



**GLOBAL  
BUSINESS  
TRAVEL**

**Environmental, Social, and Governance**

# ESG

2021 REPORT



**DON'T**  
*do business*  
**WITHOUT IT**™

# ABOUT THIS REPORT

**American Express Global Business Travel (Amex GBT) is proud to share our environmental, social, and governance (ESG) priorities and progress with our stakeholders. The report covers January 1, 2021 to December 31, 2021, unless noted otherwise, for all Amex GBT group companies and key future objectives.**

**This report aligns with leading ESG standards, including the Global Reporting Initiative, the Task Force on Climate-Related Financial Disclosures, the United Nations Global Compact, and the United Nations Sustainable Development Goals.**

For more information, please visit:

- Amex GBT's website: [amexglobalbusinessstravel.com](https://amexglobalbusinessstravel.com)
- Global Reporting Initiative: [globalreporting.org](https://globalreporting.org)
- United Nations Global Compact: [unglobalcompact.org](https://unglobalcompact.org)
- United Nations Sustainable Development Goals: [un.org/sustainabledevelopment/sustainable-development-goals/](https://un.org/sustainabledevelopment/sustainable-development-goals/)
- Task Force on Climate-Related Financial Disclosures: [fsb-tcfd.org/](https://fsb-tcfd.org/)

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# OUR COMPANY



## CEO Message



PAUL ABBOTT,  
CHIEF EXECUTIVE  
OFFICER

“Amex GBT champions travel as a force for good, **connecting society** and **generating prosperity**. So it is important that ESG is embedded in our organization's ethos and informs all that we do.”

Paul Abbott, CEO

**Over the last two years, we have experienced what a world without travel looks like. Trade collapses, GDP capitulates, unemployment rockets, and mental health issues soar. A world without travel is less prosperous. A world without travel is less tolerant. And a world without travel lacks the excitement and serendipity that give us our energy.**

Meeting in person has never been more valued. Live connections drive progress. At American Express Global Business Travel (Amex GBT), our purpose is to power that progress through travel – economic, social, and environmental progress. Travel is a tremendous force for good in the world. It is the engine room of commerce. It helps us build relationships, understanding, and mutual respect.

As we enter this new post-pandemic era of work and travel, people want to put their trust in organizations and partners that are responsible, sustainable, and inclusive. As one of the world's leading travel brands, Amex GBT has a responsibility to lead. The pillars of our environmental, social, and governance (ESG) framework provide the foundations of our corporate strategy:

### **Environment and sustainability:**

We recognize the risks posed by climate change, wasted resources, and loss of biodiversity. Amex GBT has committed to set science-based and net-zero emissions targets. For clients and partners, we are scaling sustainable solutions, including

## CEO MESSAGE

carbon calculations and reporting, credible carbon credits to offset travel emissions, and sustainable aviation fuel (SAF) to decarbonize air travel.

**Social – diversity, equity, and inclusion (DE&I):**

For a modern company to be successful, it must have a diverse, inclusive, and equitable culture. People flourish when they genuinely feel included, and teams draw great strength from diversity. In recent years, we have established many groups and initiatives to advance diversity and inclusion. Our colleagues know they are contributing to sustainable economic growth while helping promote DE&I within our company, throughout our supply chain, and in the communities in which we operate. In September 2021, Amex GBT was recognized for our achievements in DE&I at the Business Travel Awards in London.

**Governance – risk and compliance:**

Our robust internal controls are built upon the powerful backing of American Express and its 100-year history as a regulated financial institution. As a controlled entity of a bank holding company, we maintain the highest standards. As we become a public company, transparency will only increase. Our governance structure means clients and partners can

trust that Amex GBT will always do the right thing.

Over the last year, our teams have been dedicated to helping our clients, partners, and each other navigate the many complex challenges. There have been many achievements. We were awarded a gold EcoVadis rating, placing Amex GBT in the top 1% of travel companies for exemplary corporate social responsibility performance. For the seventh consecutive year, we were recognized as one of the best places to work for LGBTQ equality, earning a 100% score on the Human Rights Campaign Foundation's Corporate Equality Index.

Meanwhile, our global flagship cause is the continued support of Back to School in Times of Crisis in partnership with UNICEF USA, which provides quality education to the world's most vulnerable children. This is in addition to helping refugees from Afghanistan and Ukraine find safety, and our ongoing support of Miles4Migrants and Welcome.US.

**With this report, I am proud to share our ESG accomplishments for 2021 and priorities for the future.**

# 2021

## OUR KEY ACCOMPLISHMENTS AND BEYOND



### ENVIRONMENT & SUSTAINABILITY



### SOCIAL: DIVERSITY, EQUITY & INCLUSION



### GOVERNANCE: RISK & COMPLIANCE

Commitment to science-based targets by 2023 and net-zero by 2050 in line with Paris Agreement

Built upon marketplace for green business travel with carbon calculations and reporting, carbon offsets and insets

Amex GBT Global Business Consulting launched Green Compass™ to help clients reduce emissions while enabling travel

Formed a strategic alliance with Shell Aviation to help scale the supply of and demand for sustainable aviation fuel (SAF)

Signed the World Economic Forum Clean Skies for Tomorrow ambition for 10% SAF by 2030

Announced a collaboration with the Global Sustainable Tourism Council, setting the industry standard for green hotels

Launched Green@GBT, an employee resource group dedicated to sustainability

Helping refugees from Afghanistan and Ukraine with emergency travel, in-kind donations, paid volunteer time, and corporate charitable matching<sup>1</sup>

Signed pledge for CEO Action for Diversity & Inclusion

Won 2021 BTN Award for DE&I

Commitment to utilize diverse suppliers increased from 4% to 10%

Launched global Unconscious Bias Education in multiple languages

Commitment to ECPAT Code of Conduct and training for 100% of Meetings & Events workforce by 2022 and entire workforce by 2025

As a joint venture of American Express, we are the most highly regulated travel management and meetings and events company – and we will become publicly listed in 2022

EcoVadis gold rating placed Amex GBT in the top 1% of travel and tourism companies rated for corporate social responsibility

Amex GBT targets and tracks 100% completion of mandatory Risk and Compliance training for all colleagues annually

Amex GBT furthers the United Nations Sustainable Development Goals and follows leading ESG frameworks

<sup>1</sup> Began helping refugees from Afghanistan in late 2021 and continuing in 2022 and began helping refugees from Ukraine in 2022.

AMERICAN  
EXPRESS  
**GLOBAL  
BUSINESS  
TRAVEL**

## About American Express Global Business Travel

Amex GBT is the world's leading business-to-business (B2B) travel platform, providing software and services to manage travel, expenses, and meetings and events for companies of all sizes. We have built the most valuable marketplace in B2B travel to deliver unrivaled choice, value, and experiences. With travel professionals in more than 140 countries, our clients and travelers enjoy the powerful backing of American Express Global Business Travel. Whether we're providing travel management services, organizing meetings and events, or consulting clients on business travel, we hold ourselves to the highest standards in service.

## Our Products and Services



### TRAVEL AND EXPENSE MANAGEMENT SOLUTIONS

Our end-to-end managed travel programs support a company's strategic approach to travel and expense. Booking technology, program optimization, and policy management are included in our services, with a focus on personalized traveler experiences and duty of care.



### MEETINGS AND EVENTS MANAGEMENT

We support strategic meeting management (in hybrid, virtual, and in-person formats) as well as vendor sourcing, technology selection, and more.



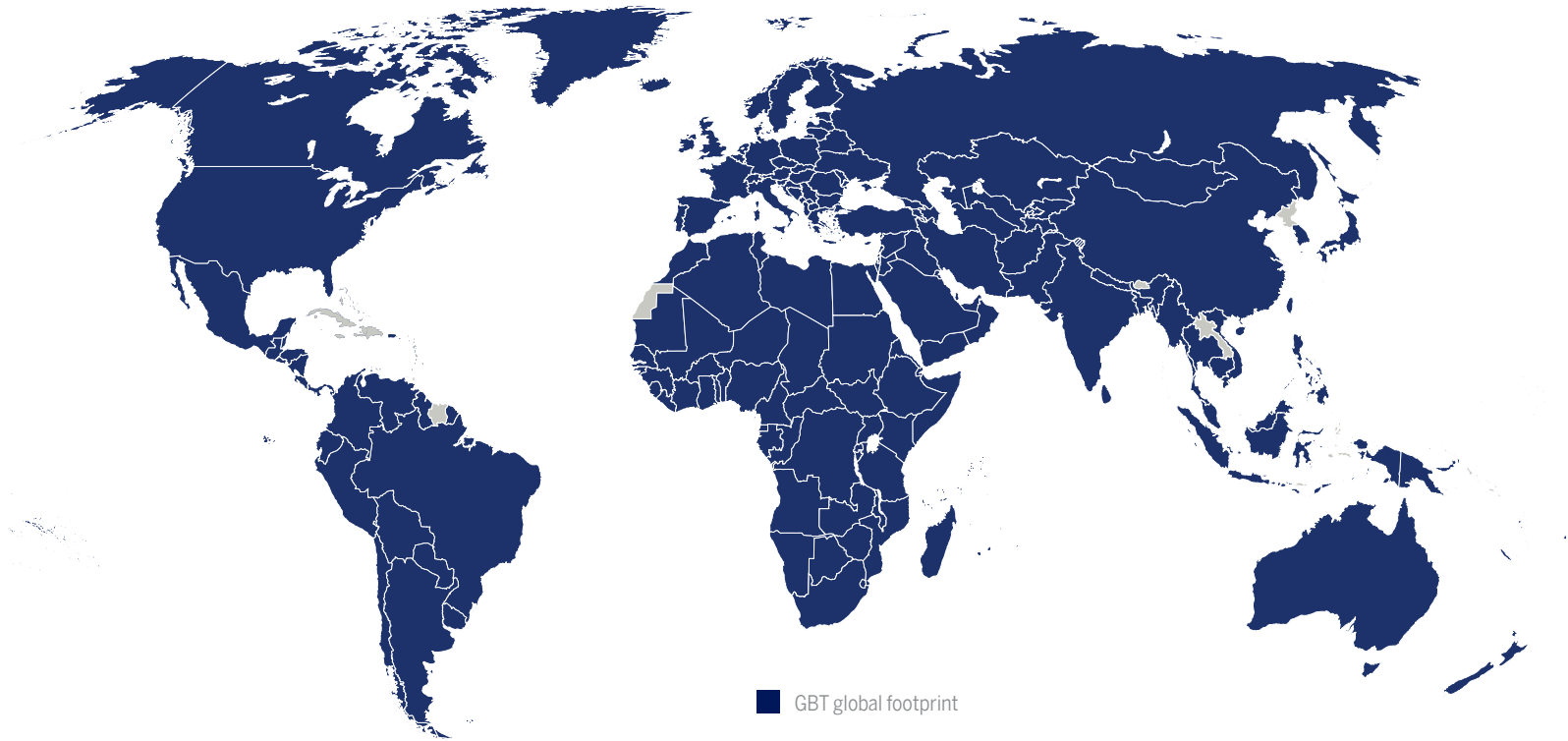
### GLOBAL BUSINESS CONSULTING

Our team supports clients on a customized level as they navigate the constantly evolving global travel industry.



# Our Global Footprint

## Global Scale Serves Local Needs



We can meet travelers' local needs wherever a trip takes them because of our strong proprietary presence, joint ventures, and travel partners that cover nearly every corner of the globe. Our unwavering support stems from our ESG program, which strives to create positive and lasting change worldwide.

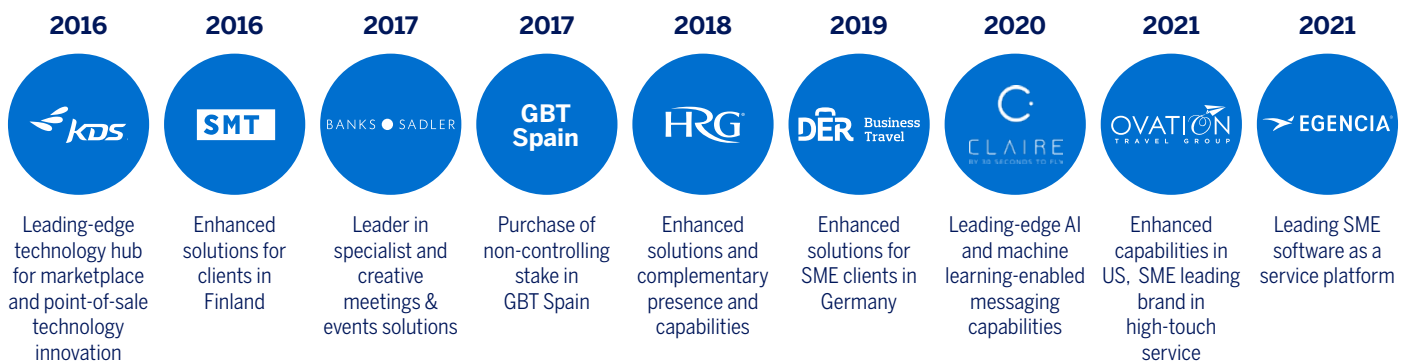
Amex GBT maintains a joint compliance program with our Travel Partner Network of approximately 100 independent travel agencies that function as licensees and form a critical component of our supply chain. This includes building capacity with respect to regulatory matters and ESG issues via dedicated training sessions, a website portal, and constant communication.

## Our History and Future

Amex GBT is the world's leading B2B travel platform. We serve 19,000 clients globally – ranging from small and medium-sized enterprises (SMEs) to global multinationals – with agile solutions designed to address their unique needs. We believe that travel powers progress and this outlook has shaped our growth, giving us a strong foundation for the next chapter in our story.

We have been providing business travel services for more than 100 years. Prior to 2014, we were a division of American Express. In that year, Amex GBT was created as a joint venture between American Express and a private equity investor group. Since 2014, we've grown to become the world's premier travel management company.

Amex GBT has accomplished this growth through a combination of client loyalty – 81% of clients have been with us for more than five years – and strategic mergers and acquisitions. This combination has enabled us to build a B2B travel proposition that offers unrivaled value, experience, and choice, all with the powerful backing of American Express. Over the years, we have invested millions in our product and platform, expanded our capabilities, and integrated new brands through strategic acquisitions:



Today – as the world's leading B2B travel platform – we sit at the heart of the business travel ecosystem, driving digital innovation and offering segmented client solutions that include Egencia for digital-first SMEs, Ovation for clients with high-touch servicing requirements, and Amex GBT for global multinationals.

Our purpose is central to Amex GBT's growth and evolution as a business. We champion travel as a force for good, powering economic, social, and environmental progress to the benefit of our local and global communities. Our mission is to set the standard for ESG in our industry through technology, tools, and services that create new benchmarks in areas such as sustainability and DE&I.

As Amex GBT becomes a publicly listed company, our purpose and leadership on ESG give our investors assurance that we can continue to deliver durable financial performance and social value that can be sustained into the future.

# Our Commitments

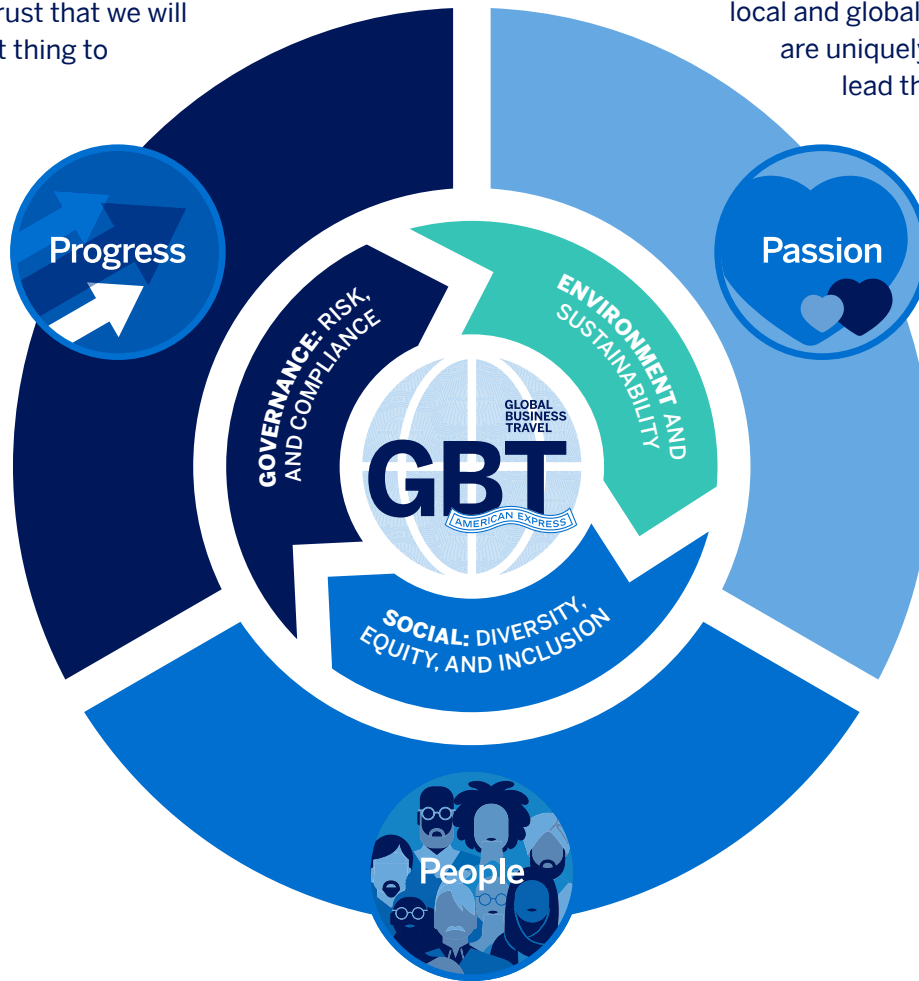
## Environmental, Social, and Governance

### GOVERNANCE: RISK AND COMPLIANCE

Compliance is our competitive advantage and critical to our brand promise, the powerful backing of American Express GBT, and our clients' deep trust that we will always do the right thing to protect them.

### ENVIRONMENT AND SUSTAINABILITY

We are committed to operating our business in the most sustainable manner possible with respect to the environment and our local and global communities. We are uniquely positioned to lead the travel industry on sustainability and committed to getting children back to school in times of crisis.



### SOCIAL: DIVERSITY, EQUITY, AND INCLUSION

Our success depends upon our globally diverse workforce that is responsive to the needs of our diversified client portfolio. We strive to provide an authentic and equitable working environment; we are committed to equal opportunity; we expect our leaders to incorporate diversity into their goals and responsibilities.



## Our Corporate Structure

At Amex GBT, we value our brand and reputation, built over 100 years.



# GLOBAL BUSINESS TRAVEL

Here's a look at our corporate family:

  	 	  	  
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# Awards and Recognitions



**Business Travel Awards Europe** presented Amex GBT with three awards:

- Achievement in Diversity, Equity, and Inclusion.
- Technology Innovation – Traveler Experience for Travel Vitals®.
- Travel Team of the Year – UK Ministry of Defense and Amex GBT.
- Amex GBT was also shortlisted in six additional categories, including Achievement in Environmental Sustainability, and Meetings and Events.



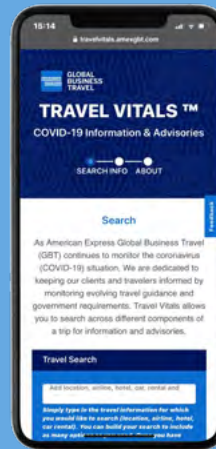
**Business Travel News** named Greg O'Hara, chairman, and Paul Abbott, CEO, in the top 25 most influential people list.



**Travel Weekly's 2021 Power List** named Amex GBT among the top-ranked travel management companies.



**EcoVadis** awarded Amex GBT a gold rating, placing our company in the top 1% of companies rated in the travel and tourism industry sector for corporate social responsibility performance.



**Business Travel News 2021 Hot List** named Amex GBT's Travel Vitals® as a top product.



**Human Rights Campaign Foundation's Corporate Equality Index** scored Amex GBT at 100% for Best Places to Work for LGBTQ Equality in 2016, 2017, 2018, 2019, 2020, 2021, 2022 – seven years running.



**National Diversity & Leadership Conference's Power 50 list** named Patricia Huska, Amex GBT chief people officer, in recognition of her progressive initiatives to reduce the gender gap at the C-suite level.

## AWARDS AND RECOGNITIONS



**Global Business Travel Association Top 50 Women in Travel** recognized the following leaders from Amex GBT for the determination and focus they've exhibited in elevating their own careers and dedication to reaching a hand to help other women rise in the industry: Martine Gerow, chief financial officer; Mary Kohler, director, client servicing; Marilyn Markham, head of the Center of Excellence for Salesforce, and Joanne Sully, vice president and regional general manager, APAC.



**Inclusive Companies** nominated Amex GBT's Tonya Hempstead for Head of Diversity & Inclusion Award. The Inclusive Awards recognize UK organizations for harnessing a truly diverse workforce and salute the significant efforts of companies that excel in their commitment to diversity and inclusion.



**MeetingsNet's 2021 CMI 25** named Meetings & Events (M&E) for the 15th consecutive year. The list recognizes the largest and most influential meeting and incentive companies. Recognition was based upon thought leadership and innovation.

**Nordic Business Travel Summit's 2021 Extra Mile Supplier Award** was given to Amex GBT for our innovation, creativity, and willingness to do everything to support travel managers during the pandemic and for continually investing in new technologies to adapt to new realities.

**Travel Weekly China and Meetings & Conventions China** voted our CITS Amex GBT team for Best Travel Management Company award in China Travel Industry Awards 2021.

**Hong Kong Data Privacy Commissioner** awarded Amex GBT a Privacy Friendly Award Gold Certificate in recognition of our global privacy program in February 2021.

## Memberships and Sponsorships

Amex GBT leads and participates in key industry working groups to foster collective action and power progress. We drive thought leadership and sponsor industry associations that strive to make the world a more prosperous, equitable, and sustainable place. As members and sponsors of the following groups, we help create new opportunities across the industry and enhance the ways in which our clients travel for business.

### Economic Progress



The **Global Business Travel Association (GBTA)** is the world's premier business travel and meeting organization. Amex GBT is a gold sponsor and provides educational content, leadership, and sponsorship of events.

### Social Progress



**Women in Travel** drives change, provides support, and educates the public about the benefits of career development, visibility, and the promotion of women in travel, meetings, and events. Amex GBT is a founding sponsor and our chief people officer, Patricia Huska, sits on the advisory board with additional Amex GBT employees holding various advisory positions.

### Environmental Progress



**GBTA Sustainability Foundation:** Amex GBT serves on the Sustainability Leadership Council of this 501(c)(3) nonprofit organization.



**World Travel & Tourism Council (WTTC):** Amex GBT sits on the executive committee and serves on several subcommittees, including the WTTC Climate & Environment Taskforce.



**Parity.org** advocates for female representation and gender parity at the highest levels of business, promotes companies that demonstrate their commitment to gender parity, raises awareness about underlying issues, and provides facts and research that show the value in equal representation. Amex GBT is a founding member.



**Boom Supersonic** is an aerospace company developing a groundbreaking net-zero carbon airliner capable of flying on 100% SAF and at twice the speed of passenger jets today. American Express Ventures is a strategic investor and Amex GBT is a founding member of the Sustainable Travel Forum, an independent council of aviation, sustainability, mobility, and travel industry leaders with a mission of defining and building the future of travel through action, advocacy, and innovation.

MEMBERSHIPS AND SPONSORSHIPS

Economic Progress



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



**Institute of Travel Management** represents over 4,000 business travel buyers and suppliers across the UK and Ireland. Amex GBT is represented on the board and sponsors annual conferences.



The **Business Travel Association** is UK-based and works collaboratively across the industry and government to promote business travel to the wider economy, supporting best practices, sustainability, and the well-being of travelers.

Social Progress



The **Global Travel & Tourism Partnership** is an educational program focusing on the travel and tourism industry for students in secondary and vocational schools.



**ECPAT** upholds a Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism. In partnership with ECPAT, Amex GBT has committed to train 100% of our meetings and events workforce in 2022 and our entire workforce by 2025.

Environmental Progress

**Taskforce on Scaling Voluntary Carbon Markets (TSVCM):** Amex GBT is a member of and advocates for the core carbon principles of TSVCM.

**Capgemini Future of Sustainability Exchange:** Amex GBT collaborates with a network of chief sustainability officers from leading financial institutions to address standards, the evolving regulatory environment, and efforts toward industry alignment.



**Global Sustainable Tourism Council (GSTC):** GSTC is a nonprofit organization comprised of a diverse and global membership, including UN agencies and Amex GBT, working to promote best practices in sustainable travel.



# Travel as a Force for Good

## Miles4Migrants



Amex GBT specializes in getting travelers home safely; Amex GBT has also been supporting the resettlement of Afghan families whose homes have become unsafe. The decades of strife in Afghanistan have destroyed lives and separated families. When Afghanistan fell to the Taliban in 2021, tens of thousands of evacuees were able to escape the dangers of the new government. Many were put in temporary housing in eight military bases across the United States, awaiting reunion with family members and transportation to their final destinations. Amex GBT is proud to have partnered with Miles4Migrants and Welcome.US in securing funding for airfare, through donated frequent flyer miles and monetary contributions, to provide evacuees free flights. For Afghan evacuees, relocating to a new community is the first step toward starting their new lives.

When emergency strikes, Amex GBT is nimble. In just three days, we implemented and mobilized a team to start booking evacuee travel. These were not straightforward travel bookings but complicated servicing challenges due to the urgency and gravity of the situation and the specialized needs of individual travelers, including families with infants and elders. Our team of over 25 travel counselors was always available 24/7 to book tickets to a new beginning and help our Afghan neighbors build their new lives.



“I am the team leader for our involvement with the Miles4Migrants (M4M) campaign. Since November, 25 travel counselors and I have booked travel for individuals and families from their current stay in US military bases to their new home. So far, we have helped over 2,000 people start new lives across the USA. I had previously worked on the evacuation of people out of Afghanistan and to continue to see them settled is fantastic. I’m thankful to work for Amex GBT, where my colleagues have gathered to form a community to work on this project. Every person has their own reasons why this project means so much to them. For me, I’m the son of immigrants. Both of my parents left their countries during times of unrest. Being part of this project makes me incredibly proud.”

