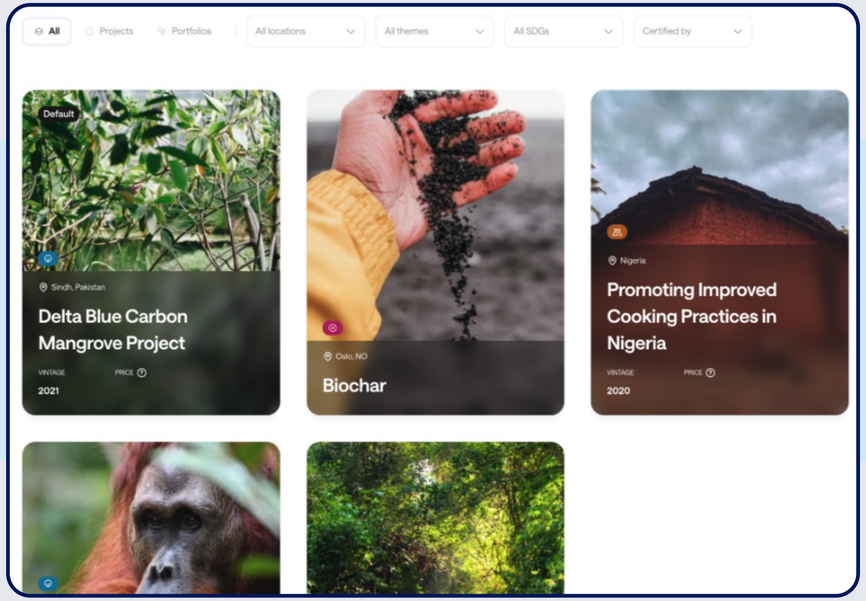
Carbon compensation with Chooose

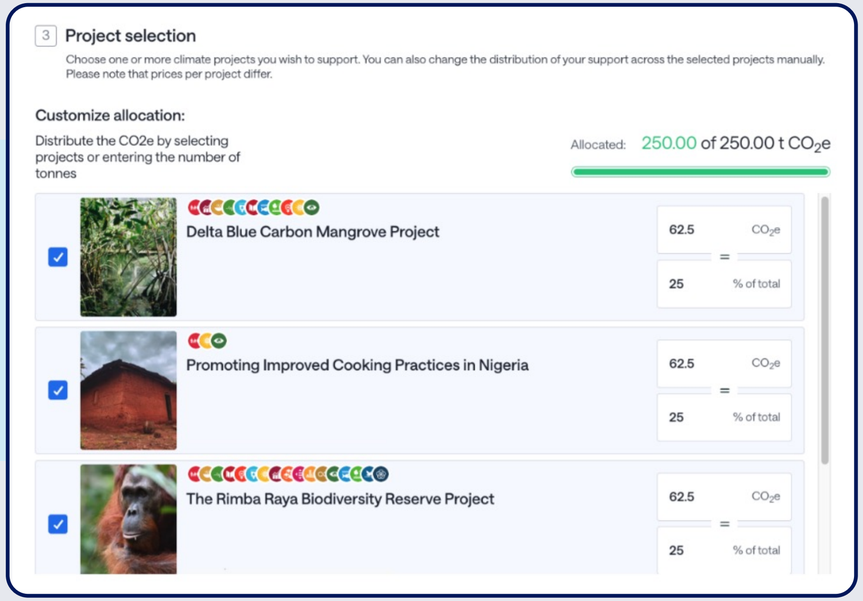
Amex GBT works with climate technology company Chooose to give clients access to a portfolio of carbon compensation projects via a dedicated portal.

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 programs endorsed by the International Carbon Reduction and Offset Alliance. Many of them report on wider ecosystem, biodiversity, and socioeconomic benefits, contributing toward the United Nations Sustainable Development Goals.

Amex GBT can facilitate carbon compensation procurement for our clients through our carbon pricing solution.





Client impact:

All Amex GBT clients may access the Chooose portal.

1 Beyond Value Chain Mitigation, Science Based Targets Initiative, sciencebasedtargets.org/beyond-value-chain-mitigation

Green marketplace

Net zero

Avelia Access portal

Sustainable aviation fuel today

SAF can reduce carbon emissions by ~80% on a lifecycle basis compared to fossil-based jet fuel.[1]

In 2025, SAF production has nearly doubled year on year, but it still represents less than 1% of all aviation fuel used globally.[2]

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

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

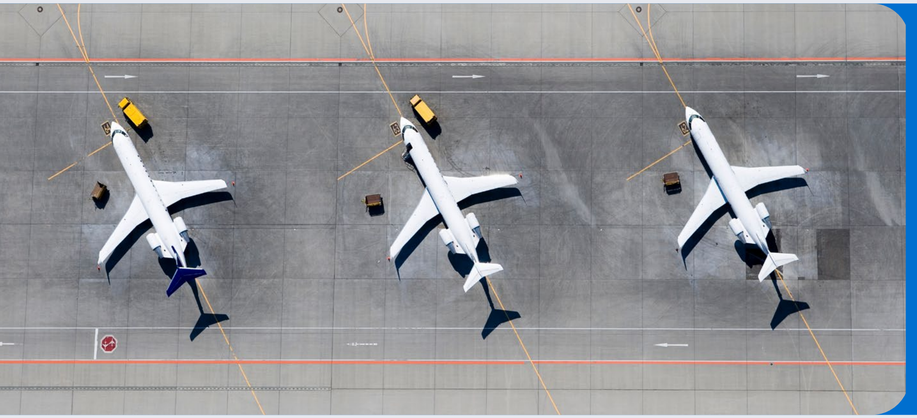
Avelia

Companies that join our SAF program can access Avelia, a leading blockchain-powered book-and-claim solution for aviation helping to grow SAF demand.[3] 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, allowing corporate travelers to purchase the environmental attributes associated with SAF. In practice, SAF is added into the fueling network, even if at a different airport than the traveler's departure point. The environmental attribute data is tracked via Avelia and 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 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.
- A solution that's been externally verified and features carbon accounting methodology.
- Claimable declaration of environmental attributes for reporting purposes.



In 2025, we announced, along with our partners Shell Aviation and Accenture, that Avelia is in the process of evolving to an industry solution with independent data hosting and a multi-supplier model, helping users access the greenhouse gas (GHG) benefits of SAF from multiple SAF suppliers, including Shell. Avelia's evolution aims to better meet customer requirements, accelerate SAF adoption, and provide companies with a clear pathway to credible business travel lifecycle GHG emissions reductions from aviation.[4]

Client impact:

Our clients have collectively purchased tens of millions of gallons of SAF through various programs, including Avelia's.

1 Net zero 2050: Sustainable Aviation Fuels, iata.org/en/iata-repository/pressroom/fact-sheets/fact-sheet-sustainable-aviation-fuels/ accessed on March 3, 2026.
2 SAF Production Growth Rate is Slowing Down, Essential to Correct Course Ahead of e-SAF Mandates, IATA, iata.org/en/pressroom/2025-releases/2025-12-09-04/ Dec. 9, 2025.
3 Shell Aviation, Accenture and Amex GBT Announce the Evolution of Avelia, Amex GBT, amexglobalbusinesstravel.com/press-releases/shell-aviation-accenture-and-amex-gbt-announce-the-evolution-of-avelia/ July 9, 2025.
4 Compared to conventional jet fuel.

Green marketplace

Net zero continued

Avelia Visit site

Sustainable aviation fuel today continued

Externally verified
Shell Aviation has been externally verified to the level of limited assurance, aligning with the carbon accounting and book-and-claim system requirements laid out in the SAF GHG Emission Accounting and Insetting Guidelines. These guidelines were published in 2021 by the Smart Freight Centre and the Massachusetts Institute of Technology Center for Transportation and Logistics.

Diverse participant base
The corporations who have purchased SAF through Avelia include Amazon, Bank of America, DHL, Google, and more – representing leading corporations from Wall Street to Silicon Valley. Avelia also offers solutions for the cargo sector with Avelia Air Freight Solutions.

Expanding airport network
As of December 2025, there are 18 airport injection point locations around the world where SAF is injected regularly into the fuel network supported by Avelia: Hong Kong; Le Havre, France; Singapore (Changi); Ontario, California; Los Angeles; Dubai, the United Arab Emirates; London (Heathrow and Stansted); Paris (Orly and le Bourget); Stockholm (Bromma and Arlanda); Vancouver; Amsterdam (Schiphol); Tokyo; Narita, Japan; Rotterdam, the Netherlands (the Hague); and Portland, Oregon.

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[1]

Over
66 corporations and airlines
have purchased environmental attributes through Avelia.

Over
64M gallons of SAF
have been injected into the existing fuel network at 18 airport point locations worldwide.

Over
590,000 tCO_2e abated,
which is the equivalent of over
one million
passengers flying from London to New York.[2,3]

Over
1,300
declarations of environmental attributes provided.

1 Avelia, https://www.aveliasolutions.com/. All data and statistics featured cover the period between June 2022 to December 31, 2025.
2 CO_2e (equivalent) emissions includes carbon dioxide, methane, and nitrous oxide. Lifecycle GHG emissions are calculated on a well-to-wake basis and include feedstock production and collection and feedstock processing, transport, distribution, and combustion of SAF. The well-to-wake emissions have been calculated as per the SAF's verified lifecycle GHG emissions intensity from the relevant sustainability certification scheme. Calculated based on representative lifecycle GHG emissions intensities of neat SAF and conventional jet fuel, which may vary per production pathway and geographical region.
3 The number of one-way long-haul average passenger flights was calculated assuming 5,541 kilometers as the flight distance from London to New York, and a long-haul flight emissions factor of 0.102 kilograms CO_2e /passenger kilometer, based on the UK Department for Environment Food and Rural Affairs 2022 emissions factors.

Green marketplace

Net zero continued

UNITED AIRLINES VENTURES Visit site

Sustainable aviation fuel tomorrow

United Airlines Ventures Sustainable Flight Fund (UAV SFF):

UAV SFF is a first-of-its-kind investment totaling over $200 million from United and its corporate partners, supporting startups working on SAF research, production, and technology.[1] Amex GBT is the only business travel software and services company that strategically invests in UAV SFF.

