Sabre

Travel + Positive starts here

Sustainability Report 2024

Welcome to Sabre's 2024 Sustainability Report.

This report highlights our environmental, social and governance (ESG) strategy, initiatives and performance for the fiscal year beginning January 1, 2023 and ending December 31, 2023, unless noted otherwise.

The data and information provided have been prepared in alignment with recommended reporting frameworks – the Sustainability Accounting Standards Board (SASB) Standards and the Task Force on Climate-related Financial Disclosures (TCFD).

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A letter from our CEO

I am proud to present Sabre's second Sustainability Report, building on the foundation laid by our first.

In the ever-evolving landscape of the travel industry, Sabre recognizes immense opportunities to meet growing and shifting stakeholder demands. Across the sector, organizations are having to innovate to meet the changing needs of the marketplace while also adopting advanced technologies to help them reduce environmental impacts and meet growing demands for sustainability data and transparent reporting.

Throughout 2023 and into 2024, we have made meaningful strides in our sustainability journey. Our new Travel Positive strategy, centered around People, Planet and Prosperity, has guided us in making impactful changes across our operations. This month we were proud to sign the Science Based Targets initiative (SBTi) commitment letter, a pivotal step toward our plan to cut our greenhouse gas (GHG) emissions in half by 2030 and achieving Net Zero emissions before 2050.

As part of our commitment to transparency, we have measured our Scope 3 emissions for the first time, providing a better understanding of our environmental impact. We used Google's Travel Impact Model to calculate our business travel emissions, making us the first ever company to pioneer it for this purpose.

During the year, we were also proud to join the Travalyst coalition, with the aim of bringing consistent, clear and credible sustainability information to the mainstream and helping travelers make informed travel choices. This coalition allows us to align ourselves with a network of some of the most high-profile brands in the travel industry, dedicated to transforming travel and tourism to be more sustainable.

To help ensure our sustainability initiatives are robust and inclusive, we have expanded our ESG Council to include broader representation from across the company, including our product teams. Concurrently, we have completed an evaluation of our product portfolio, identifying additional opportunities to integrate sustainability features.

Looking ahead, Sabre remains focused on advancing our sustainability agenda while pioneering the future of travel, enabled by technology. We recognize our journey is only just beginning, and we are committed to continually enhancing our positive impact on People, Planet and Prosperity.

We're inspired by the progress we've made in sustainability, thanks to our dedicated team members. Their hard work and commitment have been instrumental in our achievements, driving us forward toward a more sustainable future. We're excited to continue this journey together.

Kurt Ekert, President and Chief Executive Officer

"We have made meaningful strides in our sustainability journey. Our new Travel Positive strategy, centered around People, Planet and Prosperity, has guided us in making impactful changes across our operations."

Sabre at a glance

At Sabre, we create next-generation global technology solutions that take on the biggest opportunities and solve the most complex challenges in travel.

Our commitment to innovation is about building toward a better tomorrow, enabling responsible travel choices for all, while collaborating for a more sustainable travel industry.

Who we are

Positioned at the center of travel, we shape the future through innovative software advancements that pave the way for a more connected and seamless ecosystem – empowering both clients and travelers with greater control and convenience.

Our intelligent technology solutions power mobile apps, airport check-in kiosks, online travel sites, airline and hotel reservation networks, travel agent terminals and scores of other solutions.

We operate our business through two segments:

+ **Travel Solutions** provides global travel solutions through a business-to-business (B2B) marketplace. We connect travel suppliers (including airlines, hotels and car rentals) with travel buyers (for example online and offline agencies, travel management companies and corporate travel departments) via our distribution network. We also offer a range of software products for airlines and travel suppliers, including reservation systems, commercial and operations products, agency solutions and data services.
+ **Sabre Hospitality** provides leading technology to serve hotels, resorts and chains for their demand generation, retailing, distribution and fulfillment needs. With the full power of SynXis®, hoteliers can drive innovation, streamline connections and focus on what matters most – the guest – all from a reliable, cloud-hosted commerce and distribution platform.

With six main corporate locations (Southlake, TX; Montevideo, Uruguay; Krakow, Poland; Richmond, UK; Bengaluru, India; and Singapore), we are strategically positioned to support our global operations and cater to diverse markets efficiently.

A snapshot of our key figures[1]

6,232
team members

51
offices globally

689M
passengers boarded using Sabre technology

200+
countries and territories

11B+
travel shopping requests a month through Sabre[2]

122M
transactions processed through Sabre's hospitality central reservation system

Revenue by segment

90%
Travel Solutions

10%
Sabre Hospitality

Who we work with

50K+
travel agencies

1M+
property operations

400+
airlines

40%
of the world's leading hotel brands

1 Year ended December 31, 2023.
2 These figures are in reference to requests and sales made through Sabre's technology.

Highlights

In the past year, we have seen meaningful progress and success across our operations. From product innovation to sustainability, we have continued to work toward our goals with dedication and determination.

SabreMosaic™ launched

A modular, open, artificial intelligence (AI)-powered airline retail platform, transforming offers and orders as well as enhancing sustainability by optimizing operations.

SBTi commitment

We submitted a letter to commit to setting a science-based target.

Carbon estimates

for flights have become available in our point of sale tools, Sabre Red 360 and GetThere, thanks to the Travel Impact Model.[3]

Scope 3 emissions

We used Google's Travel Impact Model to measure our business travel emissions, setting a global precedent.

Travalyst coalition

We have joined the Travalyst coalition, demonstrating our commitment to enabling more sustainable travel choices.

Sustainability CoP launch

The Sustainability Communities of Practice (CoP) network was officially launched for team members, dedicated to sustainability.

21,130 hours

of volunteering time devoted by team members, raising $40,000 for local charities.

Equality recognition

Our equality efforts were recognized by the Human Rights Campaign Foundation's 2023–2024 Corporate Equality Index, and we also launched new inclusion groups, including Latinos in Travel Tech (LiT).

GBTA Foundation

We are supporting the Global Business Travel Association (GBTA) Foundation as a corporate "partner in purpose" with Jessica Matthias, Sabre's Global Sustainability Director, joining the GBTA's Sustainability Leadership Council.

3 This applies to flights only.

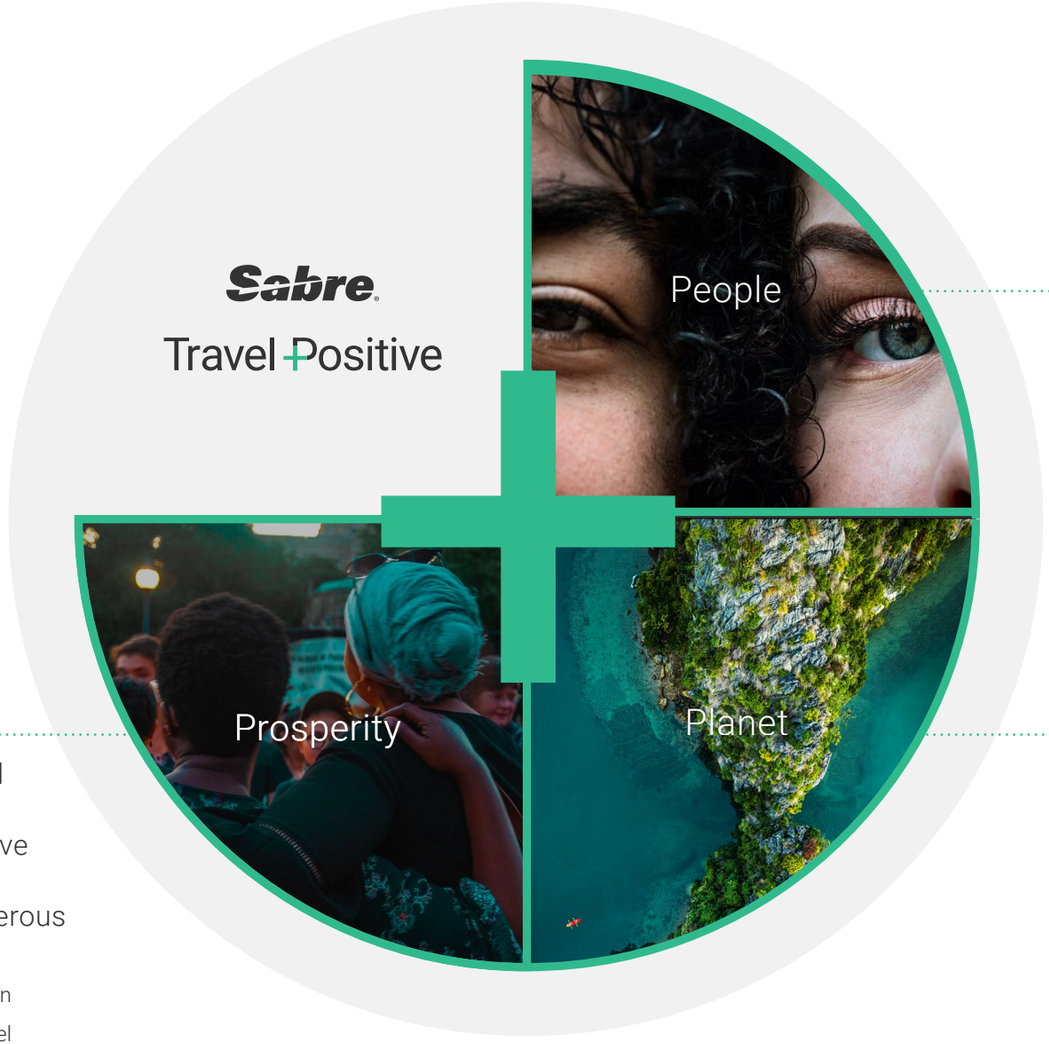
Our Travel Positive strategy

Our ESG mission is to enable responsible travel choices for all, while driving global movement toward sustainable travel. Travel Positive represents our strategy for achieving this mission, embodying our commitment to sustainability and responsibility.

Our customers expect modern technologies that drive large-scale innovation and help them solve travel challenges. To meet this expectation, we recognize the need for a strong sustainability framework.

Travel Positive is about continuously considering our impact on the environment, society and the world of travel. It guides how we think about our approach to, and ambitions for, sustainability, and how that relates to our wider business. Through it, we commit to focusing on embedding sustainability into our company culture, encouraging everyone to adopt more responsible, sustainable behaviors. We also commit to focusing on assessing, owning and reducing our own environmental impact, while exploring how we can use our innovations to support wider industry progress.

To help us deliver positive impact, we're taking a targeted approach, focusing our efforts on three pillars: People, Planet and Prosperity. Innovation is embedded into our approach, which is underpinned by a robust framework encompassing corporate governance, business ethics, supply chain management, data privacy and cybersecurity.



People

Celebrate and champion the diversity of our people while uplifting the communities we serve

- Inclusion & diversity
- Team member well-being
- Health & safety
- Community engagement

Prosperity

Drive technological innovation and collaboration to pave the way for a more sustainable, prosperous travel industry

- Technological innovation
- Driving sustainable travel
- Partnerships & collaboration

Planet

Work to reduce our environmental impact both today and into the future

- Climate risk
- GHG emissions
- Waste and water
- Supply chain management

ESG management

Sabre views sustainability as a key focus area and, as part of this effort, we're actively working to develop time-bound quantifiable goals, against which to benchmark annual progress.

We are dedicated to transparent, consistent communication with our key stakeholders, including shareholders, team members, customers, travelers and business partners. Throughout the year, we gather and share stakeholder feedback on our ESG programs with the Governance and Nominating Committee and the Board of Directors to help inform strategic decisions. In 2023, we organized standalone workshops to enhance our sustainability strategy, working closely with Sabre's leadership and key stakeholders.