**WESAM KUDHAIR, AMEX GBT TRAVELER CARE**

TRAVEL AS A FORCE FOR GOOD

Miles4Migrants

“My role was working with the various Amex GBT stakeholders to gain buy-in and implement the service solution for M4M. I cannot imagine everyone and everything these people had to leave behind. To arrive in a new country and be able to start a new life after going through such a traumatic event is incredible. I am so happy to get them to their new homes. When our employees at Amex GBT see an opportunity to make a difference, people from all areas within the organization come together to help get the job done! It demonstrates just how collaborative we are and how much our employees care about this work. A shining example of travel as a force for good.”

ALISON TONET, VICE PRESIDENT, TRAVELER CARE



“X” is a courageous boy who arrived in Belgium when he was 14 years old, leaving Afghanistan, where his life was in danger. He was granted refugee status in 2017, but the family reunification

procedure lasted nearly three years. Collecting all the required documents, going to Pakistan to apply for the visa, getting DNA tests, and facing COVID-19 hurdles were just some of the difficulties he faced. At last, his mother, three brothers, and two sisters could arrive safely in Belgium in March 2021. “X” is now 20 years old and was so happy to see his family after years of separation.

The family wants to thank Miles4Migrants and their donors very much.

From Afghanistan to Ukraine

In early 2022 when Russia invaded Ukraine, we activated our business continuity plan for our operations while facilitating travel. This included supporting our travel partner in Ukraine and assisting colleagues, clients, and their families leaving the region under threat. Our colleagues across the globe personally contributed by donating personal time and paid volunteer days. Amex GBT matches charitable contributions to UNICEF USA and the Ukraine Disasters Emergency Committee Humanitarian appeal.

Future opportunities are under consideration as Amex GBT looks to scale this pro bono activity on a global basis to more displaced people in need of travel support.



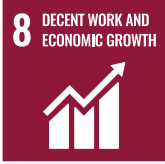





# ENVIROMENTAL, SOCIAL, AND GOVERNANCE

# United Nations Sustainable Development Goals

## Communication on Progress

Launched in 2015, the United Nations 17 Sustainable Development Goals (UNSDGs) collectively created an agenda to help overcome barriers to economic, social, and environmental progress by 2030. The UNSDGs are the blueprint to achieve a better and more sustainable future for all and address the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace, and justice. As a global organization, we can positively influence the achievement of the UNSDGs. To that end, we've prioritized the goals where we can make the most progress.

UNSDG	What it means	Progress
 <p><b>4</b> QUALITY EDUCATION</p>	Provide inclusive and equitable, quality education and promote lifelong learning opportunities for all. When people are better informed, they can make better decisions for themselves, their families, and the communities around them.	Sustaining Our Communities Through Charitable Giving, pages 94-97; Employee Learning and Development, pages 56-58
 <p><b>5</b> GENDER EQUALITY</p>	Achieve gender equality and empower all women and girls.	Memberships and Sponsorships, pages 15-16; Diversity, Equity, and Inclusion, pages 45-47; Sustaining Our Communities Through Charitable Giving, pages 94-97
 <p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p>	Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.	Employee Learning and Development, pages 56-58; Employee Benefits, pages 62-63
 <p><b>10</b> REDUCED INEQUALITIES</p>	Reduce inequality within and among countries.	Diversity, Equity, and Inclusion, pages 45-47; Employee Rights and Equal Employment Opportunity, page 66
 <p><b>13</b> CLIMATE ACTION</p>	Take urgent action to combat climate change and its impacts.	Environmental Strategy, page 69; Green Marketplace for Business Travel, pages 77-93
 <p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels.	Code of Conduct, page 29; Risk and Compliance Program, page 31; Human Rights, Anti-Slavery, and Human Trafficking, pages 64-65

## ESG Materiality

*In this report, the use of the term “materiality” and other similar terms are used to refer to topics that reflect our priority ESG issues. We are not using such terms as they are used under the securities laws or any other laws of the United States or any other jurisdiction that uses such terms in the context of financial statements and financial reporting.*

### ESG Assessment and Prioritization of Issues

Amex GBT performs an annual materiality assessment to identify risks and opportunities in the ESG space. This assessment process involves internal business research and external benchmarking to identify the ESG issues that are most relevant to our company. Stakeholder input is solicited and collated as a main component of the assessment process. ESG issues are then prioritized along with leading ESG guidance and frameworks.

We strive for continuous improvement in the ESG space. For example, we heard feedback from our stakeholders about the importance of transparency on climate action and we welcome increased accountability. In 2021, we committed to the Science Based Targets initiative (SBTi). By remaining responsive to stakeholders' ongoing feedback, we aim to continuously improve upon ESG issues that evolve regularly.



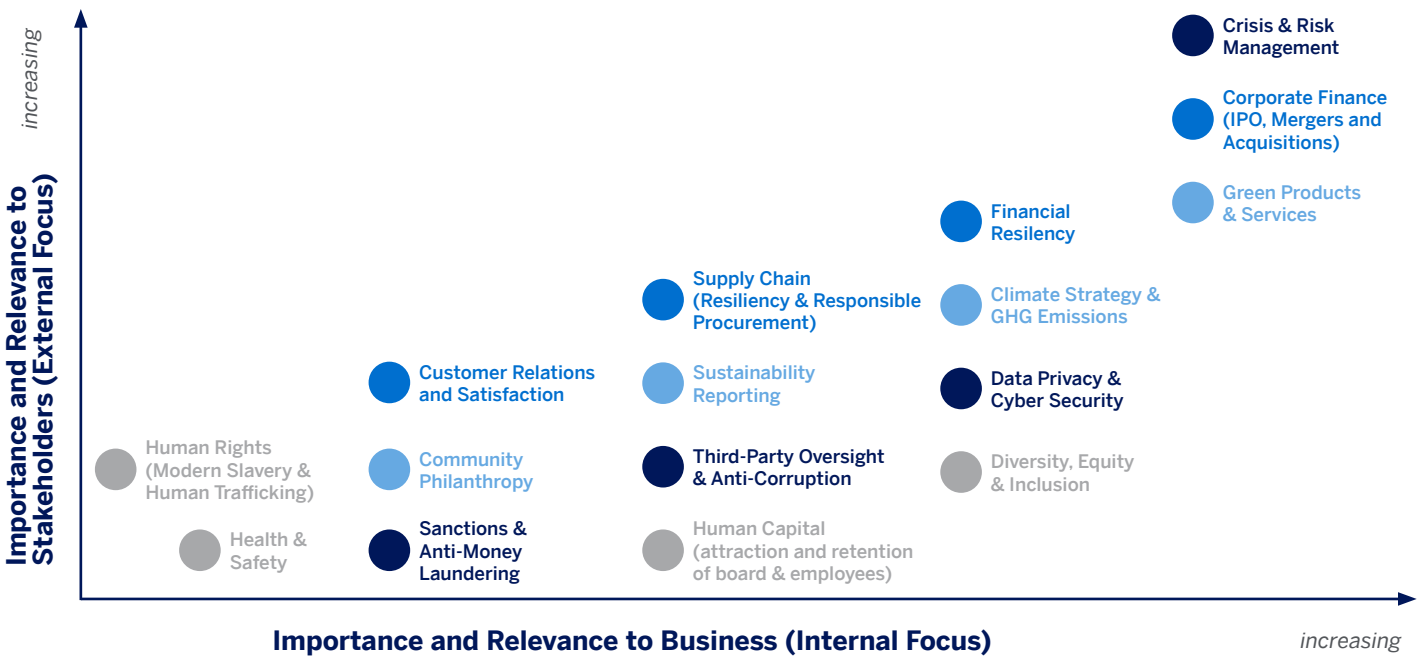
ESG MATERIALITY

In 2021, we launched a new way of engaging with some of our most influential clients with the creation of the Amex GBT Client Innovation Council (Amex GBTCIC). Comprised of 25+ household names in banking, technology, professional services and healthcare, the Amex GBTCIC is designed to open dialogue with clients and identify ways for travel to power economic, social, and environmental progress. Collectively, Amex GBT and the Council created two subcommittee working groups, Sustainability and Product & Technology. Collaborative Amex GBTCIC meetings are held on a quarterly basis, with subcommittees convening on a monthly or more frequent basis. Any Amex GBT client can join the subcommittee working group sessions at any time to contribute, but spots on the actual Council are evaluated annually. The Amex GBTCIC is set to continue its success in 2022 and beyond.



**ESG Materiality Assessment categories:**







- Environment & Sustainability
- Social: Diversity, Equity & Inclusions
- Governance: Risk & Compliance
- Business & Economic



# ESG Stakeholders

Amex GBT earns the trust of our stakeholders by committing to serve all of them, including our shareholders, colleagues, clients, and communities. There are six key stakeholder groups integral to our business model. We consult with our stakeholders through regularly scheduled engagements and ad hoc interactions. Our ESG strategy is shaped and instructed by stakeholder input on ESG factors deemed material to our business, based on prioritization by our stakeholders.

The key issues our stakeholders identify are then incorporated into our annual assessment. This continuous feedback loop enables us to set targets, achieve milestones, and allocate resources appropriately. Amex GBT strives not only to meet the needs of our stakeholders but to exceed their expectations through our ESG program.

Stakeholder Group	Stakeholder Interactions	ESG Issue Prioritization
<p><b>Shareholders</b></p> 	<p>We provide our shareholders with information about the company’s strategy and objectives through a corporate governance process as well as quarterly meetings and reports to the board of directors, which is comprised of representatives from American Express and our private equity investor base.</p>	<ul style="list-style-type: none"> <li>▪ Corporate Finance (IPO, Mergers &amp; Acquisitions)</li> <li>▪ Financial Resiliency</li> <li>▪ Climate Strategy &amp; GHG Emissions</li> </ul>
<p><b>Colleagues</b></p> 	<p>We maintain an open line of communication with our colleagues through a variety of channels, such as: the colleague engagement survey, our Inclusion network, executive and senior leadership briefings, townhall question and answer sessions, performance appraisals, and the Amex GBT Ethics Helpline.</p>	<ul style="list-style-type: none"> <li>▪ Diversity, Equity &amp; Inclusion</li> <li>▪ Human Capital (attraction and retention of board &amp; employees)</li> <li>▪ Health &amp; Safety</li> </ul>
<p><b>Clients and Travelers</b></p> 	<p>We engage directly with our clients and travelers on an ongoing basis through our product and service offerings, technology platforms and tools, dedicated sales professionals, in-person and virtual meetings, requests for information and requests for proposal, bidding and contracting processes, industry and trade show events, social media, and additional marketing channels.</p>	<ul style="list-style-type: none"> <li>▪ Crisis &amp; Risk Management</li> <li>▪ Green Products &amp; Services</li> <li>▪ Client Relations and Satisfaction</li> </ul>
<p><b>Suppliers and Business Partners</b></p> 	<p>We engage with our preferred suppliers and valued business partners according to established third-party oversight principles and best practices in supply chain management.</p>	<ul style="list-style-type: none"> <li>▪ Financial Resiliency</li> <li>▪ Supply Chain (Resiliency &amp; Responsible Procurement)</li> <li>▪ Third-Party Oversight &amp; Anticorruption</li> </ul>
<p><b>Government and Regulators</b></p> 	<p>We comply with all applicable laws and regulations in all jurisdictions in which we operate or provide services – following both the letter and the spirit of the law. Through the pandemic, Amex GBT has lobbied governments around the world for the safe and sustainable return to business travel.</p>	<ul style="list-style-type: none"> <li>▪ Data Privacy &amp; Cybersecurity</li> <li>▪ Third-Party Oversight &amp; Anticorruption</li> <li>▪ Sanctions &amp; Anti-Money Laundering</li> </ul>
<p><b>Community, Nonprofits, and Industry Associations</b></p> 	<p>We are committed to corporate philanthropy and support our local and global communities through charitable endeavors and volunteerism. Amex GBT spearheads advocacy efforts, impacting the travel, meetings, and events industry.</p>	<ul style="list-style-type: none"> <li>▪ Sustainability Reporting</li> <li>▪ Diversity, Equity &amp; Inclusion</li> <li>▪ Community Philanthropy</li> <li>▪ Human Rights (Modern Slavery &amp; Human Trafficking)</li> </ul>

## ESG Governance



Our industry-leading risk and compliance program and strong governance framework give clients the assurance of working with the **most highly regulated travel management company in the world.**






The Amex GBT Board of Directors is briefed on ESG priorities and progress at least annually, providing guidance and oversight on strategic objectives. The ESG Executive Committee also evaluates ESG performance with support from the ESG Steering Committee, ESG Working Groups, and ESG Ambassadors throughout our company.

Amex GBT has refined our ESG framework to embed ownership and responsibility throughout every level of the organization. Our ESG program is structured with top-down oversight and bottom-up support. Success is defined and achieved through our strong governance framework.

Amex GBT Board of Directors	The Board has ultimate oversight over ESG-related issues.
ESG Executive Committee	The Executive Committee is a governing body comprised of C-suite officers responsible for overseeing the execution of and evaluating the performance against established goals; reviewing and assessing industry benchmarking; and carrying Amex GBT's voice on ESG, both internally and externally.
ESG Steering Committee	The Steering Committee is an operating body with functional leaders from Sustainability and Diversity, Equity, and Inclusion – responsible for establishing global strategy, setting goals and targets, delivering on key projects, and providing subject-matter expertise. Core members also include representation from: Legal; Risk & Compliance; Strategic Sourcing; Communications; Marketing; Human Resources; Strategy; Transformation; Technology; Product; Real Estate; Commercial; Supplier Partnerships; Global Business Consulting; M&E.
ESG Working Groups	The ESG Working Groups are comprised of individuals responsible for executing specific projects while partnering closely with ESG Executive and Steering Committee members. The day-to-day management of ESG initiatives, in turn, informs overall business strategy to help the company capitalize on opportunities and mitigate risk in the ESG space.
ESG Ambassadors	ESG Ambassadors are responsible for leading employee engagement. They coordinate global initiatives locally while also organizing and ideating grassroots efforts, which include in-country and community projects.



# ESG Strategy and Framework

OUR MISSION	 <p>Amex GBT champions travel as a force for good as travel powers progress – economic progress, social progress, and environmental progress – benefiting our global and local communities.</p>		
OUR STAKEHOLDERS	 <p>Shareholders, Colleagues, Clients and Travelers, Suppliers and Business Partners, Governments and Non-Governmental Organizations</p>		
ESG PRIORITIES	<p><b>ENVIRONMENT SUSTAINABILITY</b></p> 	<p><b>SOCIAL DIVERSITY, EQUITY &amp; INCLUSION</b></p> 	<p><b>GOVERNANCE RISK &amp; COMPLIANCE</b></p> 
	<p>Amex GBT is uniquely positioned to set the industry standard for sustainability and committed to getting children back to school in times of crisis.</p> <ul style="list-style-type: none"> <li>▪ <b>Environment:</b> Address climate-related risks and opportunities by further building our marketplace for green business travel and pursuing net-zero carbon according to the Science Based Targets initiative methodology.</li> <li>▪ <b>Sustainability:</b> Support the United Nations Sustainable Development Goals through our flagship philanthropic cause, Education – Back to School in Times of Crisis, in global partnership with UNICEF USA. Amex GBT helps children continue their education when learning is disrupted by conflict or catastrophe, natural disaster, or disease.</li> <li>▪ <b>Leadership:</b> Collaborate with industry catalysts to accelerate the transition to a more equitable and lower carbon future.</li> </ul>	<p>We celebrate and embrace all dimensions of diversity and strive to create an environment of equitable practices so that our colleagues experience a sense of belonging and inclusion.</p> <ul style="list-style-type: none"> <li>▪ <b>Diversity:</b> Is having a place. It's recognizing, understanding, and valuing our many unique dimensions of diversity.</li> <li>▪ <b>Equity:</b> Means that we do everything that we can to identify and eliminate unfair stereotypes or barriers that limit full participation in our communities and work environment.</li> <li>▪ <b>Inclusion:</b> Is having a voice. It's the heart and soul of Amex GBT and the culture that allows us to work together in a collaborative and respectful environment where our individual uniqueness and contributions are welcomed. It's an environment where everyone feels like they belong and are heard.</li> </ul>	<p>Compliance is our competitive advantage and essential to our brand promise, the powerful backing of Amex GBT, and our clients' trust that we will always do the right thing to protect them.</p> <ul style="list-style-type: none"> <li>▪ Maintain our competitive advantage as the most <b>highly regulated</b> travel management company in the world.</li> <li>▪ Uphold our robust <b>governance framework</b>, which protects our reputation, colleagues, and clients.</li> <li>▪ Sustain our <b>risk mitigation</b> strategies that address privacy, cybersecurity, business continuity, crisis management – and help combat fraud, terrorist financing, money laundering, bribery, and corruption.</li> </ul>

ESG STRATEGY AND FRAMEWORK

<p><b>People, Passion, Progress</b> – reflect our shared beliefs as members of the Amex GBT community.</p>			
<p><b>OUR VALUES</b></p>	<p><b>Passion</b></p>  <p>We're energized and proud to work at Amex GBT, welcoming our unique perspectives, backgrounds, and experiences.</p>	<p><b>People</b></p>  <p>We care for and respect each other, we show appreciation, and we have fun.</p>	<p><b>Progress</b></p>  <p>We're innovators and lead our industry forward to solve current and future needs.</p>
	<p>Empower us to live our values through our everyday actions, ultimately leading to our collective success.</p>		
	<p><b>Obsess over our clients</b></p>   <ul style="list-style-type: none"> <li>Anticipate client needs by staying attuned to external forces, industry shifts, and changing demands.</li> <li>Respond quickly with creative solutions powered by the full resources and expertise of Amex GBT.</li> <li>Demonstrate Amex GBT's commitment and values every day and deliver on our promises to our clients and the partners who support them.</li> </ul>	<p><b>Champion diversity</b></p>   <ul style="list-style-type: none"> <li>Create a safe, inclusive, and equitable workplace where people from all backgrounds can be their authentic selves, develop, and succeed.</li> <li>Treat everyone with respect and recognize unique contributions and lived experiences.</li> <li>Attract and retain diverse talent by actively seeking out different perspectives and worldviews.</li> </ul>	
<p><b>Shape the future</b></p>   <ul style="list-style-type: none"> <li>Set the standard, transform the industry, and drive results for our clients, partners, and shareholders.</li> <li>Embrace new opportunities with a winning spirit and align all actions to advance Amex GBT's strategy.</li> <li>Use technology responsibly and maintain high data security, privacy, and compliance standards.</li> </ul>	<p><b>Live our shared values</b></p>   <ul style="list-style-type: none"> <li>Develop, recognize, and empower all colleagues and look for ways to enrich their lives.</li> <li>Rally around our shared goals and passion for travel through clear communication and transparent actions.</li> <li>Do right by our colleagues, clients, communities, and our planet, and inspire trust, integrity, equality, and sustainability along the way.</li> </ul>		
<p><b>Practice collaboration</b></p>   <ul style="list-style-type: none"> <li>Engage fully, share feedback openly and honestly, and be transparent and accountable for your role.</li> <li>Elevate one another's perspective and create collective success with a "we" vs "me" approach.</li> <li>Embrace an enterprise mindset and collaborate for the greatest wins.</li> </ul>	<p><b>Embrace change</b></p>   <ul style="list-style-type: none"> <li>Practice continuous learning in order to maintain an agile stance and pivot decisively in advance of change.</li> <li>Simplify the way we work to move swiftly while striving to do things the right way based on our values.</li> <li>Embrace autonomy and accountability to make decisions and adapt with courage and resilience.</li> </ul>		
<p><b>OUR BEHAVIORS</b></p>			

# GOVERNANCE: RISK AND COMPLIANCE



## Corporate Governance

**Amex GBT understands that good governance strengthens our business. Our ethical business practices are represented by our board of directors and executive leadership team. Corporate governance principles are reflected within our Code of Conduct, companywide risk management program, policies and training, whistleblower reporting, and commitment to strong internal controls. Our transparency and checks and balances benefit our company and brand, colleagues, and clients.**

### Amex GBT Board of Directors

Amex GBT currently has an 11-member board of directors chaired by travel industry veteran Greg O'Hara. The board consists of representatives from American Express, an investor group led by Certares, and independent directors. Like Amex GBT's global footprint, colleagues, and clients, Amex GBT's board of directors is multiculturally diverse with representation of women (2) and men (9) from Canada, Italy, Qatar, and the United States.<sup>1</sup>

Board Demographics:  
**Women, 18%; Men, 82%**

### Amex GBT Board Committees

- Audit and Finance Committee
- Compensation Committee
- Compliance Committee
- Mergers and Acquisitions Committee
- Risk Management Committee

### AMEX GBT EXECUTIVE LEADERSHIP TEAM

Amex GBT's officers set the tone at the top with strong corporate governance that establishes our compliance with applicable laws and regulations and our commitment to sustainability and diversity.

- **Paul Abbott**, Chief Executive Officer
- **Eric J. Bock**, Chief Legal Officer, Global Head of Mergers and Acquisitions and Corporate Secretary
- **Andrew Crawley**, Chief Commercial Officer
- **Martine Gerow**, Chief Financial Officer
- **Mark Hollyhead**, President, Egencia
- **Patricia Huska**, Chief People Officer
- **Evan Konwiser**, Executive Vice President, Product, Strategy, and Communications
- **Michael Qualantone**, Chief Revenue Officer
- **Boriana Tchobanova**, Chief Transformation Officer
- **David Thompson**, Chief Technology Officer

<sup>1</sup> Our board as a public company will consider a broad range of factors relating to qualifications and background, which may include diversity. The priority in selecting members is the identification of persons who will further the interests of our stockholders through an established record of professional accomplishment, the ability to contribute positively to the collaborative culture, knowledge of our business, understanding of the competitive landscape and professional and personal experiences, and expertise relevant to the size and nature of our business and growth strategy. Our directors will embody personal and professional integrity; ethics and values; diversity of background and expertise, and experience in substantive matters pertaining to our business relative to other board members; conflicts of interest; and practical and mature business judgment.

CORPORATE GOVERNANCE

**World-Class Executive Leadership Team Supported by Trusted Shareholders**

**PAUL ABBOTT**  
Chief Executive Officer  
Logos: American Express, British Airways

**ERIC BOCK**  
Chief Legal Officer, Global Head M&A  
Logos: Travelport, American Express

**ANDREW CRAWLEY**  
Chief Commercial Officer  
Logos: British Airways, IAG

**MARTINE GEROW**  
Chief Financial Officer  
Logos: CWT, Expedia Group

**PATTI HUSKA**  
Chief People Officer  
Logo: American Express

**BORIANA TCHOBANOVA**  
Chief Transformation Officer  
Logos: American Express, Expedia Group

**EVAN KONWISER**  
EVP Product, Strategy & Communications  
Logos: American Express, Expedia Group

**MICHAEL QUALANTONE**  
Chief Revenue Officer  
Logo: American Express

**DAVID THOMPSON**  
Chief Technology Officer  
Logos: Conesite, Microsoft

**MARK HOLLYHEAD**  
President, Egencia  
Logos: American Express, British Airways

**Select Shareholders**

- AMERICAN EXPRESS
- expedia group
- Certares
- APOLLO

**Business Ethics**

**Code of Conduct**

The Amex GBT Code of Conduct (Code) helps us hold ourselves to the highest ethical standards, providing our colleagues with guiding principles on how to conduct business and contact information when they need advice. The Code highlights Amex GBT’s commitment to our colleagues, shareholders, clients, and communities by focusing on the treatment of colleagues and others; equal employment opportunity; conflicts of interest; internal controls over financial reporting; protection of property and information; integrity in sales and advertising; compliance with laws; and conducting business responsibly. The principles of the Code apply to everyone at Amex GBT, regardless of job function, location, or seniority. Each year, Amex GBT reaffirms our commitment to training 100% of colleagues globally. Colleagues who fail to comply with the Code can face corrective action based on applicable laws and policies.

In 2021, we conducted our annual Preventing Workplace Harassment and Anti-Bullying training for employees and leaders globally. The training educates employees and raises awareness about harassment and bullying, one of the most common forms of employee misconduct, and helps build a workplace culture of respect and ethical behavior.

## CORPORATE GOVERNANCE

**Escalation of Ethical Issues**

We maintain an open line of communication for colleagues and stakeholders to escalate issues to the Amex GBT Ethics Helpline. We respond to their concerns promptly and listen, investigate, provide guidance, and make recommendations for improvement. Our Code encourages employees to “speak up” without fear of retaliation. We rely on all colleagues to ask questions and provide information about incidents. If there is a suspected violation of the Code, a company policy, or applicable law or regulation, we encourage prompt reporting to a trusted leader or the Amex GBT Ethics Helpline.

The Amex GBT Ethics Helpline is a confidential platform open to all employees and any third party. This global reporting mechanism centralizes all reports concerning unethical, illegal, unusual, or suspicious activity. Reporters can choose to provide the information on an anonymous basis. All reports are kept confidential to the extent possible. Once submitted, reports are automatically assigned to specially trained subject-matter experts within Amex GBT to investigate and, if needed, remediate in accordance with applicable laws and policies. Our goal is to restore harmony to the workplace and to help colleagues solve problems. Any gaps identified are resolved through remediation plans designed to not only address the issue but also to drive process improvement and prevent future occurrences.

On an annual basis, Amex GBT receives about 200 reports and all cases are actioned appropriately. On a quarterly basis, qualitative and quantitative metrics are provided to the board of directors and various risk management committees within Amex GBT. Here’s how we categorize the reported cases:

- **Employee Relations:** discrimination and harassment; retaliation; unfair employment practices; violation of the Code of Conduct; wage and hour; reputation risk; referrals/other.
- **Health, Safety & Environment:** environmental; safety; substance abuse; workplace violence.
- **Financial Reporting & Auditing:** books and records; internal controls violation.
- **Regulatory Compliance:** money laundering and terrorist financing; sanctions/financial embargos; antitrust/competition; bribery and corruption; operational risk; suspicious or unusual activity report; antiboycott.
- **Data Protection and Information Security:** data breaches and information security; data protection/data privacy; confidentiality.
- **Misuse or Misappropriation of Assets:** embezzlement; employee theft; destruction and improper use of company assets; sabotage.
- **Business Conduct/Integrity:** charitable contributions; conflict of interest; destruction of company records; fraud; fraudulent expense reporting; insider trading; political involvement and contributions; vendor/client issues.