Investors

Aviation

UNITED
AIR CANADA
AIR NEW ZEALAND
HAWAIIAN AIRLINES
jetBlue ventures

Aviation manufacturing and finance

AIRCASTLE
AVIATION CAPITAL GROUP
BOEING
EMBRAER
GE Aerospace
SAFRAN

Financial services

BANK OF AMERICA
JPMORGAN CHASE & CO.
NATIXIS CORPORATE AND INVESTMENT BANKING

Energy producers and service providers

aramco ventures
TEN TECHNIP ENERGIES

Industrial

Honeywell

Travel platform

AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL

Advisory

BCG

Technology

Google

Investments

Power-to-liquids

ELECTRIC HYDROGEN
Dimensional Energy
KOLOMA
OXCCU
savor
VERNE twelve



CO_2 capture

Svante
BANYU CARBON CAPTURING CARBON WITH LIGHT
Heirloom

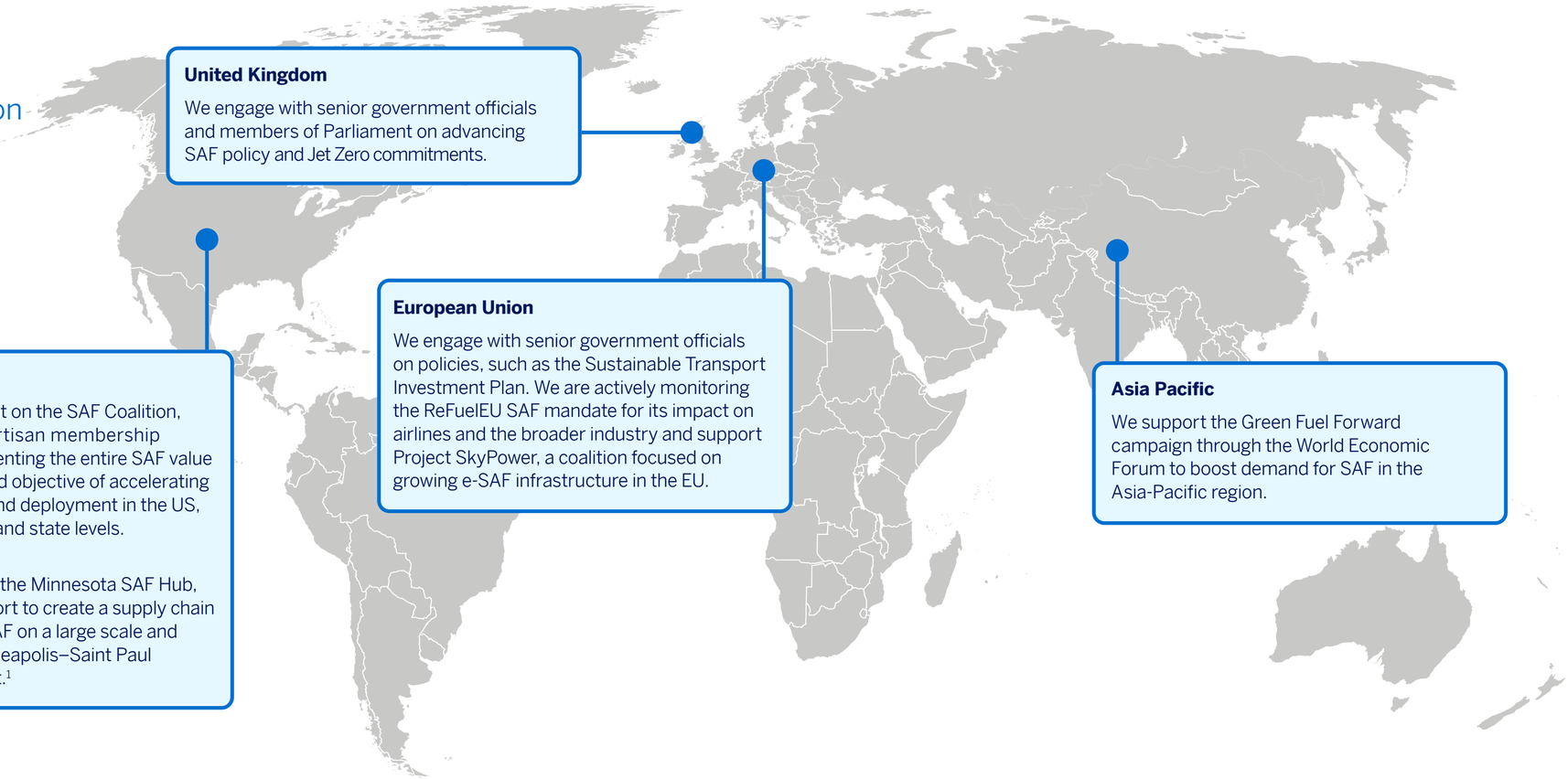
1 United Adds New Corporate Partners to Sustainable Flight Fund That Now Exceeds $200 Million, PR Newswire, prnewswire.com/news-releases/united-adds-new-corporate-partners-to-sustainable-flight-fund-that-now-exceeds-200-million-302061208.html, Feb. 14. 2024.

Green marketplace

Net-zero advocacy

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

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



United Kingdom

We engage with senior government officials and members of Parliament on advancing SAF policy and Jet Zero commitments.

European Union

We engage with senior government officials on policies, such as the Sustainable Transport Investment Plan. We are actively monitoring the ReFuelEU SAF mandate for its impact on airlines and the broader industry and support Project SkyPower, a coalition focused on growing e-SAF infrastructure in the EU.

United States

We hold a board seat on the SAF Coalition, a nonprofit, nonpartisan membership organization representing the entire SAF value chain. It has a shared objective of accelerating SAF development and deployment in the US, on both the federal and state levels.

State-level example

We are members of the Minnesota SAF Hub, a first-of-its-kind effort to create a supply chain that can produce SAF on a large scale and deliver it to the Minneapolis–Saint Paul International Airport.[1]

Asia Pacific

We support the Green Fuel Forward campaign through the World Economic Forum to boost demand for SAF in the Asia-Pacific region.

1 Minnesota SAF Hub, mnsafhub.org/ accessed on March 3, 2026.

Green marketplace

Professional Services

AMEX GBT
Consulting

Amex GBT Consulting is dedicated to guiding organizations through their sustainability journey with our Green Compass™ ecosystem, a solution set that helps clients meet their sustainability targets.

Our team identifies emission baselines and high-impact reduction pathways, aligning corporate travel programs with clients' sustainability goals and broader objectives.

The value of data

Program diagnostic and assessment

Data can be utilized to unlock emissions reduction opportunities for air, rail, car, and hotel activity. Our reporting solutions help transform stakeholder engagement into measurable, high-impact results.

Category management

We help accelerate sustainable sourcing by aligning travel supplier options with specific program priorities. This approach allows clients to navigate complex travel decisions, helping them advance their sustainability goals while maintaining cost efficiency and convenience.

Optimization and change enablement

We work with clients to embed sustainability commitments directly into their travel policy framework. A well-designed policy can integrate corporate sustainability objectives into booking decisions, backed by expertise in behavioral science and persona-based strategies. We also operationalize internal carbon pricing as a governance tool and support broader organizational transformation.

Travel Toolbox

This self-service platform empowers enterprises to optimize program performance. Guided by our Plan, Do, Check & Act framework, it enables companies to educate themselves on embedding sustainability into a travel program and helps propel sustainability outcomes.



Green marketplace

Professional Services continued

Meetings and events are a powerful platform for organizations to share their values with wider audiences.

When sustainability is at the core of a strategy, it often is reflected in how companies bring people together.

Track and report: visibility on carbon impact and actionable insights.
Our carbon emission calculation tool captures data across the event journey, including travel, venues, food and beverage, production, and waste. We provide reliable event- and program-level insights that help identify improvement opportunities, track progress, and contribute robust data to corporate-level reporting.

Influence choice: building a strategic sustainable meetings culture.
Embedding sustainability into everyday decisions drives sustainable impact. We support organizations by engaging stakeholders through education, actionable toolkits, and the development of meetings and events policies. This approach helps move beyond one-off actions, enabling consistent decision-making and long-term alignment across teams and regions.

Source and plan more sustainably: lower-impact sourcing and planning where it makes a powerful difference.
Early planning decisions often have the greatest influence on environmental impact. Through our vetted marketplace and comprehensive sourcing and planning approaches, we help clients assess destinations, select venues and suppliers, and optimize travel choices to reduce emissions across the value chain. Our planning practices support lower-impact food and beverage, circular production and materials, improved accessibility and well-being, and effective waste management.

Strategy towards net zero: setting the direction for tangible, long-term impact.
Progress toward net zero requires clear direction. We support organizations in defining long-term ambition for sustainable meetings, helping to prioritize actions and align decisions over time. This enables tangible, year-on-year progress in line with broader corporate sustainability goals.

Advocate across industry
Amex GBT is a member of Net Zero Carbon Events, a joint initiative across the events industry to construct a roadmap towards net zero by 2050. It is backed by the United Nations Framework on Climate Change. In 2025, Amex GBT was also involved in the Canada Events Sustainability Leaders Forum, held in Montreal by Destination Canada Business Events.

netzerocarbonevents.org
NET ZERO CARBON EVENTS
SIGNATORY OF THE PLEDGE

AMEX GBT
Meetings & Events

Amex GBT Meetings & Events supports organizations in delivering meetings and events with a stronger positive impact and a lower environmental footprint. Through actionable tools, structured processes, and measurable outcomes, we help translate sustainability commitments into consistent, practical delivery – across individual events and entire meetings programs.



People and impact

35 Powering social progress
36 Investing in our people and communities
37 Uniting under our shared values and behaviors
38 Attracting great talent
40 Engaging and connecting our people
44 Developing and growing our people
47 Investing in our people
50 Protecting human rights and preventing modern slavery
51 Supporting accessibility in business travel
52 Supporting our Reconciliation Action Plan
53 Social impact initiative
54 Partners for Purpose spotlight: Airlink
55 Airlink and Amex GBT 2025 impact
56 Purpose Pledge 2025



Powering social progress



Attracting great talent

- Uniting under our shared values and behaviors
- Fostering an inclusive hiring strategy
- Welcoming new colleagues

We want colleagues to feel engaged, supported, and enabled from the first day they join. We have many resources for our new joiners and seek their feedback through an onboarding survey.

Engaging and connecting our colleagues

- Listening to our colleagues
- Driving a culture of inclusion and belonging for all colleagues globally

Our talented workforce is our greatest asset. To help our colleagues thrive, we foster a collaborative and respectful workplace where everyone can bring their whole, authentic selves. We seek and respond to colleague feedback regularly.

Developing and growing our people

- Fostering growth and development for all colleagues
- Building leadership capabilities

We are committed to providing all colleagues with opportunities to learn new skills, explore the organization, and gain new perspectives through our global and targeted programs.