To learn more about our Governance and Nominating Committee and the Board of Directors, please see the Governance section.

Strengthening our approach

To drive effective progress against our strategy, we are strengthening our ESG oversight. During 2023, we appointed a new Global Director of Sustainability and a Head of Sustainability Communications, following the creation of our ESG team. Since then, we have developed a strategy, established goals, measured our Scope 3 emissions, created a new team member engagement program launching later this year, conducted a sustainability product assessment and laid the groundwork for setting meaningful emissions reduction targets.

Supporting the Sustainable Development Goals

We recognize Sabre – and the broader travel industry – has a valuable opportunity to support the United Nations Sustainable Development Goals (SDGs). Specifically, we seek to uphold SDGs 5 (Gender Equality), 8 (Decent Work and Economic Growth), 12 (Responsible Consumption and Production) and 13 (Climate Action).

The SDGs underpin our work in sustainability and we believe that, by partnering strategically, we can be a force for positive change that supports the well-being of our planet and everyone who shares it. We are in the process of setting specific, measurable, achieveable, relevant and time-bound (SMART) goals to guide our actions, and we recently submitted a letter to the SBTi to commit to setting a science-based target.

SDG 5: Gender Equality

We are dedicated to creating a workplace where all employees feel valued and empowered to reach their full potential. By implementing initiatives such as gender diversity training, mentorship programs and a collection of inclusion groups, we aim to achieve gender parity in leadership positions and create a more equitable workplace. In 2023, we supported the installation of STEM labs in six rural Indian schools, supporting 1,600 students every year.

SDG 12: Responsible Consumption and Production

To minimize our environmental footprint and promote sustainability, we are developing technology that enhances efficiency in the travel industry. Additionally, we support sustainable supply chain practices, contributing to a more responsible economy and reducing our impact on the planet.

SDG 8: Decent Work and Economic Growth

Our operations are centered around creating economic opportunities within the travel industry, across the 160+ countries we serve. By supporting job creation, skills development and fair labor practices, we aim to drive sustainable economic development in the communities in which we operate. We are committed to fostering a positive work environment that prioritizes employee well-being and work-life balance.

SDG 13: Climate Action

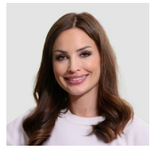
Addressing climate change is central to our sustainability strategy. We are actively reducing our carbon footprint through initiatives such as energy efficiency, sustainable procurement and the adoption of low-carbon technologies – and we are committed to setting targets in line with the SBTi. We also support the development of sustainable travel practices within the industry to help reduce the overall environmental impact of travel.

Our goals

Some of our shorter-term goals include:

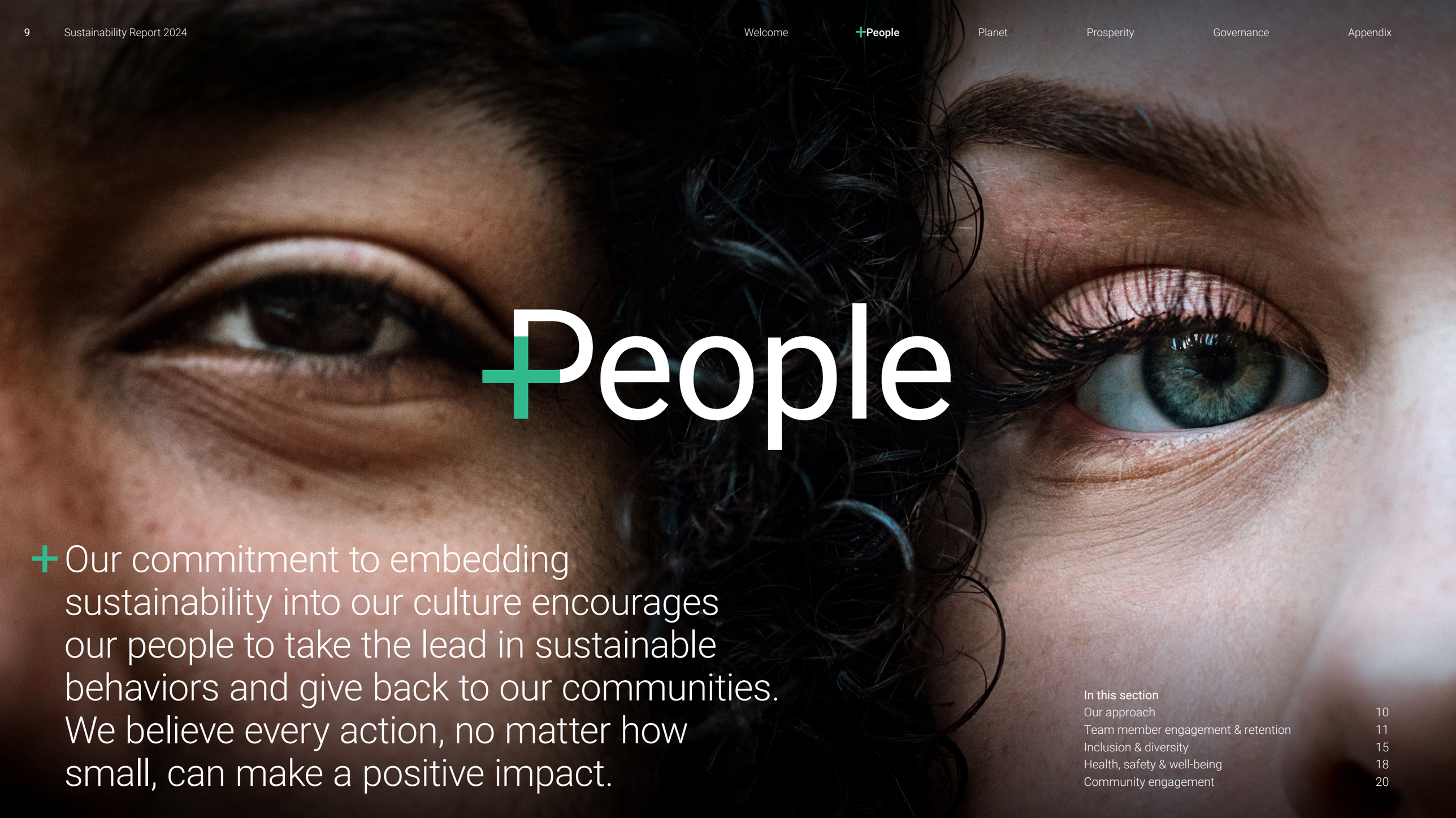
+ Launching the Sabre Travel Positive Program, an internal team member engagement program centered on education and encouraging sustainable behaviors.
+ By Q3 2024, the majority of leaders of regional CoP groups and the ESG Council will be carbon literate.[4]
+ Roll out carbon literacy training to all our Sustainability Communities of Practice (CoP) members in 2025.
+ By the end of 2025, we will roll out our sustainability awareness course to the entire company, resulting in at least 6,000 hours of combined sustainability training. The training will also be recorded and mandatory for new joiners.
+ Launch a new, dedicated environmental policy in 2025.
+ Increase uptake of Sabre's volunteer plan (four paid days per year) so that, collectively, team members take 50% of total available volunteering hours by the end of 2025.

"This year marked a turning point for Sabre's sustainability journey. Through our new Travel Positive framework, we aim to mitigate our impact, while actively shaping a future where travel and sustainability coexist. Focusing on internal action, innovation and industry-wide collaboration, we're helping to set a new standard for responsible travel."



Jessica Matthias, Global Sustainability Director

4 Carbon literacy is measured based on participation in training provided through the Carbon Literacy Project.



+People

+ Our commitment to embedding sustainability into our culture encourages our people to take the lead in sustainable behaviors and give back to our communities. We believe every action, no matter how small, can make a positive impact.

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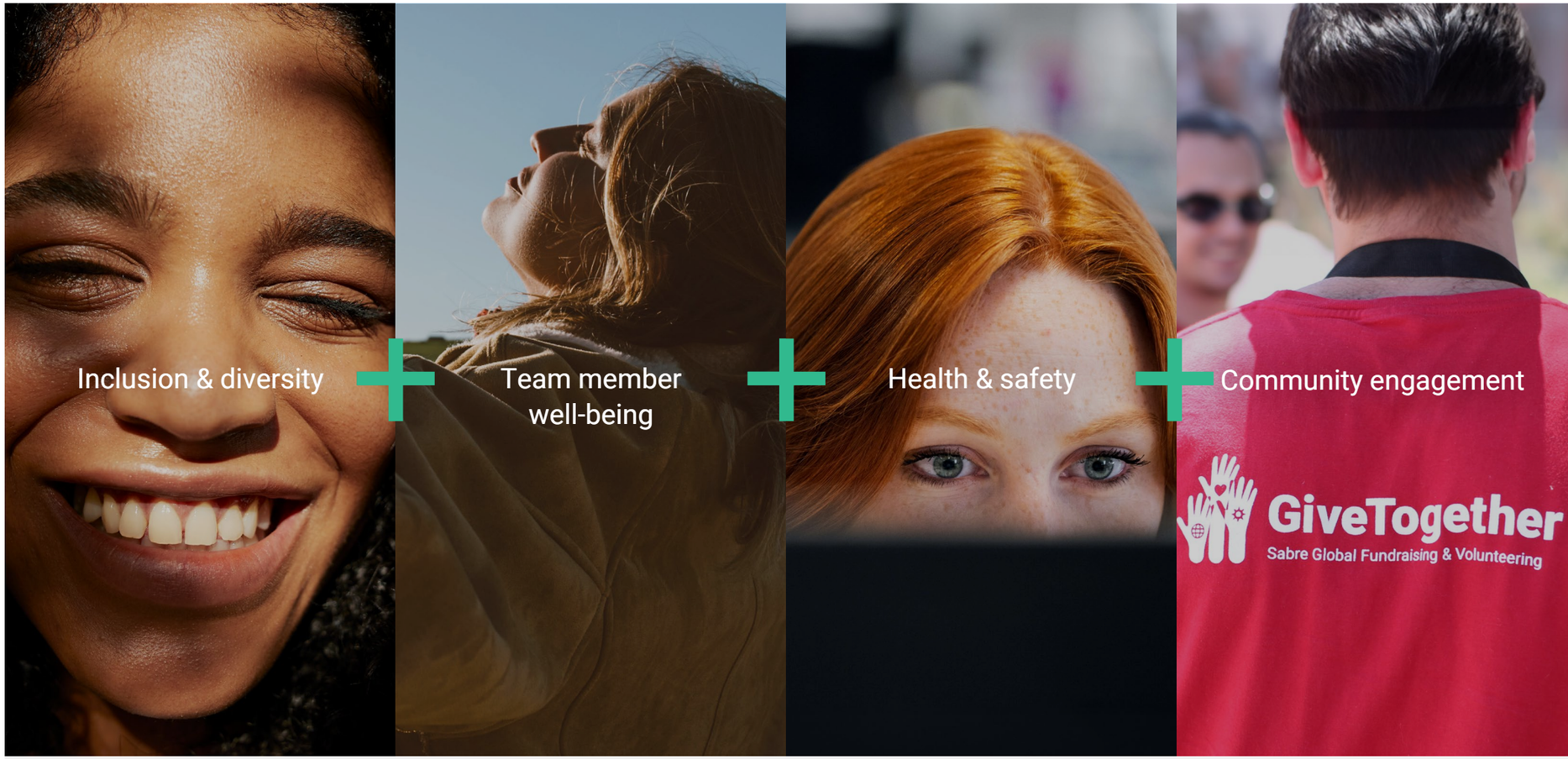
Our approach

We put our team members at the forefront of everything we do, creating a supportive and nurturing environment where individuals are empowered to reach their full potential.