# Risk and Compliance Program

## A True 360° Program

**HOW COMPLIANCE AND RISK MANAGEMENT ARE BUILT INTO THE DNA OF AMEX GBT**

### Respond

- Investigations
- Disciplinary Actions
- Remediation
- Issue Management



### Prevent

- Policies
- Procedures
- Communication
- Training

### Detect

- Risk Assessment
- Testing
- Monitoring
- Whistleblower Reporting

As part of our brand promise, we must always do the right thing to protect our clients. We understand that the services we provide are scrutinized by governmental authorities due to regulatory risk. We earn our clients and travelers' trust with our sound governance and strong internal control environment. Amex GBT maintains a culture of compliance with the board of directors setting the tone at the top, oversight by the Risk and Compliance team, and executive sponsorship by senior leadership.

Amex GBT takes great pride in our industry-leading Risk and Compliance program, which benefits our key stakeholders. As a joint venture of American Express, we are the most highly regulated travel management and meetings and events company in the world. We are subject to the Bank Holding Company Act with ultimate oversight by the Board of Governors of the Federal Reserve System, the Office of the Comptroller of the Currency, and the Federal Financial Institutions Examination Council standards.

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

approves key management policies that govern our overall program, including our Enterprise Risk Self-Assessment (ERSA), Compliance Risk Assessment Policy, Compliance Monitoring and Testing Policy, Compliance Issue Management Policy, and Regulatory Compliance Training Policy. We conduct our annual ERSA to identify and rate enterprise-wide risk at a strategic level for proper calibration and prioritization of resources. This annual assessment shapes our overall 360° Risk and Compliance program that is designed to prevent, detect, and respond to regulatory risks.

The Risk and Compliance program is tested through a "three lines of defense" approach. First, our business is tasked with validating the effectiveness of internal controls through self-testing. Second, our Risk and Compliance team conducts additional monitoring and testing. Third, an internal audit constitutes an additional level of rigor. All identified issues are addressed through remediation plans designed to prevent repeat violations. The board receives quarterly reports of key risk indicators to proactively monitor and reasonably mitigate risk for the company, our clients, and business partners. We continually enhance our Risk and Compliance program to meet the evolving needs of our clients and strive to exceed industry standards.

## Risk Control Self-Assessment

Amex GBT continuously mitigates risk through our Risk Control Self-Assessment (RCSA). This framework includes a lifecycle that involves the identification of new functions, inherent risks associated with the functions, evaluation and assertion of controls implemented to mitigate risks, and certification to confirm the effectiveness of the control environment. The RCSA integrates risk management practices across Amex GBT and provides a framework to assess and manage high-risk areas of business functions. Business owners are assigned to identified risks and controls under the following risk pillars: People, Privacy, Third-Party, Information Security/Data Protection, Global Security/Fraud, Technology and Operational. The business owners have the responsibility to establish strong internal controls to help mitigate the overall risks and maintain an effective control environment for Amex GBT.

### Risk Control Self-Assessment (RCSA) Process Flow







## Risk and Compliance Training

**Our Risk and Compliance team prepares an annual colleague training plan**, which identifies the relevant audience and target courses, method of delivery, and requisite deadlines. The plan is approved by the chief risk and compliance officer and presented to the board on an annual basis as part of the Amex GBT Annual Risk & Compliance Plan. We provide regulatory compliance training in these areas:

- Code of Conduct
- Sanctions and Anti-Money Laundering
- Antibribery and Anticorruption
- Privacy Awareness
- Information Security
- Phishing
- Antitrust
- Unfair, Deceptive, or Abusive Acts or Practices
- Telephone Consumer Protection Act

Strong policies are only effective when they are well understood by the people required to follow them. Our interactive training modules are designed to foster issue identification and critical thinking so that our colleagues are able to respond to situations appropriately. All new hires are required to take online training within 14 days of joining Amex GBT and annually thereafter. Amex GBT tracks timely completion and targets a 100% annual completion rate across all mandatory Risk & Compliance training modules. Amex GBT also provides the same training modules to appropriate third parties, including travel partners, vendors, and subcontractors. In addition, Amex GBT's Information Security team conducts regular phishing exercises and assigns mandatory training to anyone who fails the exercise.





## Regulatory Compliance

### **SANCTIONS AND ANTI-MONEY LAUNDERING:**

Amex GBT complies with all applicable sanctions laws and regulations, including those administered and enforced by: Australia Department of Foreign Affairs and Trade; Canada Office of the Superintendent of Financial Institutions; European Union Consolidated List; French Ministry for the Economy and Finance; Hong Kong Monetary Authority; Singapore Monetary Authority; United Nations Consolidated List; United Kingdom Her Majesty's Treasury; and the United States Department of Treasury's Office of Foreign Assets Control.

We take sanctions seriously because of the gravity of consequences in dealing with parties designated by governmental authorities for reasons of terrorism, the proliferation of weapons of mass destruction, human rights violations, narcotics trafficking, cybercrime, and other illicit activities. This is particularly important in the travel industry because terrorism threatens the safety of travelers and the public at large. To prevent dealings with prohibited parties, Amex GBT conducts screening on millions of transactions. We also adhere to all applicable anti-money laundering requirements, including the US Bank Secrecy Act, the USA PATRIOT Act, guidance issued by the US Department of Treasury Financial Crimes Enforcement Network, and the Anti-Money Laundering Directives of the European Union.

**ANTIBRIBERY AND ANTICORRUPTION:** All forms of bribery and corruption result in increased transaction costs and contribute to economic inequality, divert precious resources from intended parties, and erode democratic institutions and the rule of law. We fundamentally believe that bribery is harmful to our business, our clients, and the communities where we operate. For this reason, and because we respect the stringent laws established in many countries, Amex GBT has adopted a zero-tolerance policy for bribery. To enforce this, our Risk and Compliance

team works actively to prevent employees, partners, and vendors from engaging in any form of bribery or corruption, including offering, soliciting, or accepting anything of value, directly or indirectly, that is given with the intent to obtain or retain an improper business advantage. We maintain a thorough anticorruption compliance program, consisting of our Anti-Corruption Policy and related guidelines, procedures and controls designed to comply with all applicable laws, including the US Foreign Corrupt Practices Act, the UK Bribery Act, the Organization for Economic Cooperation and Development Convention on Combating Bribery of Foreign Public Officials in International Business Transactions, and the United Nations Convention Against Corruption.

**FRAUD PREVENTION:** Global complexity, the fluidity of bookings, and frequent last-minute changes make the travel industry inherently high-risk. To counter the threat of fraudulent activity and protect our clients, we have adopted a host of controls to mitigate risk, including machine learning and predictive analytics; identity verification procedures and technology; robotics routines highlighting potential red flags within booking processes; back-end reconciliation of client travel; extensive outreach and training to our traveler counselors; screening of all booking transactions against sanctions and internal fraud watchlists; direct reporting channels within industry associations to government regulators and law enforcement; and adoption of the Airlines Reporting Corporation fraud prevention best practices. These controls are designed to protect our business and clients from sophisticated criminals posing as purportedly legitimate travelers.

## REGULATORY COMPLIANCE

**ANTITRUST:** We strongly support vigorous and fair competition and respect that we must all abide by laws designed to preserve free and open competition. These laws vary across the world, but their common goal is to promote a competitive marketplace that provides consumers with high-quality goods and services at fair prices. Our Antitrust Compliance Policy outlines requirements under the competition laws and regulations for dealings with competitors, clients, and suppliers. To strengthen our antitrust compliance efforts, colleagues receive hypothetical scenarios quarterly relating to antitrust issues in addition to our annual Code of Conduct training, which includes an antitrust compliance module. Colleagues also are required to provide notice of intent to attend a travel industry event where competitors may be present and must comply with the processes in our policy relating to trade association memberships.

**THIRD-PARTY OVERSIGHT:** Our services require cooperation among an extensive network of third parties, including joint ventures, travel partners, and vendors. We choose our business partners carefully to achieve compliance with Amex GBT standards. Our formal procurement process for vetting and onboarding third parties is designed to identify and mitigate risk in these relationships. Our third-party oversight program includes: due diligence and risk assessments; sanctions and reputational screening; contractual covenants, representations and warranties; ongoing oversight and monitoring; independent auditing; business continuity and preparedness planning; and additional controls for any third party that accesses, stores, or processes Amex GBT data or that of our clients, their travelers, or our employees. When questions are raised concerning a potential risk, we are quick to investigate, identify root causes, and take appropriate measures to implement corrective actions.

**RESPONSIBLE MARKETING:** Unfair, deceptive, or abusive commercial acts or practices can present significant regulatory and reputational risks. We comply with laws and regulations that require transparency, truthfulness, and fairness in marketing practices, laid out in the Unfair, Deceptive, or Abusive Acts or Practices Policy. We also follow global requirements for marketing permission, laid out in the Digital Marketing Standard and enforced in review procedures for all public-facing materials.

**PRODUCT DEVELOPMENT:** Our agile development process allows us to respond quickly to the changing travel climate. From concept to launch, our products and services are designed to identify and mitigate risk. By embedding “compliance by design” into every stage of the product development lifecycle, we help protect our clients and travelers while meeting our regulatory obligations. Compliance by design means implementing enhancements and controls in a proactive manner, analyzing emergent risks, engaging stakeholders and subject-matter experts appropriately, and conducting ongoing monitoring and testing. This lifecycle incorporates best practices, such as security architecture reviews and privacy impact assessments, to help maintain privacy and security by design.



## REGULATORY COMPLIANCE

**Protecting Privacy and Safeguarding Data****DATA PRIVACY AND INFORMATION SECURITY:**

We honor and protect the personal information of the people we serve. We do this by maintaining a privacy program that makes sure our use of personal information is transparent and allows the people that do business with us the ability to manage how their data is used, in accordance with their legal rights. Our privacy program is built on European Union (EU) principles that are a product of what is currently the most stringent and comprehensive privacy law framework in the world. Backed by a state-of-the-art information security program that adheres to US Federal Financial Institutions Examination Council guidelines, the National Institute of Standards and Technology Cybersecurity Framework, and Payment Card Industry Data Security Standard, Amex GBT's Privacy Program demonstrates how Amex GBT goes the extra mile to protect data. Our privacy and information security programs are ever evolving to make sure we are ready to respond as new requirements and threats to privacy appear on the landscape. Both programs are subject to an accountability framework of testing, monitoring, and internal auditing.

**TRAVEL IS INHERENTLY PERSONAL AND GLOBAL:** Amex GBT aims to provide cutting-edge technology without ever losing sight of the need for our travelers, travel managers, and travel arrangers to understand how their information is used. Our comprehensive privacy statement is available publicly at: <https://privacy.amexgbt.com/statement>, along with our Data Protection and Privacy Principles. Our use of personal information is carefully assessed, managed, and balanced against the individual right to privacy. As new technologies such as artificial intelligence are adopted and new privacy challenges appear, the strength of our privacy and information security programs and our dedication to a culture of exceptional compliance offer our clients the benefit of a partner that they can trust to do the right thing, even when the law may not require it.

**DATA PROTECTION IN PRACTICE:** We understand that our clients want hard evidence that data is protected no matter where it goes. We are particularly proud of our Binding Corporate Rules. Our Data Protection and Privacy Principles have been approved by the EU data protection authorities and are internationally recognized. These rules apply to all of our group companies so that personal information is processed with the same high standards throughout the world. We are one of an elite list of companies that have managed to achieve the compliance levels necessary to operate under this highly regulated regime and, so far, we're the only travel management company to obtain this distinction. This allows us to transfer personal information within our organizations in a compliant manner as well as provide a solid framework for day-to-day processing.

**PRIVACY RISK MANAGEMENT:** Our comprehensive privacy program has the Data Protection and Privacy Principles at its core. Our global privacy team, led by our chief privacy officer, is responsible for managing the privacy program. Results of our Privacy Risk Management Program are monitored by key personnel and regularly analyzed for potential gaps or trends that may require attention. We capture quarterly metrics that allow us to determine privacy compliance from day to day. Results are reported to the chief risk and compliance officer and shared with our board. Our internal audit team assesses the effectiveness of the program on a regular basis.



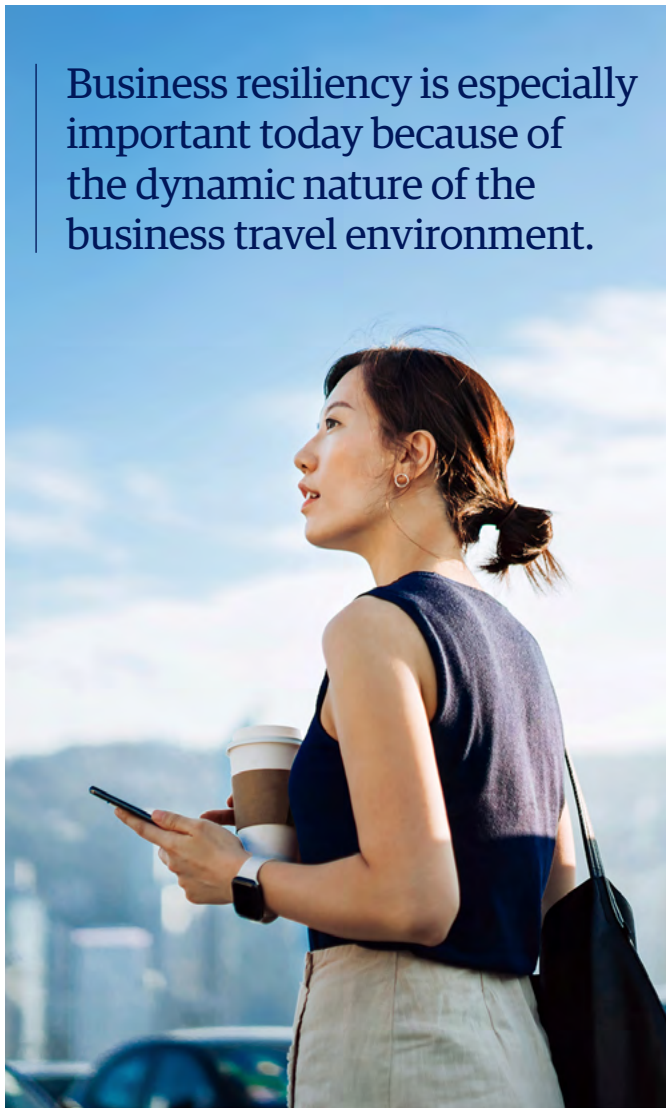
## REGULATORY COMPLIANCE

**Preparing for the Unexpected****INCIDENT MANAGEMENT AND BUSINESS CONTINUITY**

We provide extra care for our clients and colleagues in challenging times, prioritizing their health and safety, supporting clients, and managing any business impact. We also have measures in place to address the unexpected.

Amex GBT's Incident Management Response (IMR) program helps us protect our staff and fulfill our responsibilities to clients during unplanned business disruptions. The program complies with applicable regulations and industry-leading guidelines to establish a single global framework for how Amex GBT manages and mitigates risk of damage or loss resulting from disasters and other significant business disruptions. This gives our clients confidence that our services will be delivered regardless of the disruption.

Business resiliency is especially important today because of the dynamic nature of the business travel environment.



Our IMR program involves:

- Enterprise risk management through coordination to offset any event or disaster that threatens the safety of our employees or visitors; our operations or assets; the brand or image of the company.
- Business continuity to provide predictable and consistent delivery of services to our clients.
- A business impact analysis is conducted to gather information and drive recovery efforts for business services and key applications in the event of a business disruption.
- Disaster recovery for technology processing and telecommunication services.
- Emergency action plans by facility to protect people, assets, and property.
- Employee care for the safety and protection of our colleagues.
- Customer crisis recovery program to provide rapid, appropriate, and well-coordinated responses that assist our clients during travel disruptions.
- Cyber incident management recovery strategies.

## REGULATORY COMPLIANCE

**Duty of Care and Disruption Management**

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

- **Crisis Management:** Enabling clients to pinpoint travelers and employees' locations to assist them quickly.
- **Flight Disruption Management:** Proactive alerts sent via the mobile app, text, and/or email when there is a flight cancellation, significant delay, or missed connection and offering travelers real-time assistance with a travel counselor.
- **Pretravel Auditing:** Pre-ticketing technology where parameters are set to trigger an approval workflow so that bookings are made within policy and budget.
- **Real-time Notifications:** Important messages, such as safety notifications, are sent via the mobile app, text message, or email.
- **Travel Vitals®:** A dynamic web-based tool that provides COVID-related rules and restrictions associated with the destination and supplier of the traveler's choice.





## Supply Chain Shared Values

At Amex GBT, inclusion and sustainability are top priorities. We believe in purchasing with purpose, which means strategically utilizing our resources in a way that benefits our business, society, and the environment. That commitment extends to our supply chain practices so that we choose the right business partners and vendors who conduct business ethically and transparently.

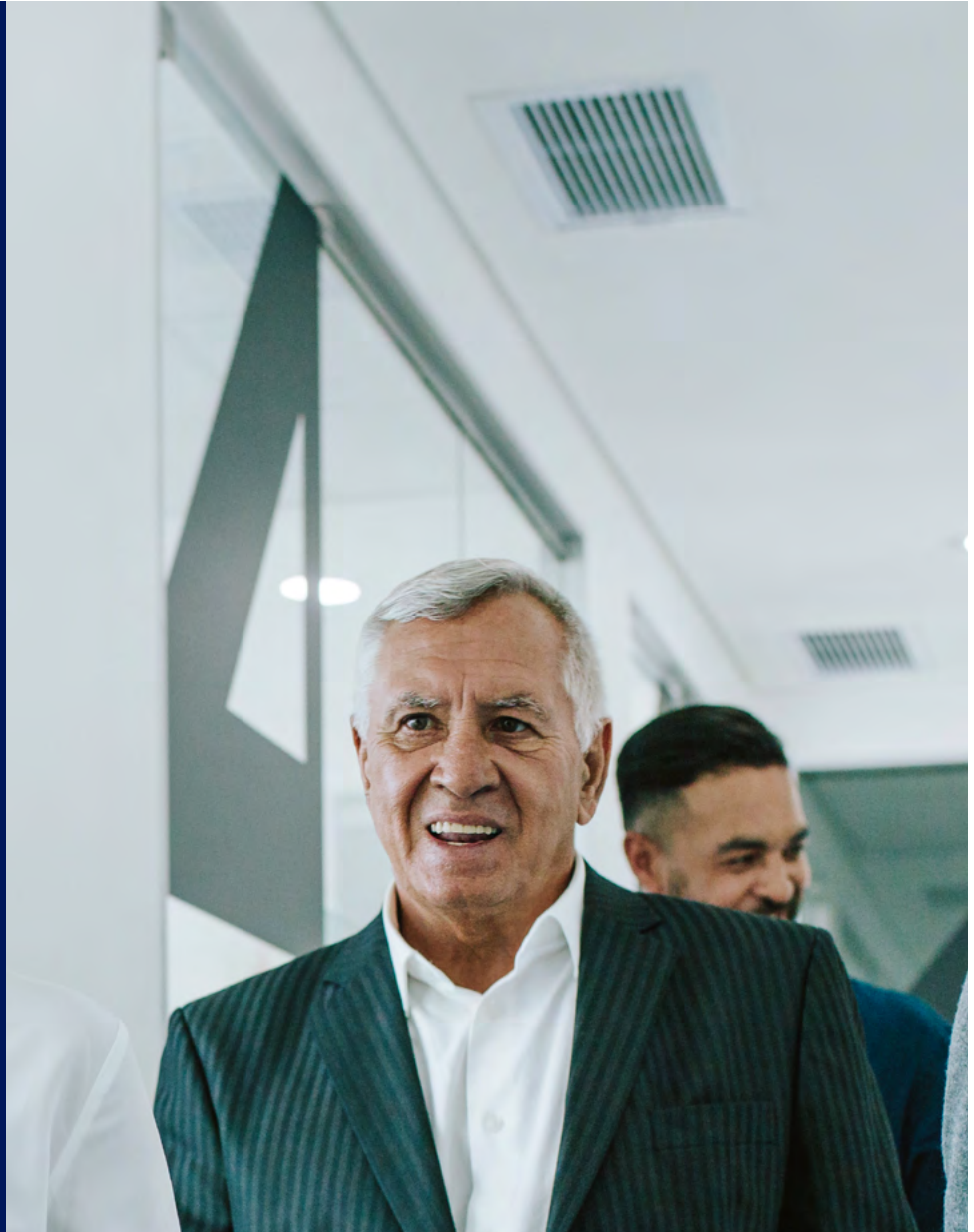
We communicate our ESG standards to our business partners through our Supply Chain Shared Values, which detail the ethical issues foundational to Amex GBT. These shared values are published on our corporate website and incorporated by reference into relevant contracts, functioning as a code of conduct for our business partners. Vendors and their employees must abide by these shared values in all business dealings for and on behalf of our company. Our vendors are required to conduct business according to all applicable rules and regulations, including without limitation laws relating to confidentiality, competition, money laundering, antibribery, trade sanctions, and data protection laws. Our expectations and requirements regarding ESG also address human rights, anti-slavery, fair and equitable labor practices, equal employment opportunity, health and safety, diversity and inclusion, the environment, and sustainability.

As a signatory to the United Nations Global Compact, we expect our vendors to conduct business responsibly. We call on vendors to incorporate the United Nations Sustainable Development Goals (UNSDGs) into their operations, business relationships, and dealings. Amex GBT has defined goals to align our business with the UNSDGs and we partner with our vendors to achieve them.



## SUPPLY CHAIN SHARED VALUES

**SUPPLIER DIVERSITY:** We support the engagement of diverse suppliers on an equal basis with other suppliers. We define “diverse suppliers” as a business that is certified to be at least 51% owned, operated, and controlled by a person of diverse background, including minority-owned; women-owned; historically underutilized business zones; people with disabilities; military veteran; lesbian, gay, bisexual, and transgendered-owned; and small or other disadvantaged enterprises. Amex GBT works to identify opportunities to contract with diverse suppliers to satisfy our business requirements and the needs of our clients. Our partnership approach helps promote an inclusive supply chain that utilizes diverse suppliers for travel, meetings, and events. Since the benefits of DE&I extend beyond our company, we have reevaluated our supplier diversity program and increased our goal of utilizing diverse suppliers across the strategic sourcing portfolio from 4% to 10% by 2030. Our aim is to deliver broader societal benefits that generate economic opportunities for disadvantaged and underrepresented communities.



**SUPPLIER SUSTAINABILITY:** Our suppliers are obligated to comply with applicable laws and expected to mitigate their environmental impact. That means continuously improving sustainability practices; addressing energy usage; reducing greenhouse gas emissions; addressing water usage; reducing waste; promoting environmental responsibility and awareness; incorporating eco-conscious decisions into the development of products and services; and incorporating environmental considerations into investment decisions where appropriate.



SUPPLY CHAIN SHARED VALUES

**Strategic Sourcing Means Procurement With Purpose**

Our global ecosystem of vendors is built upon the powerful backing of Amex GBT. It’s our philosophy that a balanced supply chain is one based upon strategic sourcing. Amex GBT embeds vendor diversity and environmental sustainability into sourcing decisions, across the business, from strategic requirements to vendor selections. We exercise ethical sourcing practices through documented targets, policies, and processes that benefit our business, clients, environment, and society. Over the course of 2021, in furtherance of our commitment to purchase with purpose, we continued to build upon our ethical sourcing function.

- Targeted vendors are assessed on their ESG initiatives and renew their agreement and signature to Amex GBT’s Supply Chain Shared Values annually.<sup>1</sup>
- Amex GBT strives to work with vendors that share our ESG values. Our vendor onboarding program and improved ESG evaluation process now includes a rating on ESG performance covering ESG generally, supplier diversity, and sustainability. Vendors that distinguish themselves in demonstrating alignment with our shared values are awarded Amex GBT’s highest level of distinction as an Amex GBT preferred vendor.
- Transparency and collaboration are at the core of supplier diversity and with that comes the need for easy access to tangible reporting. We have built a feature in our Insights reporting tool that highlights supplier diversity, enabling our clients to access such data.

**STRATEGIC SOURCING KEY PERFORMANCE INDICATORS (KPIs)<sup>2</sup>**

Key Performance Indicator	2020 Metric	2021 Metric	2030 Target
Amex GBT Strategic Sourcing colleagues trained on sustainability annually	100%	100%	100%
Targeted vendors that have signed Amex GBT’s Supplier Code of Conduct (Supply Chain Shared Values)	100%	100%	100%
Targeted vendor contracts that include ESG clauses on environmental sustainability; social, labor and human rights; governance, ethical, risk and compliance requirements	100%	100%	100%
Targeted vendors subject to an ESG assessment covering environmental sustainability; social, labor, and human rights; governance, ethical, risk and compliance requirements	100%	100%	100%



“Amongst delivering the best value and overall service for Amex GBT and our clients, we aim to develop partnerships with our vendors and suppliers to drive impactful change in the travel industry.”

**KATHERINE O’NEILL,  
GLOBAL SOURCING MANAGER**

<sup>1</sup> Targeted vendors are defined as active and approved vendors that have signed an Amex GBT contract, found within our strategic sourcing spend portfolio. <sup>2</sup> Strategic sourcing key performance indicators, metrics, and targets are based upon the top 80% of Amex GBT’s strategic sourcing spend.

# SOCIAL: DIVERSITY, EQUITY, AND INCLUSION





**PATRICIA HUSKA,**  
CHIEF PEOPLE OFFICER

#### OUR GLOBAL COLLEAGUES

Year	Total Number of Colleagues
2021	16,310
2020	13,621
2019	18,086
2018	12,274
2017	11,375

## Investing in Our People

**ESG is core to our human resources priorities and ingrained in our corporate values – People, Passion, Progress. We see the voices, opinions, and perspectives of our diverse workforce as our greatest assets and believe that a workplace based on respect, trust, and collaboration can propel us into the future.**

Among other initiatives in 2021, we strengthened our flexible working options; worked to embed diversity, equity, and inclusion across all areas of the business; implemented a new leadership rating so that our leaders are accountable for how they get things done as well as what they achieve. We also revamped our onboarding process to make sure that everyone who joins our community feels our culture of caring from day one.

