

A photograph showing several hands of different skin tones holding small green seedlings with soil. The hands are arranged in a circle, symbolizing unity and environmental care. A large green triangle is overlaid on the left side of the image.

2017 Moving Forward Responsibly

CORPORATE SOCIAL RESPONSIBILITY REPORT

COMMUNICATION ON PROGRESS

November 15, 2018

António Guterres
Secretary-General
United Nations
New York, NY 10017 USA

Dear Mr. Secretary-General,

I am pleased to confirm that American Express Global Business Travel reaffirms as a signatory our support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption. In this, our third annual Communication on Progress, we describe our actions to integrate the Global Compact and its principles into our business strategy, culture and daily operations. We are also committed to sharing this information with our stakeholders via our primary channels of communication.

Sincerely yours,



Douglas Anderson

CEO, American Express Global Business Travel



ABOUT THIS REPORT

At American Express Global Business Travel (GBT), we are proud of our corporate social responsibility (CSR) efforts. This report is intended to highlight GBT's impact on the world and inform our stakeholders about our CSR progress. GBT became a standalone company in 2014, and 2017 marked the third full year of our CSR program. Our foundation is fully in place, and we work to elevate and enhance our program each year.

This report covers, unless otherwise specified, the period from January 1, 2017, to December 31, 2017. This report includes our Communication on Progress with the United Nations Global Compact on page 12. GBT follows the Global Reporting Institute's (GRI) Standards for Sustainability Reporting, which help companies evaluate and communicate the impact of their businesses in three focus areas of sustainability: environmental, social, and governance (ESG). Complete GRI G4 content indices are included in this report beginning on page 46. For more information, visit:

- › United Nations Global Compact: www.unglobalcompact.org
- › Global Reporting Institute: www.globalreporting.org

Additional information about GBT can be found at our company website: www.amexglobalbusinesstravel.com.

Note: This report does not include GBT's wholly owned sister companies, Banks Sadler and KDS.



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WELCOME

MESSAGE FROM OUR CEO

At American Express Global Business Travel (GBT), care is at the core of what we do. We are committed to leaving a lasting, positive impact on the communities in which we live, work, and do business – and on the people we serve and with whom we work. We believe companies play a role in addressing social and environmental issues, and we know our employees, clients, suppliers, partners, and communities expect us to run our business responsibly.

GBT's Corporate Social Responsibility (CSR) program dates back to 2014 when we became a standalone company. We quickly implemented practices and policies so that sustainability would be central to everything we do. We have come a long way since then, and we make significant strides each year. In this, our fourth report, you'll see that we continue to focus on five key areas: Governance and Ethics; Employees; Clients and Travelers; Community; and Environment. We also remain committed, for the third year, to the United Nations Global Compact (UNGC) and its Ten Principles with respect to human rights, labor, environment, and anticorruption. As a signatory of the UNGC, we are dedicated to integrating the Global Compact and its principles into our business strategy, culture, and daily operations.

Throughout this report, you'll learn more about our commitment to our CSR priorities, and see examples of how we're applying our CSR philosophy around the world in everything we do. Some highlights from 2017 of which I'm particularly proud include:

- ▶ **Management Development Program (page 29):** This new 25-hour virtual learning program accelerates the growth of people leaders around GBT values and competencies, and helps them better manage the business and their teams.
- ▶ **Pacesetters Volunteer Activities (page 36):** At our annual recognition event, many of our top performers helped to paint a school or played baseball with children in the Dominican Republic. Joining the painting team gave me a unique opportunity to get to know some of our Pacesetters, while doing something to benefit the community. The smiles on the children's faces were a great reward for our efforts.
- ▶ **Disaster Relief (page 37):** Hurricanes Harvey and Irma, and the earthquake in Mexico City, struck close to where many of our employees call home. We organized giving campaigns to support local nonprofit agencies providing disaster relief, and directly helped impacted employees get back on their feet.

CSR remains an important area of focus for GBT, and we dedicate time and resources to evolving our program, year over year. We currently have a number of initiatives underway, and you'll find some of these mentioned in the relevant sections in this report. I look forward to sharing an update on our 2018 achievements next year.

Sincerely,



Doug Anderson
CEO, American Express Global Business Travel



WELCOME

ABOUT AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL

American Express Global Business Travel (GBT) provides end-to-end corporate travel and meetings program management. From midsize enterprises to global conglomerates, we help our clients get the most from their travel, thanks to our long-standing relationships with suppliers, seamless technology, and comprehensive care.



MORE THAN JUST TRAVEL

American Express Meetings & Events

American Express Meetings & Events (M&E) provides scalable, customizable solutions to meet our clients' off-site needs. With best-in-class tools, technologies, and analytics, our team of experienced planners and on-site managers deliver an average of 15% to 20% savings.³ From destination selection to planning to billing reconciliation and postprogram reporting, American Express M&E can partner on any and every phase of an event to produce exceptional results.

Global Business Consulting

When organizations seek a trusted adviser on corporate travel, they turn to Global Business Consulting by American Express Global Business Travel for tailored recommendations and hands-on execution to achieve full program potential. From making sense of complex travel data to streamlining program operations to negotiating the best terms with suppliers, we help our clients peel back the layers of their travel programs to discover the big opportunities.

¹ The 2018 Travel Weekly Power List. ² Pioneered online corporate travel in 1995 with Microsoft. ³ American Express Global Business Travel internal reporting (FY 2016).



WELCOME

OUR CULTURAL VALUES

These shared behaviors are at the heart of how our employees – and our leaders – operate.

Acting according to these values helps us fulfill our purpose of delivering exceptional business travel experiences for our clients and travelers, drive innovation in our industry, attract and retain a highly engaged and talented workforce, and provide a return to our shareholders.



Take Action

- › We are agile and get things done right.



Win Together

- › We collaborate to drive the best outcome.



Own the Outcome

- › We are accountable for our actions and empower each other.



Keep It Simple

- › We stay focused and work smart to deliver results.



Love What We Do

- › We put our clients, travelers, and employees first.

WELCOME

AWARDS AND RECOGNITION

GBT has been recognized for excellence around the world. Our 2017 awards include:



- › *CIO 50 Analytics Awards*: Innovative Use of Analytics in Culture & Engagement
- › *Brandon Hall Group Silver Award*: Best Advance in Compliance Training – “Mission: Compliance” Training Series
- › *Ragan Communications Intranet Award*: UConnect – “Use for Human Resources” Category
- › *Business Travel Awards*: Finalist – Travel Team of the Year, McKinsey & Company / GBT
- › *Flex Preferred Supplier Award*
- › *UK In-House Recruitment Team Awards*: Best International Recruitment Team
- › *North America Employee Engagement Awards*: “Highly Commended” for Customer Engagement
- › *2017 Best Places to Work for LGBT Equality*, Human Rights Campaign’s Corporate Equality Index
- › *2017 EcoVadis Silver CSR Rating*

WELCOME

MEMBERSHIPS AND SPONSORSHIPS

As members and sponsors of the following groups, we are able to help create new opportunities across the industry and enhance the way in which our clients travel for business.



The Association of Corporate Travel Executives (ACTE) is a not-for-profit professional association of business travel stakeholders throughout the world. The ACTE purpose is to advance the interests of the corporate business travel industry, to promote industry networking opportunities, and to educate members on emerging issues.



The Global Business Travel Association (GBTA) is the world's premier business travel and meetings organization. GBTA connects the business travel world and promotes the value of business travel management. GBT was a gold sponsor and exhibitor at GBTA's 2017 annual convention. In addition, GBT provides leadership and sponsorship at annual and local events, and partners with the foundation on travel-related research.



Women in Travel (WINiT) is a network of women and men serving as a catalyst to drive change, provide support, and educate the public about the benefits of career development, visibility and promotion of women in the travel, meetings, and event management industries. GBT is a founding sponsor of WINiT and has seats on various boards: Doug Anderson, CEO, is on the Advisory Board, and Christiane Cabot-Bini, VP, Global Client Management, is on the Board of Directors. In addition, many GBT employees hold positions on WINiT's Advisory Committees.



Parity.org's mission is to advocate for women's representation and bring gender parity to the highest levels of business – in the C-Suite and on the Board of Directors. They do this by promoting companies that demonstrate their commitment to gender parity, raising awareness about underlying issues, and providing facts and research that show the value in equal representation. GBT is a founding member.

CSR AND OUR BUSINESS

OUR COMMITMENTS

As a leading provider of travel and related services worldwide, GBT has a unique opportunity to impact the issues of sustainability and CSR on behalf of our key stakeholders.

We are committed to integrating our CSR priorities into our evolving business objectives and believe this commitment is of importance to our employees, our investors, our clients and their travelers, and our partners.

Our CSR program is focused on five key impact areas:

- › **Governance and Ethics** – We operate with the highest ethical standards and lawful business practices.
- › **Employees** – We create a difference through our people.
- › **Clients and Travelers** – We offer responsible and value-added products and services.
- › **Community** – We invest in the communities in which we live and work.
- › **Environment** – We embrace our responsibility to minimize our impact on the environment.

On a day-to-day basis, our CSR strategy and initiatives are spearheaded and monitored by the Vice President of Internal Communications and Corporate Social Responsibility. Initiatives are implemented through cross-functional programs with various business groups such as risk and compliance, human resources, communications, real estate, procurement, sales, and marketing.

MATERIALITY

This report focuses on the issues that matter most, as defined by our impacts as a business and by the feedback we received from key stakeholders during the preparation of our report and throughout the year.



CSR AND OUR BUSINESS

STAKEHOLDER ENGAGEMENT

We have identified six stakeholder groups. Engaging regularly with our core stakeholders helps us to identify environmental, social, and governance issues that are most important to them and to our business. The chart below summarizes the multiple ways in which we interacted with and engaged our key stakeholders in 2017.