By championing work-life balance, providing access to wellness resources and fostering a culture of care and respect, we focus on ensuring our team members feel valued and supported in their personal and professional growth. Our goal is to create a positive, nurturing and creative environment where all our team members can flourish, develop and innovate to their full potential.

Through dedicated efforts, we also strive to make a positive impact on our people and the communities we serve.



We are committed to fostering an inclusive workplace where all team members feel valued, respected and empowered to contribute their unique perspectives and talents.

We prioritize the holistic well-being of our team members by offering comprehensive wellness programs and resources to support physical, mental and emotional well-being.

Sabre maintains rigorous health and safety protocols to ensure the welfare of our team members in the workplace. We are committed to providing a safe and healthy work environment through training, compliance and continuous improvement initiatives.

We actively engage with our local communities through volunteerism and partnerships with nonprofit organizations. By giving back to the communities where we operate, we demonstrate our commitment to corporate social responsibility and contribute to positive social impact.

Team member engagement & retention

We foster growth, purpose and connections among, and with, our team members. To retain and attract talent and create an engaged workforce, we invest in our team members, ensuring they thrive.

We prioritize engagement and culture because we believe a satisfied and cohesive workforce creates talented and motivated team members who can contribute meaningfully to our goals.

Our global engagement strategy is centered around three focus areas:

+ **Inclusion Groups** that support inclusion and diversity
+ **Communities of Practice (CoPs)** that bring team members from similar professional disciplines together to foster development, innovation and collaboration
+ **Clubs** that help create a sense of community among our team members and facilitate social interaction

These pillars offer a variety of opportunities to develop professional skills, build community and engage in meaningful activities that connect team members with their passions and interests. In 2023, we increased the number of inclusion groups and CoPs to foster greater collaboration and knowledge-sharing among our teams.

Our team member engagement survey

We regularly conduct engagement surveys to gauge how our team feels about Sabre's efforts and to assess the progress we're making. During 2023, we adopted bi-monthly pulse surveys to enhance regular engagement between leaders and their teams, providing us with insights into team dynamics and satisfaction.

In 2024, we conducted a deep-dive team member engagement survey to measure satisfaction and involvement. These surveys provide valuable insights that help us improve our strategies and ensure a positive work environment.

Engagement survey statement	2024 results
"I have a clear and meaningful role and feel valued for contributing to Sabre's success"	93% of participants agree or strongly agree that they have a clear and meaningful role and feel valued for contributing to Sabre's success.
"I feel valued"	80% of participants agree or strongly agree that they feel valued.
"I have received candid feedback within the past 30 days"	82% of participants agree or strongly agree that they have received candid feedback within the past 30 days.

77%

of team members participated in the 2024 engagement survey, a 15% increase from the previous 2022 survey.

Communities of Practice

CoPs are groups where Sabre professionals with an interest in sharing their knowledge on best practices can converge to cultivate growth, ignite innovation and bolster collaboration. Each of our CoPs are open to all Sabre team members who would like to learn and share their knowledge. These groups host face-to-face meetings as well as web-based collaborative meetings to address the needs of our global Sabre community.

The Sustainability CoP launched in 2023 and is a group of people with a passion for sustainability, the environment and making Sabre a responsible corporate citizen. Each regional Sustainability CoP aims to tap into the many Sabre team members that are already interested in sustainability and keen to take a more active role in Sabre's sustainability efforts. This strategic initiative aims to significantly expand our sustainability team's influence across Sabre's global network of locations, providing training to team members so they can take action against our goals.

By mid-2024,

135

mentors around the world had offered personalized guidance and support for

165

team members.

Talent development & retention

We understand the significance of retaining, encouraging and developing our workforce. Within our management teams, we diligently monitor and assess various turnover and attrition metrics to pinpoint areas for improvement and create development and retention strategies.

Our retention rates

During 2023, we aligned our workforce to support our strategic growth initiatives. As a result, our team has become more agile and efficient in delivering value globally. Notably, our voluntary turnover rate decreased by 4.8% compared to the previous year.

Workforce metrics	2022	2023
Internal promotion and lateral move rate	23.8%	18.7%
Average team member tenure	7.6 years	7.8 years
Voluntary turnover rate	12.4%	7.6%

Global Mentorship Program

To ensure we're continuously improving our practices, we're pleased to have launched our Global Mentorship Program in 2024, underscoring our dedication to professional growth. This program empowers team members to take ownership of their career development and connect through Workday's Career Hub, a platform designed to transform how companies manage job opportunities and support internal mobility and advancement. All team members, regardless of their position, are encouraged to become mentors.

Together, mentors and mentees will establish goals, tackle obstacles and seize growth opportunities within our company. The Career Hub offers helpful resources to maximize the mentorship experience. Team members can update their skills, set career goals and identify interests. The hub uses machine learning to provide personalized career growth suggestions. Participants can also document and plan their career development aspirations and use the Career Path Builder to create a step-by-step path to reach their full potential.

Personal development

Sabre's training and development initiatives are fundamental to our strategy for retaining talent. We run tuition reimbursement programs in several of our offices to help enable team members to grow their careers. Tuition reimbursement supports team members who want to develop the knowledge and skills they need to perform in their current or future roles to move forward with the organization.

SPOTLIGHT

Sustainability Community of Practice members share their views

"Sustainability is important to me because it aligns with my core values and beliefs as well as my desire to protect the environment and ensure a better future for generations to come."

Marilyn Townsend, Senior Director Global Real Estate

"Sustainability is so important to me because I want to enjoy every corner on this planet. And to be able to do that and let other generations do the same, we need to be sustainable. Sustainable at work, while traveling and at home!"

Virginia Soca, Senior Cyber Security Analyst

SPOTLIGHT

Our Say Thanks program

We value expressing gratitude. Our internal Best Work research shows that hearing “thank you” doubles commitment to the company and each other. Team members are encouraged to recognize colleagues who demonstrate Sabre values: Driven, Brave, Empowered, Ambitious and United. Using the Say Thanks website or app, team members can send a thank-you message or video, which can be private or shared on the news feed. Recipients earn points that can be redeemed for goods, gift cards or experiences.

Say Thanks unique awards (breakdown by region)

Africa	42
Asia	9,100
Europe	10,033
North America	10,180
Oceania	417
South America	4,457

In 2023, Sabre team members shared

34,229

unique acknowledgments, earning points that accumulated to awards totaling

$1.9M

Rewards & benefits

We provide parental leave and personal time off. To attract, motivate and retain talent, we offer competitive compensation packages, including cash incentives and stock awards overseen by our Compensation Committee.

Awards & recognition

At Sabre, our culture is motivated by a shared desire to consistently evolve and improve. Our partnership with Comparably enables Sabre to showcase the strengths of our culture through quarterly awards, driven by feedback and sentiment from our team members.

In 2023, Comparably awarded Sabre with the following honors: Best CEOs for Diversity, Best Teams HR, Best Company Global Culture, Best Company Leadership, Best Company Happiness, Best CEOs for Women, Best Company Culture, Best Company for Diversity, Best Company for Women, and Best CEO.

Comparably is a platform that provides transparent insights into company cultures, brands and salaries by collecting and showcasing reviews from verified employees. The award for Best CEO is determined based on the ratings employees give to the company’s chief executive. Meanwhile, the award for Best Company Culture is based on employee feedback across 16 different categories, including leadership, team dynamics, environment, compensation, career growth, perks and benefits, work-life balance, and company outlook.

Engaging team members on sustainability

We conducted a survey in 2023 to gauge team member attitudes and knowledge regarding sustainability. The survey was designed to cover various aspects of sustainability, including awareness of environmental practices and perceptions of the organization's sustainability initiatives.

94%

of respondents are interested in contributing to Sabre's sustainability efforts.

77%

believe sustainability is a priority for Sabre's leadership.

83%

of respondents view sustainability as important to Sabre's success, particularly in terms of customer perception (63%).

In response to the survey results, we have implemented a series of initiatives to strengthen our commitment to sustainability. This includes launching the Sustainability CoP to encourage collaboration and innovation. Additionally, we are introducing an internal sustainability engagement initiative, the Sabre Travel Positive Program.

To deepen our impact, comprehensive Carbon Literacy training has been rolled out globally for our ESG Council and Sustainability CoP leaders. Moreover, we have conducted thorough product sustainability assessments and facilitated independent workshops to refine our sustainability strategy in collaboration with Sabre's leadership and key stakeholders. Our Code of Business Ethics now includes a sustainability section, where our team members are encouraged to actively support sustainability initiatives.

Our goals

+ By Q3 2024, the majority of leaders of regional CoP groups and the ESG Council will be carbon literate.
+ Roll out carbon literacy training to all our Sustainability Communities of Practice (CoP) members in 2025.
+ By the end of 2025, we will roll out our sustainability awareness course to the entire company, resulting in at least 6,000 hours of combined sustainability training. The training will also be recorded and mandatory for new joiners.

Building sustainability knowledge

All members of our ESG Council, sustainability team and Sustainability CoP leaders are encouraged to participate in the training conducted by The Carbon Project. Approximately 95% of participants have completed the training and are now carbon literate. We plan to offer this training to our entire Sustainability CoP membership base in 2025. Additionally, we will introduce sustainability trainings for all team members as part of the Sabre Travel Positive Program, along with resources and training that will be included in the program.

Looking to the future

We plan to launch the Sabre Travel Positive Program by late 2024, aiming for our team members to complete the six-step program by the end of 2025.

A mandatory one-hour sustainability training will be rolled out for all team members throughout 2025 to reinforce our commitment. We look forward to sharing further updates in our next report.

SPOTLIGHT

The Sabre Travel Positive Program

Building on the survey results and looking forward, we are preparing to launch a new initiative in 2024: the Sabre Travel Positive Program. The Sabre Travel Positive Program is an internal program designed to encourage team members to engage with sustainability – at both an organizational level and a personal level.

We aim to make sustainability the norm by providing everyone with a basic understanding. Our program offers initiatives, resources and tools to help team members build sustainability skills and adopt positive behaviors. Through education, collaboration and continuous improvement, we want to empower our teams to integrate sustainable practices into all operations, foster a culture of sustainability that meets and exceeds industry standards and set a benchmark for responsible corporate citizenship.

To measure the success of this program, we are currently developing key performance indicators (KPIs). These KPIs are designed to ladder up to, and support, Sabre's strategic goals and targets.

Inclusion & diversity

With 51 offices around the globe, we believe inclusion and diversity (I&D) are at the core of our success. We believe the different backgrounds, experiences, perspectives and ideas of our team members are critical to spur innovation, drive growth and sustain competitive advantage in our industry.

Our I&D strategy, shaped by input from the Executive Leadership Team, I&D Council and engaged team members, focuses on three key areas:

+ Our business
+ Our team members
+ The communities in which we work

The I&D Council is made up of leaders representing our six regional offices and our main business units. It meets bimonthly to help ensure the strategy is embedded across the organization. Our leader of Inclusion and Diversity, supported by Sabre leadership and executives, oversees the consistent execution of the strategy and initiatives.

Catalyst: Empowering advocates for change

We are proud to be a global partner with Catalyst, a nonprofit organization dedicated to building workplaces that support marginalized groups. In support of their mission, Catalyst created the Engaging Men research project and the subsequent MARC (Men Advocating Real Change) initiative to inspire and equip men to advocate for equality.