Key on our priority list for 2021 was creating opportunities for diverse perspectives to contribute directly to better decisions for our company. In July 2021, we launched Amex GBT Intrapreneurs (Amex GBTi), a group of 14 mid-management colleagues who act as a sounding board for the Executive Leadership Team (ELT) on strategic plans and initiatives. Representing a diverse mix of tenures, geographies, band levels, legacy companies, and demographic backgrounds, this group brings fresh voices and views to key decisions and plans. As Amex GBT leads the return to travel globally, it is important we remain

responsive, nimble, and inclusive. This group helps us better reflect our diverse community and the ever-changing business environment.

Over the course of 2021, the Amex GBTi team has been involved in key strategic initiatives as well as defining and delivering their own ideas and projects, such as:

- Providing feedback to ELT on strategic plans.
- Informing and enriching decisions with a frontline perspective.
- Engaging as needed to define and deliver key initiatives.

The team benefits from the opportunity to hone leadership and complex problem-solving skills.

In late 2021, the group focused on building an activation plan for the launch of Amex GBT's new purpose and vision and continues to work on a new Amex GBT employee value proposition that speaks to the interests and values of our colleagues.

## INVESTING IN OUR PEOPLE

Ultimately, we recognize that the initiatives we put in place are only as strong as the impact they have on the experiences of our colleagues. We depend on their feedback as a key measure of success. On our most recent employee engagement survey, 91% of colleagues reported that they believe “People of all backgrounds (culture, gender, age, religion, sexual orientation, etc.) can succeed in Amex GBT.” This was a 5-point increase over the previous year’s survey and 9 points above the high performing benchmark.

This is a key indicator that we are supporting our employees’ needs and creating the exemplary culture of caring that we aspire to.

Caring for our colleagues, partners, and communities by making certain that diversity, equity, and inclusion are reflected across all areas of our company is core to our values. We are proud of our working environment, the service we provide, and the impact we have in our communities.



# Diversity, Equity, and Inclusion



“At Amex GBT, DE&I is about all of us. Through the DE&I Center of Excellence, we have established an inclusion ecosystem that allows every colleague to contribute to a community of belonging. We respect everyone’s unique identities and diverse perspectives because they make us stronger and allow us to better support our clients, partners, and communities.”

**TONYA HEMPSTEAD, VICE PRESIDENT,  
DIVERSITY, EQUITY, AND INCLUSION**

At Amex GBT, diversity, equity, and inclusion are about creating a sense of community and belonging. We value the diverse backgrounds, unique perspectives, and contributions of our global colleagues who partner with us to foster an innovative, high-performing, multicultural, and inclusive company.

The Amex GBT Diversity, Equity, and Inclusion Center of Excellence sets our annual and long-term objectives. In 2021, we educated our leaders about unconscious biases to elevate their collective awareness and understanding. Subsequently, we developed an in-house global version for all colleagues in Amex GBT’s five core languages.

We know that good intentions require action, so we established an inclusion ecosystem to drive change. This is comprised of our colleague resource groups, rebranded as INclusion Groups; our Global Inclusion Council, made up of key regional leaders; and a global network of colleagues called Country Ambassadors. These ambassadors support local leaders in developing educational offerings designed to educate and celebrate regional cultural holidays so that DE&I is culturally and regionally applicable.

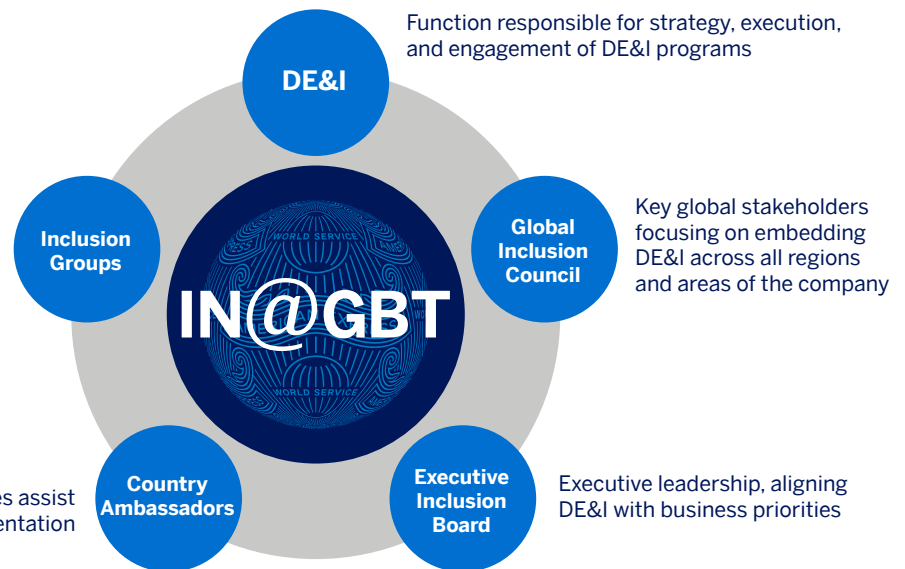
## A Collective Effort

Through a vast network, we’re weaving DE&I into our daily work-life

Colleague-led networks united around common identities and initiatives

Regional representatives assist with local implementation

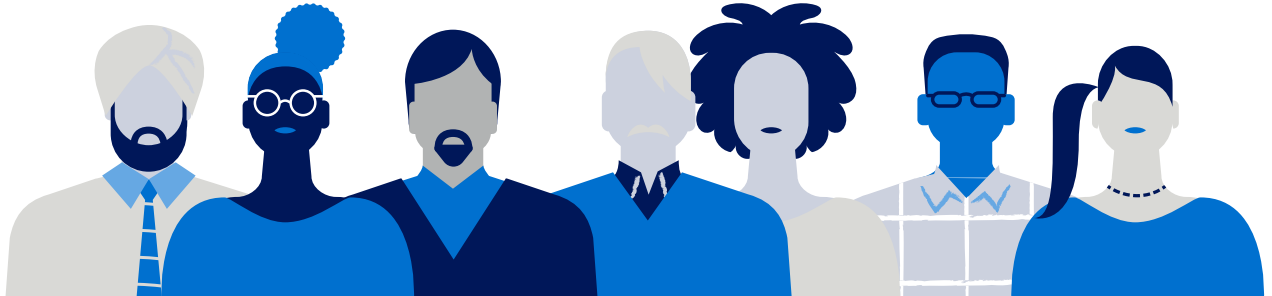
*Global scale  
with a regional,  
local approach*



DIVERSITY, EQUITY, AND INCLUSION

To effectively support this collective effort, we have tapped into the full range of diversity within our global workforce.

OUR COLLEAGUE DEMOGRAPHICS AS OF YEAR-END 2021<sup>3</sup>:



United States<sup>4</sup>

Asian 9%	Black or African American 9%	Hispanic or Latino 10%	White (Not Hispanic or Latino) 68%	Two or more races 2%	Other <1%	Do not identify <1%
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Women Global Workforce

Executive Leadership Team 33%	Vice Presidents 34%	Directors and Managers 56%	Associates and Professionals 60%	All Amex GBT Employees 69%
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Generational Global Workforce

Silent Generation (76-93 years old) <1%	Baby Boomers (57-75 years old) 17%	Generation X (41-56 years old) 46%	Millennials (25-40 years old) 31%	Generation Z (18-24 years old) 1%	Undeclared 4%
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<sup>3</sup> Egenia employee data is out of scope for demographic reporting.

<sup>4</sup> Information not available for other countries.

## DIVERSITY, EQUITY, AND INCLUSION

We have woven diversity into the fabric of everything we do as a company. Moving forward, it becomes the foundation that supports our ongoing efforts to incorporate diversity, equity, and inclusion into the ethos of our company. We will continue to evaluate our business practices and processes to identify and eliminate barriers that limit full participation in our communities and workplace. That includes taking steps to improve our recruitment efforts so we can reach a broader pool of talent to cultivate diversity balance across all levels of the company.

We know there is still more work to be done. At Amex GBT, we're committed to having a globally inclusive culture that creates exceptional experiences for our colleagues, where everyone feels enabled to bring their authentic selves to work and thrive in their careers.



At the end of 2021, Amex GBT acquired Egencia from Expedia Group and began integrating colleagues into our inclusion ecosystem and culture. Egencia has always had a strong and unique culture - one that is recognized as purposeful and passionate, empowered and energized. All of these traits map to Amex GBT's values: People, Passion, and Progress. That's why preserving Egencia's unique culture will be an ongoing priority for us. We'll make every effort to weave Egencia's values seamlessly into the Amex GBT culture to build on our strengths.

Egencia is wholly owned by American Express Global Business Travel (Amex GBT). Amex GBT is a joint venture that is not wholly owned by American Express Company or any of its subsidiaries (American Express). "American Express Global Business Travel," "American Express," and the American Express logo are trademarks of American Express and are used under limited license. "American Express Meetings & Events" is a division of Amex GBT.

## Hearing Diverse Perspectives

# INclusion Groups

Open to all colleagues, INclusion Groups gather traditionally underrepresented employees and their allies and serve as a resource for members and our company. Amex GBT's support and endorsement of these groups are part of our ongoing efforts to recognize the influence and impact of our colleagues, all while advancing a respectful and caring community. In 2021, the number of INclusion groups has more than doubled, increasing from three to seven. Most importantly, the reach and impact of these groups have grown exponentially, providing guidance and support for more than 1,200 members and education for all Amex GBT colleagues. They've also been key in integrating employees from recently acquired companies into Amex GBT culture.

## BLACK ENGAGEMENT NETWORK

Since its inception, the Black Engagement Network (BEN) has worked to create a global community for Black colleagues to connect with allies, provide education, and supply resources that challenge us in our day-to-day roles so that we can communicate better with one another. Through these efforts, BEN has significantly increased its membership and community.

### 2021 Highlights of BEN

- Celebrated and recognized Black history in the US and UK, showcasing Black historians and inventors through their contributions to American and European history.
- Created a global, companywide Zoom and social media hashtag, #BlackLens, to encourage allyship. The hashtag prompts colleagues to look through the lens of a Black person before considering something as fact and passing judgment. This way, everyone can clearly see how different the world is for Black people, then foster Engagement, and Network for change.
- Continued monthly speaker series featuring leaders from Amex GBT and different industries on topics that educate and enlighten.
- Led internal and community outreach awareness through book clubs, Wellness Walk, listen initiatives, and Watch Nights around privilege, intersectionality, and microaggressions to provoke reflection and encourage positive interaction.
- Researched and built a framework to help strengthen our Supplier Diversity Program.
- Supplied guidelines for leaders throughout the company to facilitate honest, often difficult, conversations about race.

Most importantly, BEN provides a space for Black colleagues and their allies to support one another during challenging times.



## INCLUSION GROUPS



Since its relaunch in 2019, LEAGUE reaffirms Amex GBT's support for our LGBT+ colleagues and allies. LEAGUE provides a space to talk about challenges, obstacles, and achievements while also providing encouragement and support to LGBT+ colleagues and allies. In June 2021, the group took the spotlight, launching its "Are You #InLEAGUE" campaign in honor of Pride month. The campaign focused on five key areas: In-clusivity, In-teractive, In-terview, In-formative, In-LEAGUE.

### 2021 Highlights of the Are You #InLEAGUE Campaign

- In-clusivity** Premiered new wordmark; adoption of new LGBT+ inclusivity flag; announced approval to use gender pronouns in email signature blocks and provided guidelines.
- In-teractive** Launched Amex GBT interactive word wall for all INclusion Groups; hosted two virtual annual quiz sessions; hosted channel for colleagues to share their Pride celebration photos across the globe.
- In-terview** Hosted two keynote sessions: a fireside chat with our CEO, Paul Abbott; a panel session with LEAGUE leaders and key Amex GBT business partners and suppliers discussing best practices, recruiting, COVID-19 impacts on the LGBT+ community, corporate strategy, and more.
- In-formative** Launched LEAGUE library; created the LEAGUE resource center; hosted webinars with Switchboard, Bishopsgate Institute, and Global Butterflies.
- In-LEAGUE** Call to action to use #InLEAGUE, hosted two virtual, interactive yoga sessions focused on stress relief, nutrition, and breathing.

For the seventh year in a row, Amex GBT was awarded a perfect score on the Corporate Equality Index (CEI) from the Human Rights Campaign Foundation. The CEI measures the success of LGBT+-inclusive policies, practices, and benefits in the workplace. Continuous receipt of this recognition is a strong testament to our success.

## INCLUSION GROUPS



GAIN launched in August 2021 with the mission to build awareness of Asian heritage, culture, and communities. GAIN provides a platform for the celebration of Asian heritage festivals, country spotlights, and leader speaker series.

### 2021 Highlights of GAIN

- Global celebration of the Mid-Autumn Festival, Raksha Bandhan, Navratri, and Diwali. Videos and threads of colleagues participating in these festivities were shared on the GAIN Lounge page.
- Launched GAIN Zoom chat that allowed colleagues to share photos of celebrations and greetings around the globe.
- Hosted a fireside chat with Barclays Group Finance Director Tushar Morzaria, mentor for the Asian community.
- Launched GAIN Adventures, a magazine hosted on our intranet focusing on Asian countries and raising awareness about Amex GBT offices, colleagues, and business etiquette.



Somos was launched in August 2021 to promote and raise awareness of the Latino and Hispanic heritage, culture, and habits, enriching our interactions with our clients, partners, and colleagues. Somos aims to build robust ties and nourish Amex GBT members with pertinent information about other communities. Its purpose is to expand and generate better business conversations with people from diverse cultures, as well as promote and highlight opportunities for professional development and growth.

### 2021 Highlights of SOMOS

- Established a cultural awareness site to showcase relevant traditions, literature, music, films, business practices, and other cultural content from various countries.
- Showcased Latino/Hispanic interviews with Amex GBT leaders as well as prominent Hispanic and Latino leadership figures.
- Created a Somos Zoom channel to promote engagement and collaboration.
- Celebrated Hispanic Heritage Month with an interactive event showcasing Latino and Hispanic culture.
- Rolled out the "Celebrando Nuestras Raices" event, exploring cultural diversity through the lens of minority Mayan descendent communities and the experiences of a Colombian native living in Spain.
- Shared the workshop "5 Steps for a Healthy Mind."
- Shared December holidays traditions and cultural enrichment across different Latin/Hispanic countries.

## INCLUSION GROUPS



# WOW

Women of the World

Amex GBT has had a strong women's group since 2019. Throughout 2021, WOW has worked to educate all members of the Amex GBT community about the unique vulnerabilities of women in the workforce while highlighting the benefits of gender diverse teams.

Statistics show that women have been more vulnerable to COVID-19-related economic effects because of existing gender inequalities. Female job loss rates due to COVID-19 are about 1.8 times higher than male job loss rates globally. At Amex GBT, however, WOW acts as a supportive forum open to all genders to exchange ideas, explore career paths, and unlock leadership.

## 2021 Highlights of WOW

- Provided a forum to help women feel confident and capable in their abilities while helping them navigate future opportunities.
- Introduced important wellness topics for awareness, discussion, proactive care, and support.
- Celebrated the achievements of women throughout history and today through a variety of collaborative and engaging events.
- Celebrated International Women's Day (IWD) and Women's History Month in the US with a March campaign aligned with the global IWD theme #ChooseToChallenge. The campaign empowered all participants to challenge inherent bias and stereotypes and celebrate gender diversity and equity across Amex GBT.

## INCLUSION GROUPS



Roughly 15% of the world is disabled and one in five Americans care for people with disabilities.<sup>1,2</sup> Since Amex GBT is at the center of the business travel ecosystem, we have the unique opportunity to enhance the experience of a wide range of travelers with disabilities. Founded in 2021, Ready & Able is dedicated to creating a safe and open environment to support colleagues with disabilities and improve travel for people with disabilities.

### Ready & Able: Driving Progress Through Workstreams

- Content & Communications is at the core of our progress. On December 3, we hosted an online webinar for International Disability Day with over 500 attendees and 100 suggestions for opportunities to evaluate.
- DE&I Collaboration is focused on how we can make Amex GBT an employer of choice for people with disabilities. Our initial efforts are focused on educating leaders and colleagues about people with disabilities and brick-and-mortar accessibility, assisting disabled colleagues with identifying opportunities to perform their jobs, and championing the career advancement of disabled colleagues.
- Disabled Travel places emphasis on assisting our technology team with the review of our products and tools to be more assistive and accessible. This workstream supports the evaluation and expansion of diverse vendors and suppliers who understand the diverse needs and challenges of our clients, suppliers, colleagues, and partners.
- Products & Services is focused on supporting opportunities to incorporate disability data into our products and services, developing a “Know Before You Go” guide for travelers with disabilities and identifying opportunities for the travel industry to be more supportive of people with disabilities.

Looking ahead, Amex GBT is committed to establishing a strong presence within the disabled travel community and championing safe and inclusive travel for people with disabilities.



<sup>1</sup> [who.int/teams/noncommunicable-diseases/sensory-functions-disability-and-rehabilitation/world-report-on-disability](https://www.who.int/teams/noncommunicable-diseases/sensory-functions-disability-and-rehabilitation/world-report-on-disability)

<sup>2</sup> [johnahartford.org/dissemination-center/view/nac-and-aarp-research-report-caregiving-in-the-u-s-2020](https://www.johnahartford.org/dissemination-center/view/nac-and-aarp-research-report-caregiving-in-the-u-s-2020)

## INCLUSION GROUPS



Amex GBT colleagues share a belief in the importance of sustainability, which is why we founded an employee resource group in 2021 named Green@GBT. This green INclusion Group provides a platform for individuals who share a passion for environmental protection while activating the expertise of our employees. Green@GBT has already significantly increased its membership and community since its inception in September 2021.

### 2021 Highlights of Green@GBT

- Established formal leadership, including global co-group leaders, regional leads, and communications leads.
- Launched a dedicated Green@GBT Zoom chat and intranet Lounge page to facilitate engagement and participation across members.
- Successfully ran several monthly global membership calls featuring guest speakers from across the organization and providing a platform for thought leadership on sustainability.

For more information about Green@GBT and how it's supporting Amex GBT's overarching sustainability program, see page 71.

# Honoring Indigenous Peoples

## Australia Reconciliation Action Plan

In July 2020, we became the first global travel management company, and one of just a few travel companies, to adopt a Reconciliation Action Plan (RAP) endorsed by Reconciliation Australia. The RAP gives Amex GBT Australia a framework to embrace and support the national reconciliation movement, serving as a global model for engagement with Indigenous people. We're proud to join over 650 other companies and entities in Australia that have adopted RAPs.



### Here's a look at the core tenets of our RAP:

- We extend our ongoing commitment to diversity, inclusion, and empowerment by reflecting, acknowledging, celebrating, and supporting the role that Aboriginal and Torres Strait Islander peoples play in our communities.
  - We are focused on identifying the steps needed to support change, recognizing that employment and education play a vital role.
  - We will collaborate with our clients, suppliers, and business partners who also embrace RAP
- to explore ways we can collaborate on mutually beneficial projects.
  - We will explore the development of employment pathways within our business and support First Nations' businesses as suppliers.
  - We will listen to Aboriginal and Torres Strait Islander people, communities, and organizations to determine where our skills and capabilities are most beneficial, working with our peers and partners to increase the positive impact of our contributions.

### 2021 Achievements

- Identified and engaged our top 17 clients with active RAPs as well as our top prospects to support the movement.
- Supported a key Aboriginal-owned carbon offsetting project in Arnhem Land through our offsetting partnership with Tasman Environmental Markets Arnhem Land Fire Abatement.
- Identified future partnership opportunities, including an Aboriginal charity and changed our supplier of office supplies to a certified Aboriginal-owned business.
- Launched an Aboriginal cultural competence course provided by the University of Sydney to engage colleagues in our RAP.
- Conducted a survey to identify any Aboriginal or Torres Strait Islander colleagues and held a town hall introducing the RAP to all colleagues, with a video message from our RAP Aboriginal advisory board member Keira Ugle.
- Celebrated National Reconciliation Week with a guided Aboriginal heritage walk around Balls Head, Sydney, a photo competition, and a survey asking colleagues to identify their home country on the Gambay map.
- Extended our RAP to our recruitment efforts and updated job descriptions of open positions to attract Aboriginal and/or Torres Strait Islander applicants.
- Identified Aboriginal communities and a partner for future development of a Amex GBT internship to support those communities.

## HONORING INDIGENOUS PEOPLES

**Canada Reconciliation Action Plan**

A new statutory holiday was created in Canada to commemorate the victims and survivors of Indigenous residential schools. Soon after the Canadian government announced September 30 as National Day for Truth and Reconciliation, the DE&I team in Canada began planning ways to integrate this commemorative day into our culture.

In 2021, we rolled out a plan to educate our colleagues on reconciliation, raise awareness of the tragic and painful history, and bring to light the ongoing impacts of residential schools.

We appointed five country ambassadors to partner with the First Nations University of Canada, a First Nations-owned post-secondary institution that bridges Indigenous ceremonies, knowledge keepers, languages, and traditions. The ambassadors completed the “4 Seasons of Reconciliation” certification. They learned the history and culture of Indigenous communities in Canada as well as the history of residential schools and the treaties around the country.

Our partnership also promotes a renewed relationship between Indigenous peoples and Canadians by donating 10% of the proceeds of the course to First Nations University of Canada scholarships.

Amex GBT in Canada will continue to drive awareness of Indigenous cultures by incorporating learnings into educational offerings for all of our Canadian colleagues.



“Following the Canadian government’s legislation to introduce the National Day for Truth and Reconciliation on September 30th as a statutory holiday for federal employees, Amex GBT Canada incorporated reconciliation education and awareness into the heart of Amex GBT Canada’s diversity, equity, and inclusion strategy. It is important to take initiative to learn and understand Canada’s specific history in order to hold ourselves accountable and understand our roles for the future. At Amex GBT Canada, our goal is to educate and spread awareness throughout our employee base through an unbiased lens and I’m excited about the various initiatives and opportunities we will be involved in as we forge ahead in our endeavor to support our peers, clients, and communities.”

**PATRICK DOYLE,**  
**VICE PRESIDENT & GENERAL MANAGER, CANADA**

# Employee Learning and Development

## Learn Today. Develop for Tomorrow. Grow for the Future @Amex GBT

We promote a culture where our employees continuously learn from leaders, colleagues, and clients so they can develop and grow in their careers.

Learning and development are part of how we work, plan, and prepare our employees for tomorrow. Our learning and development programs are available on demand in multiple languages to help our employees build skills and gain the capabilities needed to drive business performance. In 2021, our employees completed more than five hours of training each, on average.



A learning culture that helps our employees work to their full potential is core to our purpose and success. However, we recognize that development must also be balanced with how we care for our employees. That's why, during the pandemic, we reduced the number of mandatory trainings to allow employees the time and space needed to prioritize their personal, family, and community needs. As travel returns, we'll gradually reintroduce required training and development.

### Learning at AMEX GBT

**New Hire Onboarding:** We believe in fostering genuine interactions, building relationships, and making sure that employees feel engaged, supported, and enabled from the start of their new careers. Our recently refreshed and elevated Welcome Aboard program provides a holistic approach to onboarding at Amex GBT. All new joiners receive a focused learning path for the first year of employment with a detailed framework of learning, resources, and leader support. A foundational element of the onboarding curriculum launched in 2021, Amex GBT – Our Story explains who we are, what we do, and how we do it.

**Leadership Development:** In 2021, we launched the core curriculum for leadership development. The online curriculum focused on three areas: leading yourself, leading a team, and leading the business. To complement the curriculum and promote conversation, we offer monthly Leader Live workshops, which provide a unique opportunity to build cross-functional leadership communities. The workshops provide time and space to connect with leaders from across the business, discuss leadership challenges, and share best practices.



## EMPLOYEE LEARNING AND DEVELOPMENT

**Unconscious Bias Education:** We designed and developed an online course on unconscious bias as part of our continuing commitment to support our colleagues, clients, and partners while building a stronger, more unified company. We're immensely proud of the course, developed in consultation with an expert on unconscious bias and facilitated by leaders from every region in Amex GBT's core languages. The course brings awareness to unconscious bias. It allows leaders to share their personal stories as they faced these biases and discovered how to turn learnings into practice, creating the diverse

and inclusive culture that we aspire to achieve. The Unconscious Bias course is available in English, German, Spanish, and French.

**Learning Opportunities:** Learning content is sourced from LinkedIn Learning and getAbstract and provided through our Learning Experience Platform. Almost 18,000 courses from LinkedIn Learning were accessed in 2021. The most popular titles from getAbstract focused on inclusivity at work, mental health during lockdown, and emotional intelligence.

**SALES SUPPORT**

We provide a comprehensive learning curriculum for our client-facing teams that includes training on both product and technology. Our teams also have access to tools that help them create the right strategies and solutions to meet their clients' objectives and help clients maximize their travel program.

**MEETINGS & EVENTS (M&E)**

Our M&E teams have access to a variety of leadership, management, and skills training, including specialized focus on virtual/hybrid meetings. Amex GBT also provides personal and professional development support to help the teams manage all aspects of our clients' meetings and events programs and cultivate relationships with our travel providers.

Planning inclusive events training: In December 2021, we launched inclusive training for our M&E teams with the objective of creating awareness of the importance of structuring and planning an event to accommodate dimensions of diversity throughout all stages of event logistics and delivery.

**TRAVELER CARE**

Travel counselors have a comprehensive learning curriculum, knowledge bank, and community available so they can stay up to date on product and travel booking tools to support the client and traveler experience. We also curate learning paths that make it easy for our Traveler Care team to access personal and professional development when they need it.

**PERFORMANCE COACHING**

Our colleagues are empowered to take ownership of their performance and career journey through a process that fosters relevant, real-time feedback and coaching to drive individual and team growth. Our process includes:

- A flexible performance cycle, driven by the employee, with formal and informal elements.
- A dynamic goal-setting process, with goals and development plans that are editable all year.
- Regular feedback and real-time check-ins.
- Emphasis on improving future performance rather than evaluating past performance.

Additional resources are available to colleagues, including a new, interactive course to help write SMART goals as well as a variety of "how to" videos and translations of resources into French, Spanish, and German.

## EMPLOYEE LEARNING AND DEVELOPMENT

**LEADERSHIP RATING**

At Amex GBT, both progress against performance goals and leadership behaviors are essential for our continued success and have been incorporated into our year-end review process. Effective 2021, our year-end review now includes both a goal rating, measuring progress against goals, and a leadership rating, based on demonstration and role-modeling of Amex GBT Behaviors, for all manager, director, and vice president level colleagues. The leadership rating helps our leaders stay accountable for how we get things done, as well as what we achieve.