Stakeholder Group	How We Interact	Relevant Issues and Topics in 2017	
Employees	Biannual and quarterly culture surveys, senior leadership business briefings, training (mandatory and optional), employee intranet, performance coaching program, GBT Ethics Helpline, community involvement projects, Pacesetters recognition event, employee discount programs, peer-to-peer reward and recognition tool, internal peer-to-peer survey tool	<ul style="list-style-type: none"> › Compensation and benefits › Health, wellness, and safety › Training and education › Code of conduct › Rewards and recognition › Workplace flexibility 	<ul style="list-style-type: none"> › Volunteerism › Communications › Diversity and inclusion › Employee satisfaction › Career development › Culture and values
Clients and Travelers	Dedicated account teams, client satisfaction surveys, social media, onsite visits, marketing, website, account reviews, RFP process, industry trade shows and conferences, online / offline booking, mobile app, travel management products / services (duty of care, consulting, etc.), travel program reporting	<ul style="list-style-type: none"> › Traveler duty of care › Green travel and meetings › Data privacy › Crisis management › Risk management 	<ul style="list-style-type: none"> › Governance and ethics › Client service › Environmental concerns › Traveler well-being › Accessibility
Suppliers and Partners	Meetings / discussions, RFP process, Supplier Sustainability Shared Values, service level agreements, risk assessment process	<ul style="list-style-type: none"> › Responsible procurement › Supplier diversity › Governance and ethics › Risk management 	<ul style="list-style-type: none"> › Anticorruption › Antibribery › Data privacy › Code of conduct
Investors / Board of Directors	Quarterly meetings	<ul style="list-style-type: none"> › Governance and ethics › Risk management › Anticorruption › Antibribery 	<ul style="list-style-type: none"> › Data privacy › Code of conduct
Government and Regulators	Meeting regulatory obligations	<ul style="list-style-type: none"> › Employment › Governance and ethics › Risk management › Anticorruption 	<ul style="list-style-type: none"> › Anti-bribery › Data privacy › Environmental concerns › Code of conduct
Community, NGOs and Industry Associations	Memberships of business and industry associations, charitable contributions, participation in volunteer activities	<ul style="list-style-type: none"> › Volunteerism › Philanthropy 	



CSR AND OUR BUSINESS

UNITED NATIONS GLOBAL COMPACT: COMMUNICATION ON PROGRESS

The United Nations Global Compact (UNGC) is a principle-based, globally acknowledged framework to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. The ten principles cover human rights, labour, the environment and anticorruption. Though voluntary, companies pledge to adhere to the universal corporate responsibility principles.

Our support and commitment to the Global Compact enables us to clarify our corporate responsibility commitments and enhance our activities focused on the ten principles in four areas (human rights, labour standards, the environment and anticorruption) outlined within the Global Compact.

UN GLOBAL COMPACT PRINCIPLE	DISCLOSURE
HUMAN RIGHTS	
<p>Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights; and</p> <p>Principle 2 make sure that they are not complicit in human rights abuses.</p>	Our Global Risk and Compliance Program, pages 15 - 19, Our Governance Program, page 16, Diversity, Inclusion and Equal Opportunity, page 23, Respecting Human Rights, page 29.
LABOUR	
<p>Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;</p> <p>Principle 4 the elimination of all forms of forced and compulsory labour;</p> <p>Principle 5 the effective abolition of child labour; and</p> <p>Principle 6 the elimination of discrimination in respect of employment and occupation</p>	Our Global Risk and Compliance Program, pages 15 - 19, Our Governance Program, page 16, Diversity, Inclusion and Equal Opportunity, page 23, Respecting Human Rights, page 29.
ENVIRONMENT	
<p>Principle 7 Businesses should support a precautionary approach to environmental challenges;</p> <p>Principle 8 undertake initiatives to promote greater environmental responsibility; and</p> <p>Principle 9 encourage the development and diffusion of environmentally friendly technologies.</p>	Our Approach to Environmental Sustainability, page 41.
ANTI-CORRUPTION	
Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery.	Our Global Risk and Compliance Program, pages 15 - 19, Our Governance Program, page 16.





OPERATING RESPONSIBLY



INTRODUCTION

GBT is committed to sound governance practices and responsible corporate behavior, both of which are paramount to our success as a customer-focused business. We earn our clients' and travelers' trust by providing outstanding service and committing to always do the right thing.

Our Code of Conduct outlines the standards we uphold in all of our dealings with our colleagues, clients, travelers, shareholders, vendors and other business partners. It sits alongside a comprehensive policy framework that addresses key risk areas, as well as the employee training, processes, and guidance necessary to embed it into our business.

We believe it is the responsibility of everyone in our company to maintain our high standards of ethical behavior. We require all employees, officers, and directors to acknowledge compliance with the GBT Code of Conduct on an annual basis.

2017 HIGHLIGHTS

- › GBT's Mission: Compliance training series won the 2017 Silver Award for Best Advance in Compliance Training from the prestigious Brandon Hall Group.

OUR GOVERNANCE STRUCTURE

GBT Leadership

GBT's executive leadership team includes:

- › Greg O'Hara, Chairman
- › Doug Anderson, Chief Executive Officer
- › Philippe Chérèque, President
- › Eric Bock, Chief Legal Officer, Corporate Secretary, and Global Head of Mergers and Acquisitions
- › Bill Brindle, Chief Operating Officer
- › Martine Gerow, Chief Financial Officer
- › Si-Yeon Kim, Chief Risk and Compliance Officer
- › Joanna Macleod, Chief Transformation Officer
- › Michael Qualantone, Executive Vice President, Global Supplier Relations
- › David Thompson, Chief Information Technology Officer
- › Chief Human Resources Officer – role currently open

Note: Our executive leadership team underwent changes following the announcement of the HRG acquisition in July 2018. This list reflects the current team as of the publication of this report.

Board of Directors

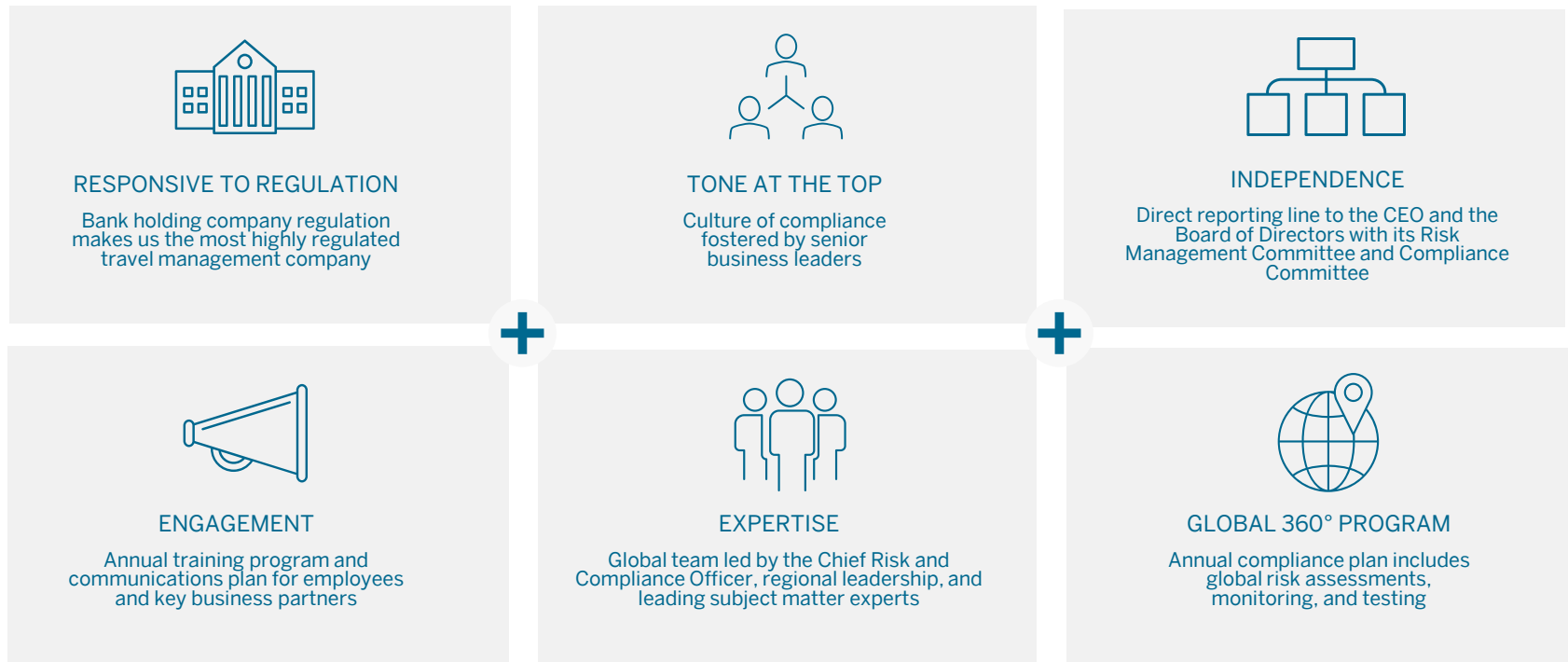
GBT has an 11-member Board of Directors chaired by travel industry veteran Greg O'Hara. The Board of Directors consists of representatives from American Express Company and Juweel Investors Limited, and includes three Independent Directors.

Board Committees

- › Audit & Finance Committee
- › Compensation Committee
- › Compliance Committee
- › M&A Committee
- › Risk Management Committee

OUR GLOBAL RISK AND COMPLIANCE PROGRAM

Our global Risk and Compliance Office is responsible for delivering a robust compliance and risk management program, and promoting awareness and understanding of the laws and regulations that apply to GBT. Through prevention, detection, and response, the Risk and Compliance Office embeds a true 360° program into the DNA of GBT.



OUR GOVERNANCE PROGRAM

A True 360° Program

GBT's compliance and risk management program includes a comprehensive suite of policies establishing general risk management practices and addressing key risk areas such as privacy, anticorruption, sanctions, third-party oversight, and product development. The Risk and Compliance Office is made up of Regional Compliance Officers and subject matter experts in our key risk areas.

Our policy framework is tested through annual compliance review and reporting. GBT conducts both top-down and bottom-up risk assessments with senior management across the company to identify areas of risk, and to establish controls and mitigation plans. GBT applies a formal program of proactive business self-tests and compliance tests to assess the effectiveness of our control environment. We analyze testing results, along with other quarterly metrics, to identify gaps and trends to allow us to monitor compliance changes day-to-day.