As partners with Catalyst, our Ambassadors have access to various online events, workshops, courses and webinars offered by Catalyst. These resources can be used by People Business Partners, leaders and our inclusion groups to provide best practices and create learning spaces that invite men into the conversation – not only to support or sponsor equality efforts but also to take on active roles as advocates for change.

6,000+

hours of unconscious bias training that has been completed by our team members.

Global workforce data

Global workforce	2022	2023
Full-time employees (FTE)	89.5%	88.0%
Part-time employees	2.5%	2.2%
Contractors	8.1%	9.8%

Global gender diversity	2022	2023
Male	61.3%	62.3%
Female	38.2%	37.3%
Other/undeclared	0.5%	0.4%

U.S. race & ethnicity	2022	2023
Asian	25.6%	27.6%
Black/African American	4.4%	3.7%
Hispanic/Latino	11.4%	11.4%
Mixed Race/Multiethnic	1.6%	1.5%
Native American/Alaskan Native	0.4%	0.2%
Native Hawaiian/Pacific Islander	0.0%	0.1%
Undeclared	0.1%	0.0%
White	56.5%	55.5%

Workforce diversity

Prioritizing our team members means recognizing their diverse talents, perspectives and contributions. It entails creating a culture of inclusion, where every individual feels respected and heard.

Fostering an inclusive future: Unconscious bias training

We're dedicated to creating a discrimination-free workplace. Our Global Unconscious Bias Training is designed to raise awareness and address the subtle biases that influence our daily decisions and interactions. In 2023, through interactive modules and real-world scenarios, participants learned strategies to recognize and mitigate these biases. This training fostered a more inclusive and equitable workplace, promoting diversity and mutual respect.

In 2024, we launched Inclusion Advisor, our new, optional micro-coaching tool that helps users uncover and correct unconscious bias. This program uses AI to identify underlining bias and drive cultural change toward greater inclusivity.

GBTA Ladders and WINiT

As a program of the GBTA Foundation, GBTA Ladders leverages collective talents to empower emerging industry leaders to connect and expand their professional development through mentorship and collaboration. Sabre is proud to be a longstanding supporter of the one-of-a-kind program as Community Contributors. We also support the GBTA's WinIT initiative, with a seat on its advisory board. WINiT is designed to help women move forward in their careers in the travel industry by offering programming geared toward their advancement.

Elevating our female leadership

The Sabre Women in Leadership group is a female VP+ advisory and advocacy council championing Sabre's female team members and helping to guide and advocate for women leaders. They have implemented executive networking opportunities for female senior manager level and above globally, guided career sessions on relevant skills and development areas and provided a forum for female leaders to make connections with leadership, ask questions or for mentoring support and receive feedback. These activities aim to create space for women in leadership to advance while bringing together great minds to refine workplace methodologies that support the progression of female professionals. These and more development activities continue into 2024.

Advancing accessibility

In 2023, we collaborated with Global Disability Inclusion Inc. to enhance our accessibility initiatives and foster a more inclusive workplace. This partnership focused on implementing best practices for accommodating team members with disabilities and raising awareness about disability inclusion across our organization.

Embracing inclusivity: Pronoun integration

Recognizing the importance of respecting individuals' gender identities, Sabre has implemented several strategies to facilitate the sharing of pronouns, for

5 The term "global engagement norms" refers to the standards and practices established for international interaction and collaboration, which can be detailed in the Mercer database.

SPOTLIGHT

Amplifying disability inclusion

As part of our continued efforts to advance an inclusive culture, members of our Sabre Hospitality team took part in a pilot program with Global Disability Inclusion. This program aims to evaluate our inclusivity practices for people with disabilities and to enhance our understanding of the support they require.

From October 2022 to January 2023, the pilot included interviews with leadership and key staff in pilot locations, alongside a digital accessibility review. We also conducted an Amplify survey for team members to create greater equity in the workplace through policy and program improvements. The survey covered various engagement areas, including: Diversity and Equity, Facilitators and Resources, and Climate and Culture. The survey allows for greater focus as well as more targeted insights into work experiences, culture, leadership, achievement, teamwork, and more for employees with disabilities.

According to the Mercer database, Sabre exceeded global engagement norms.[5] Interviewees highlighted the potential for additional education and training opportunities, which can drive further progress. They also saw the opportunity to enhance clarity around accommodation policies. Our culture strongly supports disability disclosure, and we are encouraged by the high self-disclosure rates.

example, integrating pronoun options into internal communication platforms and systems. Team members are provided with the opportunity to include their pronouns in email signatures, internal profiles and other communication channels. This simple yet effective measure helps create a more inclusive environment where individuals can express their gender identity authentically.

Team member inclusion groups

Our team member inclusion groups are spaces where colleagues can come together to celebrate common characteristics or interests. Inclusion groups, each with at least two Executive Sponsors at the helm, raise awareness, provide development workshops and build community. They empower team members to shape Sabre into a workplace where they can be their true selves, feel a sense of belonging and perform at their best every day.

Where needed, we will establish new groups to address emerging needs and promote greater equity within our organization.

New inclusion group

Our Latinos in Travel Tech (LiT) team member group, launched in 2023, is dedicated to fostering inclusion for Latino professionals in the travel technology industry. Through networking events, mentorship programs and educational initiatives, the LiT Inclusion Group aims to empower Latino talent and increase representation within our workforce and the broader travel industry.

In 2024, we launched another new group – our Indigenous People's Inclusion Group – to support Indigenous professionals and communities. We will build on the recent launch of the Indigenous Peoples Inclusion Group by further expanding and supporting our inclusion initiatives, fostering a more diverse and inclusive workplace environment.

In 2023, we had eight inclusion groups:

Ascenders:
Professional Growth and Development

Veterans:
Global Veterans

BGOLD:
Black Generations of Leadership and Development

WCN:
Women's Career Network

IDEAS:
Individuals with Disabilities Empowered at Sabre

WIT:
Women in Technology

PRIDE:
LGBTQ+

LiT:
Latinos in Travel Tech

Awards & recognition

For more than 40 years, the Human Rights Campaign (HRC) has been dedicated to advancing LGBTQ+ equality and inclusion. In 2023, the Sabre Pride Inclusion Group engaged with leaders from Procurement, Benefits, Compliance, Talent Management, Team Member Services, Global Communications, Product Accommodations and other departments to collaborate on our survey submission for the year. As a result of the efforts and actions of our team members and leadership, we achieved a Corporate Equality Index score of 95. Our score not only reflects the work being done to create an inclusive culture for our LGBTQ+ community but represents the work being done to provide a culture where all team members can be their true selves and feel a sense of belonging. It also reflects the numerous improvements that make us a more aspirational and engaging company to do business with. Companies who also scored highly include American Airlines, Marriott, Hilton, Carlson, IHG, United Airlines and Southwest Airlines.

Health, safety & well-being

Ensuring the health, safety and well-being of our team members is paramount at Sabre, and we are dedicated to providing the essential resources needed to support this.

Well-being

We take a holistic approach to community, embracing all aspects of culture. That includes well-being. We believe in fostering an environment that empowers team members to bring their whole selves to work, without feeling the need to leave personal challenges at the door.

Our wellness program offers resources to promote physical, emotional and mental well-being and we encourage all team members to set time aside to review and share the benefits Sabre provides that support their mental well-being. We also maintain various assistance programs to support the well-being of our team members, including those that operate in a remote working environment.

Providing support for health & well-being

We provide an array of free mental health resources, both onsite and virtually, to our team members and their families. This includes access to:

- Sanvello, an app designed to offer clinical techniques aimed at alleviating symptoms of stress, anxiety and depression
- Our Global Employee Assistance Program offers complimentary counseling sessions
- Headspace delivers tutorials on managing sleep, stress, mindfulness and focus
- Talkspace offers a platform featuring licensed therapists available round the clock
- For holistic wellness, BurnAlong provides on-demand classes covering mental, physical and financial wellness

We also organized a range of activities throughout the year, including blood donation drives, Cardiopulmonary Resuscitation (CPR) and first aid sessions for kids, stretching sessions and a dedicated nutrition week.

In 2024, we hosted June Wellness Month to encourage holistic health and well-being throughout our community.

Sabre Well-being Advocate Network

The SWAN provides peer-to-peer support to destigmatize mental health as we work to educate and raise awareness about related issues, resources and coping strategies. Members of SWAN have the opportunity to collaborate with others who share their passion for well-being and help shape the future of wellness programs at Sabre.

Sabre's Team Member Support Network and our Well-Being Advocate Network will be meeting regularly to enhance collaboration and support in 2024.

Encouraging healthy activities

In 2023, our Well-Being program hosted several informative health sessions aimed at promoting public health awareness. One notable event was a health talk with Dr. Martin Lopez, an infectious disease specialist from BlueCross & BlueShield de Uruguay (BCBSU), who discussed respiratory infections and ways to prevent them. Another session featured Dr. Antonio Pascale, also from BCBSU, who addressed the health impacts of high sodium levels in the tap water of Montevideo and Canelones, providing guidance on necessary precautions. Additionally, the program included a session on the dangers of smoking and strategies for cessation.

Also in 2023, we offered a range of health-focused activities to support team member well-being. These included free appointments with a nutritionist to assist with dietary goals and an ergonomics workshop in partnership with WUMA Consulting to promote good posture.

Health & safety

Sabre has integrated health and safety measures across our global offices. Each of our six main corporate locations has a team member dedicated to health and safety, with training tailored to each region.

We consistently meet or exceed local health and safety training requirements. Additionally, we conduct monthly CPR and Automated External Defibrillator (AED) training sessions at all our major locations. In our Latin American and Europe, Middle East and Africa (EMEA) sites, we also provide industry-specific training as required by law.

3,732

health and safety training hours completed.

SPOTLIGHT

Fostering wellness: Sabre's commitment to team member health and active lifestyles

We prioritize health by providing accessible activities for all. In the UK, team members can access bikes and accessories at a discount through a cycling program dedicated to make cycling more accessible, promoting physical health and eco-friendly commuting. Similarly, in India, team members formed a cycling group in 2023 to enhance wellness through organized events, fostering a sense of community and regular exercise. Looking ahead, the 2024 Cycle to Work Krakow City Hall campaign will similarly see enthusiastic participation from Sabre cyclists.

Our commitment to health extends to Sabre Bengaluru, where the 2023 annual sports day involved over 450 team members competing in over 180 games. The event featured traditional games like carrom, billiards and chess, alongside popular team sports such as football, cricket and badminton.

In addition to these initiatives, the Southlake SWAN introduced a monthly walking club for 30-minute strolls, encouraging physical activity and interaction with nature. These efforts collectively demonstrate Sabre's dedication to fostering a healthy and active lifestyle for all team members.

Community engagement

We're committed to giving back to communities and ensuring travel creates a positive impact for people around the world.

To support our efforts, we offer team members a range of volunteer opportunities and support community-led projects focused on education, healthcare and infrastructure development. Sabre empowers team members to give their time and talents to volunteer efforts in their communities, with full-time team members receiving four paid days per year to volunteer for causes and organizations of their choice.

We promote year-round volunteering, with event coordinators arranging both group events and independent volunteer activities.

Our goals

+ Increase uptake of Sabre's volunteer plan (four paid days per year) so that, collectively, team members take 50% of total available volunteering hours by the end of 2025.

In 2023, our team members contributed a total of

21,130

volunteer hours.

Our Give Together program

Give Together is our volunteering and fundraising program, which encourages team members to give to charities of their choice and volunteer time in local communities. Global offices, functional teams and individuals are encouraged to host fundraising and volunteering activities to raise awareness and support charities. In the spirit of inclusion, we take additional steps to ensure team members in all countries have opportunities to participate in corporate giving efforts.