Our associate and professional level colleagues continue to receive ratings based on progress against goals and receive feedback through written commentary and coaching conversations regarding demonstration of the same Amex GBT Behaviors utilized for the leadership rating.

**GLOBAL TUITION REIMBURSEMENT**

We believe that educational opportunities can have a positive impact on both colleagues and our company. That's why we have a global tuition reimbursement policy that provides tuition reimbursement to full-time and part-time colleagues worldwide for degree-level qualifications at the undergraduate and postgraduate level.

**Looking Ahead**

In 2022, we'll continue to enrich our colleagues with more personalized learning opportunities. We believe they should never stop growing and we'll support their development every step of the way.



## Employee Satisfaction and Engagement

In our continuous effort to improve the employee experience and cultivate a better workplace, we solicit feedback from them regularly. In 2021, the Engagement Survey consisted of questions aligned to our newly refreshed Amex GBT Behaviors, including a deeper focus on diversity, equity, and inclusion questions as well as open-ended questions on our response to COVID-19.

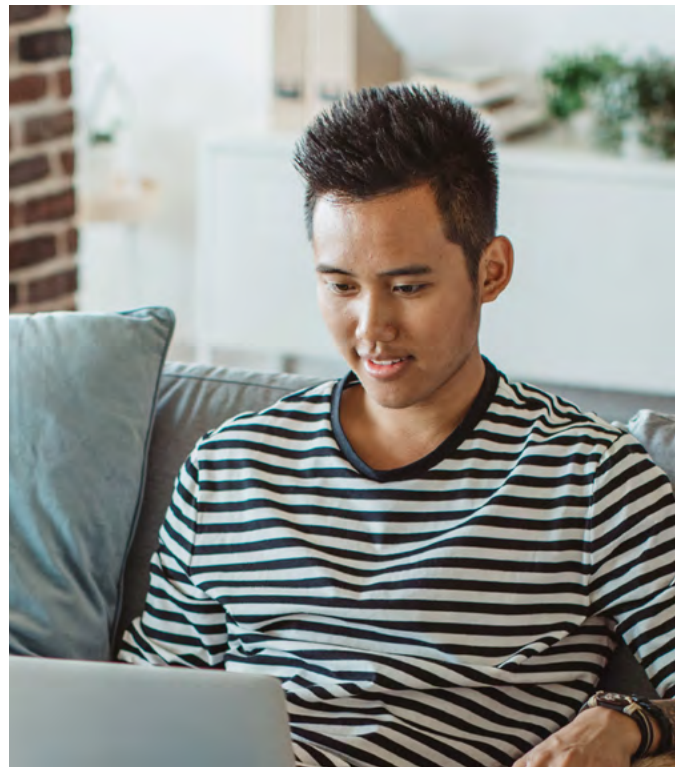
Our annual survey is complemented by pulse surveys, which typically focus on a specific topic or population. In 2021, we conducted a Q4 global pulse survey as a follow-up to our annual survey. This pulse survey focused on items of opportunity identified from the annual survey and gave colleagues the opportunity to provide additional insights into the results via optional, open text comments.

Beyond surveys, we also gathered feedback via public forums, such as Glassdoor and our Alumni Network, to better gauge employee sentiment. Throughout the year, we were committed to providing as much support as possible to our colleagues, whether active or alumni. As a result, we're proud to say that we not only increased our strong engagement scores during these challenging times but also increased our rating on Glassdoor to our highest in years – well above the average rating awarded.

### We Strive to Create a Rewarding Work-Life

Our total rewards philosophy is designed to attract, retain, and grow talent. A multifaceted strategy allows us to tailor appropriate reward programs by position, individual, and geography across the employee lifecycle.

- Competitive base pay allows for differentiation based on an employee's role and responsibilities, experience, and contribution.
- Variable pay programs reward outstanding individual and company performance.
- Recognition programs provide the opportunity to highlight behaviors and actions that support our culture.
- Benefits programs are aligned to and competitive with local industry practice.
- Talent management and performance programs allow employees to develop and enhance their skill set and continue to advance their careers at Amex GBT.



## EMPLOYEE SATISFACTION AND ENGAGEMENT

**Recognition**

We're firm believers in consistent and meaningful recognition because it creates a positive working environment by increasing levels of appreciation, trust, collaboration, and engagement. An engaged workforce is directly linked to an enhanced client experience, increased productivity, and ultimately a healthier and more profitable company that benefits us all.

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

**ACHIEVERS**

This colleague recognition program drives positive behaviors by aligning colleagues to business objectives and Amex GBT values. Colleagues can recognize and reward their co-workers every day for exemplifying our values and for continually wowing our clients. The program provides a peer-to-peer recognition platform where colleagues can express appreciation with "shoutouts" in a public, virtual setting. Leaders or colleagues can invite others to recognize someone who went above and beyond.

**PACESETTERS**

Our incentive event recognizes top achievers who consistently deliver outstanding results while making Amex GBT a great place to work. Our global Pacesetters are nominated based on outstanding contributions to the business as evidenced by prior-year performance ratings and contributions.



## Caring for Our Colleagues

### Supporting a Virtual Workforce

For over a decade, Amex GBT has had a predominantly virtual workforce with more than 80% of our US-based colleagues working from home. Because of this, we were uniquely positioned to adapt easily to the virtual working environment that continued through 2021. Moving forward, we plan on utilizing the best of both worlds – combining the unique energy of our in-person culture with the agility and flexibility we've experienced working virtually. We will continue to follow best practices and adjust as necessary to meet the needs of our colleagues, clients, and partners.

Colleagues who work remotely have access to on-demand blogs and videos on a variety of health-related topics. We also host a companywide wellness portal with monthly blogs on a variety of topics to build awareness and share ideas on our company's social platform. Some of the topics included are cancer prevention, healthy travel tips, UV protection, stress management, managing work-life balance, and financial wellness information to help our employees take appropriate action to maintain their overall health and well-being.



## Better Balance and Alumni Network

### BETTER BALANCE

Since the pandemic required changes to how we work, we expanded our work options through our Better Balance program. Available to all employees, Better Balance addresses the need for greater flexibility to balance personal and business demands. While program specifics vary regionally, at its core, Better Balance provides employees with these flexible options:

- A four-day work week
- Part-time work
- Job sharing
- Seasonal working
- A sabbatical

### ALUMNI NETWORK

In a desire to stay connected with all our alumni, we expanded the American Express GBT Alumni Network created in 2020, inviting former employees to join via Facebook and LinkedIn channels. Our network currently has over 2,000 members across platforms and is constantly growing. The purpose of the network is to connect, inform, and engage with former Amex GBT travel professionals by providing relevant news, resources, and support to help them navigate through unprecedented times. These networking groups provide an opportunity for alumni to invest in their future and ongoing development through both Amex GBT and offerings that include resume writing tips, career advice, job postings, and other opportunities.

## Employee Benefits

One hundred percent of full-time and many part-time Amex GBT colleagues globally are eligible to participate in our comprehensive and competitive health and welfare programs that offer choice and flexibility to meet their needs. They have access to a wide range of services and programs that help them live a healthier lifestyle. Whether their goal is to manage stress, lose weight, quit smoking, or address a more serious healthcare issue, they have access to a broad range of services and programs that can help along the way.

### GLOBAL EMPLOYEE ASSISTANCE PROGRAM

We provide 100% of our colleagues and their household members access to free, confidential assistance with any work, life, personal, or family issue. They can contact the Employee Assistance service for live phone support 24/7. The range of assistance is varied and includes short-term professional counseling, in-the-moment telephone support, and information about local resources. The Employee Assistance Program is staffed by professionals across the globe. Since the onset of the pandemic, we have offered even more targeted live sessions focused on emotional and financial well-being to meet current needs.



### Our health and wellness benefits in the US:

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

### Our health and wellness benefits outside the US:

While they vary by country, health and wellness benefits typically include health insurance, disability insurance, retirement programs, employee assistance programs, wellness programs, and discounts.

- Flexible benefit programs in many countries allow employees to choose from a range of locally curated benefit baskets where they can choose the plan that best suits their needs.
- Retiral programs for each country are tailored to mandatory best practices and the competitive landscape.

Wellness offerings include but are not restricted to online health risk assessments, physical well-being and exercise programs, and emotional well-being programs, such as an Employee Assistance Program.

## EMPLOYEE BENEFITS

**SUPPORTING OUR EMPLOYEES WHO HAVE FAMILY RESPONSIBILITIES**

Amex GBT recognizes the importance of providing job-protected paid leave for time away to care for a family member or bond with a new child. To support our employees who have family responsibilities, we offer:

**US Salary Continuation for Birth Mothers** – New mothers receive between six and eight weeks of paid leave (or more if medically necessary) for absences related to childbirth and recovery from childbirth.

**US Bonding Leave** – Employees who have a new child in the family due to birth, adoption, or the placement of a child for foster care are eligible for up to 12 weeks protected leave to bond with that new family member.

All new parents receive the same amount of paid leave regardless of whether the parent is a father or mother or whether they are an adoptive or foster parent. Amex GBT's Paid Bonding Leave policy provides new parents with full pay for four weeks.

**Surrogacy and Adoption Assistance Policies** – Our Surrogacy and Adoption Assistance policies reimburse up to \$10,000 of an employee's costs related to a legal surrogacy or adoption and are available to regular full-time and part-time employees who have one year of continuous service. Each benefit is available one time a year for eligible employees. Outside the US, there is a wide range of parental leave policies and programs available to our colleagues that vary by country and are dependent on local regulations.



# Human Rights, Anti-Slavery, and Human Trafficking

## Operating Responsibly in Our Communities

We recognize our responsibility to respect human rights in all aspects of our business. Our conduct in our global operations is consistent with the spirit and intent of: the United Nations Global Compact and its 10 principles covering human rights, labor, the environment, and anticorruption; the United Nations Universal Declaration of Human Rights; the International Labor Organization Declaration on Fundamental Principles and Rights at Work, as applicable; the UK Modern Slavery Act 2015; the Voluntary Principles on Security and Human Rights; and other applicable international principles.

We focus on three key areas to protect human rights:

**Labor rights:** We respect the rights of our employees and suppliers by working in alignment with international conventions and guidelines.

**Security:** We strive to keep our colleagues and facilities safe in accordance with local laws, customs, and cultures.

**Supply chain:** We include expectations for contractors and suppliers concerning human rights within our Supply Chain Shared Values.

Amex GBT has zero tolerance for modern slavery, as reflected in our Modern Slavery statement, published on our [external website](#). Human traffickers rely upon travel networks to operate, transporting victims on airplanes, bus, and rail, and securing hotel rooms for exploitation. We recognize that the travel sector is uniquely positioned to stop this criminal activity and save lives. Our company conducts due diligence and applies controls to prevent and detect human trafficking in our supply chain. Our M&E team has created an advocacy task force to educate colleagues on how to identify potential victims and take appropriate action. Our global Anti-Slavery Policy compels all employees and relevant business partners to report any suspected activity immediately.

**EDUCATION AND TRAINING.** We raise awareness among our employees through ongoing communications, training, and calls to action. During January, which is Slavery and Human Trafficking Prevention Month, we share resources with employees on how to identify potential indicators and victims of human trafficking and how to safely contact law enforcement in the event of an emergency. We encourage our employees to contribute photos to the TraffickCam mobile app to enhance its database of hotel rooms and aid law enforcement in investigations. We support communication with local and federal governments to co-sponsor the resolution to end violence against children globally. We have partnered with ECPAT, become a member of The Code (The Code of Conduct for the Protection of Children From Sexual Exploitation in Travel and Tourism). As part of our partnership, we've made the commitment to train 100% of the M&E workforce in 2022 and the entire Amex GBT workforce by 2025.

**GLOBAL ALLIANCES.** We work with our partners around the world to prevent human trafficking.



## HUMAN RIGHTS, ANTI-SLAVERY, AND HUMAN TRAFFICKING



**PARTNERSHIP SUPPORTING UNICEF.** Amex GBT partners with UNICEF USA to improve the lives of children through our global flagship cause – Back to School in Times of Crisis. UNICEF works in over 190 countries and territories to uphold the rights of all children. Its programs protect children from the impacts of armed conflict, natural disasters, and political unrest, all of which can lead to increased human trafficking. Trafficking and other forms of exploitation undermine children’s physical and mental health and compromise children’s development and education. Trafficked children may experience forced labor, sexual exploitation, violence and abuse, child marriage, and captivity.

Some examples of UNICEF’s own work in preventing human trafficking and supporting its survivors include working in over 154 countries in 2020 to protect children against violence and exploitation, including trafficking. In Madagascar, almost 880 child victims of exploitation (56% girls), including 50 cases of child trafficking and 520 cases of child labor, received medical, psychosocial, and/or legal assistance through UNICEF-supported services. In Vietnam, family and juvenile courts were rolled out in 38 cities and provinces, and child-friendly and gender-sensitive investigation and procedures for cases involving sexual violence against children were improved.

**WORLD TRAVEL & TOURISM COUNCIL (WTTC) HUMAN TRAFFICKING TASK FORCE.** Amex GBT is a founding member of the first global industrywide initiative to eradicate human trafficking and share best practices. Members commit to work together to eradicate human trafficking from the travel industry through:

- **Prevention** – increasing industry and consumer awareness of human trafficking.
- **Protection** – training employees and travelers on how to identify and report suspected cases.
- **Action** – encouraging governments to enact legislation that recognizes human trafficking as a crime and to develop prevention resources, such as reporting hotlines.
- **Support** – providing assistance, training, and employment opportunities to survivors.

To learn more, visit [wttc.org/priorities/sustainable-growth/human-trafficking](https://wttc.org/priorities/sustainable-growth/human-trafficking)

## Employee Rights and Equal Employment Opportunity

Our policy is to provide equal employment opportunity to all individuals based on job-related qualifications. That means we don't discriminate on the grounds of 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, Amex GBT will reasonably accommodate the known disabilities of employees and applicants.

We also seek to maintain a nondiscriminatory environment, free from intimidation, harassment, or bias based on these grounds. We strive to offer an inclusive workplace where employee differences are valued and utilized for individual, business, and organizational success.



# ENVIRONMENT AND SUSTAINABILITY



## Environmental Commitment



**NORA LOVELL MARCHANT,  
VICE PRESIDENT, GLOBAL  
SUSTAINABILITY**

“The Glasgow Climate Pact calls upon the private sector to mobilize finance in order to deliver the scale of resources needed to achieve climate plans. Amex GBT embraces and extends this call to action to the entire industry - we must all collaborate and innovate for truly sustainable travel.”

Amex GBT is committed to the principles of the 2015 Paris Agreement, a treaty amongst nearly 200 nations with a goal of limiting global warming to well below 2°C – and preferably to 1.5°C – above preindustrial levels. In 2021, at the 26th Conference of the Parties to the United Nations Framework Convention on Climate Change (COP26), countries around the world indeed kept the goal of 1.5 degrees alive by committing to revisit and strengthen their climate plans by the end of 2022. In addition to the Glasgow Climate Pact from COP26, nations also forged multilateral agreements to halt deforestation, phase down coal, phase out internal combustion engine vehicles, cut methane emissions, and commit capital towards a just energy transition. While the agreements at COP26 chart a clearer course to achieving climate targets, ultimately it will fall to businesses to meet these commitments and deliver solutions. It’s the private sector that drives the investment, research, and development necessary to shift the planet to net-zero.

Addressing climate change is essential to the future of travel. Amex GBT is uniquely positioned to challenge and unite the travel industry on sustainability. We invite the entire travel ecosystem – our clients, suppliers, vendors, and business partners – to join us on this decarbonization journey. The sum of our efforts is far greater than anything we can achieve on our own. The complexity and severity of this issue cannot be solved by one country or one company – we must take climate action together. A prosperous world with net-zero emissions is within sight. It is our collective responsibility to make this vision a reality.



**Carbon neutral  
for our own travel  
since 2019**



**Science-based  
target by 2023**



**100% procurement  
of renewable  
energy by 2025**



**Net-zero  
target by 2050**

# Environmental Strategy

Amex GBT champions travel as a force for good. While travel yields societal and economic benefits, we recognize its environmental impact. As leaders in the business travel sector, we take an active role in shaping the way towards a low-carbon future. We're committed to operating our business in the most environmentally responsible manner possible. That includes initiatives to reduce our carbon footprint as well as developing greener solutions that benefit our clients and the industry at large.

## Our three key targets on environmental sustainability:



Establish Amex GBT as the marketplace for green business travel.



Execute against our 2021 commitment to set science-based targets by year-end 2023.

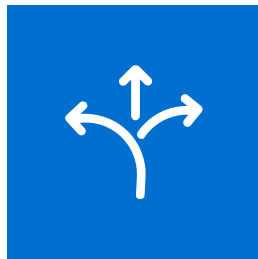


Drive aviation towards net-zero carbon by 2050.

Through our green marketplace, we aggregate demand from valued clients and drive volume to preferred suppliers. With innovation and investment, Amex GBT is building a comprehensive suite of climate solutions. We are enabling the technology and tools needed to achieve net-zero, and driving the behavior change at organizational and individual levels that is necessary to get us get there. We are addressing the challenge of making travel more sustainable and offering a new perspective on the future. We help our business partners achieve their sustainability objectives with our multiprong strategy:



TRACK & REPORT



INFLUENCE CHOICE



PROCURE GREEN



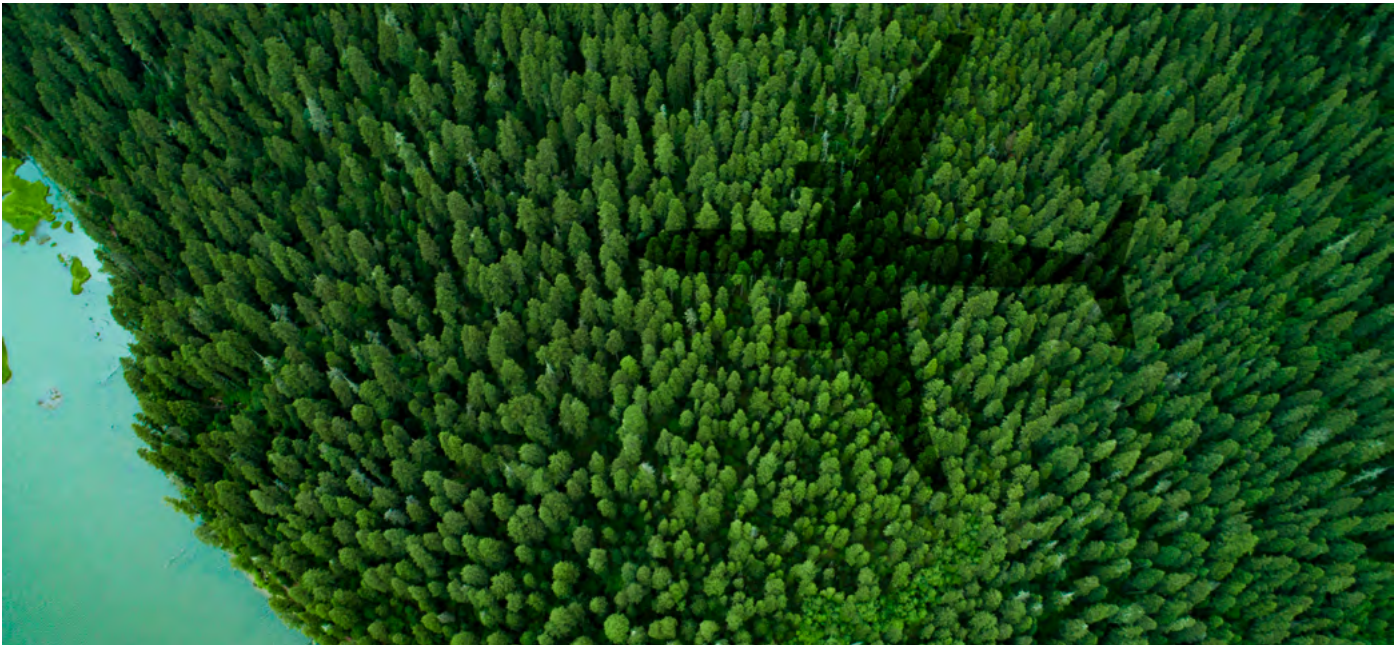
PROMOTE OFFSETS



DRIVE TO NET-ZERO AVIATION

## Science-Based and Net-Zero Targets

In 2021, Amex GBT committed to the Science Based Targets initiative (SBTi).<sup>1</sup> By formally committing to the SBTi, we are reaffirming our determination to achieve net-zero emissions by 2050 while helping our clients and travelers on their decarbonization journeys. Amex GBT is proud to join the SBTi together with more than 2,000 companies representing more than 20% of global market capitalization (in excess of \$20 trillion).



### Action steps to achieve targets

Amex GBT will follow the SBTi methodology and targets net-zero by 2050. During the next two years, Amex GBT will set targets for our global operations and supply chain. In 2022, Amex GBT will perform an emissions assessment across Scopes 1, 2, and 3. Amex GBT aims to submit a target to SBTi for official validation by end of 2023. We plan to collaborate with our value chain partners on decarbonization opportunities, including tracking and reporting, reducing, and offsetting greenhouse gas (GHG) emissions.

To help achieve science-based and net-zero targets, Amex GBT will incorporate sustainable aviation fuel (SAF) into our strategy for reducing our own corporate travel emissions. Amex GBT is already working to scale SAF throughout the aviation value chain through our alliance with Shell Aviation, combining the buying power of airlines and Amex GBT's business travel clients.

<sup>1</sup> The Science Based Targets initiative is a collaboration between Carbon Disclosure Project (CDP), the United Nations Global Compact, World Resources Institute (WRI), and the World Wide Fund for Nature (WWF).

# Environmental Engagement

## Sustainability Employee Resource Group



Humanity is core to sustainability because people, ultimately, are the key to change. People are the most important resource for driving sustainable business practices. Amex GBT colleagues share a belief in the importance of sustainability, which is why we founded Green@GBT. This employee resource group provides a platform to drive environmental protection while utilizing the insights of our colleagues to help achieve our sustainability goals.

Green@GBT members are responsible for spearheading sustainability initiatives across our company, including community clean-up campaigns, organizing environmental events, and reducing the impact of corporate and home offices. In the office, colleagues strive to create safe and sustainable workplaces by tracking key performance indicators such as energy efficiency, renewable energy, recycling measures, and green commuting. Best practices are shared with virtual employees to promote sustainable home offices.

Amex GBT embeds a culture of sustainability across the organization by engaging colleagues in activities designed to adopt smarter ways of consuming, make greener choices, and rethink their carbon footprint. For Earth Month 2021, Amex GBT organized a virtual tree-planting campaign in partnership with nonprofit Carbonfund.org. Over 120 colleagues donated \$1,733, equating to 3,466 trees.



“Green@GBT gives a platform for employees across all parts of the organization to come together on sustainability. By definition, this INclusion Group is our most inclusive because climate change affects us all and being the father to a young daughter, I wanted to make a difference for her future. The synergies between employees from across the globe really bring all perspectives into the discussion both internally and with our clients. I am excited to co-lead the group into 2022 and beyond.”

**DAVID KING, GLOBAL STRATEGIC LEAD**

# Environmental Metrics

## Our Carbon Footprint

Climate scientists classify GHG emissions into three basic categories:

**SCOPE 1:** direct emissions from owned or controlled sources.

**SCOPE 2:** indirect emissions from owned or controlled sources (purchased electricity, steam, heat, and cooling).

**SCOPE 3:** all other indirect emissions that occur in the value chain, including both upstream and downstream emissions.

Amex GBT's most significant sources of GHG emissions are Scope 2 (purchased electricity) and Scope 3 (employee business travel). We are prioritizing our most significant sources of GHG emissions because this approach will have the greatest impact on lowering our overall carbon footprint.

### REPORTING GREENHOUSE GAS EMISSIONS





#### SCOPE 1

Not applicable

#### SCOPE 2

2021		2020		2019		2018		
Energy Consumption megawatt per hour (MWh)	Emissions Metric Ton (MT) CO <sub>2</sub> e (location-based)	Emissions Metric Ton (MT) CO <sub>2</sub> e (market-based)	Energy Consumption (MWh)	Emissions Metric Ton (MT) CO <sub>2</sub> e (location-based)	Energy Consumption (MWh)	Emissions Metric Ton (MT) CO <sub>2</sub> e (location-based)	Energy Consumption (MWh)	Emissions Metric Ton (MT) CO <sub>2</sub> e (location-based)
6,311	1,959	1,760	4,670	1,771	21,220	7,610	16,643	10,782

#### SCOPE 3.6

	2021	2020	2019	2018
	2,407 MT CO <sub>2</sub> e	5,455 MT CO <sub>2</sub> e	20,594 MT CO <sub>2</sub>	12,669 MT CO <sub>2</sub>
	43 MT CO <sub>2</sub> e	2 MT CO <sub>2</sub> e	827 MT CO <sub>2</sub>	756 MT CO <sub>2</sub>
	3 MT CO <sub>2</sub> e	131 MT CO <sub>2</sub> e	40 MT CO <sub>2</sub>	44 MT CO <sub>2</sub>
	17 MT CO <sub>2</sub> e	3 MT CO <sub>2</sub> e	89 MT CO <sub>2</sub>	165 MT CO <sub>2</sub>
<b>TOTAL</b>	<b>2,470 MT CO<sub>2</sub>e</b>	<b>5,591 MT CO<sub>2</sub>e</b>	<b>21,550 MT CO<sub>2</sub></b>	<b>13,634 MT CO<sub>2</sub></b>



## ENVIRONMENTAL METRICS

**Methodology:** Amex GBT Scope 1 emissions are de minimis and may be assessed further in the context of science-based target setting.

**Methodology:** Amex GBT Scope 2 emissions are attributable to global real estate operations and associated purchased electricity. Our methodology follows the World Resources Institute World Business Council for Sustainable Development Greenhouse Gas Protocol Scope 2 Guidance. Amex GBT partners with Measurabl, the most widely adopted ESG software for real estate, to facilitate data collection regarding our energy and emissions while helping to identify and mitigate ESG risk.<sup>1,2</sup>

**Methodology:** Amex GBT presently only measures Scope 3.6 (employee business travel) and additional categories may be assessed in the context of science-based target setting. For 2021, 2020, and 2019, Scope 3.6 emissions were calculated applying UK Business, Energy & Industrial Strategy factors. Previous years were calculated by Atmosfair applying a proprietary methodology.<sup>3</sup>



**1** Both Ovation and Egencia are presently out of scope for purposes of Scope 1 and Scope 2 metrics because these acquired businesses are undergoing integration and will be incorporated in future years.