These practices form key components of our Risk and Compliance Annual Plan, which is reviewed and adjusted throughout the year to address new business initiatives and changes to the regulatory landscape. All results are reported to the Chief Risk and Compliance Officer, and shared with the Board.



- › Investigations
- › Disciplinary Actions
- › Remediation
- › Issue Management

- › Policies
- › Procedures
- › Communication
- › Training

- › Risk Assessment
- › Testing
- › Monitoring
- › Reporting / Whistleblower

Code of Conduct

GBT's Code of Conduct is at the heart of our compliance program. It outlines the standards that we must uphold in all of our dealings with each other and with our shareholders, our clients, our travelers and meeting attendees, our vendors, and other business partners. The Code of Conduct covers more than 40 topics in categories such as Our Shared Responsibilities, Our Commitment to Respect, and GBT and the Greater Good. The Code of Conduct is available to employees on our intranet, UConnect, in multiple languages (English, French, Canadian French, German, Latin American Spanish, Thai, Chinese (traditional and simplified) and Japanese), and to external parties in English at amexglobalbusinesstravel.com.

Antitrust

GBT strongly supports vigorous yet fair competition. 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, employees receive quarterly reminders in the form of hypothetical scenarios, must provide notice of intent to attend an industry event where competitors may be present, and must comply with the processes in our policy relating to membership in trade associations.

Anticorruption and Antibribery

GBT fundamentally believes bribery is harmful to our business, our clients, and the communities where we operate. For this reason, and because we respect the stringent antibribery laws established in many countries, GBT has adopted a zero-tolerance policy for bribery. To enforce this, GBT's Risk and Compliance Office actively works to prevent employees, partners and vendors from engaging in any form of bribery, including offering, soliciting or accepting anything of value, directly or indirectly, that is given with the intent to obtain or retain business or secure services. The GBT Anti-Corruption Policy follows the Organisation for Economic Co-operation and Development (OECD) Anti-Bribery Convention and the OECD Principles of Corporate Governance.

Sanctions and Anti-Money Laundering

GBT is committed to the fight against money laundering and terrorist financing, which continues to be the focus of considerable attention by governments, international organizations and law enforcement agencies around the world. We expect our employees to conduct themselves in accordance with the highest ethical standards, and to conduct business in accordance with applicable money laundering laws and regulations. Employees operate under the Global Anti-Money Laundering Policy, which mandates compliance with pertinent provisions of the USA PATRIOT Act and other relevant laws, the Wolfsberg Guidance, and the Financial Action Task Force (FATF) Forty Recommendations.

Fraud Prevention

GBT is committed to combating fraudulent activity, which is an ongoing threat to GBT and its clients. GBT utilizes enhanced controls embedded in its technologies and business processes, as well as data analytics and reporting to prevent and detect possible fraud. In addition, all employees are trained to spot and immediately report possible fraud through GBT's Ethics Helpline.

Third-Party Oversight

GBT's services require cooperation among an extensive network of third parties, including joint ventures, travel partners, and vendors. We operate a robust, formal third-party oversight program designed to identify and mitigate the risks that arise in these relationships.



Since 2005, TrustArc and the Ponemon Institute have recognized GBT as one of the most trusted companies for privacy.

Business Continuity

Ensuring the continuity of our business in an emergency is critical to our ability to serve our global client base. GBT takes measures to prevent the impact of unexpected interruptions to business operations, with plans and procedures designed to help ensure consistent, predictable delivery of services to clients. Every GBT department is required to create and exercise a Business Continuity Plan (BCP) aligned with an assessment of critical business functions and recovery objectives.

Marketing

Unfair, deceptive, or abusive commercial acts or practices can present significant legal, reputational and regulatory risks. GBT complies with laws and regulations that require transparency, truthfulness, and fairness in marketing practices, laid out in the Unfair, Deceptive or Abusive Acts or Practices (UDAAP) Policy, and global requirements for marketing permission, laid out in the Digital Marketing Standard and enforced in review procedures for all public-facing materials.



“One of the leading reasons why GBT is a great place to work and do business with is our brand and reputation. Our employees, clients and business partners know that we will do things the right way – with integrity and in a highly ethical manner. That tradition and reputation has been earned through all of our efforts, and we are proud of our industry-leading standards.”

– **Si-Yeon Kim**, Chief Risk & Compliance Officer

Privacy and Information Security

Privacy and security matter to GBT. The trust our clients and employees place in us to protect their information is essential to our business. We hold ourselves to the most stringent standards in the industry, guided by the GBT Data Protection and Privacy Principles. We strive to manage all data responsibly – it is the right thing to do, protects our company, and helps to ensure legal and regulatory compliance globally. GBT’s Chief Information Security Officer oversees a cyber security program, using sophisticated technology, including firewalls, intrusion detection, monitoring and alerting systems, virus protection, and authentication. Our security policies adhere to U.S. Federal Financial Institutions Examination Council (FFIEC) guidelines and are built around the NIST Cybersecurity Framework. The Chief Privacy Officer oversees a global privacy risk management program, inclusive of regular strategic risk assessments to ensure the relevance of GBT’s privacy framework in an era of rapid business, industry, and technological change. GBT is the only travel management company to have achieved EU-approved Binding Corporate Rules, which help to ensure that our global operations meet the most stringent data protection standards, no matter where the data are processed. We achieve operational compliance through an EU-model accountability framework of testing, monitoring, and internal auditing.

Certifications held by one or more GBT employees:

- › Certified Information Security Manager (CISM)
- › Certified Information System Security Professional (CISSP)
- › Certified in Risk and Information Control (CRISC)
- › Certified Information Systems Auditor (CISA)

Product Development

The Commercial Compliance team contributes to an end-to-end product development lifecycle, which helps to ensure that we embed appropriate risk identification into GBT’s products, from concept to launch. The product development lifecycle incorporates best practices such as security architecture reviews and privacy impact assessments to help ensure privacy and security by design.

Equal Employment and Antiharassment

GBT is committed to treating every individual with dignity and respect. We provide a work environment free from discrimination, harassment, favoritism, or bullying of any kind. It is our policy that there be no discrimination against any person on the grounds of race, color, national origin, ethnicity, disability, age, sex, or classification, including pregnancy, marital or domestic partner status, sexual orientation, gender identity, genetic information, citizenship, religion or beliefs, work status, or any other classification protected by law.

Looking Ahead

- › GBT is making significant investments to ensure compliance with the EU’s General Data Protection Regulation (GDPR), which went into effect in May 2018.
- › GBT is pursuing a global initiative to receive Payment Card Industry (PCI) accreditation by year-end 2018.

MANDATORY CODE OF CONDUCT AND COMPLIANCE TRAINING

Annual *Code of Conduct* training was released globally to all employees in 2017. This training addressed topics that may arise in various situations in the workplace: handling of competitive information, tracking expenses, and respecting confidential information and company assets. Employees learned the considerations of making an ethical decision, as well as the value of a solid compliance program operating in an ethical culture. Additionally, they were reminded of the importance of disclosing potential conflicts of interest.

Preventing Workplace Harassment / Antibullying training was released globally in 2017, with specific courses designed for leaders and employees. The training was developed to meet the challenges of a global workforce by educating and raising awareness about this type of employee misconduct, while also continuing to build our workplace culture of respect and ethical behavior. This training addressed protected categories such as gender, race, religion, disability, veteran status, and sexual orientation. The training included unique content for employees and leaders to help ensure all team members understand our responsibility under policy and the law: how to spot it, report it, and properly respond to claims.

Also in 2017, GBT launched the second season of its award-winning, mandatory compliance training program, *Mission: Compliance*, a mini-series of learning elements, including e-learning courses, videos, emails, posters, and intranet blogs. The training was a five-episode, action-packed movie, based around a central, relatable character named Jane. Each episode focused on one key compliance area: Privacy, Antitrust, Information Security, Anticorruption, and Antibribery, and Sanctions and Anti-Money Laundering.

In addition to the suite of five core Mission: Compliance trainings, GBT launched additional trainings, as well as quarterly and ad hoc communications around key risk areas such as cyber security (including phishing), anticorruption, sanctions compliance, and fraud prevention.

The average completion rate for all our 2017 annual mandatory training courses was 99.9% of employees.



“The robustness of GBT’s compliance program not only benefits our company and employees but also our clients, as they have confidence knowing that our shared values and commitment to doing the right thing helps to ensure the safety of their travelers, assets and reputations.”

– Michael Savicki, GBT Regional Compliance Officer – Americas

RESPONSIBLE PROCUREMENT

Supplier Diversity

As a global travel management company servicing clients and travelers in many countries and industries, GBT understands the importance of developing and fostering diversity across all aspects of our business. We support the engagement of diverse suppliers on an equal basis with other suppliers. Our Procurement team works to identify opportunities to contract with diverse suppliers to satisfy business objectives.

We define diverse suppliers as minority-owned, women-owned, historically underutilized businesses (HUB) zones, service-disabled, veteran-owned, lesbian-, gay-, bisexual- and / or transgender-owned, and small or other disadvantaged enterprises.

GBT Supplier Sustainability Shared Values

At GBT, we believe that the company, its employees, and those acting on our behalf must engage in the highest standards of ethical and transparent business practices, and comply with all applicable laws and regulations in locations where we operate. In support of this belief, we have adopted numerous policies, procedures and guidelines to assist employees, partners, and suppliers to drive compliance with our standards.

GBT strives to actively promote ethical, social, and environmental best practices within our own business and among our suppliers. Our Supplier Sustainability Shared Values focus on advancing these best practices throughout our supply chain.



INVESTING IN OUR PEOPLE



**GLOBAL
BUSINESS TRAVEL**

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INTRODUCTION

Providing exceptional care is central to our brand – and it’s our people, all around the world, who deliver this service to our clients, day in and day out. We create a difference for our clients and their travelers through our people. We recognize that our people are our most important asset, and we believe that exceptional employee experiences lead to exceptional business travel experiences for our clients. Because our success depends on attracting and retaining an engaged workforce, we make investments in tools, training, and programs that enable our employees to do their jobs, grow their careers and “navigate their great.”