In 2023, we celebrated the 22nd year of Give Together by providing charitable donations to support crises and causes related to travel.

Global engagement

The Give Together initiative saw team members volunteering their time and supporting communities around the world, including:

+ In Bengaluru, India, Sabre team members partnered with the Parikrma Humanity Foundation to provide free education, meals and health check-ups to impoverished children, as well as raising funds through activities like foosball, cue sports, chess and push-up competitions.
+ In Krakow, Poland, we hosted a pool tournament, online auction and donation sorting for Ukrainian refugees, supporting the Polish Red Cross and local charities.
+ Montevideo, Uruguay organized both virtual and in-person activities, including an international food fair and a talent show, raising funds for ÁNIMA, which helps vulnerable youth earn a technological baccalaureate.
+ In Paris, France, Sabre team members volunteered at L'Espace des Grésillons, a social and educational center, creating Christmas decorations for community events. The team worked with social workers to craft items like a Christmas sled, enhancing activities for children, low-income families and other community programs focused on solidarity and anti-discrimination.

Our team members came together and collectively donated nearly

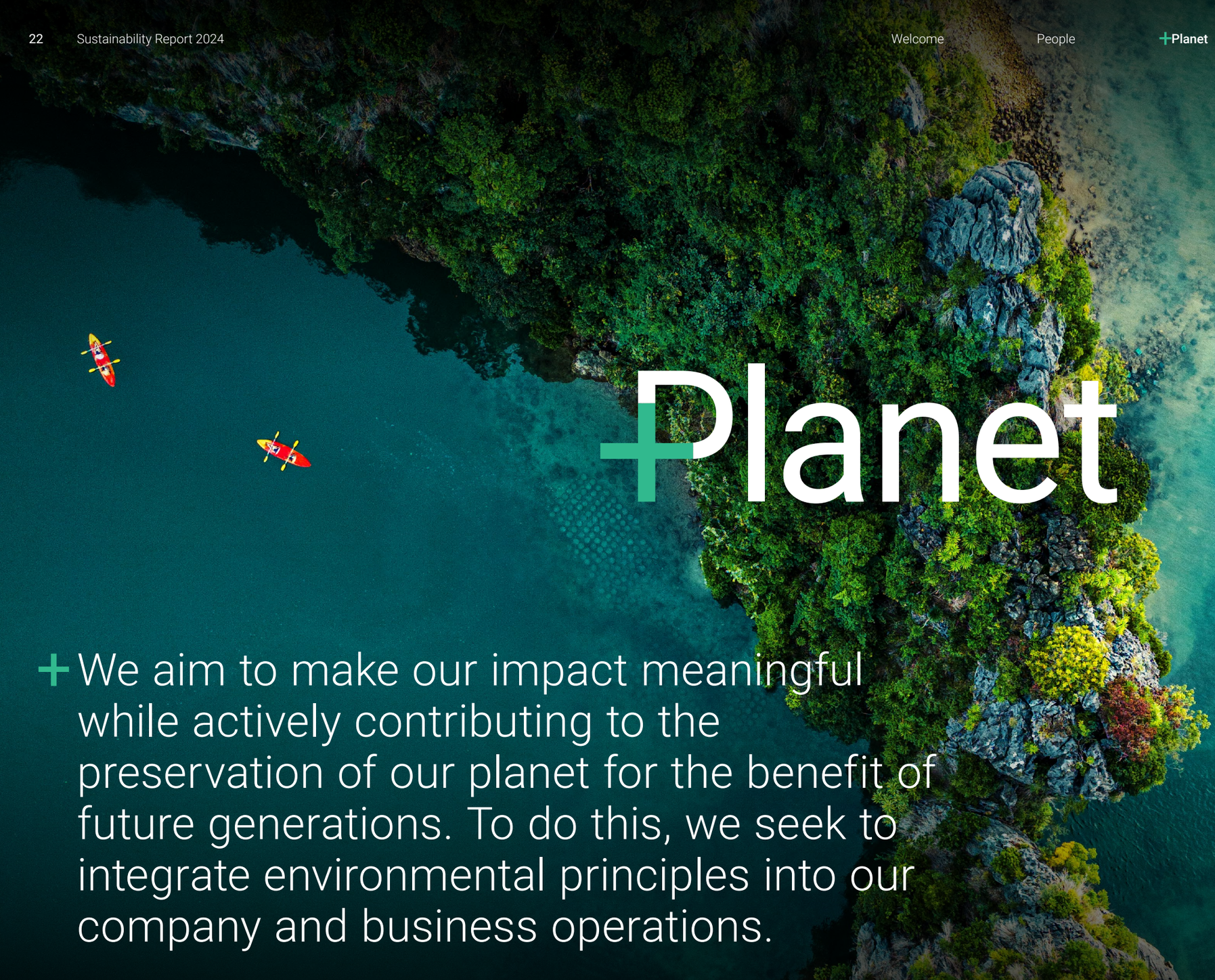
$40,000

to support charitable organizations in local communities around the world.

SPOTLIGHT

Children's month at Sabre Uruguay

Our Ascenders Community Team, a group dedicated to connecting young professionals with networking, mentorship and leadership opportunities, organized initiatives to positively impact students from diverse schools and backgrounds. One effort involved taking 60 students from Escuela 55 – Flor de Maroñas to the Science Hub at the Technology Laboratory of Uruguay. Volunteers accompanied the students and teachers, provided snacks and helped them explore exhibits on Physics, Technology and Nature. The goal was to make science and technology interesting for kids and to encourage their curiosity.



+Planet

We aim to make our impact meaningful while actively contributing to the preservation of our planet for the benefit of future generations. To do this, we seek to integrate environmental principles into our company and business operations.

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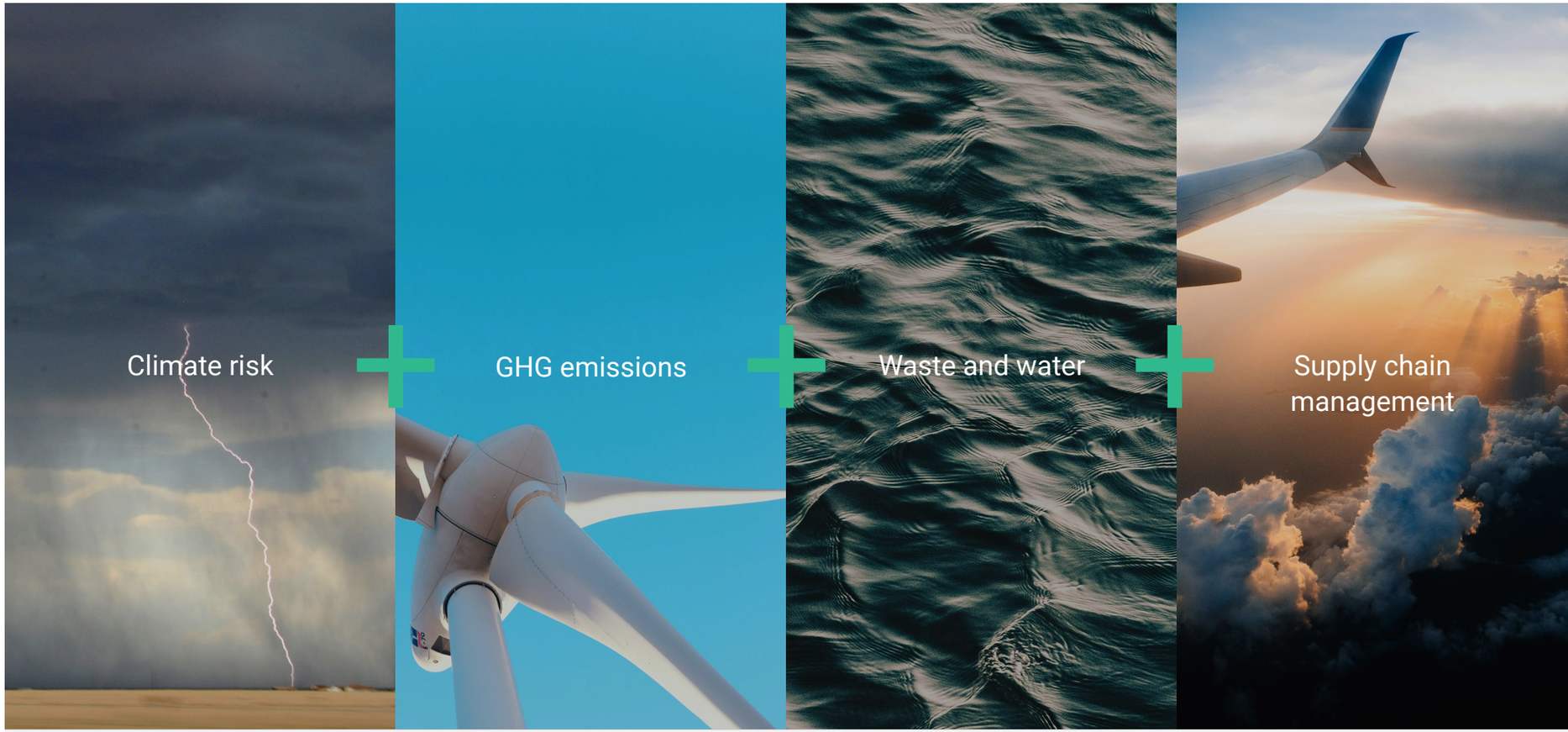
Our approach

In today's rapidly changing world, Sabre recognizes the pivotal role we can play in shaping a more sustainable future for our planet. We are committed to reducing our own footprint while utilizing our expertise and technology to catalyze positive change across the wider industry.

Across our operations, we are actively seeking opportunities to reduce our impact, including addressing emissions, managing waste and conserving water. To reinforce this commitment, we are aligning our efforts with the Science Based Targets initiative (SBTi), ensuring that our sustainability goals are both scientifically grounded and impactful. We are also engaging our suppliers in collaborative action to support shared environmental goals.



Sabre is committed to understanding and mitigating climate-related risks to our operations and the communities we serve. We conduct climate risk assessments and develop adaptation strategies to build resilience against climate-related disruptions.

We are dedicated to minimizing our carbon footprint across all scopes. Through investments in energy efficiency measures and operational optimizations, we aim to reduce both Scope 1 and 2 emissions. Additionally, we collaborate with partners to measure and address our Scope 3 emissions.

Sabre recognizes the importance of minimizing waste generation and reducing water usage. We have implemented waste reduction initiatives, recycling programs, and water conservation measures to minimize our environmental impact and maximize resource efficiency.

We prioritize sustainability throughout our supply chain by collaborating closely with suppliers to enhance transparency, traceability and ethical standards. By promoting sustainable sourcing practices and supplier engagement, we aim to minimize environmental degradation and foster resilient, responsible supply chains.

Climate risk & emissions

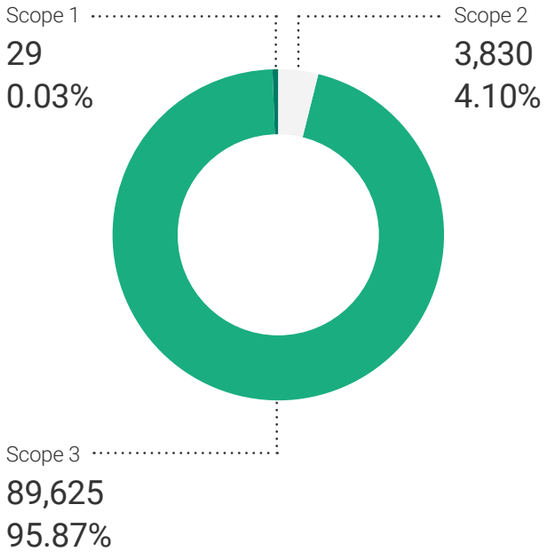
Addressing climate risks and reducing GHG emissions are vital steps in improving our environmental footprint. These efforts not only help mitigate the financial risks linked to climate-related disasters but also resonate with our sustainability ambitions.