**2** Measurable energy calculations are based upon a combination of metered energy consumption billing data and estimated energy consumption data based on energy intensity per square footage standards outlined in the GHG Protocol where metered data is not available. Measurabl emissions calculations are based upon the 100-year Global Warming Potential values from the Intergovernmental Panel on Climate Change with industry-standard emissions factors across fuels and global regions.













**3** Egencia is presently out of scope for purposes of Scope 3 metrics because this acquired business is undergoing integration and will be incorporated in future years.

# Environmental Milestones

## Targets and Progress

Amex GBT strives for continuous improvement by setting targets aligned with science, working to achieve stated goals, then setting increasingly ambitious targets. We cannot achieve our goals without challenging business as usual.

### WE ARE MATCHING OUR AMBITION WITH ACTION:

TARGET	STATUS	PROGRESS	
<b>Carbon Neutrality</b>	In 2017, Amex GBT committed to carbon neutrality for employee business travel (Scope 3.6) by 2020.	Amex GBT achieved carbon neutrality for employee business travel effective 2019 (one year ahead of schedule). 	
	In 2021, Amex GBT committed to 100% reduction of operational emissions (Scope 1 and 2) by 2025. <sup>1</sup>	Amex GBT powers 11% of our operations with renewable energy. 	
<b>Science-Based &amp; Net-Zero Targets</b>	In 2021, Amex GBT committed to set a science-based target by the end of 2023.	Progress underway with public commitment to SBTi and consultant engagement. 	
	In 2020, Amex GBT committed to net-zero carbon by 2050.	Progress underway with public commitment to SBTi and net-zero via renewable energy procurement, carbon reductions, and offsets. 	
<b>Waste</b>	Amex GBT targets implementation of recycling and elimination of single-use plastics in 100% of offices by 2025. <sup>2</sup>	Amex GBT has initiated or implemented recycling projects in 21% of offices with plans to operationalize the remainder when offices reopen after COVID. Starting in 2019, Amex GBT began replacing single-use plastics, Styrofoam, and wax-coated paper with environmentally friendly alternatives in several major offices. 	
<b>Employee Engagement</b>	In 2021, Amex GBT launched our sustainability employee resource group, targeting to increase participation annually.	Since its inception in September and across 2021, Green@GBT ran several successful membership meetings and attracted over 150 members. 	

<sup>1</sup> Amex GBT applied to join RE100, a global initiative of influential businesses committed to using 100% renewable electricity, led by the Climate Group in partnership with Carbon Disclosure Project. RE100 recently increased its electricity consumption threshold to 100,000 MWh, rendering Amex GBT ineligible to join because our GHG emissions are too small. Regardless, Amex GBT is supportive of RE100 and we remain engaged through the Clean Energy Buyers Association (formerly known as the Renewable Energy Buyers Alliance).

<sup>2</sup> Amex GBT's recycling target applies to offices larger than 1,000 square feet and countries where recycling infrastructure exists.

## ENVIRONMENTAL MILESTONES

**Reducing Emissions With Renewable Energy**

Amex GBT is committed to clean electricity. We recognize that the energy system must be reimaged from fossil fuels to renewables. Procuring renewable energy is necessary for Amex GBT to reduce operational emissions to achieve science-based and net-zero targets. As of 2021, approximately 11% of all electricity consumed across our global Real Estate operations is green and Amex GBT targets 100% renewable energy by 2025. We are taking the following steps to achieve this goal:

- Since 2020, we have been powering our largest office in the United States with renewable electricity from wind and solar energy sources through our utility provider's green choice program.
- In 2021, we launched a global renewable energy program across our real estate operational footprint to identify and explore procurement opportunities.
- Our largest offices in Germany and the United Kingdom are powered by renewable energy. Every unit of power is matched with a unit of electricity generated from local natural sources, such as sun, wind, and water.
- In 2022 and beyond, Amex GBT will scale our global renewable energy program, procuring direct renewable energy where feasible and energy attribute certificates (EACs) or renewable energy credits (RECs) where appropriate.

## ENVIRONMENTAL MILESTONES

**Offsetting Emissions With High-Integrity Carbon Credits**

Amex GBT is proud to be carbon neutral with respect to employee business travel since 2019. We maintain this commitment annually. Our offsets support nature-based solutions that prevent deforestation, fund afforestation and reforestation initiatives, and preserve ecosystems that protect biodiversity and benefit local communities.

The principle at the heart of the SBTi Net-Zero Standard is the mitigation hierarchy. Although setting and achieving science-based targets is the priority, companies should go further and invest in mitigation outside their value chains to contribute towards reaching societal net-zero. By securing and enhancing carbon sinks (terrestrial, coastal, and marine, etc.), the world can avoid the emissions that arise from their degradation. SBTi recognizes that companies financing high-quality nature-based carbon offsets can effectively contribute to society's transition to net-zero in furtherance of the United Nations Sustainable Development Goals (UNSDGs).

**Protecting Biodiversity**

Annually, we help finance the award-winning Carbonfund.org Envira Amazonia Project, a rainforest conservation project in Brazil, known as REDD+ (Reducing Emissions from Deforestation and Forest Degradation). The project is rigorously accredited and adheres to both the Climate, Community & Biodiversity Standards and the Verified Carbon Standard. This is one of the few projects in the world to receive Triple Gold Distinction for exceptional biodiversity, community, and climate change adaptation benefits. The project prevents the conversion of rainforest to large-scale cattle ranching, preserves biologically diverse habitats for rare and endemic species, and supports local communities by providing resources and training to establish alternative sources of income and employment.

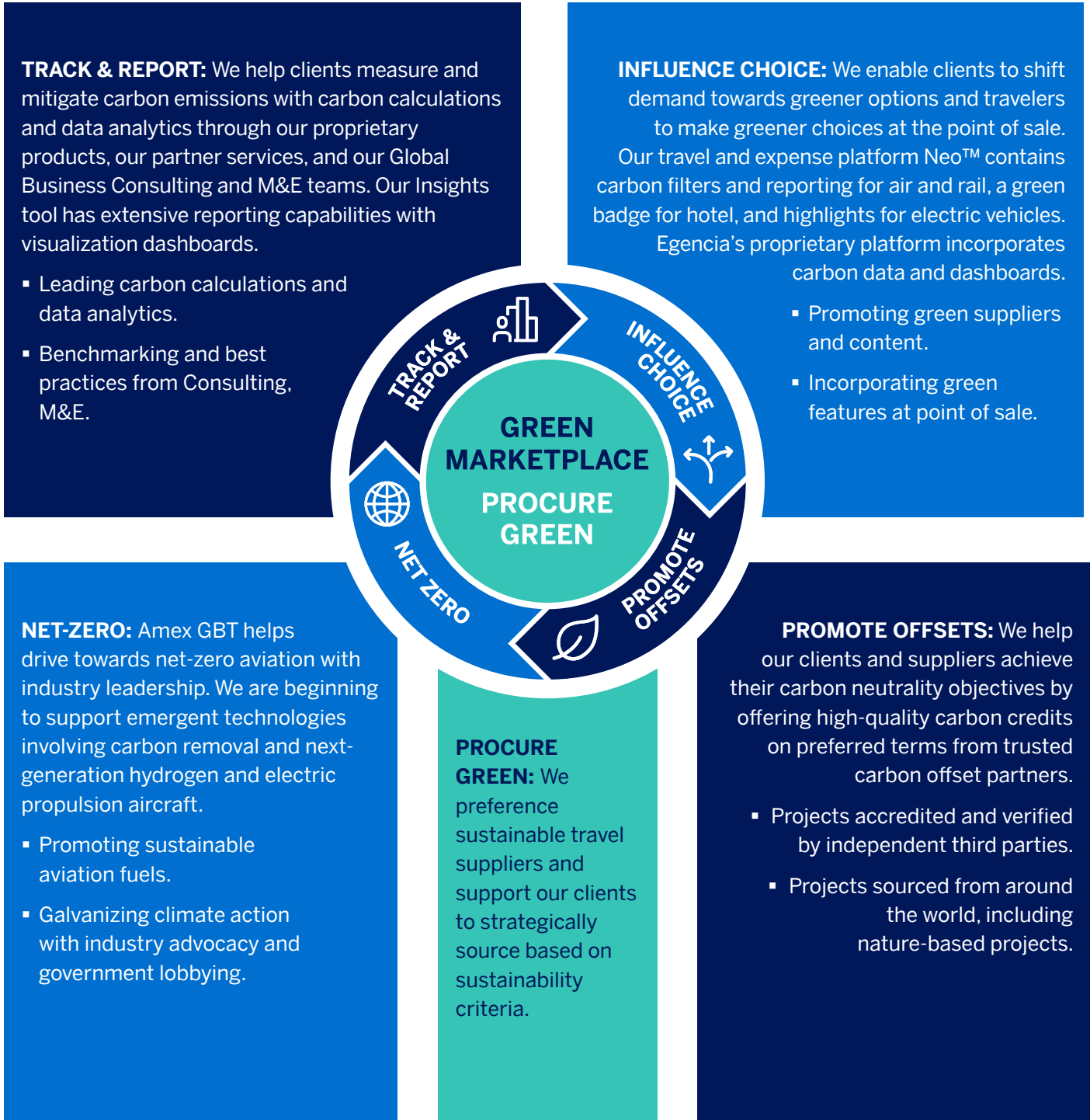


“Forests, mangroves, and peatlands play a key role in the fight against climate change by storing and reducing global emissions. At Amex GBT, we are proud to promote the conservation and improved management of these ecosystems by offsetting emissions via high-integrity natural climate solutions. The Envira Amazonia project is a great example of biodiversity conservation, which also directly supports wider socioeconomic benefits and contributes to all 17 UNSDGs.”

**NICOLE SAUTTER, MANAGER, GLOBAL SUSTAINABILITY**

# Green Marketplace for Business Travel

Amex GBT is uniquely positioned in the center of the travel ecosystem to promote sustainability throughout the industry.



# Sustainable Products & Services

## Track & Report

### CARBON TRANSPARENCY

Accurate measurement is essential to gauge sustainability impact, especially in the travel sector. Amex GBT enables companies to visualize their carbon footprint through our reporting platforms. We provide data analytics to help clients set targets, monitor carbon, and report on emissions.

We provide standard and tailored emissions data for air, rail, car, and hotel. For example, our proprietary products – Insights and Premier Insights™ – contain carbon calculations, reporting and filtering capabilities, and a sustainability dashboard. Monitoring and reporting capabilities can be used to establish an initial baseline assessment with regular monitoring over time.

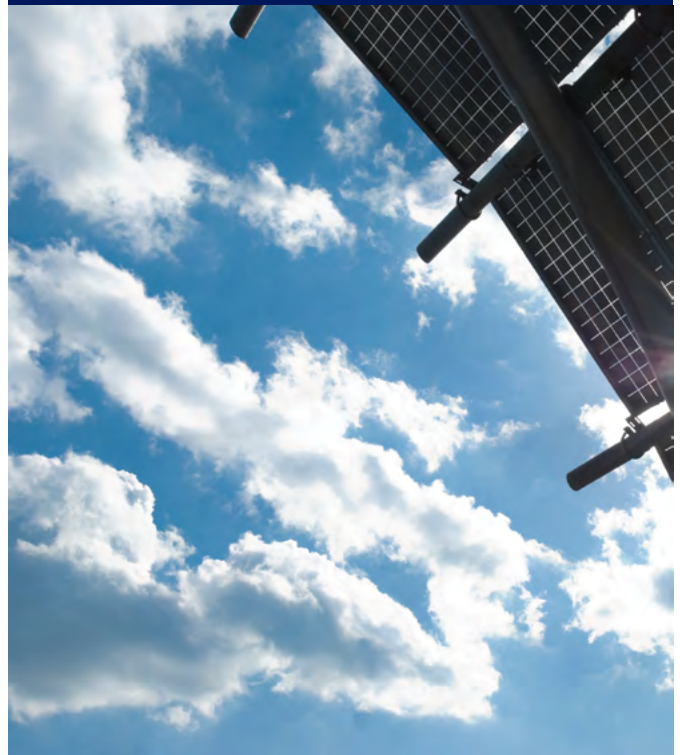
Amex GBT calculates greenhouse gas emissions according to the GHG Protocol. Through our marketplace for green business travel, we give our clients options to choose the carbon calculation methodology that suits their needs. Amex GBT offers a proprietary emissions optimization algorithm as well as leading governmental standards, including:

- International Civil Aviation Organization
- France Agence de l'Environnement et de la Maîtrise de l'Énergie
- German Deutscher Reiseverband in partnership with Atmosfair
- United Kingdom Department for Business, Energy & Industrial Strategy
- United States Environmental Protection Agency



Amex GBT is piloting enhanced carbon calculations to build an ecosystem of partners in sustainable travel technology:

- Amex GBT is working with the International Air Transport Association (IATA) on its Passenger CO2 Calculation Methodology and related technology.
- Amex GBT collaborates with Lumo, a flight data technology company that provides travelers, agencies, and airlines with machine learning-powered flight information to drive smarter decisions involving carbon.

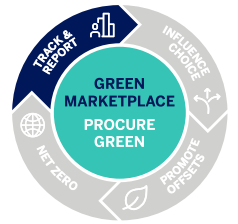


SUSTAINABLE PRODUCTS & SERVICES › TRACK & REPORT

**GLOBAL BUSINESS CONSULTING**

Our Global Business Consulting (GBC) team, including specialized consultants from newly acquired Egencia, provides insights in four key areas: People, Planet, Profit, and Performance. We work with clients to embed sustainability in their travel program and equip travel managers to become leading change agents in their company’s environmental sustainability initiatives. GBC offers end-to-end

consulting services that address the key pillars of sustainability. We help clients understand and provide a pathway to evolve their travel program. Our services help them update policy to enable greener travel, set carbon reduction goals, and develop traveler engagement and measurement strategy.



**GREEN BUSINESS TRAVEL**

**Amex GBT is committed to providing the practices, tools, and supplier relationships that allow our clients to put sustainability at the heart of their travel programs.**



SUSTAINABLE PRODUCTS & SERVICES › TRACK & REPORT



# GREENCOMPASS

GLOBAL BUSINESS CONSULTING

Launched in 2021, Green Compass™ is an interactive tool developed by Amex GBT's consulting arm that puts corporates on the pathway to reduced business travel emissions while enabling travel. It features an intuitive dashboard that provides travel managers with granular insight into the factors that drive emissions from business travel and helps them identify the best actions for decarbonizing their travel program. The actions will depend on the corporate's travel patterns and business needs and can include

shifting to sustainable hotels, flying on lower emission aircraft, procuring sustainable aviation fuel, or carbon offsetting. GBC consultants then work with the travel manager to develop a strategy to achieve targeted emissions reductions. The initial Green Compass insight leads into broader work to support our clients' green travel programs, such as a green assessment or green optimization.

## GREENCOMPASS

GLOBAL BUSINESS CONSULTING

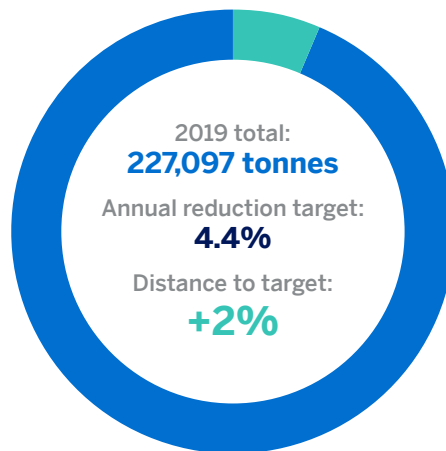
Your 2030 reduction target  
30.0%

Hotel shift  
30%  
**264 tonnes**

Optimize aircraft type  
20%  
**8,338 tonnes**

Rail switch  
3%  
**750 tonnes**

Buy offsets  
3,086  
**3,085 tonnes**



Procure SAF  
117,933 gallons  
**1,057 tonnes**



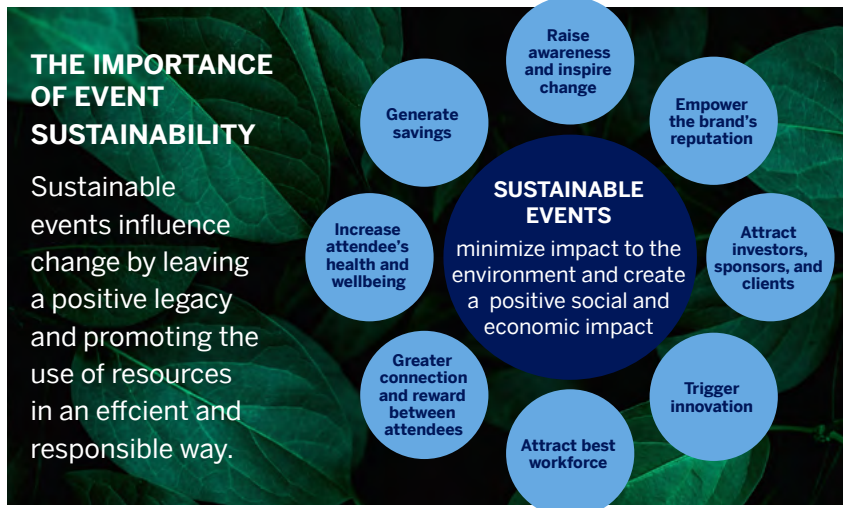


SUSTAINABLE PRODUCTS & SERVICES › TRACK & REPORT

**MEETINGS & EVENTS**

**GET-TOGETHERS THAT DO GOOD AND FEEL GOOD**

We work with clients to help them deliver sustainable meetings and events, providing tools, services, and resources that minimize negative impacts on the environment while maximizing positive social and economic contributions.



**PROMOTING EVENT SUSTAINABILITY**

Our specialized M&E sustainability team provides guidance on how to best source and plan for sustainable meetings in alignment with our clients' values and goals. We facilitate the development and implementation of event sustainability strategies, including event emission reductions measures. Our team advises clients to strive for continuous improvement.

**OUR SERVICES HELP CLIENTS WITH:**

- **Destination:** Promoting sustainable destinations that offer initiatives to support event sustainability goals.
- **Venue:** Advising on locations and transportation strategies that minimize GHG emissions.
- **Transport:** Encouraging ridesharing or walking to/from events as well as the use of hybrid/electric vehicles.
- **Procurement and Sourcing:** Choosing suppliers that are independently accredited and certified as sustainable, with sustainable management policies in place.
- **Waste:** Minimizing plastic, paper, and food waste while promoting recycling, the use of technology, and reusable elements.
- **Food & Beverage:** Sourcing local, organic, and fair-trade items and adapting menus to include farm-to-table experiences.
- **Gifting:** Avoiding disposable products while promoting local businesses, charities, and habitat preservation.
- **Activities:** Incorporating sustainable elements into tours and teambuilding events, themes, and galas.
- **Engagement & Communication:** Helping to integrate sustainability messaging into the overall event strategy and communication to create brand awareness and stronger engagement.
- **Offsets:** Calculating and compensating the carbon generated by the event.
- **Diversity:** Supporting the use of diverse suppliers through our Diversity, Equity & Inclusion program.

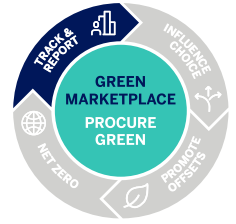
## SUSTAINABLE PRODUCTS &amp; SERVICES › TRACK &amp; REPORT



### Sustainable Meeting & Events Solutions

“Meetings & Events is committed to promoting event sustainability across our entire ecosystem. Through our technology, our industry-leading best practices, and our global footprint, we provide sustainable solutions to guide and support our clients in making their events more sustainable and reduce their event carbon footprint.”

**ELOÍSA URRUTIA, M&E SUSTAINABILITY HEAD**



As an industry leader, we advise clients on ways to create more sustainable meetings and events. We assess their meetings and events program, define measures of success, provide best practices to reduce event emissions, and measure, report, and offset their carbon emissions. Our services include essential solutions to plan carbon-neutral events and create a strategic sustainable meetings program for the long term.



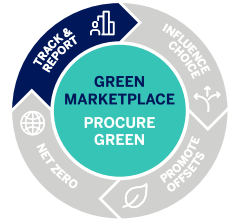
### SUSTAINABLE MEETING PROGRAM MANAGEMENT

Our dedicated sustainable M&E team can help clients create a meetings and events sustainability strategy and roadmap in line with their corporate sustainability goals and key stakeholders. By assessing their meetings program, we provide a consultative experience to help set measurable program objectives, build meaningful key performance indicators (KPIs), and create a sustainability policy. With step-by-step support, we advise on best practices to plan and procure in a sustainable way, covering all aspects of our clients' meetings and events needs.

SUSTAINABLE PRODUCTS & SERVICES › TRACK & REPORT

### OUR NEW EVENT CARBON CALCULATOR

Amex GBT's new proprietary Event Carbon Calculator helps event organizers measure and track their event sustainability progress using comprehensive methodology that follows recognized standards. Our Event Carbon Calculator captures valuable information throughout the event planning process and considers relevant GHG emissions. It also makes it possible to tabulate the results of activities across all event areas from travel and catering to waste and recycling. The Event Carbon Calculator provides a solution to develop a baseline for defining, monitoring, and benchmarking carbon targets and measuring the impact of emissions reduction actions. It allows for meaningful reporting and provides clients with actionable insight into their event carbon impact.



## Green Your Events

THROUGH OUR BEST PRACTICES WE WILL GUIDE AND SUPPORT OUR CLIENTS IN MAKING THEIR MEETINGS AND EVENTS MORE SUSTAINABLE



## Sustainable Meeting Program

WE CAN SUPPORT A COMPREHENSIVE ROADMAP OR SINGLE ELEMENTS



**Set the strategy to plan, measure, reduce all emissions you can and offset the ones you can't avoid. Then communicate to the world.**

SUSTAINABLE PRODUCTS & SERVICES › INFLUENCE CHOICE

## Influence Choice



### NEO™ PROMOTES GREEN BOOKINGS

“We know sustainable travel remains a priority. Travelers make more sophisticated decisions when they see their carbon footprint at the point of booking. Our technology enables travel managers to align company travel programs with corporate environmental strategies.”

**VINCENT BOURBONNAIS, HEAD OF TRAVEL PRODUCT AT NEO TECHNOLOGY GROUP**

Neo, our proprietary travel and expense platform, is leading the travel industry on sustainability. In 2020, Neo won the EcoTrophea award in recognition for its vision in sustainable travel by the German travel association Deutscher Reiseverband.

We invest in technology to challenge the status quo and inspire industry progress. We help our clients meet their sustainability goals by providing travel managers, arrangers, and travelers the data and tools necessary to implement greener travel policies and make environmentally focused booking choices. With Neo’s new features, travelers can understand which flights are more sustainable.

Amex GBT understands that sustainability is essential to our industry. Our product development is designed to support our clients, from a simple filter for travelers to complex rules for travel managers. Our platform helps travelers make smart, sustainable decisions.

Neo’s recent enhancements include:

- Carbon emissions filter for air and rail.
- Resizing of carbon data for increased end-user visibility.
- Automatic carbon reporting.
- Electric and hybrid car highlight.
- Green hotel badge and filter.
- Expansion of options for data sources for flight carbon footprint calculations.
- Visual flag on lowest carbon transport option.

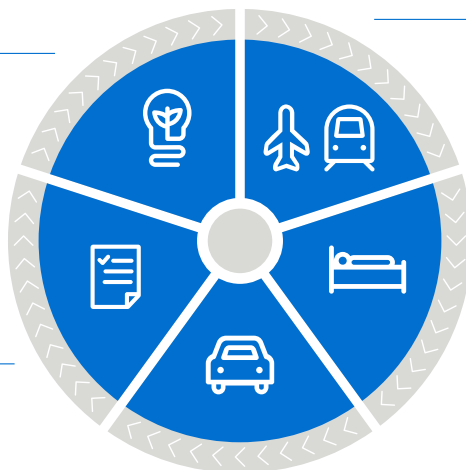
More advancements are underway:

- Electric and hybrid cars filter and recommendation.
- Carbon offset display.
- Carbon-neutral trip options.
- Additional carbon calculation methodologies.

### Carbon Transparency

- CO2 reporting (automated or on-demand)
- CO2 via email
- Content messaging
- Travel alternatives
- Customizable sustainability administration

**Continuous improvement of digital technology for expense management.**



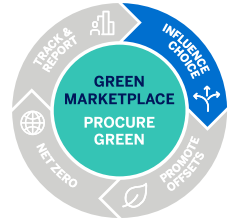
### Point of Sale:

- Air/Rail comparison
- CO2 calculations
- CO2 display and filter

**Hotel green badge and filter for clients to choose the most sustainable options.**

**Flagging electric/hybrid cars to help select the best alternative vehicle.**

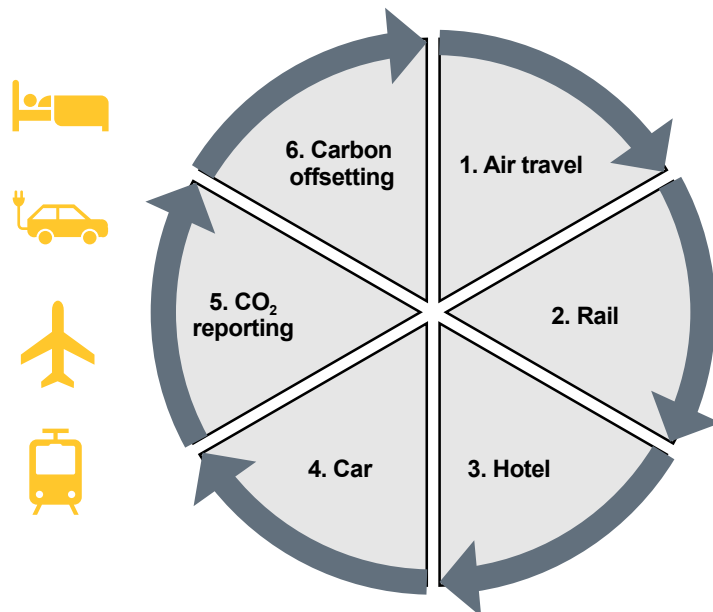
SUSTAINABLE PRODUCTS &amp; SERVICES › INFLUENCE CHOICE

**EGENCIA PROMOTES GREEN BOOKINGS**

Egencia's proprietary platform helps clients reduce their carbon footprint and enables travelers to embrace eco-friendly practices through a suite of sustainable offerings that include:

- Carbon tracker in the air booking and checkout path.
- Carbon data from Egencia Analytics Studio or tailored methodologies.
- Carbon dashboard and reporting.
- Electric transport options and charging point locations.
- Customized consulting and carbon offset initiatives.