Providing Disaster Support for Our Employees

Incident Management Response

Being prepared for unexpected crisis events is something we always keep top of mind at GBT. We maintain an Incident Management Response (IMR) Program, so we have the appropriate plans in place to help us safeguard our employees and travelers, and provide reliable, uninterrupted service to our clients. The IMR Program makes certain that we have the operational capabilities for an effective response to an incident or crisis.

A key part of GBT’s IMR Program is making sure our people are safe. To that end, we launched Send Word Now, a global outreach system that allows us to communicate with employees quickly, consistently and securely during a crisis, such as extreme weather or a terrorist attack. Send Word Now uses the contact information in our HR information system to send targeted email, text and / or voice alerts to employees who may be impacted by a crisis. Depending on the situation, the automated alerts may include instructions for employees to respond regarding their safety and work availability. We also use Send Word Now to share news about GBT office closures / reopenings.

Support During Natural Disasters

A significant number of GBT employees live in Houston, central and western Florida, and Mexico City – all areas struck hard by natural disasters in 2017. We used Send Word Now, coupled with outreach by Human Resources and local leaders, to confirm the safety of these employees and understand their needs following these crises. All employees and their families had immediate access to our Employee Assistance Program, offering free and confidential access to professional counselors around the clock. For those facing extreme impacts, we provided additional support to help them and their families get back on their feet. At GBT, we always strive to evolve the employee experience, and these back-to-back disasters hitting close to home for many of our employees gave us an opportunity to quickly evaluate and enhance our emergency response and disaster relief program. We are in a strong position to support our employees if and when nature strikes again.

2017 HIGHLIGHTS

- › GBT launched Send Word Now, a global outreach system.
- › UConnect, GBT’s intranet, won Ragan Communications’ 2017 Intranet Award, in the “Use for Human Resources” category.
- › GBT released a new Anti-Slavery Policy.

Looking Ahead

- › We will be launching GBTcares, a global relief fund to provide financial support to employees when they face unexpected disasters. The fund will allow both GBT as a company and employees around the world to help our co-workers in times of crisis through monetary donations.

“Following a crisis, making sure our employees and our travelers are safe is our top priority. On the employee side, we stay in close contact with those who’ve been impacted to make sure they feel supported. Last year’s slate of natural disasters helped us tighten our processes so we’re even better prepared to do right by our employees.”

– **Patti Huska**, VP, Human Resources

DIVERSITY, INCLUSION AND EQUAL EMPLOYMENT OPPORTUNITY

At GBT, we make a concerted effort to foster a diverse workforce. Employing people with various backgrounds, cultures, opinions and talents enriches our company, and helps us to create and innovate so we can deliver on our commitments to our stakeholders. In addition, as a global company, having a diverse workforce better enables us to take care of our clients traveling around the world – we speak their languages, we know the places they are going, and we bring varied experiences to the table.

Our policy is to provide equal employment opportunities to all individuals based on job-related qualifications and without regard to race, ethnicity, 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 law, GBT will reasonably accommodate known disabilities of employees. We also seek to maintain a nondiscriminatory environment free from intimidation, harassment, or bias based upon these grounds. We strive to offer an inclusive workplace where employee differences are valued and leveraged for individual, business, and organizational success.

Employee Inclusion

We believe that providing a work environment based on respect, trust, and collaboration helps to create an exceptional employee experience, and enables employees to bring their whole selves to work and thrive in their careers.

Gender Equity

We strive to hire more women into leadership positions. We are pleased to share that, in 2017, 44% of our C-Suite were women, and over 33% of our vice presidents were women. We are committed to providing a diverse slate of candidates for all positions and seek to include at least two qualified women in the recruitment process for every open seat.

In 2017, we partnered with Parity.org and took the Parity Pledge to demonstrate our commitment to gender parity. Through our partnership with Parity.org, we are able to expand our reach to qualified women by sending our open positions to their network.

LGBTQA Inclusion

GBT is committed to LGBTQA (Lesbian, Gay, Bisexual, Transgender, Questioning, Ally) workplace equality. Since 2016, we have earned a 100 percent rating on the Human Rights Campaign Foundation's annual Corporate Equality Index for building a best-in-class inclusive culture for the LGBTQA community.

Workforce Diversity

Ethnicity	2017	2016	2015
United States			
> Asian	7%	7%	6%
> Black or African American	8%	8%	9%
> Hispanic or Latino	9%	9%	9%
> White (Not Hispanic or Latino)	73%	75%	73%
> Two or more races	1%	1%	1%
> Other	<1%		
> Did not identify	<1%		

Gender (Global)	2017	2016	2015
Women			
> Executive Leadership Team	44%	44%	38%
> Vice Presidents	33%	35%	35%
> Directors and Managers	57%	57%	58%
> Supervisors and Team Leaders	75%	72%	73%
> Individual Contributors	76%	76%	77%
> All GBT Employees	73%	73%	74%

Notes:

- > All diversity data is as of December 31, 2017.
- > Ethnic diversity data is available only for the United States.



EMPLOYEE SATISFACTION AND ENGAGEMENT

Culture and Engagement Survey

In 2017, we took a different approach to culture and engagement surveying; in place of an annual survey, we conducted Quarterly Culture Check-ins, beginning in July. Capturing employee feedback more frequently allowed us to make any necessary shifts to our culture action planning. The Quarterly Culture Check-ins consisted of 11 questions to gauge the organization's engagement on key engagement drivers: Purpose / Value Alignment, Work Environment, Support, and Wellness. We varied the questions slightly each quarter, placing specific focus on areas where employees expressed the most concern in previous surveys.

Our survey results showed that communications helped our employees understand how their roles connect to GBT's purpose and bolstered their belief in the GBT values. Employees also indicated they have more confidence in their individual futures with GBT, particularly noting a desire for career longevity and prospective job promotions.

Some of the areas where we continue to focus to improve our work environment include:

- › Further enhancing our internal communications
- › Improving technology implementation processes training and support
- › Promoting our employee wellness programs
- › Developing leadership capabilities

GBT's Global Talent Team Recognized for Innovative Use of Analytics in Culture & Engagement

CIO.com and Drexel University LeBow College of Business recognized GBT's global Talent team in their *CIO 50 Analytics Awards*.

We received this honor for our strategic culture assessment utilization and data analytics, which identified key drivers impacting organizational culture and employee engagement.

This award is given annually to 50 organizations across multiple industries who are using analytics in innovative ways to solve business challenges.

To achieve these award-winning results, the Talent team partnered with an external survey-analytics vendor and used key findings from the strategic culture assessment and employee-provided feedback to initiate global action planning and implement changes aimed at enhancing the employee experience.

Looking Ahead

- › Developing and strengthening GBT's culture is a top priority that we don't take lightly. Employees can look forward to celebrating Culture Week in 2018 – a time where employees celebrate and exhibit our cultural values.

2017 Culture and Engagement Survey Participation

Q3 Culture Check-in

70%



total participation



16,893

comments submitted

Q4 Culture Check-in

63%



total participation



18,375

comments submitted

EMPLOYEE REWARDS AND RECOGNITION

Recognition is essential to an exceptional employee experience. Workers want to know they're valued for their contributions, achievements, and efforts. When employees feel appreciated, their satisfaction and productivity can rise.

At GBT, we offer two programs to acknowledge our high performers and express our gratitude to our colleagues.

- **Pacesetters** is an annual incentive trip for our top achievers, who consistently deliver outstanding results while making GBT a great place to work. Each year, our Pacesetters are selected based on prior-year performance ratings and contributions.
- **Achievers** is a peer-to-peer platform where employees can express appreciation with "Shout-Outs" and points. Each month, all employees receive points to give to their colleagues who have achieved results in line with our company values. Employees can then use the points they receive from their colleagues to select a reward of their choosing. We also use Achievers to recognize anniversaries. Employees can sign digital anniversary cards for their colleagues each year, and employees who achieve a milestone – for example, 5 or 10 years of service with the company – receive a special gift of points to spend in the Achievers catalog.



2017 Pacesetters, Punta Cana

Pacesetters and Achievers Highlights

Pacesetters

In 2017, we honored 500 Pacesetters for their achievements in 2016. Each of the winners significantly contributed to our results and embodied our cultural values. Pacesetters from 26 countries celebrated with senior leaders and our partners in June at the Paradisus Palma Real, a Meliá Hotels International property in the Dominican Republic. During the event, we announced a number of special award winners:

- Four Pacesetters Legends, who delivered extraordinary results for GBT over many years and were selected as Pacesetters at least once before
- Three Coaches of the Year, our most inspirational people leaders, who developed successful teams
- One People's Choice winner, selected by their peers via an online poll for delivering outstanding results and embodying our cultural values

Achievers

215,368 recognitions sent	72% of employees sent a recognition	78% of employees who received a recognition	1.57 Average number of recognitions sent per employee per month
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EMPLOYEE HEALTH, SAFETY AND WELL-BEING

We are committed to providing a safe and healthy place to work, where employees can be productive, maintain their best possible health, and achieve a work-life balance. Our employees are our most valuable asset, and looking after their safety and wellness is fundamental to our culture and our success.

Supporting Employee Health and Well-being

GBT provides wellness resources that empower employees to take care of their health and well-being. Throughout the year, our Benefits team highlighted wellness tools and information at both a global and a local / regional level. In 2017, we began regularly publishing wellness topics on an internal blog, with local activities and monthly themes, along with monthly ergonomic tips to help employees optimize their workspace. Topics featured included stress management, skin cancer screening, mindfulness, work / life balance, nutrition, and smoking cessation.

Also in 2017, we introduced three online wellness courses on our learning management platform, ULearn:

- › Mindfulness
- › Stress Management
- › Balancing Work and Life

Employees Living Healthy

GBT UK tackles the JP Morgan Corporate Challenge

Nearly 100 GBT team members from in and around our Canary Wharf office in London gathered in Battersea Park to run, jog, or walk a 3.5-mile (5.6-km) track around the park, as part of the JP Morgan Corporate Challenge.