We acknowledge the impact our business – and wider industry – has on the climate. We also recognize the impact physical risks, such as extreme weather events, natural or human-induced disasters and potential costs and impacts of transitioning to a low-carbon economy, can have on our business.

We have not only assessed climate-related physical and transitional risks but also identified the opportunities that exist for us to help mitigate the worst climate change impacts. The lack of harmonized regulatory requirements and reporting frameworks creates challenges for navigating various ESG standards and guidance. While this risk was assessed as low for 2024 and is not a priority for review in 2025, it remains a consideration for us at Sabre.

For more information on these risks, please see the TCFD Index.

Our 2023 footprint (CO_2e MT)



In 2023, we achieved a significant milestone in our sustainability efforts by measuring our Scope 3 emissions for the first time. This assessment has provided us with a more complete understanding of our overall carbon footprint. By incorporating Scope 3 data alongside our existing Scope 1 and 2 measurements, we now have a better picture of our total GHG emissions across all three scopes.

Measuring GHG emissions

Throughout 2023, we dedicated ourselves to refining our ability to manage what we measure, particularly concerning operational ESG-related data. We established and expanded our ESG Council to encompass additional areas of our business where we aim to measure emissions. This includes finance and accounting, human resources, product and technology, information security, and legal and governance. We trained our teams to use the Workiva platform, a comprehensive reporting and compliance tool, for ongoing data recording. Additionally, we identified areas where we could start reducing our footprint, such as procurement, electricity usage and business travel.

To support our efforts, we employed a specialized enterprise software solution tailored for ESG management and reporting. We also engaged a reputable third-party consultancy to accurately assess our Scope 3 emissions, in line with guidelines outlined by the World Resource Institute/ World Business Council for Sustainable Development GHG Protocol Corporate Accounting and Reporting Standard. Through this work, we identified five Scope 3 GHG Protocol categories as pertinent to Sabre.

In 2024, we have begun the process of setting science-based targets, in collaboration with a sustainability consultancy, to guide further emission reductions in line with the latest climate science. By setting these targets, we commit to reducing our impact on the planet. These initiatives push us to innovate, collaborate and become a driving force within the travel industry. These commitments also assist us in future proofing our business as responsible corporate citizens, supporting long-term business health.

Total emissions by source (CO_2e MT)*

Scope 1

2023	**29**
2022	Data not collected in 2022

Scope 2[6]

Location-based

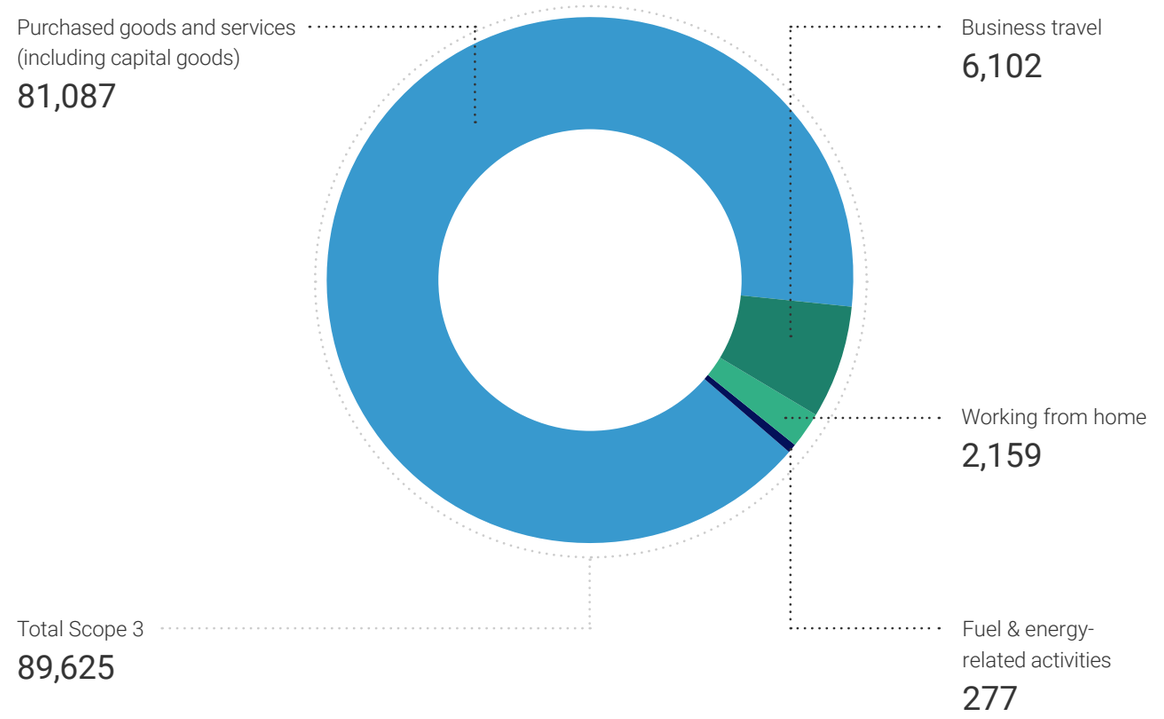
2023	**3,830**
2022	3,488

Market-based

2023	**3,830**
2022	3,488

* Please refer to the TCFD index for more details on emissions calculations and scope.

Scope 3 2023



Looking to the future

Our focus for the year ahead is developing comprehensive science-based targets to guide our strategy for reducing environmental impact. Central to this effort is the submission and approval of these targets by the Science Based Targets initiative (SBTi). We aim to create a detailed climate action plan and introduce a dedicated environmental policy. Additionally, we plan to provide environmental training and awareness sessions for our team members.

We are integrating sustainability into our procurement process and travel management policy. Furthermore, we are committed to enhancing our EcoVadis score through the development of robust policies, the setting of ambitious targets and the assistance of an experienced, external consultancy.

6 Data collected from our six largest offices where we have oversight of actual energy data, located in Southlake, TX; Montevideo, Uruguay; Krakow, Poland; Richmond, United Kingdom; Bengaluru, India; and Singapore.

Reducing our impact

We believe sustainability is not just an option, but a responsibility. We are continually working to find new and better ways to help reduce our environmental impact.

Through innovation and dedication, we strive to drive efficiency in our operations by refining our processes and seeking ways to enhance productivity.

Sustainability in our facilities

With offices spanning multiple countries, we strive to exemplify sustainability best practices across our global operational footprint. This includes utilizing natural lighting, low-energy fluorescent lighting, water-saving appliances, heat-tolerant native landscaping and incorporating recycled materials in our buildings.

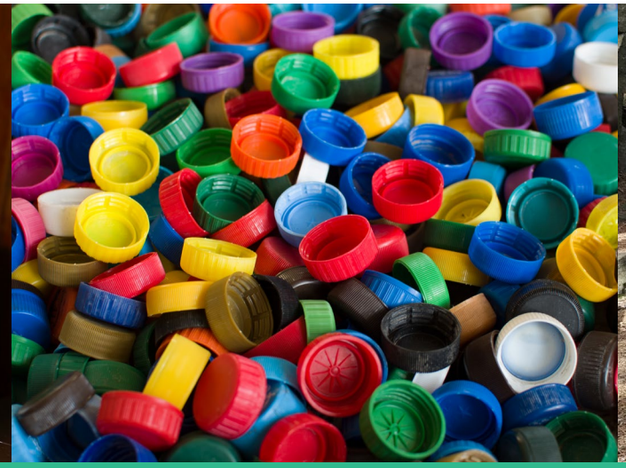
Water

We maintain offices in multiple countries around the world and are dedicated to modeling best practices for water efficiency and conservation across our global facilities. Our initiatives include implementing low- or no-water appliances and adopting heat-tolerant, all-organic native landscaping to help minimize water usage. We extend our commitment to our employees as well, focusing on ensuring that our team members perform their duties in alignment with our water conservation principles.

Since starting to measure our water consumption levels for the first time in 2023, we have begun using this data to inform and enhance our efforts to reduce water usage. Our water consumption in 2023 was 1,789,343 gallons.

Waste

We believe in using natural resources responsibly, finding ways to reduce waste to landfill across our operations. We have implemented a range of initiatives to reduce waste in our offices, from trash segregation and recycling systems to reusable kitchen supplies.



SPOTLIGHT

Singapore's Chopstick Waste Reduction Campaign
Our new campaign in Singapore is tackling the issue of single-use chopstick waste. Every day, about 1 million single-use chopsticks are discarded, contributing significantly to the city's waste stream and resulting in approximately 460,000 kilograms of CO_2 emissions.

In response, we are collaborating with Lendlease and ChopValue, an international organization known for repurposing chopsticks into practical products for both office and home use. This partnership aims to turn waste into useful items, reducing the overall environmental impact.

To take part in this initiative, team members will clean and air-dry their single-use chopsticks after use and place the chopsticks in the designated collection bin at Sabre Lounge, located next to the recycling bins. This effort not only helps manage the waste from disposable chopsticks, but also supports a circular approach by giving new purpose to these materials.

Montevideo's Dual Impact Recycling Initiative
In a collaborative effort to advance both environmental and animal welfare causes, the Ascenders Eco Team and the Ascenders Animal Welfare Team have joined forces to address plastic waste in Montevideo, Uruguay. The teams recently undertook the task of sorting 12 large bags of plastic caps, weighing approximately 104 kilograms, by color. These caps, collected over several months at Sabre, are set to be donated to Tapitas Uruguay.

The initiative is twofold in its impact. Firstly, the plastic caps will be recycled, reducing environmental pollution. Secondly, the proceeds from the recycling process will support various animal welfare projects. This partnership not only promotes sustainable practices but also aids in enhancing the well-being of animals in need, showcasing a model for community-driven recycling efforts with a social impact.

Krakow waste management initiatives
In 2023, our Krakow office led a range of successful waste management efforts. Throughout the year, over 130 colleagues got involved in community initiatives to help improve plastic waste sorting and collection.

The Sustainability CoP team collaborated with other teams to organize an electronic waste collection drive to promote recycling and divert hazardous materials from landfill. This provided a convenient opportunity for residents to responsibly dispose of broken or outdated electronics.

Additionally, during Give Together Month, the team launched an initiative to reduce waste by collecting unwanted IT equipment for resale, preventing good items from ending up in landfills. Altogether, over 30 boxes of old equipment were collected, including mobiles, keyboards and headphones. By reselling these items, we collected over 5,800 PLN (Polish złoty), equivalent to $1,440, for donation, a true testament to the collective commitment of our team to minimize waste and maximize value.

Migrating from data centers to Cloud

Since 2017, as part of our technology transformation, Sabre has strategically shifted our data storage approach toward a secure cloud-based processing platform. In 2020, we collaborated with Google Cloud to implement the Google Cloud Platform and migrate our IT infrastructure to the Cloud. It involves:

+ Retiring our data centers and moving our services to the Google Cloud platform
+ Building a distributed cloud foundation to host our applications with embedded security and high-availability features
+ Adopting modern tools, techniques and automation for increased velocity, productivity and resilience
+ Implementing advanced capabilities like machine learning into our products to deliver unparalleled user experiences

In 2024, we successfully migrated almost 90% of our workloads to Google Cloud, closing 17 data centers and moving over 40,000 servers, 400,000 central processing units and 50 petabytes of storage. By integrating over a dozen analytics platforms and developing dozens of new intelligent services with Google's AI tool, we have significantly enhanced our operational performance, stability and security.