Investing in our people

- Caring for colleagues

We are committed to caring for our colleagues through a broad range of rewards programs tailored by position, individual, and geography across the colleague lifecycle.

Social impact

- Social impact initiative
- Partners for Purpose spotlight: Airlink
- Airlink and Amex GBT 2025 impact
- Purpose Pledge 2025

Through our non-profit organization (NGO) partnerships and colleague impact campaign known as The Purpose Pledge, we bring to life our company purpose to power progress through travel.

Investing in our people and communities

We're on a mission to transform travel, breaking down barriers and creating incredible experiences that matter – for our clients and for each other. Our journey is about more than just moving people; it's about empowering every team member to grow, innovate, and make a real difference, wherever they are in their career. 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.

Here are some of our most significant achievements of 2025:

- Welcomed and integrated over 8,500 colleagues from CWT with a thorough and thoughtful onboarding plan.
- Introduced AI education accessible to all colleagues, with training tracks geared to prepare our workforce to use the new technology responsibly.
- Grew our INGroups participation by 35% to 6,200 members.
- Strengthened our partnerships with external organizations, including GBTA, WiHTL, Women in Data, and 20/20 Levels, as part of our ongoing commitment to foster an inclusive workplace and industry.
- In 2025, our efforts were recognized with a host of awards that demonstrate our commitment to colleagues and making our business the best possible workplace for all. Please see a full list of the awards on pages **13-14**.



"At Amex GBT, our people aren't just part of our story – they *are* our story. In 2025, we've grown stronger together, welcoming over 8,500 colleagues from CWT and gaining fresh perspectives, bold capabilities, and invaluable expertise that energize who we are. But growth means nothing without purpose. That's why we're committed to investing in our people's futures, nurturing their professional ambitions, protecting their well-being, and strengthening the communities we call home. Because when we lift up our colleagues, we lift up everything we do."

Patti Huska
Chief People Officer



Uniting under our shared values and behaviors

In 2025, we refreshed our Amex GBT Behaviors to guide our transformation to a leading business travel software and services company. Our guiding principles were to create behaviors that were simple, relevant, and actionable. We held numerous workshops to gather colleague feedback across various regions and functions to make sure our behaviors truly reflect the best of how our teams work worldwide.

People

Inclusion and belonging

Our differences are a superpower.

Collaboration

We unite to solve problems, power progress, and delight customers.



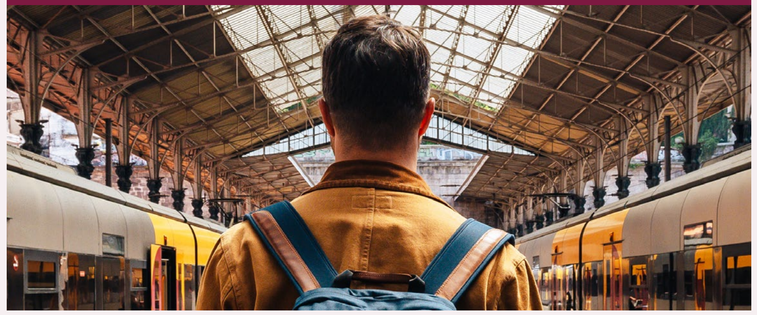
Passion

Customer obsession

The customer's success is our success.

One Amex GBT mindset

We win, together.



Progress

Shape the future

We're curious, we experiment, we lead the industry.

Drive change

Travel moves fast, and so do we.



Attracting great talent



Fostering an inclusive hiring strategy

At Amex GBT, inclusion 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 and perspectives. For example, we work with our company's INGroups 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.

We use inclusive imagery across our marketing materials and sites to encourage all qualified candidates to apply.

Welcoming and onboarding new colleagues

Start

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

Welcome Aboard
Welcome Aboard provides a focused learning path for the first 100 days of employment.

In 2025, we launched the journey in Workday to make the content easy to access and to track colleague progress. Training modules help colleagues learn about our culture, organization, and industry.

We provided all new hires with an interactive welcome booklet that provides links to helpful, on-demand resources.

In 2025, we also created a custom onboarding journey to welcome over 8,500 CWT colleagues. Our onboarding survey showed that colleagues felt welcomed and supported during the transition and are optimistic about the future of this combined organization.

Welcome Back
This program helps returning colleagues have a smooth transition back to work after an extended leave or rehire.

Start – travel counselor onboarding

We offer tailored onboarding programs for our incoming travel counselors, adapting to their experience level and the client solution they will be supporting. They included:

Our onboarding programs for hires who are new to travel build foundational skills in customer service, travel industry knowledge, and solution-specific processes:

- Travel Academy
- Go All In

We also offer several programs that deliver accelerated training for travel counselors with relevant industry experience, focusing on our solutions and customer service excellence:

- Travel Counselor Enhanced Onboarding
- Go Pro and Go Pro Plus
- CWT Experienced

Attracting great talent continued

Welcoming and onboarding new colleagues

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:

0 10 20 30 40 50 60 70 80 90 100

94 I have felt welcomed by my teammates since I arrived at Amex GBT.

92 Knowing what I know now, I am glad I joined Amex GBT.

88 My manager has set clear goals and performance expectations.



Engaging and connecting our people

Our engagement strategy is about listening to our colleagues and turning insights into action. We strive to create a workplace where colleagues can be themselves, do their best work, and feel connected through our culture of inclusion and belonging.

Listening to our colleagues

We regularly solicit feedback from all colleagues globally through engagement and pulse surveys.

In 2025, the focus areas of the engagement survey 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.

87	People of all backgrounds (i.e., culture, gender, age, religion, ability, sexual orientation, etc.) can succeed at Amex GBT.
86	My immediate supervisor values my perspective.
85	I know what I should be focusing on right now.
84	My immediate supervisor lets me know that my contributions are meaningful.
80	I am excited about Amex GBT's future.



Engaging and connecting our people continued

Driving a culture of inclusion and belonging for our colleagues globally

We cultivate an engaged culture and strengthen global connections among colleagues through two key programs: our regional Amex GBT Communities and INGroups, our version of employee resource groups.

Each offers colleagues the chance to connect over shared passions, identities, and causes, whether celebrating culture, supporting well-being, fostering inclusion, or rallying around social missions important to us.

Amex GBT Communities

Our Communities program brings colleagues together in person and virtually through social, interest-driven, and educational opportunities. We have 77 communities across 27 countries, including the seven new communities we launched in 2025. Throughout the year, we hosted 239 initiatives with 24,224 instances of colleague engagement. We also aligned our Communities more closely with our social impact team to reinforce our shared values and encourage purpose-driven action in the places colleagues live and work.

INGroups

Our 10 INGroups are a big part of our culture and a place where people with similar interests, backgrounds, and experiences come together to support one another and make a difference. Open to all colleagues, INGroups aim to foster a sense of inclusivity and community. They help people feel connected and strengthen their sense of belonging, which is essential for well-being and retention. We also rely on them to give us insights into how we can make Amex GBT a better place to work.

In 2025, our INGroups had 6,200 participants – an increase of 35% compared to the previous year, in part due to new members who joined from CWT.

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



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

Here's more about our INGroups and what they accomplished in 2025:

GREEN @AmexGBT

Powering Environmental Progress

Green@GBT provides a platform to drive environmental progress while harnessing insights from our global membership to support our sustainability goals.

Home office champions
Our survey shows 51% of respondents are "sustainability champions" and 33% "sustainability advocates," actively reducing energy and paper use, recycling, and commuting more responsibly.

All offices "adopted"
All Amex GBT offices have been adopted by Green@GBT volunteers and our Real Estate team to track and improve sustainability globally. We increased from 80% of offices with recycling programs in 2023 to 100% with recycling and single-use plastics reduction programs in 2024 and 2025.[1]

EcoVadis Platinum
We supported Amex GBT in securing EcoVadis Platinum status for the fourth consecutive year, placing us in the top 1% of businesses globally.[2]

Member engagement
We engaged over 1,100 members through monthly calls, guest speakers, and quarterly newsletters, alongside community initiatives, such as cleanups, food drives, and tree planting, aligned to our 2025 theme.

Earth Month 2025
We hosted an intersectionality webinar and shared over a dozen articles on sustainability topics, including Purpose Pledge initiatives and EarthDay.org's theme, Our Power, Our Planet.

Learning and inspiration
We launched biodiversity challenges, surveyed commuting behaviors, and introduced the Green@GBT Academy, offering monthly UN Global Compact courses and workshops to reduce our collective footprint.



WIND @AmexGBT

World Indigenous Networking Destination

World Indigenous Networking Destination's (WIND's) purpose is to create a space for Indigenous culture, knowledge, and community to be celebrated and shared across our organization.

Educational series
We continued our Myths series, offering stories and teachings, and launched the Healers initiative, focusing on holistic wellness.

INGroup collaborations
We partnered with FUSE and LEAGUE to promote Indigenous awareness and Two-Spirit identities.

GAIN @AmexGBT

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.

Cultural observances
Our global community celebrated Lunar New Year, Holi, Ramadan, Mid-Autumn Festival and Diwali.

Key collaborations
We partnered with Masters de Vida for a storytelling initiative focused on elderly care and Thrive for a dementia awareness program.

THRIVE @AmexGBT

Mental, Physical, and Financial Well-being

Thrive, our colleague wellness inclusion group, marked its first year of impact by structuring content around four core pillars: physical, mental, financial, and social well-being.

Engagement
We brought together 1,000+ colleagues across 77 communities through wellness challenges and Wellness Wednesdays.

Education
We hosted webinars on sleep, mindfulness, financial literacy, and loneliness.

Community
We launched Meals That Thrive, a digital cookbook celebrating cultural diversity and healthy recipes.

Expansion
Thrive grew to nearly 1,000 members with global access via events hosted across multiple time zones and on-demand content.

SOMOS @AmexGBT

Latinos, Hispanos, Together

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

Membership
SOMOS grew 120% year over year. Membership spans across all regions, with most members from Latin America (53%) and North America (25%).

Heritage Month
We hosted "Our Voice, Our Future" and roundtables to amplify diverse perspectives.

Engagement
On average, our Multi-Language Exchange events welcomed 45 attendees each month.



1 Amex GBT's recycling metrics apply to offices larger than 1,000 square feet and countries where recycling infrastructure exists.
2 EcoVadis sustainability rating, 2025.

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

FUSE @AmexGBT

Forces: Unite, Support, and Engage

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.

Gold recognition

In the UK, we achieved the Defense Recognition Scheme's Gold Award, demonstrating Amex GBT's commitment to supporting veterans and their families.