SMT Work-out

Together with FitFarm, our employees in Finland launched #SMTtreenaa (“SMT Work-out”), a seven-week workout program to help employees get fitter and healthier together. Over 75% of the Finland-based team members participated in the program. Combined, they shed 600 kilograms of excess weight.

Dragon Boat Team – Sydney



Employee Safety

In 2017, we conducted thorough safety risk assessments utilizing a third-party vendor in 50% of our sites around the globe. We also maintain an Incident Management Response Program that helps manage risk, safeguard our employees and travelers, and provide reliable uninterrupted service to our clients.

For the second year, GBT entered a Dragon Boat team in the Chinese New Year event at Darling Harbour, raising more than \$3,500 AUD for the Dragons Abreast Charity.

The team did us proud by coming in third place in two races against strong competition. Motivated by excellent race times and missing second place by just a fraction, the team went on to win the Hong Kong Challenge Race.

EMPLOYEE COMMUNICATIONS

GBT's intranet – UConnect – earned top honor in Ragan's 2017 Intranet Awards in the "Use for Human Resources" category. When selecting the winner, Ragan looked for an intranet that helped to transform a company's culture by keeping employees informed and excited about what's going on. They also sought an intranet that was home to great content, useful features and impressive design.

When we launched UConnect in 2015, we wanted to transform the employee communications experience by creating a digital community and collaborative workspace. We knew that centralized dialogue and shared institutional knowledge across all levels and geographies would help solidify our new company and culture. Today, UConnect is all that and more – and we're continually working to evolve the platform and make it even better.

All of our key performance indicators for UConnect continue to climb steadily. The engagement index (calculated by dividing engagement activities – views, likes, and comments – by the total active users), our primary success metric, has increased by 16% since launch, and daily viewership has increased by 43%.

FLEXIBLE WORKPLACE

Offering flexible working options has been important to GBT for a number of years. However, as workforce demographics, technology and social norms change around the world, we must look at different approaches to how we manage our workforce in order to keep pace with these changes as they relate to the attraction, retention, and engagement of talent.

Throughout 2017, we diligently reviewed and refined our approach with a particular focus on creating more flexibility for all of our employees. We've heard from our employees that they want more flexibility in managing their work and personal lives. Our program offers tools and resources that help us work smarter, and enable us to personalize the work experience – ultimately bolstering our efforts to create a working environment that helps us get and keep great talent like we have today.

WAGES AND BENEFITS

We offer numerous employee benefits that support our recruitment and retention success, including competitive compensation and benefits packages, reward and recognition programs, diversity initiatives and flexible work schedules. Our employee benefits include:

- › Health and Wellness
- › Retirement Benefits
- › Travel Discounts
- › Rewards and Recognition
- › Leaves and Paid Time Off
- › Fitness Memberships
- › Employee Discounts
- › Transportation Perks
- › Education Assistance

Our global presence and market-leading solutions mean a variety of possibilities that help our current and future employees reach their career destinations.

EMPLOYEE RECRUITMENT

GBT strives to offer an inclusive workplace where employee characteristics, such as gender, ethnicity, age, color, race, sexual orientation, gender identity, disability, veteran status, and other protected characteristics are valued and leveraged for individual, business and organizational success.

Looking Ahead

- › In 2018, GBT will partner with Hirepurpose to launch a travel school to help train veterans and / or their spouses to become travel counselors. Hirepurpose was developed by veterans for veterans, and the organization is committed to addressing some of the gaps that exist in an individual's transition from military service to a career as a civilian.

EMPLOYEE TRAINING AND DEVELOPMENT

GBT's Learning Philosophy

At GBT, we encourage and support a learning culture that enables our employees to take accountability for their success. Our employees have the tools to learn what matters, when it matters most, and are empowered to share knowledge with others. To support this proactive learning culture, our learning management system, ULearn, offers on-demand, engaging and relevant learning, as well as easy-to-use search functionality so employees can find the learning topics that best support their career journeys. In 2017, we launched a new ULearn homepage, featuring one-click recommended learning, based on followed subjects and job profiles.

In 2017, 98% of our employees completed training beyond the required mandatory compliance training, averaging more than 15 completions per employee.¹ Participation in our virtual on-demand content increased significantly in 2017, with **Lynda.com** views up 70% compared to 2016 and **getAbstract** views up 44%. Due to our large remote workforce, GBT provides the majority of traditional learning in a virtual, instructor-led format, with more than 380 sessions offered in 2017. Topics included Courageous Conversations, Storytelling, Change Agility and Getting Things Done.

¹Based on November 2017 reporting.

GBT's Learning Teams

GBT offers extensive training programs to support the development of employees across all levels and business functions. Specialized teams of dedicated learning professionals provide focused training, resources, and support in the following areas:

- Traveler Care
- Sales Enablement / Commercial Learning
- Meetings & Events
- Compliance
- Enterprise-Level Employee and Leadership Development

Competency-Based Development

GBT offers a variety of bite-size learning solutions for both employees and people leaders that align with our core values and competencies. As part of this competency-focused development, we have created a self-diagnostic tool, designed to assist both employees and people leaders with development planning. The tool helps to determine skill level, using a superhero analogy. After completing the assessment, employees receive a report highlighting strengths and areas of opportunity relative to GBT's values and competencies, plus links to featured learning materials (getAbstract book summaries, TED talks, Lynda.com video courses, and instructor-led virtual workouts) to help them strengthen their skills.

Leadership Conference

In 2017, GBT hosted more than 400 directors and above, from around the world and all functions, at a leadership conference in Atlanta. At the event, the Enterprise Learning team organized sessions featuring The Big Move, a workshop on change management, and The Marshmallow Challenge, a team-based approach to increasing innovation. These dynamic, interactive sessions marked the kick-off and invitation to join a comprehensive Management Development Program.



Instructor-led sessions received a **96%** positive net promoter score.

Management Development Program

GBT's Management Development Program (MDP) accelerates the growth of people leaders around our values and competencies. All current people leaders can register their interest in this voluntary program; special consideration is given to leaders at the director level and above. Globally diverse groups of up to 100 leaders begin their learning journey together and continue the 25-hour program throughout the following 10 months.

MDP participants enroll in three self-paced learning paths (Managing the Business, Managing Others, Managing Essentials), each focused on a key area of management, and delivered virtually by live webinars, videos, e-learning and supplemental materials. Each learning path culminates in a virtual Leader Learning Lab, where participants come together to discuss key takeaways, best practices, and next steps.

Global Tuition Reimbursement

GBT believes that educational opportunities have the potential to positively impact both employees and the company. The Global Tuition Reimbursement Policy, which launched in 2016, continued in 2017, offering tuition reimbursement to both full-time and part-time employees worldwide for degree-level qualifications at the undergraduate or postgraduate level.

Developing Our Employees

Every individual's career is unique, and our Global Talent Development team is dedicated to the ongoing development, growth, and success of individuals as they continue their careers with GBT.

Creating a high performance culture hinges on our ability to identify, develop, and retain high-performing talent. As an organization, it's critical that we have a consistent strategy for not only identifying our top talent and future leaders, but also for determining which investments will be the most effective in helping our employees continue to learn, grow, and contribute over the course of their careers.

To determine what development is needed across our business, we leverage a simple process called TalenTrack. This process gives us a deeper understanding of our talent and future leadership – enabling us to proactively address skill gaps and retain talent through regular development opportunities, such as training, project and job experiences, and constructive coaching.

RESPECTING HUMAN RIGHTS

GBT has a zero-tolerance approach to modern slavery, and we are committed to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains. In 2017, we rolled out a global Anti-Slavery Policy, which applies to all persons working for GBT or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives, and business partners. Employees are encouraged to raise concerns about any issue or suspicion of modern slavery in any parts of our business or supply chains.



SERVING OUR CLIENTS AND TRAVELERS





INTRODUCTION

GBT's purpose is to deliver exceptional business travel experiences – it's what we strive to do, around the world, around the clock. This translates to helping our clients define and fulfill their travel management goals, providing best-in-class service, promoting client loyalty and confidence, and maintaining our longstanding tradition of ethical and responsible business practices. When our clients' employees go on the road for work, their experiences matter, too. We're dedicated to delivering exceptional care to travelers at every stage of a business trip, and supporting them with tools and 24/7 service teams so they have everything they need to not just arrive, but thrive.

RESPONSIBLE PRODUCTS AND SERVICES

GBT recognizes and supports our clients' increasing interest in environmental sustainability, as well as their decisions to incorporate it into their travel programs. We offer a portfolio of products and services to help our clients reduce their environmental footprint.

Green Insights™ Carbon Emissions Tracking

Green Insights™ is our way of helping businesses measure, monitor, and reduce their travel-related carbon emissions. We can provide standard or tailored emissions data for air, rail, car, and hotel. By partnering with third-party experts, we can also provide an initial carbon footprint report and ongoing reporting to track progress.

Carbon Emissions Reduction

To help businesses "travel smarter," GBT uses proprietary products and processes such as carbon emissions reporting, point-of-sale calculators, diagnostic analysis tools, and supplier scorecards.

Environmental Policy / Program Management

Our Global Business Consulting group helps clients craft policies that fit their corporate culture, while helping to raise environmental awareness and achieve their emissions reduction goals.

Socially Responsible Meetings and Events

Our strategic meetings management team consults with clients to identify ways to incorporate ecoconscious decisions into their meetings and events. During the sourcing process, we recommend destinations that may reduce or limit the need for participant air travel, incorporate emissions reduction measures such as using public or group transportation instead of individual cars, and reduce indirect emissions through choosing accommodations in energy-efficient hotels. We also encourage the use of suppliers such as hotels and convention centers that have plans in place to reduce waste and water usage. During the meeting planning process, we consult on additional ways to reduce waste such as eliminating water bottles, utilizing reusable and electronic signage, and enlisting event mobile applications to provide access for participants to meeting materials such as handouts, event floorplans, and area maps. We also partner with the venues' food and beverage services to design menus using locally sourced products.