"Our migration to the Cloud was an important milestone in our sustainability journey. By leaning on Google Cloud's cutting-edge infrastructure, we expect to have achieved a significant reduction in emissions. This translates to real-world benefits, empowering Sabre to help enable a more sustainable future for the travel industry."

Joe DiFonzo, Executive Vice President and Chief Information Officer

Migrating workloads to Google Cloud is expected to reduce Sabre's emissions from our data operations by approximately

~85%

Measuring our business travel emissions

We are proud to announce that we have become the first company ever to measure our Scope 3 business travel emissions using Google's Travel Impact Model. Like the Travalyst coalition, we believe this approach offers a more accurate calculation of our emissions compared to traditional methods. By using advanced data analytics capabilities from Google, we are able to gain deeper insights into our supply chain and emissions footprint. As part of our ongoing partnership with Google, we are excited to showcase this model in this year's sustainability report, setting a new standard for environmental accountability and transparency.

By identifying lower-emission alternatives via the TIM, Sabre could reduce business travel emissions by up to 10% on major flight routes, such as Dallas to London.

SPOTLIGHT

Calculating business travel emissions with the Travel Impact Model

At Sabre, we've implemented the Travel Impact Model (TIM) to measure our 2023 business travel emissions. Our analysis shows that 13% of our flights, mainly long-haul trips, contributed to 66% of our total emissions. The TIM helps us identify lower-emitting alternatives for two-thirds of our flights.

We use a three-tiered system to match flights with the TIM's dataset. The TIM's granular data allows us to easily compare direct and indirect flight emissions, enabling us to choose the lowest-emitting options. This precision is crucial for our ongoing efforts to reduce our travel-related carbon footprint and make more sustainable business travel decisions. We will continue to measure these emissions going forward.

Supply chain

Through close collaboration with our suppliers, we are actively working together to drive forward our shared sustainability ambitions.

We take a holistic approach to engaging suppliers, holding them to the highest ethical, social and environmental standards.

Supplier diversity

Sabre recognizes the importance of supplier diversity, as we believe an inclusive supplier base can provide access to a wide range of capabilities and perspectives that can only strengthen our ability to deliver excellence to our clients.

We actively work with diverse suppliers by reaching out to them, running formal programs and advocating for their involvement.

Our Supplier Code of Conduct

Recognizing that our influence transcends our own activities, we strive to hold our partners to the same high standards upheld by our team members. We expect our suppliers to conduct their business in full compliance with all international, national and local regulations and to refrain from bribery, corruption and human rights violations.

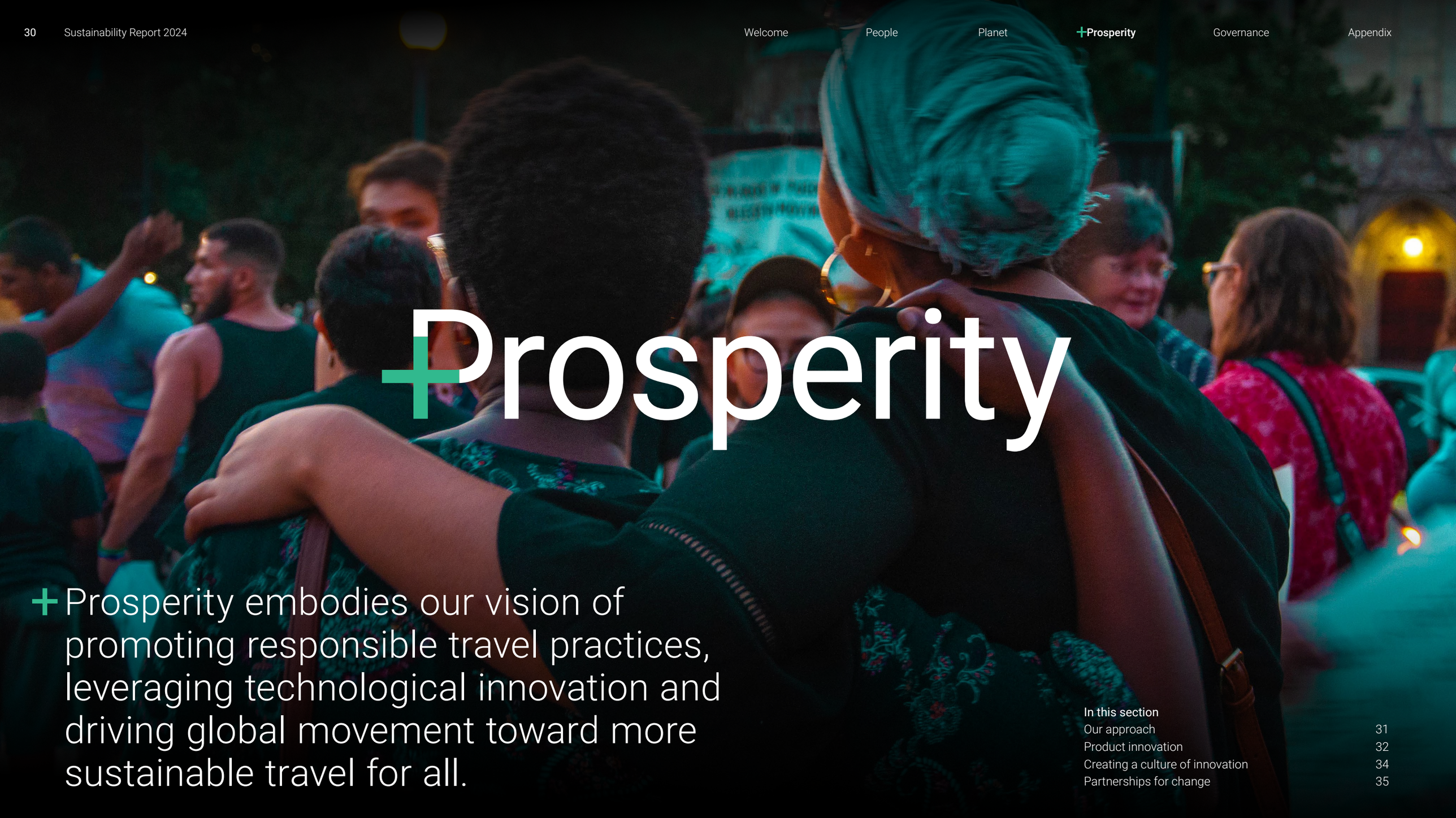
Our Supplier Code of Conduct outlines the minimum standards for conducting business in a safe and ethical manner. It includes:

+ **Ethical business practices:** Our suppliers must accept personal responsibility for behaving professionally, ethically and with integrity and fairness.
+ **Social behavior:** Our suppliers must conform to the relevant international labor standards.
+ **Environmental behavior:** Our suppliers must recognize the crucial importance of their role in reducing environmental impacts.

We expect our suppliers to meet certain environmental criteria, which include having a documented environmental policy covering emissions, waste management, energy consumption, water usage and wood/paper sourcing. They should designate an individual or team to oversee environmental management and demonstrate awareness of the risks and impacts linked to their products.

We are currently working toward creating our own environmental policy, something that will remain a priority for us throughout 2024 and 2025.

Our Code of Business Ethics also mandates that suppliers adhere to our standards for social and environmental sustainability.



+Prosperity

+ Prosperity embodies our vision of promoting responsible travel practices, leveraging technological innovation and driving global movement toward more sustainable travel for all.

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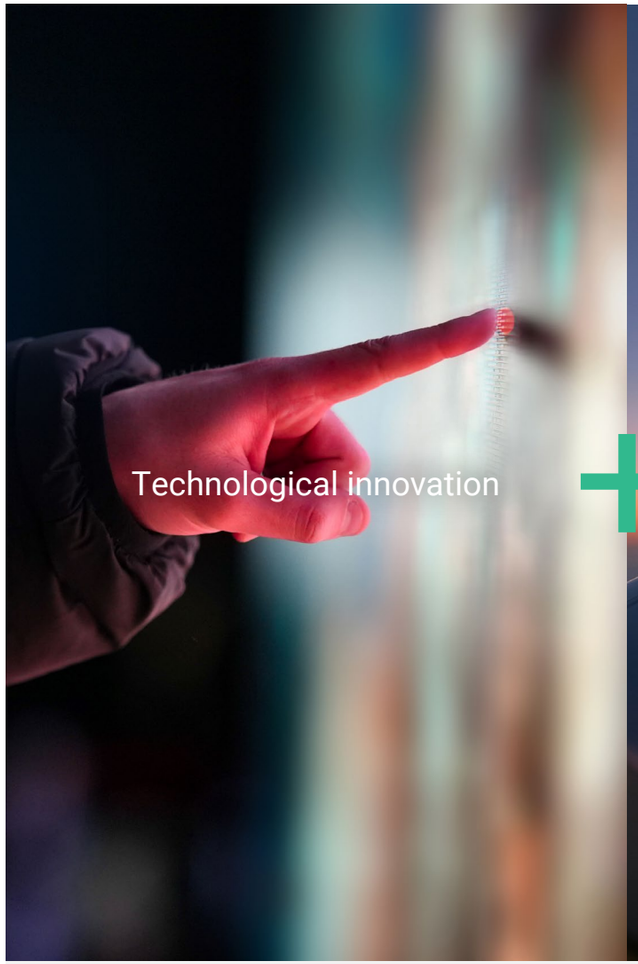
Our approach

With 75% of travelers expressing a desire to travel more sustainably over the coming year,[7] embracing this increasing shift toward sustainable travel is essential for fostering prosperity for businesses, the planet and local communities alike.

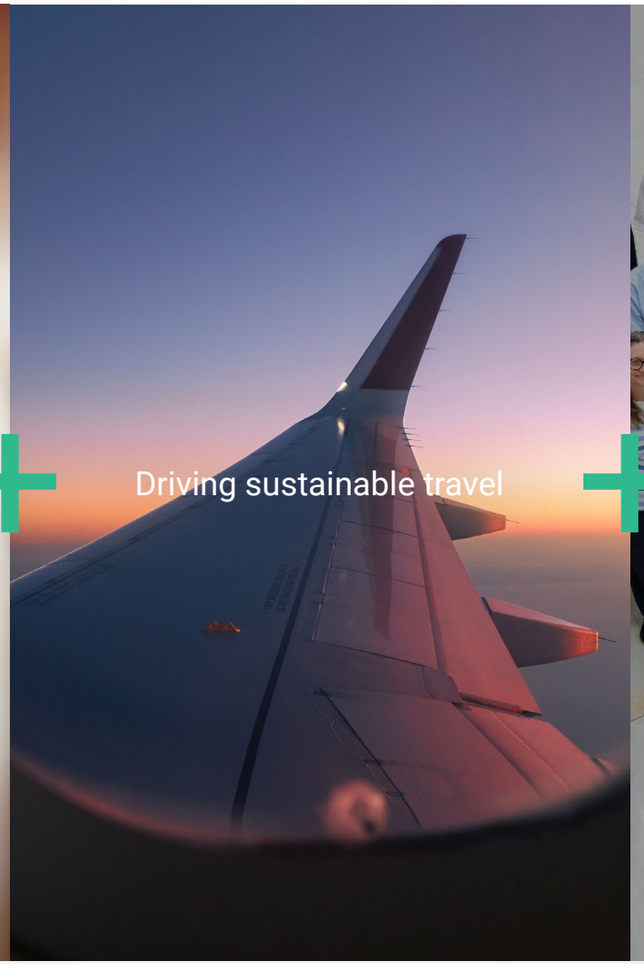
We recognize the vital role innovation and sustainable development will play in shaping the future of our industry. By championing these principles, we actively encourage collaboration among our peers, inspiring collective effort toward responsible development and investment.