Due to the growing demand for sustainable travel choices, Egencia ramped up investment in resources for train travel in 2021. As a result, travelers can now refer to the Air-Rail Display to help them choose an alternative option to air on selected routes for more sustainable and efficient travel.

**Helping clients meet their sustainable travel goals**

**1. Air travel:** View your carbon footprint at every stage of the booking process and add policy restrictions to encourage sustainable travel practices.

**2. Rail:** Access unrivalled inventory choice and see rail alternatives to air on eligible routes to reduce your footprint.

**3. Hotel:** Create customized tags to flag sustainable hotels for your travelers.

**4. Car:** Search for eco-friendly car rentals, including hybrid and electric vehicles.

**5. CO<sub>2</sub> reporting:** Track your carbon footprint for air, rail, and hotel.

**6. Carbon offsetting:** Visualize the carbon offset price of your flights in the booking process.

EGENCIA

Egencia is wholly owned by American Express Global Business Travel (GBT). GBT is a joint venture that is not wholly-owned by American Express Company or any of its subsidiaries (American Express). "American Express Global Business Travel," "American Express," and the American Express logo are trademarks of American Express and are used under limited license.

SUSTAINABLE PRODUCTS &amp; SERVICES › PROCURE GREEN

## Procure Green



### SUSTAINABLE HOTELS

“As travel recovers, sustainability reemerges as a top priority for many of our clients - as it has been for Amex GBT too. By spotlighting suppliers that meet GSTC’s criteria and steering travelers toward greener choices, we are empowering our clients to make buying decisions that can help preserve this world and create a better reality for future generations to come.”

**VIBHAV SINGH, CONSULTING MANAGER,  
GLOBAL BUSINESS CONSULTING, APAC**



Amex GBT recently became a member of the Global Sustainable Tourism Council (GSTC) – a strategic partnership that will bring more transparency and ease to the process of booking sustainable hotels. GSTC is a

nonprofit organization created jointly by United Nations’ agencies and prominent conservation organizations to establish and manage global standards for sustainability in travel and tourism.

The criteria are organized around four main themes:

- Effective sustainability planning.
- Maximizing social and economic benefits for the local community.
- Enhancing cultural heritage.
- Reducing negative impacts to the environment.

As part of our global plans to drive sustainability in contracting and booking decisions, Amex GBT is well-positioned to increase the adoption of sustainable hotels together with GSTC. With millions of room nights booked annually through Amex GBT, our clients’ impact has great potential to influence change across the industry.

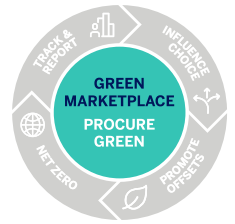
Amex GBT promotes the adoption of GSTC’s sustainable tourism principles. We highlight hotels and other accommodation partners that satisfy GSTC’s standards. GSTC data is available to corporate buyers who are supported by our Global Business Consulting team for their hotel sourcing needs. In the future, GSTC analytics will be incorporated into our booking processes to enable travelers to identify and select qualified accommodation partners.

Amex GBT aims to preference hotels with sustainability standards (such as hotels certified to GSTC-approved standards with a goal of 25% by 2025). We recognize the importance of third-party certification and GSTC accreditation in our long-term hotel strategy, in line with industry progress.

SUSTAINABLE PRODUCTS & SERVICES › PROCURE GREEN

### SUSTAINABLE VEHICLES

Amex GBT's Global Supplier Partnerships team is proud to partner with car suppliers that are prioritizing sustainability, including:



- Hertz recently announced its investment to offer the largest electric vehicle (EV) rental fleet in North America and one of the largest in the world with an initial order of 100,000 Teslas. Additionally, Hertz is developing EV charging infrastructure across the company's global operations.



- Avis Budget Group is committed to offering the greenest, smartest, and safest fleet through fleet optimization, including connected technology; fleet efficiency with more fuel-efficient and low-emission vehicles; and a focus on sustainable transportation solutions by expanding carsharing and EV initiatives.



- Enterprise Holdings has recycled more than 10 million gallons of used motor oil at its North American airports since 2009 and received the "Best in Biz" Environmental Program of the Year in 2019 for its sustainable transportation and operations.



SUSTAINABLE PRODUCTS &amp; SERVICES › PROMOTE OFFSETS

## Promote Offsets



### CREDIBLE CARBON CREDITS

“Globally, there are thousands of carbon offset projects offered by hundreds of organizations. We decided to simplify this for our clients to help them attain their sustainability goals by sourcing high-integrity, reputable, and affordable projects with trusted partners.”

**SALLY HIGGS,**  
MANAGER OF ACCOUNT DEVELOPMENT



Amex GBT leads by example. Amex GBT has been carbon neutral with respect to our own travel since 2019 and we pledge the same for the future. On our journey to net-zero, we are compensating for residual emissions in our value chain with high-integrity carbon offsets. We are now scaling our impact by offering carbon offsets to our business partners.

In January 2021, we launched a carbon offset platform to help our clients and suppliers reach their respective carbon neutrality commitments. At year-end 2021, we launched a pilot enabling integration of carbon offsets based upon point-of-sale bookings. Even throughout the pandemic, Amex GBT clients demonstrated clear demand for carbon offsets.

Carbon offsets represent an immediate way for companies to mitigate emissions in the short term while pursuing reductions over the long term. We recognize that carbon offsets alone are not the solution but rather a bridge to the future when solutions to decarbonize the aviation sector will be available. Eloquently phrased by Carbonfund.org: **“Reduce What You Can, Offset What You Can’t.”™**

Originally created by the United Nations Intergovernmental Panel on Climate Change (IPCC) under the Kyoto Protocol in 1997, carbon offsets are widely accepted today by corporations, governments, and nongovernmental organizations. As recognized by the Science Based Targets initiative, financing high-quality nature-based carbon offsets can also effectively contribute to society’s transition to net-zero in furtherance of the UN Sustainable Development Goals.

### OUR PLATFORM

- Clients benefit from our bulk volume aggregation, facilitating the purchase of carbon offsets from trusted partners on preferred terms.
- Pricing is competitive and choice is premium. The diversity of projects offered include renewable energy finance, clean cookstoves, deforestation prevention, and carbon removals via afforestation and reforestation.
- Projects offered by our preferred partners have been independently validated according to rigorous and internationally recognized accreditation standards.



SUSTAINABLE PRODUCTS & SERVICES › PROMOTE OFFSETS

## OUR PARTNERS

Our esteemed carbon offset providers offer projects in every corner of the globe. We have chosen to partner with the world's preeminent carbon-offsetting organizations:

- US-headquartered Carbonfund.org Foundation (a nonprofit organization).
- UK-headquartered Carbon Footprint (a Quality Assurance Standard-approved organization).
- Australia-headquartered Tasman Environmental Markets (TEM), a certified B-Corp.

Every carbon offset project offered by Amex GBT follows a rigorous quality assurance protocol, including independent auditing, certification, and validation. Amex GBT recommends only high-quality projects that are independently verified against leading international standards (e.g., Gold Standard, Verified Carbon Standard, or equivalent caliber).

In addition to carbon mitigation, every carbon offset project offered through Amex GBT also provides wider socioeconomic benefits, such as biodiversity, education, job and food security, health, and well-being in vulnerable communities.



### BRINGING THE AUSTRALIAN BUSH BACK

2021 saw Amex GBT's first Asia-Pacific client offset its international travel via our Australia-headquartered partner TEM. When flying at normal capacity, the client will offset several thousand tons of carbon per year, providing valuable climate finance for forest management projects, including a bush regeneration project in Australia.

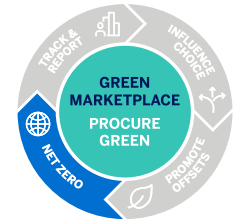
TEM's bush regeneration project establishes vital habitat and food sources for native wildlife. By erecting fencing and actively managing invasive species, the project avoids emissions caused by clearing and achieves key environmental and biodiversity benefits.

SUSTAINABLE PRODUCTS &amp; SERVICES › NET-ZERO

**Net-Zero****SUSTAINABLE AVIATION FUEL**

“Fueling planes sustainably will enable travel to grow in a manner that helps end our contribution to climate change while creating an incredible commercial opportunity for our company, our partner airlines, and corporate clients. Our goal is exponential growth of SAF, year over year, to enable aviation to achieve net-zero carbon by 2050.”

**JASON GEALL, SENIOR VICE PRESIDENT  
AND REGIONAL GENERAL MANAGER, EUROPE**



Compared to fossil-based jet fuel, sustainable aviation fuel (SAF) provides greater value:

- Reducing GHG emission on a lifecycle basis by up to 80%.
- Boosting economic value and job creation opportunities.
- Proving societal and health benefits.
- Enabling increased energy security and supply chain resiliency.

Building a more sustainable future of travel requires value chain collaboration because the travel industry may be fragmented – but our approach to sustainability must be collective.

Unlocking the potential for net-zero carbon by 2050 requires reimagination of the aviation industry. Airlines worldwide consumed over 90 billion gallons of fossil-based jet fuel annually prior to the pandemic. SAF accounts for less than 0.1% of annual aviation fuel consumption presently. The fundamental rules of the system must change for aviation to decarbonize. This is why Amex GBT and Shell Aviation, together with industry leading partners, are launching an unprecedented pilot designed to scale the market for SAF.

**SCALING SAF FOR THE INDUSTRY**

We strive to transform SAF from a precommercial market into an economically viable and desirable business model. This global transformation is achievable with bold action and public-private partnership. Our aim goes beyond merely selling SAF to scaling SAF. While today SAF represents millions of gallons, we envision a future with billions of gallons of SAF displacing fossil-based jet fuel. We invite the entire aviation value chain – including corporations, travelers, airlines and airports, governments and nongovernmental organizations – to embark upon this decarbonization journey with us.

SUSTAINABLE PRODUCTS & SERVICES › NET-ZERO

Amex GBT's commitment to driving aviation towards net-zero carbon by 2050 is evidenced by our leadership on net-zero flying with SAF:



**INDUSTRY LEADERSHIP**

In May 2021, Amex GBT became the **world's first global travel management company** to announce our ambition to help the travel industry scale the supply of SAF.

In 2022, Amex GBT will launch a **book and claim pilot** with Shell Aviation, supplying large batches of SAF and associated environmental attributes to airlines and corporate clients.

**NON-GOVERNMENTAL ORGANIZATIONS**

Amex GBT worked with the **Massachusetts Institute of Technology (MIT) Center for Transportation & Logistics** and **Smart Freight Center (SFC)** in developing Sustainable Aviation Fuel Greenhouse Gas Emission Accounting and Insetting Guidelines.

The MIT-SFC accounting guidelines provide principles for a book and claim chain of custody to enable clear and transparent tracking and disclosure of the emissions reduction benefits of a fuel switch to SAF. These guidelines have been recognized by the World Economic Forum Clean Skies for Tomorrow Initiative and the Science-Based Targets initiative as part of their aviation sector guidance: "Smart Freight Centre and MIT [SAF GHG] Emission Accounting and Insetting Guidelines [provide] detailed guidance on accounting for and allocating emission reduction benefits of SAF across air transportation value chains."

**GOVERNMENTS**

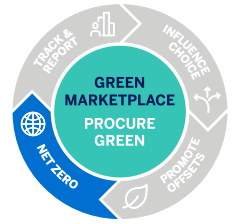
Amex GBT continuously lobbies for the accelerated uptake of SAF supported by **comprehensive governmental policy**, underpinning the environmental and economic benefits of SAF. For example, Amex GBT

advocates for US Blender's Tax Credit and participates in the UK Department of Transport consult on SAF and Parliamentary inquiry on fueling the future.

SUSTAINABLE PRODUCTS & SERVICES › NET-ZERO › SUSTAINABLE AVIATION FUEL



Amex GBT has **crafted and contributed to white papers** on decarbonizing aviation.



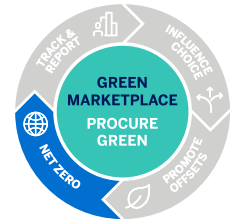
In 2021, Amex GBT helped to educate the world on SAF by presenting at approximately 10 conferences with collectively more than 5,000 attendees globally, including:

- **COP26, Net Zero Industry Transition, SAF Takes Off:** Amex GBT took part in a panel discussion in Glasgow with senior leaders from Accenture, Shell Aviation, Alaska Airlines, and the World Economic Forum.
- **GBTA Convention on Sustainability – Mobilizing Our Industry for Change:** Paul Abbott, Amex GBT’s CEO, presented with leaders from United Airlines and Shell Aviation.
- **IATA SAF Symposium:** Nora Lovell Marchant, Amex GBT’s vice president of sustainability, spoke in the panel discussion Book & Claim and SAF Accounting together with the Roundtable on Sustainable Biomaterials and Airlines for America.

SUSTAINABLE PRODUCTS & SERVICES › NET-ZERO › SUSTAINABLE AVIATION FUEL



At the 77th International Air Transport Association (IATA) Annual General Meeting, nearly 300 member airlines passed a resolution committing to achieving net-zero carbon emissions from their operations by 2050. Amex GBT supports **IATA's Fly Net Zero commitment** to reach net-zero carbon by 2050.



Amex GBT signed the **World Economic Forum Clean Skies for Tomorrow ambition statement to achieve 10% SAF by 2030:**

“Through the concerted effort of ambitious industry and state leaders, together we can put the global aviation sector on the path to net-zero emissions by 2050 by accelerating the supply and use of SAF technologies to reach 10% of global jet aviation fuel supply by 2030.”

<b>80+</b>	<b>22</b>	<b>10%</b>
Stakeholders across the aviation value chain	From 22 different countries	Join forces to achieve 10% SAF by 2030



“Amex GBT invests in our employees through learning and development and tuition reimbursement. During the pandemic, with travel disrupted, I was fortunate to repurpose my time productively by completing a graduate certificate in sustainability through the Harvard Extension School. A central theme of my final paper examined how corporates can return to business travel post the pandemic in a sustainable manner. Specifically, I explored the role that SAF can play in supporting corporations and the travel industry in achieving their sustainability targets. This work helped inspire me to co-lead the Green@GBT affinity group.”

**LIAM GINNIVAN, SENIOR STRATEGIC SALES MANAGER**

# Sustaining Our Communities Through Charitable Giving

## Flagship Cause: Education - Back to School in Times of Crisis

### PARTNERSHIP SUPPORTING UNICEF



"Amex GBT's purpose is to power progress through travel. When Amex GBT forged a partnership with UNICEF USA in 2019 to improve access to education in times of crisis, we couldn't have predicted how important our flagship cause would be in 2020 and 2021. The COVID-19 pandemic has left millions of children out of school - and in developing nations, especially in countries stricken by war or disaster, children face an even more uncertain future than before."

**RACHEL TONGE, VICE PRESIDENT & GENERAL MANAGER, UK**



### FLAGSHIP CAUSE

According to UNICEF, 2021 saw more people on the move than ever before. More than 82 million people worldwide were forcibly displaced. A shocking 42% were children. Over the past 75 years, UNICEF has helped save and meaningfully improve more children's lives than any other humanitarian organization by providing healthcare and immunization, clean water and sanitation, nutrition, emergency relief, and especially education.

We at Amex GBT believe that education is the best investment into the future. In 2021, Amex GBT extended our partnership with UNICEF USA through 2023. We have pledged a million dollars total since the start of our partnership in 2019 to help UNICEF create and restore education for children during times of emergency.

Amex GBT supports UNICEF's global efforts to provide safe and quality education for the world's most vulnerable children. In terms of its 2021 impact, UNICEF helped over 110.7 million children access formal or nonformal education, including early learning. UNICEF protected 22.4 million children and women by providing them with essential healthcare services.

Our partnership supporting UNICEF focuses on UN Sustainable Development Goal (UNSDG) four: quality education for all. Education, in turn, promotes and reinforces all UNSDGs, primarily: gender equality; peace, justice, strong institutions, and climate action.

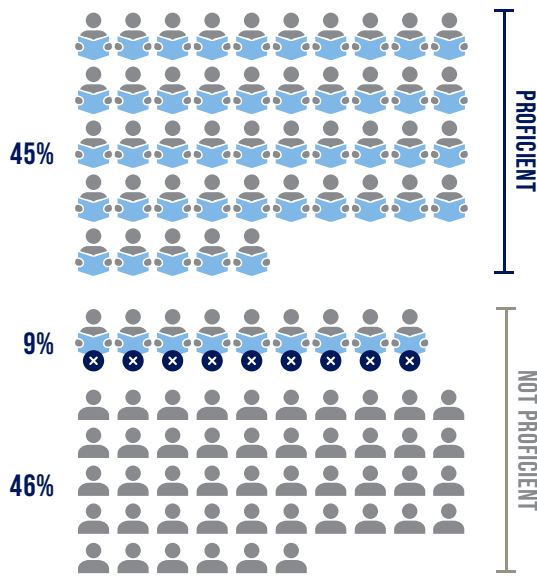
BACK TO SCHOOL IN TIMES OF CRISIS



**ENSURE INCLUSIVE AND EQUITABLE QUALITY EDUCATION AND PROMOTE LIFELONG LEARNING OPPORTUNITIES FOR ALL**

**COVID-19 HAS WIPED OUT 20 YEARS OF EDUCATION GAINS**

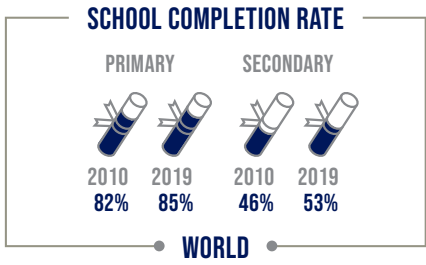
**AN ADDITIONAL 101 MILLION OR 9% OF CHILDREN IN GRADES 1 THROUGH 8 FELL BELOW MINIMUM READING PROFICIENCY LEVELS IN 2020**



**PARTICIPATION IN ORGANIZED PRE-PRIMARY LEARNING INCREASED FROM 65% IN 2010 TO 73% IN 2019**

NOW, MANY YOUNG CHILDREN ARE ENTIRELY RELIANT ON CAREGIVERS AT HOME

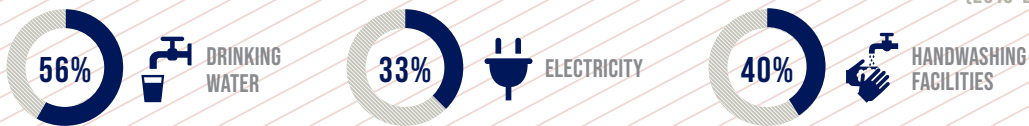
**SLOW PROGRESS IN SCHOOL COMPLETION IS LIKELY TO GET WORSE**



**BASIC SCHOOL INFRASTRUCTURE TO BUILD BACK BETTER IS LACKING IN MANY COUNTRIES**

PROPORTION OF SCHOOLS IN LDCs WITH BASIC INFRASTRUCTURE

{2016-2019}



## BACK TO SCHOOL IN TIMES OF CRISIS

**WHY AMEX GBT CARES**

With a presence in 140 countries and travel counselors available around the clock, we are always prepared to guide and assist our travelers through disruptions and emergencies that impact their journeys and lives. Once we guide travelers out of harm's way and help get them back on track, it's back to business as usual. However, that's not the case for millions of children impacted by disaster, disease, conflict, or catastrophe. Emergencies that disrupt education can have social and economic ripple effects for generations.

When crisis strikes, UNICEF rapidly responds to provide children with educational supplies and safe learning environments. Quality education is especially important for children living in places affected by protracted conflict or complex humanitarian emergencies since it provides them with stability and structure as well as the knowledge and skills necessary to rebuild their communities. Children are particularly vulnerable in crisis areas impacted by war or natural disaster. School is not only a place to learn but also a safe space for children to play and access health and social services. Every child has the fundamental right to education.

**UNICEF VACCINE EQUITY**

The pandemic strained already overburdened social and health service delivery systems, exacerbating the inequalities and vulnerability of children and their families globally and undoing decades of progress. Rates of routine immunization have fallen to levels not seen since 2009 – and children are most impacted. As the single largest vaccine buyer in the world, UNICEF plays a strategic role in leading global efforts to procure and supply COVID-19 vaccines for nearly 190 countries. UNICEF has the expertise and infrastructure to combat COVID-19 with the biggest vaccine procurement, storage, shipping, cold chain, and distribution network in the world. By accelerating development, production, and equitable access to tests, treatments, and vaccines, UNICEF is helping to restore societal and economic activity. As of January 2022, UNICEF and partners have delivered over 1 billion vaccines to 144 primarily low- and middle-income countries through COVID-19 Vaccines Global Access (COVAX).



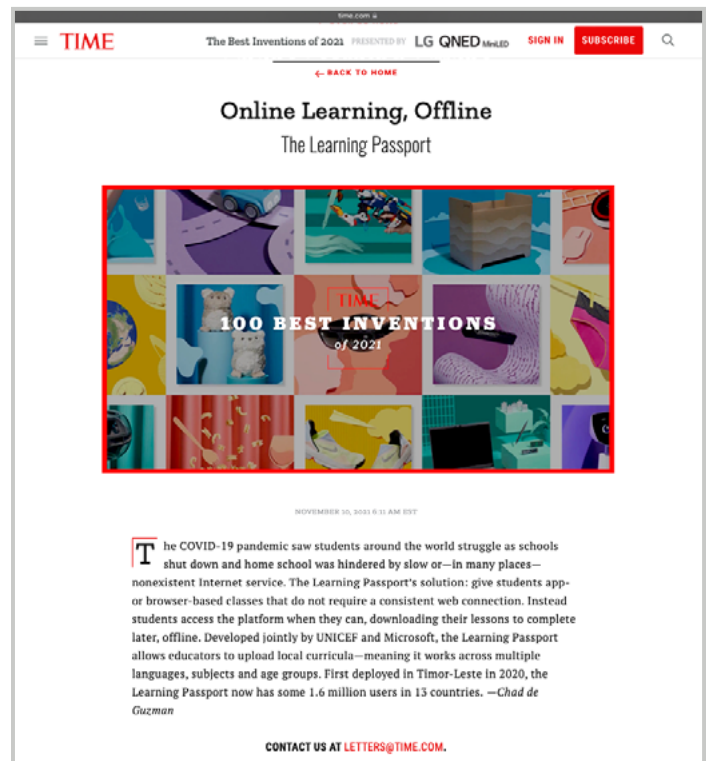
Amex GBT is committed to restarting travel and education as quickly and safely as possible with vaccine equity. In honor of World Children's Day, November 20, Amex GBT created an Exercise for Equity campaign. Over 300 participants, including 122 colleagues and partners from 12 countries, ran, cycled, and walked over 2,023 kilometers. The idea was to exercise over 1,800 kilometers to exceed the number of vaccine doses transported in one cold box. Amex GBT colleagues also raised over \$2,300 specifically towards COVAX. With a cost of \$1.85 per vaccine, that is the equivalent of over 1,240 COVID-19 vaccines.



## BACK TO SCHOOL IN TIMES OF CRISIS

**UNICEF LEARNING PASSPORT**

In 2021, Amex GBT began supporting the Learning Passport, developed by UNICEF, Microsoft, and the University of Cambridge. The Learning Passport helps children and youth continue their education, no matter the barriers to attending school, from pandemics to natural disasters to displacement, through a digital remote-learning platform. At the end of 2021, the Learning Passport has been used by more than 1.5 million children in 13 countries. By investing in Learning Passport, we support a fundamental human right that helps preserve the well-being of communities and wider society. The Learning Passport has been named one of TIME's "Best Inventions of 2021."

**2021 HIGHLIGHTS**

- Amex GBT hosted a fireside panel raising awareness of UNICEF's work in continuing global education during emergencies – like the pandemic – informing Amex GBT colleagues and clients how to support this important cause.
- Our valued airline partners American Airlines and Delta each donated \$10,000 to UNICEF at client and supplier events where UNICEF was prominently featured.
- Throughout 2021, Amex GBT helped raise nearly \$40,000 through events such as our World Children's Day annual fundraiser, our India COVID-19 emergency response, our Haiti earthquake and Afghanistan evacuation responses, and collected donations from our generous suppliers and vendors. Thank you to everyone who donated.