Veteran advocacy

We launched a toolkit that equips leaders with the skills and knowledge they need to effectively support veterans and their families in the workplace. Our ongoing podcast series spotlighted member profiles and their perspectives on how to support the community.

Membership growth

We invested significant effort in engaging and expanding our community, with global membership increasing by 80% in 2025. Some key engagement highlights from 2025 include: the Veterans Voices webinar, live broadcasts of our podcast series, Take a Walk, and collaborations with DisabilityIN.

WOW @AmexGBT

Women of the World

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

Member growth and engagement

As of December 2025, WoW has nearly 1,700 members across 27 countries, representing a 65% increase in membership year over year. In 2025, WoW hosted 85 events with over 3,000 live attendees, demonstrating the strength of our expanding global community.

A strong community

WoW builds community through meaningful connection, shared purpose, and collective action. We empower our members with career development resources and advocacy while our Purpose Pledge activities strengthen community bonds through shared commitment and impact.

READY&ABLE @AmexGBT

Sensory, Physical, Cognitive

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.

Neurodivergent support

We released a leadership toolkit and playbook to educate and upskill leaders on managing neurodivergent colleagues.

Disability distinction

Amex GBT earned the UK's Disability Confident Level 2 certification for excellence in inclusive employment.

Member activities

We hosted awareness day celebrations, intersectionality collaborations, and "coffee chats" for open dialogue on best practices.



BEN @AmexGBT

Black Engagement Network

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.

Black History Month

In 2025, we hosted multiple Black History events in the US in February and the United Kingdom in October. Our educational programs incorporated keynote speakers, webinars, podcasts, and weekly blog posts aimed at the themes of "Black Influence on Labor" and "Standing Firm in Power and Pride." We also held discussion forums for all global colleagues and live events in New York, Atlanta, and London to engage and connect members throughout our organization.

Change Champions

We continue to align our Change Champions program with Amex GBT's Purpose Pledge 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 in and supporting marches or walks for justice.

LEAGUE @AmexGBT

LGBTQ+ Employees at Amex GBT United in Equality

LGBTQ+ colleagues at Amex GBT United in Equality (LEAGUE) is open to all regardless of sexual orientation or gender identity. Offering encouragement and support to our LGBT+ colleagues, we provide a safe space to talk about challenges, obstacles, and achievements.

Strong membership

In 2025, our membership stayed strong with 1,015 members, including the 33 new colleagues we welcomed from CWT.

WorldPride event

At WorldPride 2025, we highlighted Amex GBT's commitment to inclusion, accessibility, and belonging through our Day of Awareness event and increased awareness through social media campaigns reaching diverse audiences. We came together to champion inclusion and belonging, fostering ongoing dialogue with internal and external keynote speakers, panel sessions, and broader representation from our INGroups, highlighting the importance of intersection.

Internal Pride Month

In June 2025, during our internal Pride Month, we expanded our internal programming with meaningful celebrations that reinforced our commitment to inclusivity and employee support. We also launched initiatives aimed at fostering communication, awareness, and allyship among members.

Member spotlights

In our FACES of LEAGUE spotlight, 45 members shared their professional journeys and perspectives on the importance of inclusion, belonging, and allyship. We also launched an educational podcast, VOICES of LEAGUE, that amplifies real, lived experiences.

Developing and growing our people

Using performance reviews to create feedback and accountability

We are committed to providing colleagues with clearly defined priorities, making sure they have regular feedback and support along the way. A core aspect of our People Promise is to give all colleagues opportunities to broaden their skills, explore the organization, and gain new perspectives through our global and targeted programs.

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 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 multiple languages.

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.



Developing and growing our people continued

Fostering growth and development for all colleagues

To help our colleagues excel and achieve their highest potential in their career, we offer a range of educational programs to cultivate their learning, growth, and advancement.

Our Learning and Development team provides inclusive learning experiences that meet accessibility standards, including Section 508 of the Rehabilitation Act in the US and WCAG 2.1 internationally (with efforts underway toward WCAG 2.2 by 2026). We review all learning materials, including e-learning courses, videos, documentation, and live sessions, and make sure they are compatible with assistive technologies like screen readers. By prioritizing accessibility, we demonstrate our commitment to supporting the growth and development of all colleagues.

Grow@GBT

Grow@GBT is our career development program that empowers colleagues to advance their careers through customized learning tools and resources.

In 2025, we expanded our focus on functional skills and critical competencies aligned with our business needs. We also prioritized AI literacy, recognizing its importance across our organization.

AI training tracks
Our AI training tracks equip colleagues with essential knowledge about artificial intelligence, including its business applications, ethical use, and practical skills like prompt writing. Since its launch in 2024, 2,853 colleagues have completed the training.

Quarterly live events
We host quarterly live events featuring industry insights, tools for career development, and skill-building conversations. Nearly 6,000 colleagues attended in 2025.

Continuous learning opportunities
We provide our colleagues ongoing learning opportunities through on-demand courses from LinkedIn Learning. In 2025, our colleagues completed approximately 16,400 courses on the platform. The most popular topics were artificial intelligence, customer communication, and business software and tools.

Functional learning paths
In 2025, we increased our focus on functional capabilities, mapping learning and development to our critical skills.

Through Grow@GBT, we continue to invest in our colleagues' development, making sure they have the skills and knowledge needed to thrive in an evolving business.

Travel counselor development

We recognize that exceptional customer experience begins with skilled, engaged front-line teams. For that reason, our Traveler Care team has access to comprehensive learning programs that support their development at every career stage.

Traveler Counselor Essentials
Our targeted, bite-sized quarterly learning modules are designed to elevate our Traveler Care team, honing key skills in service and sales; 2,552 colleagues completed this course in 2025.

Becoming a Trusted Advisor
In this interactive, one-hour session led by an instructor, counselors sharpen their skills as trusted advisors so they can deliver exceptional client service. A total of 2,970 travel counselors attended in 2025.

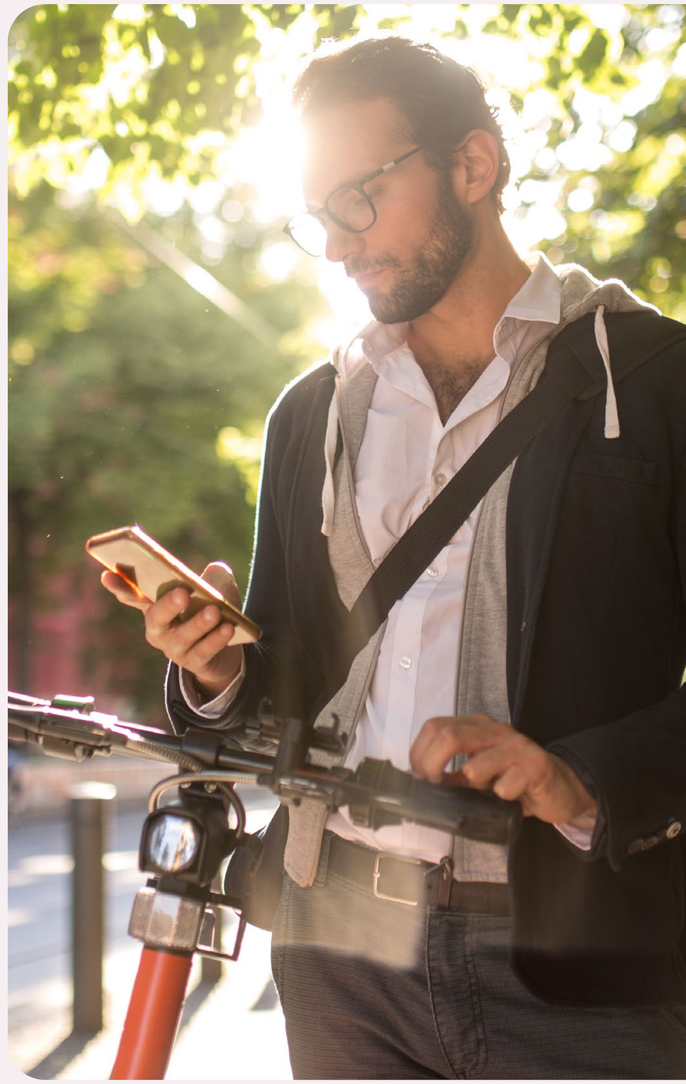
Knowledge bank and community
Our knowledge bank features a library of 1,000-plus articles and connects travel counselors with specialists who address key questions and support continuous learning.

Mentoring

Our Mentoring@AmexGBT program supports our colleagues as they create their career journey. In 2025, program participants logged over 4,900 mentoring hours and gave a 92% satisfaction rating.

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.



Developing and growing our people continued

Building leadership capabilities continued

Lead@GBT

Lead

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

On-demand resources

We offer leaders a variety of resources, allowing them to learn and engage at their own pace.

Leadership Development Foundation Curriculum
This online content helps leaders strengthen core leadership skills.

Leader Playbook
This comprehensive guide, designed for all leaders, offers a clear roadmap to excel in their role and support their teams.

Hiring Leader Space
This online resource provides instructions, tools, and best practices for talent recruitment and hiring.

Take 5
This monthly newsletter features industry trends, leadership strategies, and insights relevant to our business.

Meetings in a Box
These ready-to-use resources enable leaders to facilitate effective team development and engagement meetings.

Live sessions

We host regular live seminars for leaders to connect and learn from each other. They include:

Leadership and team development workshops
In these live workshops, leaders can cultivate their skills and discuss priorities with their peers.

Leader Live
These monthly sessions, tailored for people leaders, focus on relevant development topics. In 2025, 2,737 leaders attended at least one Leader Live session, with a total of 6,990 attendees across the year.

Leader Essentials
New in 2025, these quarterly sessions clarify expectations and provide support for all people leaders. In 2025, 1,511 attendees joined.

Leader Excellence
This onboarding series for new leaders from CWT provided an overview of Amex GBT leadership resources and expectations. In 2025, 603 leaders attended.

Lead – Traveler Care coach development

To support leaders coaching our Traveler Care team, we host the following programs:

Coaching Unrivaled

In 2025, 222 coaches attended this program, aimed at helping our leaders coach for performance.

Traveler Experience Solve
This program is designed to strengthen day-to-day decision-making by sharing real-world case studies from CWT. Between September and December 2025, 207 team leaders participated.

Targeted programs

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

Accelerate
Across three full-day immersive virtual sessions, new people leaders learn how to harness their strengths, transition to leadership, and maintain their wellness. The 178 new people leaders from the 2025 cohort also received coaching on how to achieve their own goals and support colleagues throughout their entire journey. In 2025, this leadership development program was awarded the prestigious Brandon Hall Award for Human Capital Management Excellence for Leadership Development.