"More and more, we're seeing opportunities to help our clients host sustainable meetings – whether that's booking at a hotel with green practices or incorporating a philanthropic activity into the event. Our clients are eager to make a difference, and we're there to help. These are things we strive to do in our own internal meetings, too, so we're living and breathing our best practices."

**– Issa Jouaneh, SVP / GM,
American Express
Meetings & Events**



Duty of Care

We take care of the people who take care of our clients' business; travelers can have peace of mind knowing urgent travel support is always available.

An important role of any company is to protect its greatest assets – their people. We understand the value of people, because we've been taking care of the business travelers that help businesses grow for over a century.

Safety becomes particularly important when employees travel, and those managing a company's travel program must take steps to protect this safety. We live in an unpredictable world. Plans often change at a moment's notice. Meetings are canceled or rescheduled. Flights are delayed. Disruptions from political instability, natural disasters and medical emergencies occur. GBT has thousands of highly trained professionals around the world ready to respond.

We help to support our clients' Duty of Care responsibilities through our 24/7 support service, traveler location and tracking, redundant communications network and emergency response groups. In addition, we offer a variety of communications tools and resources to keep our clients informed of industry trends, events and travel advisories, as follows:

› After Hours Services

Our business travel solutions give our clients and travelers peace of mind with live phone support around the clock, 365 days a year. When business travelers need to speak with a travel counselor after standard business hours, they can always dial the same number or press Click-to-Call on their smart phones to reach our travel counselors, who are equipped with instant access to itineraries, profiles and supplier programs.

› Travel Alerts and Communications

Through *Travel Alert*, an electronic broadcast service, travel managers receive up-to-the-minute travel news alerts and updates. Monitored and updated by a worldwide team of security analysts and editors 24 hours a day, seven days a week, *Travel Alert* tracks events that could potentially impact travelers.

Business travelers also have access to *InfoPoint*, a comprehensive website centralizing information about countries and cities around the world. The site provides health and safety details, in addition to a wealth of resources specifically targeted to the needs and interests of global travelers, such as historical- and cultural-based country overviews, local language considerations, currency information and more.

› Traveler Location Solutions

With *Expert Care*, clients can proactively monitor travel plans, quickly pinpoint travelers worldwide, and communicate with them at a moment's notice, around the world and around the clock.

Expert Care is an interactive, intuitive, easy-to-use solution that supports a travel management team's ability to make informed risk-mitigating decisions. By integrating itinerary information, flight status monitoring, and Card Swipe with the American Express® Corporate Card, the *Expert Care* platform can provide near real-time, location-based traveler information. We partner with iJET™ to integrate dynamic, risk intelligence information into *Expert Care*. *Expert Care*'s communications functionality includes customizable two-way messaging between travelers and travel managers, and security alerts for travelers.



“What's unique about GBT in our industry is that we do more than book travel. Our people are skilled, tenured and talented, but above all else, they care – and that shines through in every interaction with our clients and travelers. We also listen to our clients and evolve our services and technology to better meet their needs, from a sustainability perspective and beyond.”

– *Philippe Chèreque, President*



Support for Customers and Travelers During Natural Disasters

With hurricanes, earthquakes, monsoons, and wildfires striking around the world in 2017, thousands of travelers found themselves stranded.

Providing exceptional service and care to our customers is central to what we do at GBT – and never is it more important than when a crisis impacts our travelers. Our people go above and beyond to help them get back home as quickly and safely as possible.

Just as there were thousands of stories of travelers stuck on the road last year, there were also thousands of stories of GBT employees stepping up to help worried, wearied travelers. Employees around the world volunteered to work extra hours and over weekends so they could support the increased volume of calls and stay in close contact with travelers whose trips were changing or being canceled at a moment's notice. Some of these natural disasters impacted our own people, too, making some of these stories truly heroic.

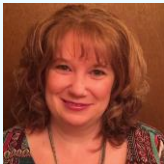
Our customers need us most when times are tough, and our people showed we are there for our travelers. Below are three examples of how our travel counselors showed their unwavering dedication and capacity to care during the 2017 hurricane season.

Looking Ahead

- › Our Traveler Care organization will use Send Word Now, beginning in 2018, to alert travel counselors that we urgently need support for our clients. The message will advise when additional support is required and how to proceed if a travel counselor would like to volunteer to help.

When Hurricane Maria struck Puerto Rico, **Kelly O'Grady**, a travel counselor in Canada, helped a client's employees find shelter.

"There were no hotels available. We worked directly with the hotel contacts to see what was available. We showed our empathy, our compassion – that's what our job is at GBT."



Hurricane Irma blew through her city while **Lori Petrocelli**, a travel counselor based in the U.S., was in the midst of a major project.

"I listened to the storm rage all night long. I got up and found that I had no damage. So I said, 'Okay, I'm safe, my family is safe. I'm going to work.' I was setting up a global account, and it was critical it go off without a hitch."



Mohammad Saleem, a travel counselor based in the U.S., and his family evacuated after Hurricane Harvey, but that didn't keep him from his job.

"I found ease with my family and friends, but my own coworkers, they lost everything. I decided to go back to work as soon as possible."



CLIENT AND TRAVELER SERVICE

Measuring Client Relationships and the Traveler Experience

GBT has robust "listening" methods in place to evaluate services provided to travel buyers and managers, as well as travel arrangers and travelers. We use the results of these evaluations to shape service strategies and develop learning and training activities.

Behind every line on a chart, or dot on a graph, is a real person – a traveler who wants to be treated as an individual and shown that their time is valued and respected. This spirit of genuine customer empathy is captured through our Traveler Care ethos, and supported in the way we view "customer experience" through three different lenses: Rational, Ease, and Emotional. Introduced in 2017, these three elements of Customer Experience supplement our "listening" programs, and are proving hugely valuable for operational teams to recognize high performance and identify service improvement opportunities.

Through a combination of daily survey ratings and analyses of customer comments, we stay in tune with our clients so we can work to ensure our service aligns with their expectations in each of the three areas.

Three Elements of Customer Experience

RATIONAL	EASE	EMOTIONAL
Can clients achieve what they want?	Do we make it easy for clients to do what they want?	How does the interaction make the customer feel?

Results from the customer survey program showed that travelers and traveler arrangers continue to recognize the strength of our service, with around 95% of clients indicating we resolved their needs. In addition, our analyses identified opportunities to further improve in areas such as online servicing and provision of appropriate options.


Looking Ahead

- › In line with changing customer behavior, we will be refreshing the methods we use for gathering feedback across all our servicing channels, including digital.
- › Furthermore, we are actively using analysis and sentiment of customer comments to identify ways to make it easier for both travel arrangers and travelers to do business with GBT.

2017 Highlights

 **25m+** annual customer interactions ¹

96.7% client retention ² 

 **91.7%** of travelers satisfied or very satisfied ¹

¹American Express Global Business Travel internal reporting (FY 2016).

²American Express Global Business Travel internal reporting based on 2017 air and rail sales volume in proprietary countries only.



SUPPORTING OUR COMMUNITIES





INTRODUCTION

GBT has a longstanding legacy of giving back, whether through donations or volunteerism, and we are committed to maintaining this tradition of philanthropy. We encourage our employees to make a difference in the communities where we or our clients live, work, or do business. We continually explore ways to make a positive and measurable impact on the people around us.

CHARITABLE GIVING

Impact for Good: Punta Cana, Dominican Republic

At GBT, giving back to the communities where we live, work, or visit is a big part of how we're making a positive and lasting impact on the world. As part of our 2017 Pacesetters event, we organized several optional activities for winners to give back to the local host community in the Dominican Republic, and invited our attendees to sign up to participate. These volunteer activities were the first to fill up during registration, indicating that service and care are truly central to our culture and operations at GBT.

Here's how our 2017 Pacesetters got involved to help make Punta Cana a little brighter:

- 62 Pacesetters played baseball with local children in the Hermanos Rodriguez League. We also donated baseball equipment so these kids – for whom baseball is so important – can continue to play their best.
- 45 Pacesetters volunteered to paint the Villa Esperanza School in Punta Cana. The school was created by a local woman who wanted to help kids on the street – and today, it services more than 200 children, thanks to volunteers and donations.

Many Pacesetters saved some extra space in their luggage to pack scissors, notebooks, glue, pens, pencils, and other school supplies that were donated to the Villa Esperanza School. On top of this overwhelming generosity, a number of Pacesetters asked to give cash donations – with those donations, we purchased more than \$400 USD of additional supplies for the children.

Incorporating Philanthropy in Internal GBT Events

Community activities are a growing part of GBT's CSR philosophy. Beginning in 2017, when employees book internal GBT meetings, they now see an option in the Meeting Request Form to include a CSR element that connects attendees with the local community. We encourage all internal meeting organizers to give back during their event – it's a way to bring our employees together to make a difference. The Meetings & Events team works with meeting organizers to find and select the best program or activity, such as making a donation, holding a drive / collection for food or supplies, doing a community service project, taking measures to reduce waste, etc.

2017 HIGHLIGHTS

- › GBT contributed \$90,000 USD to charities supporting hurricane and earthquake relief efforts.
- › In addition, GBT donated more than \$150,000 USD to a variety of non-profit organizations to support local communities.
- › GBT expanded community support during company Meetings.





Corporate Giving Campaigns

Three of the major natural disasters that took place in 2017 – Hurricane Harvey, Hurricane Irma and the earthquake in Mexico City – struck in locations where we have a significant number of employees. Our immediate priority was to confirm the safety of those who lived in the impact zones. Local leaders worked hand-in-hand with employees to support them as they assessed their individual circumstances and needs following the disasters.