# APPENDICES



# United Nations Global Compact

UN GLOBAL COMPACT PRINCIPLE	
<p>The United Nations Global Compact is a principle-based, globally acknowledged framework to encourage business worldwide to adopt sustainable and socially responsible policies and to report on their implementation. Companies voluntarily pledge to adhere to the universal corporate responsibility principles.</p> <p>Our commitment to the 10 principles of the Global Compact enables us to clarify our corporate responsibility and enhance our activities related to human rights, labor standards, the environment, and anticorruption.</p>	<p><b>HUMAN RIGHTS</b></p> <p>Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.</p> <p>Principle 2: Make sure that they are not complicit in human rights abuses.</p>
	<p>Risk and Compliance Program, page 31.</p> <p>Human Rights, Anti-Slavery, and Human Trafficking, pages 64-65.</p> <p>Diversity, Equity, and Inclusion, pages 45-47.</p> <p>Employee Rights and Equal Employment Opportunity, page 66.</p>
	<p><b>LABOR</b></p> <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 labor.</p> <p>Principle 5: The effective abolition of child labor.</p> <p>Principle 6: The elimination of discrimination in respect of employment and occupation.</p>
	<p>Risk and Compliance Program, page 31.</p> <p>Diversity, Equity, and Inclusion, pages 45-47.</p> <p>Employee Rights and Equal Employment Opportunity, page 66.</p> <p>Human Rights, Anti-Slavery, and Human Trafficking, pages 64-65.</p>
	<p><b>ENVIRONMENT</b></p> <p>Principle 7: Businesses should support a precautionary approach to environmental challenges.</p> <p>Principle 8: Undertake initiatives to promote greater environmental responsibility.</p> <p>Principle 9: Encourage the development and diffusion of environmentally friendly technologies.</p>
	<p>Environmental Strategy, pages 69-93.</p> <p>Green Marketplace for Business Travel, pages 77-93.</p>
	<p><b>ANTI-CORRUPTION</b></p> <p>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.</p>
	<p>Risk and Compliance Program, page 31.</p>

## Environmental Key Performance Indicators (KPIs)<sup>1</sup>

Baseline	Unit	2021	2020	2019	2018
Colleague headcount	FTE	16,000	13,500	18,000	17,000
Building Square Footage	Ft2	10,85445	61,3800	N/A	N/A
<b>Energy</b>					
Scope 1 – Direct Energy Consumption	MWh	N/A	N/A	N/A	N/A
Scope 2 – Indirect Purchased Energy	MWh	6,311	4,670	21,220	16,643
Scope 1+2 – Global Direct and Indirect Energy	MWh	6,311	4,670	21,220	16,643
<b>Greenhouse Gas Emissions</b>					
Scope 1 – Direct	tCO2e	N/A	N/A	N/A	N/A
Scope 2 – Indirect (location-based)	tCO2e	1,959	1,771	7,610	10,782
Scope 2 – Indirect (market-based)	tCO2e	1,760	-	-	-
Scope 3 Category 6 – Business Travel	tCO2e	2,470	5,591	21,550	13,633
Verified Carbon Credit	tCO2e	2,470	5,591	21,550	10,906
Net Emissions: Scope 1 & 2 (location-based) less Scope 3.6 less carbon offset	tCO2e	1,959	1,771	7,610	10,782
Net Emissions: Scope 1 and 2 (market-based) less Scope 3.6 less carbon offset	tCO2e	1,760	-	-	-
<b>Intensity Metrics</b>					
Scope 1 & 2 Emissions (location-based) per Building Square Footage	kgCO2e/ft2	1.8	2.8	N/A	N/A
Scope 1 & 2 Emissions (market-based) per Building Square Footage	kgCO2e/ft2	1.6	-	-	-
Scope 1 & 2 Emissions (location-based) per Employee Headcount	tCO2e/FTE	0.1	0.1	0.4	0.6
Scope 1 & 2 Emissions (market-based) per Employee Headcount	tCO2e/FTE	0.1	-	-	-
Scope 3 Category 6 – Business Travel per Employee Headcount	tCO2e/FTE	0.2	0.4	1.2	0.8
<b>CDP</b>					
Carbon Disclosure Project (CDP) Climate Change Survey	Score	C	C	D	D
<b>EcoVadis</b>					
Corporate Social Responsibility	Score	Gold	Silver	Silver	Silver
<b>Environmental Violations</b>					
Environmental Violations	Number	Zero	Zero	Zero	Zero
<b>ISO 14001</b>					

Amex GBT is ISO 14001-certified for the following sites:

- Germany, Business Travel Services, Berlin and Frankfurt, Atlas Reisen GmbH, and Hanseat Reisebüro GmbH
- United Kingdom, Manchester

<sup>1</sup> Amex GBT does not presently quantitatively measure water or waste metrics.

# TCFD INDEX

## Task Force on Climate-related Financial Disclosures (TCFD)

The Financial Stability Board, comprised of members of the G20, established the TCFD to develop recommendations for more effective climate-related disclosures. As part of our commitment to climate action, Amex GBT reports annually in line with the TCFD recommendations. The table below summarizes our approach to climate-related governance, strategy, risk management, and metrics and targets. In line with TCFD's recommendations, we disclose our climate-related information through our annual Carbon Disclosure Project Climate Change response.

TCFD Recommendation	Disclosure
<b>GOVERNANCE</b>	
a) Describe the board's oversight of climate-related risks and opportunities.	The American Express Global Business Travel board of directors is briefed on environmental, social, and governance issues including climate-related risks at least annually. The board reviews our ESG strategy and Corporate Social Responsibility program, monitors progress against ESG goals and climate-related targets, and provides guidance regarding our efforts. Climate-related risks are managed as part of our multidisciplinary enterprise risk management process. The Risk Management Committee of the board provides oversight of our enterprise risk management framework, policies, and procedures.
b) Describe management's role in assessing and managing climate-related risks and opportunities.	<p>Executive leadership at Amex GBT is directly involved in our ESG strategy, which includes the management of climate-related risks and opportunities. The ESG department is responsible for coordination of climate-related issues across the company. The ESG department works closely with other business units, including Finance and Real Estate, Strategic Sourcing, Communications, and Marketing to monitor climate-related risks and opportunities, carbon reduction efforts, and employee engagement opportunities.</p> <p>Governance of ESG is embedded throughout the enterprise with ownership and responsibility at every level of the organization. Our ESG program is structured with top-down oversight and bottom-up support. ESG accountability for climate-related matters is maintained through a formalized governance structure.</p>

## TCFD INDEX

TCFD Recommendation	Disclosure
<p>b) Describe management's role in assessing and managing climate-related risks and opportunities.</p>	<ul style="list-style-type: none"> <li>▪ Amex GBT's ESG Executive Committee is a governing body comprised of C-suite officers responsible for overseeing the execution and evaluation of the performance against established goals; reviewing and assessing industry benchmarking; and carrying out Amex GBT's voice on ESG, both internally and externally. The ESG Executive Committee meets quarterly to help guide ESG strategy and advance our goals.</li> <li>▪ Amex GBT's ESG Steering Group is an operating body comprised of subject-matter experts responsible for establishing global strategy, setting goals and targets, and delivering on key projects. The cross-functional team includes senior leaders from across the organization including: Human Resources; Risk, Compliance &amp; ESG; General Counsel's Office; Strategic Sourcing; Strategic Transformation; Communications; Marketing; Technology; Product; Real Estate; Commercial; Supplier Partnerships; Global Business Consulting, and M&amp;E. Led by the vice president of Sustainability and vice president of Diversity, Equity &amp; Inclusion, the ESG Steering Committee meets monthly to establish ESG strategy and related policies and programs.</li> <li>▪ Amex GBT's ESG Working Groups are comprised of individuals responsible for executing specific projects in close partnership with members of the ESG Executive Committee and ESG Steering Committee. The day-to-day management of ESG initiatives informs overall business strategy to help the company capitalize on opportunities and mitigate risk in the ESG space.</li> <li>▪ Amex GBT's ESG Ambassadors are responsible for leading employee engagement and coordinating global initiatives and community involvement efforts.</li> </ul>

## TCFD INDEX

TCFD Recommendation	Disclosure
<b>STRATEGY</b>	
<p>a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.</p>	<p>On an annual basis, Amex GBT analyzes current and potential climate-related physical and transition risks and opportunities to our operations, supply chain, and business activities. Amex GBT takes a strategic approach to climate change impacts, considering the risks and opportunities across the short-term (less than five years); mid-term (5–15 years); long-term (greater than 15 years) – consistent with the time horizons established by the Science Based Targets initiative. In the short term, Amex GBT will set a science-based target and, over the long term, Amex GBT aims to achieve net-zero carbon by 2050.</p> <p>Amex GBT has identified climate-related opportunities over the short, medium, and long term, including: increased revenues resulting from demand for innovative products and services (e.g., carbon tracking and reporting tools, green procurement offerings, carbon offsets and insets); increased revenues resulting from access to new markets (e.g., sustainable aviation fuel); and reduced operating costs and environmental impact at our global facilities by improving energy and resource efficiency and expanding renewable energy procurement. Amex GBT has invested in research and development relating to low-carbon products and services.</p>
<p>b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.</p>	<p>Climate-related risks and opportunities shape Amex GBT's business strategy over short-, medium-, and long-term time horizons. With respect to products and services, in response to increased consumer demand, Amex GBT has established a marketplace for green business travel to enable clients and travelers to purchase sustainability solutions. With respect to our supply chain, our strategic sourcing process is shaped by our values and promotes our sustainability objectives. With respect to our investment in research and development, sustainability is integral to our product roadmap as we design and launch green travel tools. With respect to our operational strategy, we maintain carbon neutrality for our own travel and we are investing in renewable energy and executing against our science-based and net-zero target commitments.</p> <p>Climate-related risk and opportunities influence Amex GBT financial planning with respect to revenues and costs (direct and indirect). For financial planning purposes, Amex GBT prepares an annual ESG budget (as well as future forecasting) to see that sufficient resources are allocated and budget is dedicated to drive compliance with regulatory requirements and standards, maintain employee engagement, and enable low-carbon product research and development and other emissions reduction activities. Amex GBT invests in human resources and technology to operationalize the infrastructure required to maintain an effective ESG program.</p>

## TCFD INDEX

TCFD Recommendation	Disclosure
<p>c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2 degree Celsius or lower scenario.</p>	<p>Our climate strategy and related targets are managed through our ESG governance structure. We aim to proactively identify and respond to climate-related risks and opportunities and support our clients and communities to develop the capacity to prepare for and respond to future changes as a result of climate change. We utilize science-based frameworks, including the IPCC and International Energy Agency (IEA), to inform our climate-related risk identification process across short-, medium- and long-term horizons. We are committed to the Science Based Targets initiative in the near term and net-zero by 2050 in the long term.</p>



## TCFD INDEX

TCFD Recommendation	Disclosure
<b>RISK MANAGEMENT</b>	
<p>a) Describe the organization's processes for identifying and assessing climate-related risks.</p>	<p>Through our enterprise risk assessment process, we identify and manage a broad range of financial, strategic, regulatory, and operational risks, including risks relating to climate change. At Amex GBT, sustainability is embedded within our global enterprise-wide annual plan as well as future annual plans. Sustainability is an established strategic priority as well as a future growth pillar, integral to our client value proposition.</p> <p>To identify and assess climate-related risks, we conduct qualitative climate-related physical and transition risk and opportunity assessments to understand the current and potential impacts of climate change to our direct business operations, supply chain, markets, and financial activities. For climate-related risks, we consider current and emerging regulations, technology, legal, and reputational risks and include qualitative factors such as disruptions to our operations, impacts on our colleagues, and damage to our brand. Looking ahead, we are continuing to build our portfolio of green products and services to mitigate transition risk and considering whether to conduct a quantitative physical risk scenario analysis to manage physical risks.</p>
<p>b) Describe the organization's processes for managing climate-related risks.</p>	<p>Climate-related risks are managed as part of our multidisciplinary enterprise-wide risk management process. Enterprise risk management is overseen by our board of directors. The board meets regularly with our executive leadership to assess our risk management processes, controls, talent, and capabilities to monitor our risk culture and emerging and strategic risks. Additionally, Amex GBT maintains an ESG governance structure across the top echelon of the organization to make sure that climate-related risks and opportunities are incorporated into strategic goals and objectives. Amex GBT's vice president of sustainability is responsible for coordinating amongst relevant stakeholders to make sure that Amex GBT activities consistently promote our overall corporate strategy. Pursuant to our ESG governance structure, the ESG Executive Committee, ESG Steering Committee, the ESG Working Groups, and ESG Ambassadors provide local and global perspectives as well as subject-matter expertise with respect to identifying and mitigating climate-related risk throughout the enterprise.</p> <p>On an annual basis, Amex GBT performs a materiality assessment to identify priority ESG issues for our business with input from internal and external stakeholders. As a result of this process, we ranked priority ESG issues in order of importance to our stakeholders and relevance to our business. Top environmental issues identified included: climate strategy, energy, and GHG emissions; green products and services; sustainability reporting; and community philanthropy. These issues are then prioritized in accordance with ESG guidance and frameworks.</p>

## TCFD INDEX

TCFD Recommendation	Disclosure
<p>c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.</p>	<p>Amex GBT maintains an ESG governance program to advance ESG goals and address climate-related risks and opportunities. The processes used to identify, assess, and respond to climate-related risks and opportunities are integrated within our overall business continuity and risk management policies.</p> <p>Physical climate-related risks and opportunities are primarily managed by our Real Estate and Technology teams. Operational risks, including extreme weather events and natural disasters, are identified and measured for severity as part of our business continuity planning and process. We conduct regular reviews and assessments of physical risks to our facilities and operations. Results of these risk assessments are considered and then resilience plans and other preventative actions are implemented as appropriate. Our incident management response program helps us protect against business disruptions, including climate-related impacts.</p> <p>Transition risks and opportunities, including current and emerging regulations, disclosure requirements, legal and reputational risks, and client requirements are considered by, among others, our General Counsel's Office, Risk, Compliance &amp; ESG, Real Estate, Finance, Technology, and Commercial teams. We conduct regulatory and reputational risk assessments to prepare our business for a low-carbon economy and climate-resilient future.</p>

## TCFD INDEX

TCFD Recommendation	Disclosure
<b>METRICS &amp; TARGETS</b>	
a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Amex GBT tracks metrics to assess climate-related risks and opportunities, including GHG emissions, energy usage, and renewable electricity. For multiyear trends in our metrics, please see our Environmental Key Performance Indicators in our ESG Report (page 100).
b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 GHG emissions, and the related risks.	We track and disclose our Scopes 1, 2, and 3 GHG emissions on an annual basis. Emissions are calculated in alignment with the Greenhouse Gas Protocol. To neutralize our carbon footprint, we procure renewable energy in certain locations and purchase carbon offsets relating to employee business travel. For detailed disclosures, please see our Environmental Key Performance Indicators in our ESG Report (page 100).
c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	We aim to minimize the impact of our operations on the environment and climate. Amex GBT has established strategic objectives and corresponding goals to minimize our climate impact, manage our climate-related risks and opportunities, enable our clients and partners to transition to a low-carbon economy through the development of new capabilities across our company, and support community programs and initiatives to help build more climate-resilient and equitable communities. Amex GBT has set a series of climate-related goals, including maintaining carbon neutrality for employee business travel, achieving 100% reduction of operational emissions with renewable energy, committing to science-based targets, and net-zero carbon by 2050. Please refer to our ESG Report for performance and progress against these goals.

# GRI CONTENT INDEX

## Global Reporting Initiative (GRI) Index

Our ESG Report references the Global Reporting Initiative Standards Core Option. The table below outlines the location of the information required for each disclosure. While most information is found in this report, other primary sources include our public filings, our Carbon Disclosure Project submissions, and our corporate website.

Standard	Code	GRI Disclosure	Reference/Location
<b>GENERAL DISCLOSURES</b>			
<b>GRI 102: General Disclosures (2016)</b>	102-1	Name of the organization	American Express Global Business Travel
	102-2	Activities, brands, products, and services	2021 ESG Report: Our Company pages 4-17
	102-3	Location of headquarters	American Express Global Business Travel 5 Churchill Place Canary Wharf E14 5HU United Kingdom
	102-4	Locations of operations	2021 ESG Report: Our Global Footprint page 9
	102-5	Ownership and legal form	2021 ESG Report: Our History and Future page 10
	102-6	Markets served	2021 ESG Report: Our Global Footprint page 9
	102-7	Scale of the organization	2021 ESG Report: Our Global Footprint page 9; Our History and Future page 10
	102-8	Information on employees and other workers	2021 ESG Report: Social: Diversity, Equity, and Inclusion pages 42-66
	102-9	Supply chain	2021 ESG Report: Supply Chain Shared Values pages 39-41
	102-10	Significant changes to the organization and its supply chain	2021 ESG Report: Our History and Future page 10
	102-11	Precautionary principle or approach	We seek to identify and respond to issues that could impact our business, our partners, and our communities. We use our comprehensive enterprise-wide risk management program to identify, aggregate, monitor, and manage risks. The program also defines our risk appetite, governance, culture, and capabilities.
	102-12	External initiatives	2021 ESG Report: Memberships and Sponsorships pages 15-16
	102-13	Membership of associations	2021 ESG Report: Memberships and Sponsorships pages 15-16
	102-14	Statement from senior decision-maker	2021 ESG Report: CEO Message pages 5-7
	102-15	Key impacts, risks, and opportunities	2021 ESG Report: Environmental, Social, and Governance at Amex GBT pages 19-26; Environmental Strategy pages 69-93; TCFD Index pages 101-107
	102-16	Values, principles, standards, and norms of behavior	2021 ESG Report: Environmental, Social, and Governance at Amex GBT pages 19-26; Code of Conduct pages 29-30; Supply Chain Shared Values page 39-41; Environmental Strategy pages 69-93
	102-17	Mechanisms for advice and concerns about ethics	2021 ESG Report: Code of Conduct pages 29-30; see <a href="#">Amex GBT Ethics Helpline</a>
	102-18	Governance structure	2021 ESG Report: ESG Governance page 24; ESG Strategy and Framework page 25-26; Corporate Governance page 28
	102-19	Delegating authority	2021 ESG Report: ESG Governance page 24; ESG Strategy and Framework page 25-26; Corporate Governance page 28

## GRI CONTENT INDEX

Standard	Code	GRI Disclosure	Reference/Location
<b>GENERAL DISCLOSURES</b>			
<b>GRI 102: General Disclosures (2016)</b>	102-20	Executive-level responsibility for economic, environmental, and social topics	2021 ESG Report: ESG Governance page 24; ESG Strategy and Framework page 25-26; Corporate Governance page 28
	102-21	Consulting stakeholders on economic, environmental, and social topics	2021 ESG Report: ESG Stakeholders page 23
	102-22	Composition of the highest governance body and its committees	2021 ESG Report: ESG Governance page 24; Corporate Governance page 28
	102-23	Chair of the highest governance body	2021 ESG Report: Corporate Governance page 28
	102-24	Nominating and selecting the highest governance body	2021 ESG Report: Corporate Governance page 28
	102-25	Conflicts of interest	2021 ESG Report: Code of Conduct pages 29-30
	102-33	Communicating critical concerns	2021 ESG Report: Code of Conduct pages 29-30; see <a href="#">Amex GBT Ethics Helpline</a>
	102-40	List of stakeholder groups	2021 ESG Report: ESG Stakeholders page 23
	102-41	Collective bargaining agreements	Only a specific subset of our employees who were subject to collective bargaining agreements in 2021.
	102-42	Identifying and selecting stakeholders	2021 ESG Report: ESG Stakeholders page 23
	102-43	Approach to stakeholder engagement	2021 ESG Report: ESG Stakeholders page 23
	102-44	Key topics and concerns raised	2021 ESG Report: ESG Materiality page 19; ESG Stakeholders page 23; ESG Strategy and Framework page 25-26
	102-45	Entities included in the consolidated financial statements	2021 ESG Report: Our Corporate Structure page 12
	102-46	Defining report content and topic boundaries	2021 ESG Report: About This Report page 2
	102-47	List of material topics	2021 ESG Report: ESG Materiality pages 21-22
	102-48	Restatements of information	Not applicable
	102-49	Changes in reporting	2021 ESG Report: Amex GBT has engaged in a series of mergers and acquisitions as described in Our History and Future page 10; Our Corporate Structure page 12
	102-50	Reporting period	January 1, 2021–December 31, 2021. In some cases, we share highlights from programs and initiatives that were launched in 2022 to provide more up-to-date information to our stakeholders.
	102-51	Date of most recent report	2021 annual report published April 2022
	102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Please direct questions on this report or topics related to our corporate responsibility and sustainability disclosures to <a href="mailto:GlobalCommunicationsandPublicAffairs@amexgbt.com">GlobalCommunicationsandPublicAffairs@amexgbt.com</a>	
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.	
102-55	GRI content index	2021 ESG Report: GRI Content Index pages 108-112	
102-56	External assurance	Independent review and validation of Global Business Consulting/GreenCompass Emissions Optimization Algorithm	

## GRI CONTENT INDEX

Standard	Code	GRI Disclosure	Reference/Location
<b>ECONOMIC DISCLOSURES</b>			
<b>GRI 103: Economic (2016)</b>	103-1, 103-2, 103-3	Management Approach: Explanation of material topic and its boundary, management approach, and its components, evaluation of management approach	2021 ESG Report: ESG Materiality pages 21-22; ESG Stakeholders page 23; ESG Governance page 24; ESG Strategy and Framework page 25-26
<b>GRI 201: Economic Performance (2016)</b>	201-1	Direct economic value generated and distributed	2021 ESG Report: Our Products and Services page 8; Our Global Footprint page 9
	201-2	Financial implications and other risks and opportunities due to climate change	2021 ESG Report: Green Marketplace for Business Travel pages 77-93; TCFD Index pages 101-107
	201-3	Defined benefit plan obligations and other retirement plans	2021 ESG Report: Employee Benefits page 62-63
<b>GRI 203: Indirect Economic Impacts (2016)</b>	203-2	Significant indirect economic impacts	2021 ESG Report: ESG Strategy and Framework page 25-26; Diversity, Equity & Inclusion pages 45-47; Sustaining Our Communities Through Charitable Giving pages 94-97
<b>GRI 204: Procurement Practices (2016)</b>	204-1	Management approach disclosures	2021 ESG Report: Supply Chain Shared Values pages 39-41
<b>GRI 205: Anti corruption (2016)</b>	205-1	Operations assessed for risks related to corruption	2021 ESG Report: Regulatory Compliance Anti-Corruption page 34
	205-2	Communication and training about anti corruption policies and procedures	2021 ESG Report: Risk & Compliance Training page 33; Regulatory Compliance Anti-Corruption page 34
<b>GRI 206: Anti competitive Behavior (2016)</b>	206-1	Legal actions for anticompetitive behavior, antitrust, and monopoly practices	2021 ESG Report: Regulatory Compliance Antitrust page 35
<b>ENVIRONMENTAL DISCLOSURES</b>			
<b>GRI 103: Environmental (2016)</b>	103-1, 103-2, 103-3	Management Approach	2021 ESG Report: ESG Materiality pages 21-22; ESG Governance page 24; ESG Strategy and Framework page 25-26; Environmental Commitment page 68; Environmental Strategy pages 69-93; TCFD Index pages 101-107
<b>GRI 302: Energy (2016)</b>	302-1	Energy consumption within the organization	2021 ESG Report: Environmental Metrics pages 72-73; Appendix Environmental Key Performance Indicators page 100
	302-2	Energy consumption outside of the organization	2021 ESG Report: Environmental Metrics pages 72-73; Appendix Environmental Key Performance Indicators page 100
	302-3	Energy intensity	2021 ESG Report: Environmental Metrics pages 72-73; Appendix Environmental Key Performance Indicators page 100
	302-4	Reduction of energy consumption	2021 ESG Report: Environmental Metrics pages 72-73; Environmental Milestones pages 74-76; Appendix Environmental Key Performance Indicators page 100
	302-5	Reductions in energy requirements of products and services	2021 ESG Report: Green Marketplace for Business Travel pages 77-93

## GRI CONTENT INDEX

Standard	Code	GRI Disclosure	Reference/Location
<b>ENVIRONMENTAL DISCLOSURES</b>			
<b>GRI 305: Emissions (2016)</b>	305-1	Direct (Scope 1) GHG emissions	2021 ESG Report: Environmental Metrics pages 72-73; Appendix Environmental Key Performance Indicators page 100
	305-2	Energy indirect (Scope 2) GHG emissions	2021 ESG Report: Environmental Metrics pages 72-73; Appendix Environmental Key Performance Indicators page 100
	305-3	Other indirect (Scope 3) GHG emissions	2021 ESG Report: Environmental Metrics pages 72-73; Appendix Environmental Key Performance Indicators page 100
	305-4	GHG emissions intensity	2021 ESG Report: Environmental Metrics pages 72-73; Appendix Environmental Key Performance Indicators page 100
	305-5	Reduction of GHG emissions	2021 ESG Report: Environmental Metrics pages 72-73; Environmental Milestones pages 74-76; Appendix Environmental Key Performance Indicators page 100
<b>SOCIAL DISCLOSURES</b>			
<b>GRI 103: Social (2016)</b>	103-1, 103-2, 103-3	Management Approach	2021 ESG Report: Employee Learning and Development pages 56-58
<b>GRI 401: Employment (2016)</b>	401-1	New employee hires and employee turnover	Not reported externally
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	2021 ESG Report: Employee Benefits pages 62-63
	401-3	Parental leave	2021 ESG Report: Employee Benefits pages 62-63
<b>GRI 403: Occupational Health and Safety (2016)</b>	403-1	Occupational health and safety management system	Not reported presently
	403-4	Worker participation, consultation, and communication on occupational health and safety	Not reported presently
	403-6	Promotion of worker health	2021 ESG Report: Caring for Our Colleagues page 61
<b>GRI 404: Training and Education (2016)</b>	404-1	Average hours of training per year per employee	Amex GBT employees complete mandatory regulatory compliance training exceeding at least three hours plus additional job-specific trainings
	404-2	Programs for upgrading employee skills and transition assistance programs	2021 ESG Report: Employee Learning and Development pages 56-58
	404-3	Percentage of employees receiving regular performance and career development reviews	2021 ESG Report: Employee Learning and Development pages 56-58
<b>GRI 405: Diversity and Equal Opportunity (2016)</b>	405-1	Diversity of governance bodies and employees	2021 ESG Report: Diversity, Equity, and Inclusion pages 45-47; Corporate Governance page 28
	405-2	Ratio of basic salary and remuneration of women to men	Not reported presently

## GRI CONTENT INDEX

Standard	Code	GRI Disclosure	Reference/Location
<b>SOCIAL DISCLOSURES</b>			
<b>GRI 412: Human Rights Assessment (2016)</b>	412-1	Operations that have been subject to human rights reviews or impact assessments	Not reported. See Amex GBT's Modern Slavery Statement.
	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Not reported. See Amex GBT's Modern Slavery Statement.
<b>GRI 413: Local Communities (2016)</b>	413-1	Operations with local community engagement, impact assessments, and development programs	2021 ESG Report: Sustaining Our Communities Through Charitable Giving pages 94-97
<b>GRI 415: Public Policy (2016)</b>	415-1	Political contributions	Not applicable to Amex GBT
<b>GRI 418: Customer Privacy (2016)</b>	103-2	The management approach and its components	Amex GBT's information and cybersecurity program is built upon a foundation of security technology, a well-staffed and highly trained team of experts, and robust operations based on the National Institute of Standards and Technology Cybersecurity Framework. This consists of controls designed to identify, protect, detect, respond, and cover information and cybersecurity incidents.



# CONTACT US

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

[www.amexglobalbusinesstravel.com](http://www.amexglobalbusinesstravel.com)

We value feedback from all our stakeholders. If you have any substantive comments or questions regarding our ESG Report, please contact:

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