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
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 works on enterprise-wide challenges with a focus on driving innovation.

360 Assessments
In 2025, we launched a program designed to strengthen colleagues' self-awareness through targeted feedback. Colleagues partner with an approved coach to review results and turn insights into concrete development steps.



Investing in our people

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.

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 that are aligned and competitive with local industry practices.
- Talent management and performance programs that allow colleagues to develop and advance their careers at Amex GBT.

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 a leading global business travel software and services company and a chance to share in our future growth.

As of December 31, 2025, 25% of colleagues in the US were enrolled in the ESPP, just below the benchmark average of 28%.

In the rest of the world, 12% participated, compared to the 21% benchmark. Globally, 15% of all eligible colleagues are enrolled.[1]

Colleague 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 a few programs to acknowledge our high performers and express our gratitude to our colleagues:

CEO Purpose Award

Our annual CEO Purpose Award is announced at Pacesetters. This recognition spotlights a colleague who lives our purpose – to power progress through travel – in a way that creates real, meaningful impact.

Pacesetters

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

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

Internal recognition program

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

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



1 ESPP participation rates exclude colleagues joining Amex GBT during the CWT acquisition, as they had not yet met eligibility requirements.

Investing in our people continued

Caring for our colleagues

Making sure our colleagues are well taken care of – physically, emotionally, and mentally – helps them to thrive both at work and in their personal lives. We offer a range of programs and benefits to support their well-being.

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 address more significant health concerns.

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.
- A 401(k) plan with employer matching contributions.
- Our 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 a 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.



Investing in our people continued

Caring for our colleagues continued

Global Employee Assistance Program
We provide all our colleagues and members of their household access to free, confidential assistance with any work, life, personal, or family issue.

The service is staffed 24/7 by professionals around the world. 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 focus on topics like 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.

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.

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

Health and safety
We are committed to the health and safety of all our employees, contractors, visitors, and those who are affected by our working operations.

We have an established global occupational health and safety management system (OHSMS), which consists of ongoing processes, including risk assessment and hazard management. To maintain high standards of health and safety practices, we implement policies and procedures designed to manage the risks.

In 2024, our OHSMS became officially certified under ISO 45001:2018. In 2025, we successfully:

- Included 21 offices within scope of the ISO 45001:2018 certification.
- Completed eight OHSMS ISO45001 audits, both internal and external.
- Established a health and safety training module, completed by colleagues in 20 countries.
- Maintained two active OHSMS internal forums, bringing in new members.

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.



Protecting human rights and 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
To spread awareness about human trafficking prevention, we share 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.



Supporting accessibility in business travel

There are over 1.3 billion people around the world who have a disability that affects their ability to travel.[1] Many business travelers with accessibility needs spend significant time and effort making extra arrangements for their trips – or may even feel compelled to avoid traveling 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 an end-to-end accessibility solution to support travelers with visible and nonapparent disabilities at every stage of their journey.

We started this initiative in partnership with Google in 2022, implementing a service that is focused on travelers requiring specialty auditory, visual, mobility, and neurodivergent support. Our team helps with airline, airport, hotel, and ground transport needs, as well as preboarding, room facilities, medical equipment, and more. The program was well received and recognized at the 2022 Business Travel Awards Europe Event and the 2023 GBTA WINiT Summit and Gala.

In 2023, we extended the service to all Amex GBT clients, with IBM becoming the first to join the expanded solution, known as Travelers Requiring Specialty Assistance (TRSA).

The TRSA desk provides access to a specialist team of certified travel counselors who deliver an inclusive and distinguished service experience for travelers with distinct needs. Our aim is to make travel easier, removing any hesitation or uncertainty. Since then, a significant number of clients have joined the service, praising its value and expressing appreciation. As of March 2026, this service supports travelers in 12 countries.

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 – and therefore, a strong passion to go above and beyond. They view the traveler journey through a different lens, making sure every detail is optimally managed.

Complementing our mission to champion inclusive and accessible travel across the industry, we also published thought leadership pieces throughout the year to help spark positive change.



1 "Global Report on Health Equity for Persons With Disabilities," The World Health Organization, accessed on Feb. 13, 2026. https://www.who.int/teams/noncommunicable-diseases/sensory-functions-disability-and-rehabilitation/global-report-on-health-equity-for-persons-with-disabilities

Supporting our Reconciliation Action Plan

2025 was the third 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 2025:

- **Moderating a panel discussion on Indigenous procurement:** At the Festival of Aviation Corporate Travel Summits, we led a conversation about how major buyers and suppliers collectively shape industries and impact communities through their procurement choices. The panel explored the travel industry supply chain, as well as the broader theme of how governance, social value, and inclusion in supply chains drive systemic change, supporting both commercial outcomes and community growth.
- **Promoting reconciliation:** We conducted several colleague engagement and educational programs to acknowledge Reconciliation Week.
- **Contributing to Indigenous organizations:** We support Indigenous organizations by purchasing products and celebrating achievements.
- **Empowering through procurement:** RAP leadership attended Supply Nation's Connect 2025 conference and trade show, as well as its gala awards dinner in Sydney.
- **Exploring partnerships:** We met with other like-minded organizations interested in advancing reconciliation to discuss future opportunities for collaboration.
- **Enhancing our RAP:** We started writing our next iteration of our Innovate RAP, with a focus on deepening collaborations with businesses and people interested in supporting the reconciliation journey.

Ongoing efforts:

- **Fostering client education:** We promote and engage with clients about reconciliation and RAP work.
- **Driving policy reform:** We challenge internal policies and processes, seeking advice from our Aboriginal advisors on how Amex GBT can be a more inclusive employer.
- **Celebrating the culture internally:** Through our employee resource group WIND, we create a space for Indigenous culture, knowledge, and community to be celebrated and shared across our organization.



Social impact initiative

At Amex GBT, we believe that travel is a force for good.

One of the ways we bring that belief to life is through our social impact initiative, The Power of Purpose. By powering social progress and strengthening our global communities through our non-profit partnerships and company-supported engagement and volunteer efforts, we aim to make the world a better place.

Partners for Purpose: Moving people when it matters most

Through our Partners for Purpose program, we offer nonprofits in-kind access to our software and services. By using our technology for good, we help our partners dedicate more of their resources to their core mission.

Since 2021, we have facilitated the movement of over 12,700 people – both emergency workers and people displaced by crises – through our partnerships with global humanitarian organizations. Our commitment to empowering nonprofits enables us to move people when it matters most, strengthen communities in need, and foster long-term stability.



Airlink via All Hands and Hearts

The Purpose Pledge: Local action for global impact

A future-proof world relies on healthy, supported communities across the globe. Amex GBT is committed to uplifting local communities and bringing the benefits of travel to connect people.

In 2025, we launched our inaugural Purpose Pledge, a colleague impact campaign designed to encourage and empower employees to support their communities through volunteering, donations, and Pledge challenges. By leaning into the collective action of our workforce, our aim is to make a positive global impact, one local act at a time. In its first year, our goal was to complete 10,000 acts of purpose. Ultimately, we exceeded this target, contributing more than 13,400 acts of purpose by year end.

To support the meaningful efforts that our people make locally, we introduced the Volunteer Time Off policy, a global initiative that provides all Amex GBT colleagues with one paid day off each year to volunteer in their communities.



Social impact initiative – Amex GBT

Partners for Purpose spotlight: Airlink

AIRLINK
SUPPORTING COMMUNITIES IN CRISIS

Since it began operating in 2010, Airlink has transported more than 15,200 responders and approximately 17 million pounds of humanitarian aid, saving nonprofits nearly $56 million and directly helping nearly 75 million people worldwide.

> Amex GBT's collaboration with Airlink exemplifies how smart, strategic private-sector partnerships can address a humanitarian aid gap. Thanks to Amex GBT's support, Airlink is enabled to focus on building partnerships, delivering aid, and solving complex logistics challenges when disasters strike. Together, we are maximizing humanitarian impact.
>
> **Stephanie Steege,**
> Vice President of Humanitarian Programs at Airlink

Amex GBT is proud to continue our in-kind support of Airlink as its official travel technology partner.

In 2025, Airlink and Amex GBT worked together to support communities across the world. Using the bespoke travel booking solution our company built for Airlink, we were able to streamline and speed up the complex process of getting emergency relief workers to where they needed to be. As a result, specialists from across Airlink's network of over 200 nonprofit organizations were in the air and on the ground with increased efficiency, delivering much-needed support to communities in crisis.

In 2025, we helped transport 138 people to eight countries. By supporting partners in their crisis response, capacity development, and long-term community rebuilding efforts, we are moving people when it matters most and creating a real, lasting impact on the world.