We also wanted to help local nonprofit agencies focused on emergency relief services in these communities. We set up campaigns in Give for a Better Tomorrow, our online giving platform, to make it easy for our employees around the world to donate to organizations that were providing immediate support to individuals impacted by the hurricanes and earthquake. In addition to the nearly \$15,000 USD our employees contributed, GBT donated \$75,000 USD, distributed across these nonprofit agencies:

› Disaster Relief Giving Campaign: Hurricane Harvey and Hurricane Irma

- American Red Cross
- Greater Houston Community Foundation
- Houston Food Bank
- Heart of Florida United Way
- Second Harvest Food Bank of Central Florida

› Disaster Relief Giving Campaign: Earthquake in Mexico

- Mexico Earthquakes via American Red Cross

During the Global Business Travel Association (GBTA) 2017 international conference in Boston, GBT partnered with charity: water to spread the message of clean drinking water, globally. During client meetings at our booth, we handed out GBT-branded insulated water bottles and made donations to charity: water on behalf of our clients. Anyone who visited our booth could also make a donation – and our campaign was open for a number of months after GBTA. In total, GBT raised \$10,000 USD.

Looking Ahead

- › At GBT, care is at the core of what we do. We plan to launch a philanthropy philosophy that formalizes our community impact, employee care and corporate giving efforts – all focused on outreach, donations and organizations that leave an impact on the communities in which we live, work and do business.



“Seeing our employees rally together around the world to support our disaster relief campaigns was really moving – it’s proof of the good hearts our people have. I’m glad we had a giving platform in place to make it easy for employees to donate to organizations that supported those in need following Hurricanes Harvey and Irma, and the earthquake in Mexico.”

– Bridget Clark, VP, Internal Communications & Corporate Social Responsibility





EMPLOYEE GIVING AROUND THE WORLD

Spotlight on Sydney, Melbourne, and Perth, Australia

Led by Banter, Australia's employee engagement team, employees participated in various charitable activities in 2017, including these:

- ▶ The Fred Hollows Foundation: Sydney and Melbourne GBT Coastrek teams and City to Surf Sydney Fundraiser
- ▶ Red Cross: Bake Off Fundraiser, Bridge to Bridge Brisbane Run, GBT Red25 Blood Bank Drive (55 employees donated blood, helping to save 165 lives)
- ▶ Conservation Australia: Promotion of volunteering activities
- ▶ RSPCA: Million Paws Walk
- ▶ Every Little Bit Helps: 14+ bins of toiletries delivered to homeless and domestic violence shelters across Australia
- ▶ December Charity Wishing Trees to collect gifts for homeless or disadvantaged families



Houston, TX

The Houston Food Bank

Our Houston team has partnered with the *Houston Food Bank* for many years on various projects. Last year, they took a team to volunteer in the warehouse to help pack 4,500 boxes for senior citizens that provided 45,000 meals. After Hurricane Harvey left Houston in shambles, the Federal Emergency Management Agency (FEMA) and H-E-B, a Texas-based supermarket chain, sent more than 100 trucks of supplies to the Food Bank. Several of our generous employees and their families sprang into action and volunteered to help sort the food so that it could reach Houston families as quickly as possible.

TEAMWORKS

GBT's TEAMWORKS events provide opportunities for employees to interact with each other and our preferred suppliers, and give back.

New Jersey

In October 2017, more than 85 GBT employees attending the first New Jersey TEAMWORKS event gave back in a big way. Thanks to the generosity of our employees, they donated three bins full of food and hygiene products, as well as more than 50 winter coats to *Lunch Break*, a local charity in Red Bank, NJ. Lunch Break provides food, clothing, hygiene products, and life skills to those in need.

Tampa

In September 2017, more than 125 GBT employees donated to *Project Linus*, a local charity that provides love, a sense of security, warmth, and comfort to children who are seriously ill, traumatized, or otherwise in need through the gifts of new, handmade blankets and afghans, lovingly created by volunteer "blanketeers."

Detroit

In September 2017, GBT employees applied a little elbow grease to build 30 bikes for Detroit's local community.





Partnership Exchange

At multiple points in the year, GBT hosts Partnership Exchange events, where GBT Commercial team members come together to network with travel suppliers and with each other. In partnership with suppliers, we incorporate a philanthropic activity into each event, giving all attendees an opportunity to give back to the host city.

Orlando

Feeding Children Everywhere

In March 2017, GBT, in partnership with United Airlines, worked with Feeding Children Everywhere to package meals for local people in need. Together, 150 employees in teams of 12 packaged 35,000 meals that were donated to various non-profit organizations in central Florida.



Las Vegas

Operation Gratitude

In September 2017, GBT, in partnership with Delta Air Lines, worked with Operation Gratitude to assemble care packages filled with food, entertainment, hygiene, and handmade items, plus personal letters of appreciation to veterans, first responders, new recruits, wounded heroes and their caregivers, and individually named U.S. service members deployed overseas and their families waiting at home.



Toronto

Savards, The Hospital for Sick Children, and Covenant House Toronto

In October 2017, GBT, in partnership with American Airlines, provided three opportunities to give back. Individuals who took part in the activities created "no-sew" blankets for Savards, a women's shelter; made art kits for patients at The Hospital for Sick Children; and assembled much needed supplies for youth who typically arrive at Covenant House with only the clothes on their back.





PROTECTING OUR ENVIRONMENT



INTRODUCTION

As a leading provider of travel and related services worldwide, GBT has a unique opportunity to impact the issues of sustainability on behalf of our employees, clients, and partners. In keeping with our longstanding commitments to community service and corporate citizenship, we recognize our responsibility to protect the environment in an effort to ensure the health and well-being of generations to come.

OUR APPROACH TO ENVIRONMENTAL SUSTAINABILITY

GBT is committed to measuring, managing, and reducing the environmental impact of our global operations, as well as to an ongoing process of continuous improvement of sustainable practices. GBT employees are expected to act as environmental stewards when conducting business on GBT's behalf, and we encourage our clients, suppliers, contractors, and business partners to join us in this effort.

We have procedures in place that focus on the company's environmental impact areas:

- › Energy Consumption
- › Waste and Recycling
- › Greenhouse Gas Emissions
- › Procurement

In meeting our commitments, GBT strives to:

- › Adopt environmental standards across all areas of operation that meet all applicable environmental laws and regulations in the countries in which we operate.
- › Continually assess the environmental impact of our operations and identify areas where we can minimize our impact on the environment.
- › Deploy efforts to improve our energy efficiency and reduce greenhouse gas emissions.
- › Minimize waste through reduction strategies, recycling programs, and safe disposal policies.
- › Purchase sustainable products wherever feasible.
- › Reduce risks from environmental, health or safety hazards for employees, contractors and visitors to our facilities.
- › Incorporate environmental awareness into our day-to-day business by engaging our employees through regular communications and volunteer events.
- › Include environmental considerations in investment decisions where appropriate.
- › Regularly review and assess our processes and share progress on our commitments.

Energy

GBT strives to operate, maintain and design its infrastructure to comply with industry best practices. The company’s energy reduction efforts include:

- › Purchasing energy-efficient building and IT equipment. Where cost effective, we strive to purchase equipment with ENERGY STAR certification.
- › Improving mainframe utilization and expanding use of virtual servers.
- › Using power management software to reduce server energy consumption.
- › Improving the operation of the heating and cooling systems to save energy and conserve water.
- › Deploying energy-efficient lighting and pantry equipment, and using occupancy sensors and shutting off nonessential equipment.

Waste and Recycling

Through waste reduction strategies, recycling programs, and safe disposal policies, we actively strive to reduce waste through smart and innovative best practices.

Today, GBT has numerous recycling programs in place around the world. Paper, cardboard, plastic, glass bottles and cans are accepted and recycled in all major office and operating centers, and the majority of our facilities globally. Typical office recycling is collected in recycling bins under employees’ individual desks or in centralized pantry locations. In some locations, recycling is single-stream (separated at the city recycling plant) or segregated at the initial point of disposal. Depending on the recycling method, volumes of waste are weighed, reported and tracked over time by waste stream.

Other non-typical office materials that are recycled in many of our facilities include electronic equipment (e-waste), batteries, lamps, toner and ink cartridges. For facilities that provide cafeteria services, we are exploring the implementation of composting programs to divert food waste from landfills. For waste that cannot be disposed through typical disposal methods, such as household hazardous waste, we have specific policies in place for waste storage, handling and collection that comply with local state and federal standards.

We communicate regularly about these programs to employees at site-specific waste collection areas where we use a color-coded system for collecting and separating recyclables.

Hazardous Waste

Use of hazardous materials is highly limited. Lamps and batteries usage is one of the larger sources of hazardous waste, and these materials are recycled. We track recycled lamps and batteries. We work with our suppliers to safely recycle and dispose of electronic waste, such as toner cartridges.

New Client Billing Portal

In 2017, we launched a new billing portal, designed to enhance our billing processes and the client experience via a single global platform with a sophisticated digital interface. This new portal also reduces our carbon footprint, because it enables clients to access their billing statements and invoices online, rather than receiving monthly mailings.

Paper Invoices	Pre-Portal	Post-Portal	% Reduction
Monthly	~ 25,000	~ 1,000	96%
Annually	~ 300,000	~ 12,000	96%

Ink Toner Reduction

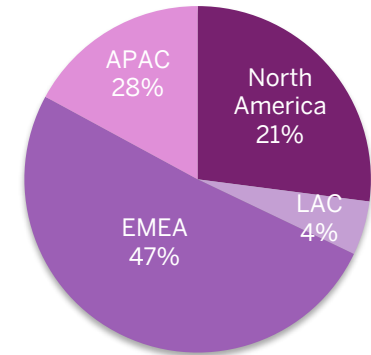
In 2017, we developed an eco-friendly PowerPoint template for internal presentations. This template reduces ink due to an intentionally clean design without saturation, images, and heavy graphics.