Airlink via Global Medic


Airlink via Global Outreach Doctors

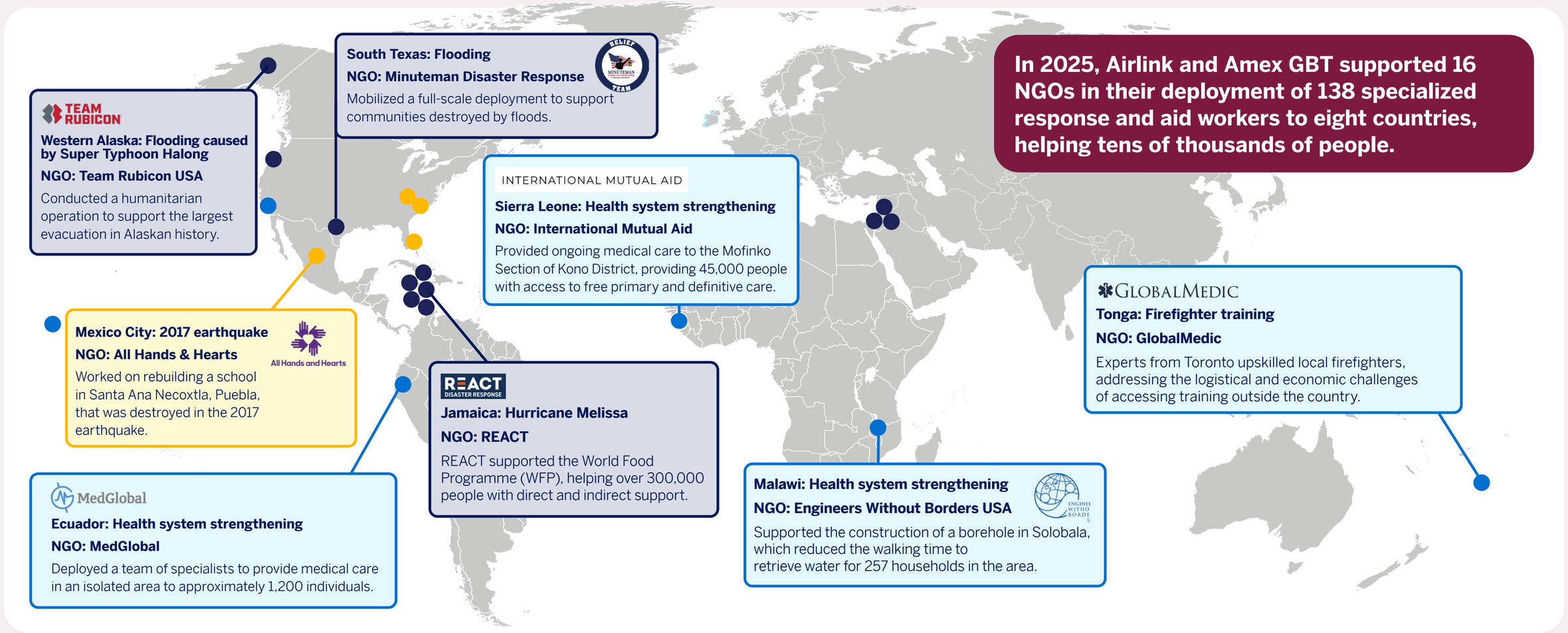

Airlink


Airlink via Team Rubicon USA

Airlink and Amex GBT 2025 impact

- Crisis response
- Capacity building
- Long-term recovery

In 2025, Airlink and Amex GBT supported 16 NGOs in their deployment of 138 specialized response and aid workers to eight countries, helping tens of thousands of people.



South Texas: Flooding

NGO: Minuteman Disaster Response

Mobilized a full-scale deployment to support communities destroyed by floods.

TEAM RUBICON

Western Alaska: Flooding caused by Super Typhoon Halong

NGO: Team Rubicon USA

Conducted a humanitarian operation to support the largest evacuation in Alaskan history.

INTERNATIONAL MUTUAL AID

Sierra Leone: Health system strengthening

NGO: International Mutual Aid

Provided ongoing medical care to the Mofinko Section of Kono District, providing 45,000 people with access to free primary and definitive care.

GLOBALMEDIC

Tonga: Firefighter training

NGO: GlobalMedic

Experts from Toronto upskilled local firefighters, addressing the logistical and economic challenges of accessing training outside the country.

Mexico City: 2017 earthquake

NGO: All Hands & Hearts

All Hands and Hearts

Worked on rebuilding a school in Santa Ana Necoxtla, Puebla, that was destroyed in the 2017 earthquake.

REACT DISASTER RESPONSE

Jamaica: Hurricane Melissa

NGO: REACT

REACT supported the World Food Programme (WFP), helping over 300,000 people with direct and indirect support.

MedGlobal

Ecuador: Health system strengthening

NGO: MedGlobal

Deployed a team of specialists to provide medical care in an isolated area to approximately 1,200 individuals.

Malawi: Health system strengthening

NGO: Engineers Without Borders USA

Supported the construction of a borehole in Solobala, which reduced the walking time to retrieve water for 257 households in the area.

Purpose Pledge 2025

Local action for global impact

In January 2025, Amex GBT launched the inaugural Purpose Pledge, a colleague impact campaign that will become an annual initiative. Our goal was to encourage 10,000 acts of purpose throughout the year. By December 2025, we logged over 13,400 acts of purpose globally.

The Purpose Pledge empowers our people to take action in their local communities and come together for a global impact. It features strategic tools and policies that enable our virtual and distributed workforce to make a difference. By providing resources like Volunteer Time Off, Pledge Challenges (involving micro acts of purpose, charity, learning, and care in support of specific causes), and flexible giving options, we enable colleagues to contribute in a way that is meaningful and accessible to them.

Purpose Pledge by the numbers

2025

Goal	Result
10,000 acts of purpose	13,400+ acts of purpose

12,700+ volunteer hours

1,800+ volunteer activities

244 causes supported

3,600 challenges completed

3,000+ items donated

50+ team volunteer days

1,500+ stories shared by colleagues



Social impact initiative- Amex GBT


Social impact initiative – Amex GBT


Social impact initiative – Amex GBT


Social impact initiative – Amex GBT


Social impact initiative – Amex GBT

Governance

58 Providing trust in an uncertain world: The critical role of governance and compliance

59 Corporate governance

60 Oversight framework

61 Stakeholder engagement

62 Materiality assessment

62 Business ethics

63 Risk and compliance program

66 Protecting privacy and safeguarding data

68 Strategic sourcing



Providing trust in an uncertain world: The critical role of governance and compliance

In a constantly evolving environment, a robust governance and compliance framework helps protect people, the business, and confidence in the brand.

Compliance truly is our competitive advantage. We offer:

- **Strong governance:** We're a highly regulated business travel software and services company with oversight by financial authorities, including the Federal Reserve Bank of the United States.
- **Robust controls:** Mandatory annual training, rigorous monitoring, and "compliance by design" are built into every product and workflow.
- **Leading privacy & cybersecurity:** We are one of the fewer than 200 companies to be accredited with Controller-Binding Corporate Rules.[1]
- **Industry-leading sanctions and fraud protections:** Automated blocking, global watchlist screening, and advanced fraud detection minimize risk.
- **Publicly traded transparency:** Since we're a listed company, our financials are independently audited every quarter and subject to SEC review, increasing confidence in our stability and governance.
- **Board-level oversight:** Our dedicated Board Risk Management & Compliance Committee provides ongoing, high-level oversight and reinforces our commitment to trust and accountability.
- **AI-ready compliance:** Our program detects and responds to emerging AI-enabled risks – from deepfakes to social engineering – to keep clients protected as threats evolve.

Award-winning excellence	Brand integrity	Vigorous compliance	Effective risk management	Corporate governance
Our privacy and compliance team has won multiple awards in recent years.	Maintained our mission to be a trusted brand.	Upheld our robust governance framework, which protects our reputation, colleagues, and clients.	Sustained our risk mitigation strategies addressing privacy, cybersecurity, business continuity, and crisis management.	Amex GBT has an 11-member board of directors.



"In 2025, maintaining our clients' trust remained at the center of how Amex GBT operates and grows. As we undertook transformative initiatives – including the CWT integration and our strategic alliance with SAP Concur – our Risk and Compliance team embedded governance into every phase of our enterprise evolution, reinforcing a culture grounded in integrity, accountability, and trust. By deploying technology and AI thoughtfully across our solutions, we enable responsible innovation while strengthening our governance framework. These efforts mean our clients can continue to rely on us to navigate an increasingly complex global environment with confidence, positioning Amex GBT as a trusted partner."

Michael Savicki
Senior Vice President, Chief Risk & Compliance Officer

1 Approved Binding Corporate Rules, European Data Protection Board, https://www.edpb.europa.eu/our-work-tools/accountability-tools/bcr_en, accessed on Feb. 25, 2026.

Corporate governance

Amex GBT understands that good governance strengthens our business. Our transparency and checks and balances benefit our company, colleagues, clients, and shareholders. Our ethical business practices are embodied by our board of directors and operating committee, 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 operating committee

Amex GBT's operating committee 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 committee also determines and leads our commitment to powering progress.



Paul Abbott
Chief Executive Officer



Andrew Crawley
President



Karen Williams
Chief Financial Officer



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



Patricia Huska
Chief People Officer



Evan Konwiser
Chief Product and Strategy Officer



John Pelant
EVP, Traveler Care



Joakim Johansson
VP Business Planning



Rajiv Ahluwalia
Chief Revenue Officer



Michael Esquibel
Chief Technology Officer

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, and Expedia Group, in addition to other independent directors.[1] Like Amex GBT's global footprint, colleagues, and clients, our board of directors is comprised of women and men from around the world including: Canada, Israel, Italy, Qatar, the United Kingdom, and the United States.

1 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	Remit
Amex GBT Board of Directors	The Board has ultimate oversight over corporate sustainability matters.
Board Committees	Risk management is overseen by the Board through its four committees: Audit and Finance; Compensation; Nominating and Corporate Governance; and Risk Management and Compliance.
Operating Committee	This is a governing body composed 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 responsible for regulatory reporting and statutory audits relating to corporate sustainability. It is comprised of leaders from across the enterprise, including Corporate Sustainability, Legal, Risk & Compliance, Finance & Controllership, Human Resources, and others, as appropriate.



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
Stakeholder	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: • Engagement surveys and consultations • Leadership briefing meetings • Performance appraisals • Inclusion networks (INGroups) • Townhall sessions • Amex GBT Ethics Helpline
Clients and travelers	We stay in touch with our clients and travelers through: • Product and service offerings • Dedicated sales professionals • In-person and virtual meetings • Bidding and contractual processes • Industry events and trade shows • Social media and additional marketing channels • Customer engagement via the Client Innovation Council, Customer Advisory Board, and targeted campaigns
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

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).

Guidance from the European Sustainability Reporting Standards was also considered when developing the double materiality analysis. The standards include a broad range of topics, including 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 Task Force on Climate-Related Financial Disclosures (TCFD) appendix on **page 75** for details regarding the materiality assessment performed in 2024, noting legal changes to CSRD in 2025/2026.

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 improvements to 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.

In 2025, Amex GBT received 577 reports. 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.

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.

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 and data privacy; confidentiality.
- **Misuse or misappropriation of assets:** embezzlement; employee theft; destruction and improper use of company assets; sabotage.
- **Business conduct and integrity:** charitable contributions; conflicts of interest; destruction of company records; fraud; fraudulent expense reporting; insider trading; political involvement and contributions; supplier/client issues.

Risk and Compliance 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, the Risk and Compliance team providing oversight, and senior leadership delivering executive sponsorship.

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 from the US Board of Governors of the Federal Reserve System, the US Office of the Comptroller of the Currency, and in alignment with the US Federal Financial Institutions Examination Council standards. This makes us one of the most regulated travel management and meetings and events companies 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.

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.

A true 360° program



Prevent
- Policies
- Procedures
- Communication
- Training

Detect
- Risk assessment
- Testing monitoring
- Whistleblower
- Reporting

Respond
- Investigations
- Disciplinary actions
- Remediation
- Issue management

Risk and Compliance program continued

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 requirements of our clients, and we strive to exceed industry standards.

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-degree 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.

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.

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's Financial Crimes Enforcement Network, and the EU Anti-Money Laundering Directives.