OUR CARBON FOOTPRINT

GHG Emissions - Scope 1 + 2

Region / Type	2017		2016		2015	
	Usage (MWh)	GHG Emissions (Tonnes)	Usage (MWh)	GHG Emissions (Tonnes)	Usage (MWh)	GHG (1) Emissions (Tonnes)
North America						
Electricity	3,184	2,102	3,476	2,173	2,449	1,419
Natural Gas	0	0	0	0	0	0
Cooling	0	0	0	0	202	-
Steam	0	0	0	0	153	-
LAC						
Electricity	649	455	649	455	1,033	723
Natural Gas	0	0	0	0	0	0
Cooling	0	0	0	0	0	0
Steam	0	0	0	0	0	0
EMEA						
Electricity	7,106	4,976	6,530	3,739	8,306	5,806
Natural Gas	0	0	0	0	306	-
Cooling	0	0	0	0	21	-
Steam	0	0	0	0	452	-
APAC						
Electricity	4,179	2,926	2,197	1,066	1,431	900
Natural Gas	0	0	0	0	0	0
Cooling	0	0	0	0	0	0
Steam	0	0	0	0	0	0
Total						
Electricity	15,118	10,459	12,852	7,433	13,219	8,850
Natural Gas	0	0	0	0	309	-
Cooling	0	0	0	0	223	-
Steam	0	0	0	0	605	-

2017 Energy Consumption By Region



Methodology

For locations where we do not have access to our consumption data, emissions of greenhouse gases are estimated.





We calculate some of our Scope 1 + 2 emissions based on square footage and local emissions factors. Where the square footage did not change from 2016 to 2017, the emissions figure remains the same.

Finland offices excluded.

(1) CO₂ emission only available for electricity.

GHG Gas Emissions - Scope 3

GBT Employee Business Travel

	2017	2016	2015
	11,341.9 ⁽¹⁾ tons CO ₂	10,721 ⁽¹⁾ tons CO ₂	8,453.9 ⁽¹⁾ tons CO ₂
	646.4 tons CO ₂	643 tons CO ₂	614 tons CO ₂
	48.7 tons CO ₂	52.6 tons CO ₂	41.9 tons CO ₂
	206.8 tons CO ₂	292.1 tons CO ₂	269.5 tons CO ₂

(1) Emission calculations according to DEFRA/GHG methodology.

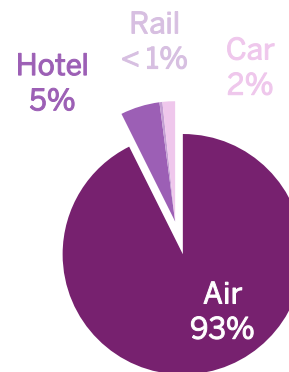
Looking Ahead

- › We plan to purchase carbon offsets to reduce the carbon footprint of a significant portion of our 2017 employee travel.

Endnotes

- › At this time, GBT does not track emissions from employee commuting.

Emissions Contributions



APPENDIX: GRI CONTENT INDEX

GRI G4 CONTENT INDEX	
STATUS	DESCRIPTION
●	Compliant with this indicator
○	Partially compliant
□	Not compliant: not applicable or data not available

GENERAL STANDARD DISCLOSURES		STATUS	REPORT REFERENCE / NOTES
STRATEGY AND ANALYSIS			
G4-1	Statement from CEO	●	Message from Our CEO, page 4.
G4-2	Key impacts, risks, and opportunities	○	Materiality, page 10, Stakeholder Engagement, page 11.
ORGANIZATIONAL PROFILE			
G4-3	Name of reporting organization	●	GBT III B.V. d/b/a American Express Global Business Travel
G4-4	Primary brands, products, and services	●	About GBT, page 5.
G4-5	Organization headquarters	●	Hoogoorddreef 15, Atlas-Arena 1101BA Amsterdam Zuidoost
G4-6	Countries of operation	●	Our Global Network, page 6. www.amexglobalbusinessstravel.com/global-network-map/
G4-7	Nature of ownership and legal form	●	GBT is a joint venture corporation formed July 2014. American Express Travel Related Services Company and an investor group led by Certares. Each has 50% ownership stake in the joint venture.
G4-8	Markets served	●	About GBT, page 5, Our Global Network, page 6.
G4-9	Organization scale	○	About GBT, page 5. GBT is a private company and does not publically disclose revenue or capitalization.
G4-10	Composition of the workforce	○	Workforce Diversity, page 23. Note: Ethnic diversity data only available for the U.S.



APPENDIX: GRI CONTENT INDEX

GENERAL STANDARD DISCLOSURES		STATUS	REPORT REFERENCE / NOTES
ORGANIZATIONAL PROFILE			
G4-11	Collective bargaining agreements	●	We do not have direct union affiliations; however, some employees in APAC and EMEA do participate in local organizations. Details of those relationships are considered confidential employee information.
G4-12	Organization's supply chain	○	Responsible Procurement, page 20.
G4-13	Organizational changes during the reporting period	○	Please visit: amexglobalbusinessstravel.com/press-room/
G4-14	Precautionary principle	☐	GBT does not have a formal policy regarding the precautionary principle.
G4-15	External charters, principles, initiatives	●	United National Global Compact , page 12. GBT also reports to the Carbon Disclosure Project.
G4-16	Memberships in associations	●	Memberships and Sponsorships , page 9.
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	Entities included in financial statements	●	Data in this report covers our entire GBT's global operations only.
G4-19	Material aspects included in the report	○	Materiality , page 10, Stakeholder Engagement , page 11.
G4-20	Boundary of the report within the organization	●	All Material Aspects selected in this report apply to our entire global operations, unless otherwise stated.
G4-22	Effect of any restatements of information	☐	N/A
G4-23	Significant changes from previous reporting periods	☐	N/A
STAKEHOLDER ENGAGEMENT			
G4-24	Stakeholder groups	●	Stakeholder Engagement , page 11.
G4-25	Basis for identification and selection of stakeholders	○	Stakeholder Engagement , page 11.



APPENDIX: GRI CONTENT INDEX

GENERAL STANDARD DISCLOSURES		STATUS	REPORT REFERENCE / NOTES
STAKEHOLDER ENGAGEMENT			
G4-26	Approach to stakeholder engagement	○	Stakeholder Engagement, page 11.
G4-27	Key topics from stakeholders	○	Stakeholder Engagement, page 11.
REPORT PROFILE			
G4-28	Reporting period	●	About This Report, page 2.
G4-29	Date of most recent report	●	January 1 – December 31, 2016.
G4-30	Reporting cycle	●	About This Report, page 2.
G4-31	Reporting contact	●	Contact Us, page 50.
G4-32	"In Accordance" option, GRI Content Index for the chosen option.	●	About This Report, page 2, Appendix: GRI Content Index
G4-33	External Assurance	●	This report was not externally assured.
GOVERNANCE			
G4-34	Governance structure of the organization	●	Our Governance Structure, page 14.
ETHICS AND INTEGRITY			
G4-56	Code of conduct	●	Our Global Risk and Compliance Program, page 15.
G4-57	Helpline or advice lines for employees	●	Our Global Risk and Compliance Program, page 15.
ENVIRONMENTAL			
Energy			
G4-DMA	Generic Disclosures on Management Approach	●	Our Approach to Environmental Sustainability, page 41.

APPENDIX: GRI CONTENT INDEX

GENERAL STANDARD DISCLOSURES		STATUS	REPORT REFERENCE / NOTES
ENVIRONMENTAL			
Energy			
G4-DMA	Generic Disclosures on Management Approach	●	Our Approach to Environmental Sustainability, page 41.
G4-EN3	Energy consumption within the organization	○	Our Carbon Footprint, page 43.
G4-EN6	Reduction of energy consumption	○	Our Carbon Footprint, page 43.
Emissions			
G4-DMA	Generic Disclosures on Management Approach	●	Our Approach to Environmental Sustainability, page 41.
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	○	GHG Emissions – Scope 1 + 2, page 43.
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	○	GHG Emissions – Scope 3, page 44.
G4-EN18	Greenhouse gas (GHG) emissions intensity	□	The information is currently unavailable.
G4-EN19	Reduction of greenhouse gas (GHG)	□	GBT has no formal initiatives to reduce GHG emissions at this time.
Effluents and Waste			
G4-EN23	Total weight of waste by type and disposal method	□	GBT does not track waste diversion data at this time.
SOCIAL			
LABOR PRACTICES AND DECENT WORK			
Employment			
G4-DMA	Generic Disclosures on Management Approach	○	Investing in Our People: Introduction, page 22.
Occupational Health and Safety			
G4-DMA	Generic Disclosures on Management Approach	●	Employee Health, Safety and Well-being, page 26.



APPENDIX: GRI CONTENT INDEX

GENERAL STANDARD DISCLOSURES		STATUS	REPORT REFERENCE / NOTES
Training and Education			
G4-DMA	Generic Disclosures on Management Approach	●	Employee Training and Development, page 28-29.
G4-LA9	Average training hours per year per employee	●	Employee Training and Development, page 28-29
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in career endings	●	Mandatory Code of Conduct and Compliance Training, page 19, Employee Training and Development, page 28-29
Diversity and Equal Opportunity			
G4-DMA	Generic Disclosures on Management Approach	●	Diversity, Inclusion and Equal Opportunity, page 23.
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	○	Diversity, Inclusion and Equal Opportunity, page 23.
HUMAN RIGHTS			
Non Discrimination			
G4-DMA	Generic Disclosures on Management Approach	○	Our Global Risk and Compliance Program, pages 15 - 19, Mandatory Code of Conduct and Compliance Training, page 19, Diversity, Inclusion and Equal Opportunity, page 23, Respecting Human Rights, page 29.
G4-HR3	Incidents of discrimination and corrective actions taken	□	The information is currently unavailable.
SOCIETY			
Anti-Corruption			
G4-DMA	Generic Disclosures on Management Approach	○	Our Global Risk and Compliance Program, pages 15 – 19.
G4-SO4	Communication and training on anti-corruption policies and procedures.	●	Our Global Risk and Compliance, pages 15 - 19, Mandatory Code of Conduct and Compliance Training, page 19.
Product and Service Labeling			
G4-DMA	Generic Disclosures on Management Approach	●	Serving Our Clients and Travelers: Introduction, page 31, Measuring Client and Traveler Satisfaction, page 34.
G4-PR5	Results of surveys measuring client satisfaction	●	Measuring Client and Traveler Satisfaction, page 34.

Contact Us

We value feedback from all our stakeholders. We invite you to share your feedback on our CSR report at:
GBT-CSR@amexgbt.com

Bridget Clark
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For a copy of this report or more information about GBT, please visit our corporate website at:
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