Risk and Compliance program continued

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, 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.

In addition, we provide extensive outreach and training to our travel counselors, screen all booking transactions against sanctions and internal fraud watchlists, and we have direct reporting channels within industry associations to government regulators and law enforcement. We also 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.

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 the 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.

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 our Data Protection and Privacy Principles, 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

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.
- **A customer crisis recovery program:** to provide rapid, appropriate, and well-coordinated responses that assist our clients during travel disruptions.
- **Cyber-incident management recovery strategies:** to identify, respond to, and recover from cybersecurity threats and incidents. Our approach includes threat detection and incident response protocols, coordination with internal security teams and external partners, and documented recovery procedures to minimize data loss and service disruption.
- **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. Our program includes backup systems and data centers to keep critical services running. We test these systems regularly to make sure we can quickly restore operations and minimize disruption to our clients.
- **Annual employee business continuity training and awareness:** with tailored content based on roles and responsibilities. We train all employees on their role during disruptions, communication procedures, and recovery steps to make sure our teams are prepared and can respond effectively when needed.
- **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

We view our supply chain partners as an extension of our company and hold them to the same high standards we hold for ourselves.

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, and sustainability.

As a signatory to the United Nations Global Compact, we endeavor 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.



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, and community.

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 2025, we built on our ethical sourcing program and achieved 100% compliance for these annual goals:

- **Fully trained:** All our strategic sourcing colleagues were trained on responsible sourcing principles.
- **Ethical alignment:** Suppliers signed our supplier code of conduct (i.e., our Supply Chain Standards).
- **Embedded responsibility:** Our supplier contracts included clauses on sustainability, labor and human rights, governance, and risk and compliance requirements.

During onboarding, our suppliers complete a survey that includes questions on business practices and risk-based controls in line with our Supply Chain Standards. Suppliers that meet our standards and deliver consistently against key performance indicators are awarded the highest level of distinction within our supplier engagement program.

In 2025, our dedication to strong governance in ethical and responsible sourcing was further enhanced through the adoption of an e-sourcing platform. This system strengthens the transparency of our Supply Chain Standards at the time of engagement for more efficient compliance and partnership.

Supplier engagement program

Cultivating strong partnerships is at the core of our sourcing approach. Our supplier engagement program helps build relationships and contributes to the success of our responsible and ethical sourcing initiatives.

In 2025, we continued showcasing the value of responsible sourcing by participating in supplier and customer roundtables and launching additional podcast episodes highlighting key suppliers and business partners.

Any supplier that wants to partner with Amex GBT may 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.

Supplier sustainability

Sustainability is a shared responsibility, and we prioritize partners who are aligned with our values and standards.

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.

In 2025, we continued to progress towards net zero through a new supplier engagement initiative designed to educate our value chain about our decarbonization efforts and sustainability journey while facilitating the collection of GHG emissions data. Information compiled from publicly available Carbon Disclosure Project data as well as supplier submissions provide insights into transition planning and opportunities for future partnership.

Strategic sourcing continued

Supplier inclusion program

With a commitment to inclusivity, we engage with a wide range of suppliers for our travel, meetings, and events.

We are dedicated to developing mutually advantageous business relationships by including businesses that are owned, operated, and led by individuals from underrepresented or historically marginalized groups on an equal basis with other suppliers. This encompasses, for example, small or otherwise disadvantaged enterprises and businesses in historically underutilized business zones. We engage the most qualified supplier, regardless of these characteristics.

To broaden our supplier representation, we partnered with a specialist in this area, enabling us to efficiently identify and verify suppliers reflecting a range of backgrounds, organization sizes, and ownership structures. Since launching this partnership in 2024, we've gained greater visibility into our supplier inclusion program, with a system that allows us to easily identify new opportunities from the extensive supplier database.

Our sourcing program, rooted in transparency, includes reporting for stakeholders and clients, demonstrating the tangible impact of our inclusive supplier engagement program.

Partnership in supplier inclusion

Demonstrating a strong commitment to inclusive practices extends beyond our company to the businesses operating on our behalf. These two programs support inclusivity through the following approaches:

Global Partner Solutions

This program provides tailored support for travel agencies of all sizes, helping them to enhance their value through expanded services, solutions, and resources. In 2025, 13% of members in this network held a supplier inclusion designation.

Travel Partner Network

Consisting of over 80 independent travel agencies that operate as licensees, the Travel Partner Network (TPN) provides world-class support to our clients while maintaining the same level of standards. In 2025, 25% of TPN members achieved certifications through our supplier inclusion program.



Appendices

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

73 Environmental key performance indicators

75 Climate-related disclosures

80 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 UN 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 63**, Preventing modern slavery, on **page 50**, Employee rights and equal opportunities, on **page 49**

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 63**, Preventing modern slavery, on **page 50**, Employee rights and equal opportunities, on **page 49**

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 18**, Green marketplace for business travel, on **page 22**

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 63**

UN SDGs supported by Amex GBT's carbon compensation investment



View here

Environmental key performance indicators

Scope	Category	GHG emissions (tCO_2e)
2025 Amex GBT GHG emissions		
Scope 1	Stationary fuels (natural gas)	80
	Vehicles	229
	Refrigerants	6
Scope 2	Electricity (location-based)	1,353
	Electricity (market-based)	0
	Vehicles	5
	District heating	138
Scope 3.1	Purchased goods and services	53,286
Scope 3.2	Capital goods	4,397
Scope 3.3	Fuel- and energy-related activities	701
Scope 3.4	Upstream transportation & distribution	292
Scope 3.5	Waste generated in operations	335
Scope 3.6	Business travel (fuel intensity-based)	10,687
Scope 3.7	Employee commuting and optional homeworking	12,506
Scope 3.8	Upstream leased assets	3,974
Scope 3.11	Use of sold products[2]	2,876,343

2025 GHG emissions inventory[1]

Amex GBT used the Watershed platform to help complete its annual carbon footprint and comprehensive GHG inventory.

We support Watershed's 2030 goal to work with customers to reduce or remove 500 megatons of CO_2 equivalent ~1% of annual global emissions.

Watershed's Carbon Data Engine methodology for calculating customers' scope 1, 2, and 3 emissions received limited assurance in 2025 in reference to ISO 14064-3 (specification with guidance for the verification and validation of greenhouse gas statements). Moving to Watershed calculations has also helped Amex GBT transition to the Comprehensive Environmental Data Archive (CEDA), a multi-regional emissions database that 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 engagement with suppliers.

CWT GHG emissions from September 2, 2025, through December 31, 2025		
Scope 1		29 tCO_2e
Scope 2	(location-based)	418 tCO_2e
Scope 2	(market-based)	463 tCO_2e
Scope 3		654,343 tCO_2e

On September 2, 2025, Amex GBT completed its acquisition of CWT. Accordingly, CWT emissions are reported from September 2, 2025, through December 31, 2025, according to available information with certain estimates based upon revenue and Amex GBT emissions data. Amex GBT plans to integrate CWT into targets, methodologies, boundaries, and data processes in future reporting periods.

1 A relevance assessment was conducted to determine the size of emissions of each scope 3 category and define the ones to be reported in respect of Amex GBT's carbon footprint.
2 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	2025	2024	2023
Air travel emission reductions through SAF	tCO_2e	~880	~840	~850
Verified carbon credits[1]	tCO_2e	11,000	8,431	Amex GBT has compensated for 100% of emissions from colleague business travel annually since 2019.
Offices with recycling and single-use plastics reduction programs[2]	%	100	100	80
Offices with third-party sustainability buildings certifications	%	36	51	21
Carbon Disclosure Project (CDP) Climate Change Survey	Score	B	B	B
EcoVadis	Score	Platinum	Platinum	Platinum
Environmental violations	Number	Zero	Zero	Zero
ISO 14001-certified for the following sites	• Germany, Business Travel Services: Berlin, Frankfurt, Bonn, Jülich, Atlas Reisen GmbH (Berlin), and Hanseat Reisebüro GmbH (Berlin) • United Kingdom: Manchester			

1 Amex GBT has compensated for 100% of emissions from colleague business travel annually since 2019.
2 Amex GBT's recycling metrics apply to offices larger than 1,000 square feet and countries where recycling infrastructure exists.

Climate-related disclosures

Amex GBT complies with applicable laws, regulations, and endeavors to follow recommended guidance, including, for example, the Task Force on Climate-Related Financial Disclosures (TCFD), addressing climate-related governance, strategy, risk management, metrics, and targets. For more information, refer to this report, our annual proxy statements, and Carbon Disclosure Project (CDP) Climate Change Response reports.

TCFD	United Kingdom Climate-Related Financial Disclosure	Amex GBT Disclosures
Governance		
Describe the board's oversight of climate-related risks and opportunities.	(A) A description of the company's governance arrangements in relation to assessing and managing climate-related risks and opportunities	Amex GBT maintains global governance structures, global policies and procedures – unless otherwise specified for example in respect of country-level requirements. 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. In addition, the Board 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 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 between regularly scheduled meetings. The Board considers this information and provides feedback, makes recommendations, and, as appropriate, authorizes or directs management to address exposures to risk.
Describe management's role in assessing and managing climate-related risks and opportunities.	(A) A description of the company's governance arrangements in relation to assessing and managing climate-related risks and opportunities	The Operating 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 operating committee 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. 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, Controllership, 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 applicable laws and regulations. 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, 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 2025, 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 2025 Proxy Statement.

Climate-related disclosures continued

TCFD	United Kingdom Climate-Related Financial Disclosure	Amex GBT Disclosures
Strategy		
Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	(D) A description of: I.The principal climate-related risks and opportunities arising in connection with the company's operations, and II.The time periods by reference to which those risks and opportunities are assessed;	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. • **Physical risk:** We identify potential client-related risks, including physical risk, 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 BCP. • **Transition risk:** We identify potential climate-related risks, including transition risk, over the short, medium, and long term, including 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 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 across our global facilities by improving energy and resource efficiency, leveraging climate policies and tax incentives.
Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	(E) A description of the actual and potential impacts of the principal climate-related risks and opportunities on the company's business model and strategy;	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. • **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. 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 designed to allocate resources to help drive compliance with regulatory requirements and achieve strategic objectives.
Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2 degree Celsius or lower scenario.	(F) An analysis of the resilience of the company's business model and strategy, taking into consideration different climate-related scenarios.	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. In connection with climate-related transition risk and resilience, Amex GBT engaged a top-tier consulting firm to facilitate the 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). 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. 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 (Representation Concentration Pathway (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 degree 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.

Climate-related disclosures continued

TCFD	United Kingdom Climate-Related Financial Disclosure	Amex GBT Disclosures
Risk		
Describe the organization's processes for identifying and assessing climate-related risks.	(B) A description of how the company identifies, assesses, and manages climate-related risks and opportunities; (C) A description of how processes for identifying, assessing, and managing climate-related risks are integrated into the company's overall risk management process;	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. 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. 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 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.
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 Operating 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.		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. 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. 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, Controllership, Human Resources, General Counsel's Organization, Risk & Compliance, Real Estate, Product, Technology, and Commercial.

Climate-related disclosures continued

TCFD	United Kingdom Climate-Related Financial Disclosure	Amex GBT Disclosures
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.	(G) A description of the targets used by the company to manage climate-related risks and realize climate-related opportunities and of the performance against those targets.	Amex GBT tracks, reports, and discloses climate-related metrics, including energy, renewable energy, scope 1, 2, and 3 GHG emissions, intensity emissions, carbon pricing, 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.	(H) A description of the key performance indicators used to assess progress against targets used to manage climate-related risks and realize climate-related opportunities and of the calculations on which those key performance indicators are based.	Amex GBT tracks, reports, and discloses 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 designed 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 enterprise. 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.

Climate-related disclosures continued

Royal Decree 214/2025	Global Business Travel Spain SLU
Calculate Spanish entity's carbon footprint annually	See Audit Report of Global Business Travel Spain SLU ("GBT Spain") for the financial year that ended on December 31, 2025 (Informe de Auditoría de Global Business Travel Spain, S.L. correspondiente al ejercicio finalizado el 31.12.2025 for Global Business Travel Spain) for scope 1 and 2 greenhouse gas (GHG) emissions for 2025.
Spanish entity's GHG emissions quantifiable targets	GBT Spain GHG emission reduction targets include: • Reducing absolute scope 1 and scope 2 GHG emissions by 80% by 2030, using 2019 as base year; and • Reducing absolute scope 1 and scope 2 GHG emissions by 90% by 2050, using 2019 as base year.
Measures to be taken by Spanish entity to meet the above GHG emissions targets	GBT Spain takes the following measures to progress towards achieving its GHG emission reduction targets: • Continue to power all operations of GBT Spain with 100% renewable energy, including by way of renewable energy tariffs and environmental attribute certificates ("EACs"); • The owner/operator of our Barcelona office currently maintains ISO 50001 and LEED platinum certification, and we will continue to engage with relevant stakeholders endeavoring to maintain these certifications in support of our GHG emissions reduction targets and; • The owner/operator of our Madrid office currently has ISO 14001 certification and LEED silver certification, and we will continue to engage with relevant stakeholders endeavoring to maintain these certifications in support of our GHG emissions reduction targets.
Scope and boundaries of the GHG emissions data and carbon reduction plan of the Spanish entity	The scope and organizational boundaries for GBT Spain follow an operational control approach for GHG emissions data and carbon reduction. • **Temporal boundary:** GHG emissions data is accounted on an annual basis for information collected from January 1 through December 31. • **Scope 1 GHG emissions for GBT Spain:** consist of GHG emissions from company-owned vehicles. • **Scope 2 GHG emissions for GBT Spain:** consist of emissions from electricity based on usage in operational office facilities (location-based) and emissions from electricity based on usage in operational office facilities (market-based), including use of EACs, renewable energy credits (RECs), and associated tariffs, as applicable. scope 2 emissions for GBT Spain also include emissions associated with the electricity used to charge electric vehicles in the Amex GBT fleet. • **Methodology:** carbon footprint measurement was completed using Watershed calculations and applying the GHG Protocol scope 1 and scope 2 GHG Emissions Guidance.
Compatibility with transition to sustainable economy and alignment with Paris Agreement and EU Climate Law's objective of achieving climate neutrality by 2050	The GHG emissions reduction targets of GBT Spain have been approved by GBT Spain's board of directors and are applied and implemented locally by GBT Spain. These targets are aligned with Amex GBT's global GHG emissions reduction targets and were set using Corporate Net-Zero Standard developed by the Science Based Targets initiative ("SBTi"), which follows the principles of the Paris Agreement. According to SBTi: "*Science-based targets give companies a clearly defined path to reduce greenhouse gas emissions in line with limiting global warming to 1.5°C. They define how much and how quickly a business must reduce its emissions to be in line with the Paris Agreement goals.*"

Global Reporting Initiative (GRI) index

Code	GRI Disclosure	Amex GBT reference/location
GRI 2: General Disclosures 2021		
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, 2025-December 31, 2025; Frequency: annual; Contact: **globalcommunications@amexgbt.com**
2-4	Restatements of information	Not applicable
2-5	External assurance	Amex GBT has not performed independent third-party verification unless otherwise stated.
2-6	Activities, value chain, and other business relationships	Amex GBT at a glance, on **page 10** Environmental commitment, on **page 18**, Strategic sourcing, on **page 68**
2-7 and **2-8**	Employees	Investing in our people and communities, on **page 36**
2-9	Governance structure and composition	Corporate governance, on **page 59**
2-10	Nomination and selection of the highest governance body	Corporate governance, on **page 59**
2-11	Chair of the highest governance body	Please see Corporate governance, on **page 59**
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate governance, on **page 59**, Oversight framework, on **page 60**
2-13	Delegation of responsibility for management of impacts	Oversight framework, on **page 60**
2-14	Role of the highest governance body in sustainability reporting	Oversight framework, on **page 60**

Global Reporting Initiative (GRI) index continued

Code	GRI Disclosure	Amex GBT reference/location
GRI 2: General Disclosures 2021		
2-15	Conflicts of interest	Code of conduct, on **page 62**
2-16	Communications of critical concerns	Business ethics, on **page 62**, Code of conduct, on **page 62**, 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 72**
2-23	Policy commitments	Government advocacy, on **page 31**, Protecting human rights and preventing modern slavery, on **page 50** Corporate governance, on **page 59** Business ethics, on **page 62** Code of conduct, on **page 62** Risk and compliance program, on **page 63**, Regulatory compliance, on **page 64**
2-24	Embedding policy commitments	Code of conduct, on **page 62** Risk and compliance training, on **page 64**
2-25	Processes to remediate negative impacts	Stakeholder engagement, on **page 61** Code of conduct, on **page 62**

Global Reporting Initiative (GRI) index continued

Code	GRI Disclosure	Amex GBT reference/location
GRI 2: General Disclosures 2021		
2-26	Mechanisms for seeking advice and raising concerns	Business ethics, on **page 62**
2-27	Compliance with laws and regulations	Regulatory compliance, on **page 64**
2-28	Membership associations	Industry groups and global organization memberships, on **page 15**
2-29	Approach to stakeholder engagement	Stakeholder engagement, on **page 61**
GRI 3: General Disclosures 2021		
3-1	Process to determine material topics	Materiality assessment, on **page 62**
3-2	List of material topics	Materiality assessment, on **page 62**
3-3	Management of material topics, report	Materiality assessment, on **page 62**
GRI 201: Economic Disclosures		
201-1	Direct economic value generated and distributed	Amex GBT at a glance, on **page 10**, Form 10-K, Item 7
201-2	Financial implications and other risks and opportunities due to climate change	Environmental sustainability, on **page 16** Climate-related disclosures, on **pages 75-79**
201-3	Defined benefit plan obligations and other retirement plans	Caring for our colleagues, on **page 48**

Global Reporting Initiative (GRI) index continued

Code	GRI Disclosure	Amex GBT reference/location
GRI 203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	United Airlines Ventures Sustainable Flight Fund, on **page 30**, Net zero, on **pages 28-31**
203-2	Significant indirect economic impacts	Powering progress through travel, on **page 8**, Social impact initiative on **page 53**, Investing in our people and communities, on **page 36,** Driving a culture of inclusion and belonging for our colleagues globally, on **page 41**
GRI 205: Anti-Corruption 2016		
205-1	Operations assessed for risks related to corruption	Regulatory compliance, on **page 64**, Business ethics, on **page 62**
205-2	Communication and training about anti-corruption policies and procedures	Risk assessment program, on **page 64**, Regulatory compliance, on **page 64**, Anti-bribery and anti-corruption, on **page 65**
GRI 206: Anti-Competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, antitrust, and monopoly practices	Code of conduct, on **page 62**, Regulatory compliance, on **page 64**, Antitrust, on **page 65**
GRI 302: Energy 2016		
302-1	Energy consumption within the organization	Environmental key performance indicators, on **page 73**
302-4	Reduction of energy consumption	Environmental milestones, on **page 19**, Environmental key performance indicators, on **page 73**

Global Reporting Initiative (GRI) index continued

Code	GRI Disclosure	Amex GBT reference/location
GRI 305: Emissions 2016		
305-1	Direct (scope 1) GHG emissions	Environmental key performance indicators, on **page 73**
305-2	Energy indirect (scope 2) GHG emissions	Environmental key performance indicators, on **page 73**
305-3	Other indirect (scope 3) GHG emissions	Environmental key performance indicators, on **page 73**
305-4	GHG emissions intensity	Environmental key performance indicators, on **page 73**
305-5	Reduction of GHG emissions	Environmental commitment, on **page 18**, Environmental key performance indicators, on **page 73**
GRI 401: Employment 2016		
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 48**
401-3	Parental leave	Caring for our colleagues, on **page 48**
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	Caring for our colleagues, on **page 48**
403-3	Occupational health services	Caring for our colleagues, on **page 48**

Global Reporting Initiative (GRI) index continued

Code	GRI Disclosure	Amex GBT reference/location
GRI 403: Occupational Health and Safety 2018		
403-4	Worker participation, consultation, and communication on occupational health and safety	Listening to our colleagues, on **page 40**, Caring for our colleagues, on **page 48**
403-6	Promotion of worker health	Caring for our colleagues, on **page 48**
GRI 404: Training and Education 2016		
404-1	Average hours of training per year per employee	The average training hours per employee in 2025 was 9.73 hours.
404-2	Programs for upgrading employee skills and transition assistance programs	Developing and growing our people, on **page 45**
404-3	Percentage of employees receiving regular performance and career development reviews	Developing and growing our people, on **page 45**
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	Social impact initiative on **page 53**, Supporting our Reconciliation Action Plan, on **page 52**

Global Reporting Initiative (GRI) index continued

Code	GRI Disclosure	Amex GBT reference/location
GRI 415: Public Policy 2016		
415-1	Political contributions	n/a
GRI 417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	Responsible marketing, on **page 65**
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protecting privacy and safeguarding data, on **page 66**

Thank you



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