Three prosperity ambitions serve as our guiding principles, shaping our endeavors to foster sustainable growth and innovation within the travel industry.



Technological innovation

By investing in research and development and fostering an open culture of innovation, we aim to pioneer next-generation AI-powered solutions that enhance efficiency, personalization and environmental responsibility – shaping the future of travel.



Driving sustainable travel

Harnessing our technological expertise, we're working to help educate and raise awareness among our customers, partners and travelers, equipping them with the tools needed to make informed, responsible travel decisions that reduce environmental impact.

Partnerships and collaboration

Through strategic partnerships, we can collaborate with experts, access and pool resources, and engage with influential networks to help drive meaningful change in the travel sector and beyond. By working together, we aim to create change at scale.

7 Booking.com, Sustainable Travel Report 2024.

Product innovation

Travel is personal, which is why our product teams work diligently to enable our customers to deliver more intelligent, personalized and responsible travel experiences. Our products empower travel agencies, airlines and other stakeholders to create tailored journeys that resonate with each traveler's preferences, including more sustainable and ethical travel practices.

We collaborate with airlines, hoteliers, agencies and other travel partners to retail, distribute and fulfill travel needs. Our products include mobile apps, airport check-in kiosks, online travel sites, airline and hotel reservation networks, travel agent terminals and various other solutions.

The role of Sabre's technology in sustainable travel

As a travel technology company, Sabre is uniquely positioned to provide customers with sustainable choices to meet their travel needs. We aim to create products and services that add value and reduce environmental impact for our customers and their travelers. We actively promote the sustainability benefits of our existing technology and innovations to empower travelers to make informed choices that align with their values.

We invest in next-generation technology applications that advance the capability of our products and services, such as AI, machine learning and real-time data and analytics, which we expect will enable further sustainability-focused development. We also provide travel agencies and corporations with accurate and contextualized sustainability information at the point of booking, by integrating carbon estimations using Google's Travel Impact Model (TIM). Our extensive reach means that we're able to connect mainstream travelers with this information, enabling them to make responsible choices.

In 2023, we organized an internal sustainability product workshop, bringing together key stakeholders from various departments to collaboratively establish areas for sustainable product development. In 2024, we conducted an assessment to evaluate the progress and effectiveness of our existing sustainability technology, guiding our ongoing efforts to integrate further sustainability features into our product development processes.

SPOTLIGHT

Creating transparency and visibility of carbon emissions

Travelers are increasingly interested in and concerned about the impact of their journeys. At Sabre, we're helping to create transparency and choice by providing detailed flight emissions data through our systems. We have adopted a unified method to calculate the carbon impact of individual flights: the Travel Impact Model (TIM). Developed by Google in collaboration with the Travalyst coalition and validated by Travalyst's Independent Advisory Group, the TIM considers various attributes, such as aircraft type, cabin class and seat configuration, to estimate CO_2 emissions on a per-passenger, per-flight basis. This initiative is expected to drive demand for lower-emission flights and encourage airlines to adopt more sustainable practices.

As part of Sabre's longstanding partnership with Google, we have integrated Google's TIM to show the estimated carbon emissions of flights within some of our products. The display also helps travelers contextualize CO_2 emissions by comparing them to a typical flight on the same route, indicating whether they are higher or lower.

This feature is accessible through Sabre's travel agency point-of-sale tool, Sabre Red 360, and its online booking tool for corporations, GetThere. Our new product portfolio, Sabre Traveler Communication, uses the TIM-based carbon emissions application programming interfaces (APIs) to display CO_2 emissions for flights.

Next steps for the Travel Impact Model
We aim to integrate the Travel Impact Model (TIM) into our point-of-sale tools for customers and are exploring adding features like highlighting lower-emitting carriers, filtering flights by carbon emissions and contextualizing carbon figures for flights.

We also plan to explore a reporting option using the TIM and continue improving how we display sustainability information for hotels and other suppliers. Additionally, we plan to enhance our measurement of the TIM's effectiveness and its impact on booking decisions. In the longer term, we aspire to play a role in using the TIM to inform corporate travel policies.

Building efficiency with AI

Sabre Travel AI™, developed in partnership with Google, brings advanced AI to travel technology. Combining Sabre's expertise with Google Cloud's infrastructure and AI capabilities, Sabre Travel AI allows machine learning models to be integrated into existing and future Sabre products faster and with greater scalability than ever before.

Sabre Travel AI helps reduce operational inefficiencies and optimize resource utilization. By transforming vast amounts of data into actionable insights, Sabre Travel AI enables travel providers to offer more personalized travel options.

Supporting airlines

As one of Sabre's core customer groups, we aim to assist airlines in meeting the evolving demands of modern travelers by enhancing efficiency and promoting sustainable practices. Using innovative software and AI, we continually strive to pioneer new solutions.

Network planning software
Our airline network planning software optimizes route planning, scheduling and slot allocations. Customers can strategically plan and optimize their network, focusing on design, forecasting, utilization and connectivity to deliver the most profitable schedules. This approach can reduce fuel consumption and improves load factor optimization by efficiently arranging cargo, maximizing vehicle space and enabling airlines to operate more effectively.

SabreMosaic: Customization in aviation technology
The SabreMosaic™ platform, introduced in 2024, empowers airlines with the flexibility to select multiple products from one platform at any time, allowing them to craft customized technical solutions from a variety of Sabre and partner products. This platform is designed to be modular, open and AI-driven, offering a flexible ecosystem and state-of-the-art APIs.

By allowing airlines to integrate components seamlessly into tailored solutions, SabreMosaic enhances resource efficiency. We expect SabreMosaic to contribute to the aviation industry's sustainability efforts and see great potential for meaningful impact. Through our partnership with Google, we've made progress in this area by integrating its sustainability models into Sabre's shopping platform.

"Airlines are becoming increasingly sophisticated retailers. To optimize their businesses and better service customers, they require the same data-driven insights and AI tools as other consumer services. Through our work with Sabre, we are helping airlines harness their data to make faster, more informed decisions."

Thomas Kurian, CEO of Google Cloud

SPOTLIGHT

Sabre and Trainline's Sustainable Rail Partnership

In line with the growing demand for more low-carbon travel options, in 2023, Sabre and Trainline Partner Solutions (TPS) partnered together to introduce new multi-national rail content to our travel marketplace. This collaboration with Trainline's B2B arm, a leading distributor of global rail content, aligns with the global shift toward sustainable transportation, facilitating easier access to alternative, lower-carbon travel such as rail journeys for travelers and businesses alike.

This platform enables travel agencies connected to Sabre Rail, the UK's leading rail component overhaul specialist, to search and book train tickets through a user-friendly interface. Streamlining the process, it offers a broader range of options so agents can create travel itineraries that seamlessly combine both flight and train journeys within a single platform.

A study conducted by TPS in 2023 found that

73%

of businesses expressed a desire to increase their use of low-carbon travel options, such as rail journeys.[8]

8 HS1 Ltd, 2023.

Creating a culture of innovation

At Sabre, our internal initiatives drive innovation forward. We collaborate across teams, utilizing the latest technology and creative strategies to shape the future of travel.

Through experimentation and ingenuity, we anticipate industry trends, delivering exceptional solutions for our customers. This dedication to innovation is what positions us as a leader in the travel industry.

Sabre & Google Generative AI Hackathon

In 2023, we partnered with Google Cloud to host a Generative AI Hackathon, uniting Sabre developers and engineers at Google's Addison, Texas, offices to explore how AI can help tackle real-world business challenges.

Over two days, participants showcased the power of generative AI in addressing these challenges and highlighted its potential for transformative solutions.

Collaborative efforts yielded three innovative prototypes focusing on customer care, travel bookings and structured data generation. The customer care prototype upgraded Sabre's internal call center's natural language search using a Large Language Model (LLM) to streamline the interface, prioritize relevant articles and reduce review time. This prototype is likely to elevate customer satisfaction, boost revenue and streamline operations.

With the success of the hackathon, we are exploring how to transition these prototypes into production, aiming to implement tailored and efficient solutions for our customers. Recognizing the value of partnership, Sabre will continue to seek opportunities to collaborate with Google and other industry leaders to harness the potential of generative AI, artificial intelligence and machine learning.

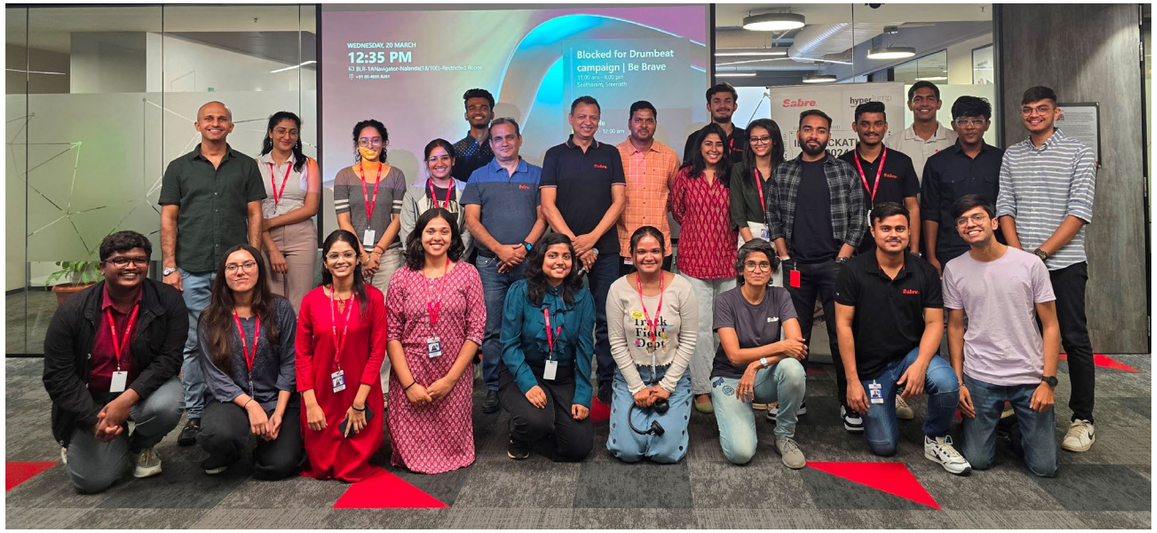
Innovating with Global Blitz

Global Blitz (G-Blitz) is our flagship innovation event, offering every team member an opportunity to engage in creative problem-solving to tackle business challenges. Teams from around the world come together to "Innovate, Integrate and Inspire" by developing solutions that add real business value.

In 2023, the event included forming a team and developing solutions against the themes of process, operations, automation, stability and security, customer experience, digital transformation/cloud adoption and open hack/future capabilities.

Eagle Eye Cost Innovators emerged as the winners of the G-Blitz with their groundbreaking SabreCost ProView tool. This Total Cost of Ownership (TCO) solution is designed for complex technological ecosystems, offering engineering and product teams the transparency they often lack. The SabreCost ProView provides in-depth insights into the true costs of products and their components, enhancing cost visibility and resource efficiency.

Sustainability will be a focal area in our G-Blitz competition going forward, as we seek to continue driving innovation within our company and fostering a culture of environmental responsibility.



200+

team members took part in our flagship innovation event G-Blitz.

Partnerships for change

When we combine our efforts, we catalyze significant transformation throughout the industry. Together, we magnify our impact, creating widespread benefits designed to enhance the travel sector.

Through partnerships, we can leverage collective expertise, resources and networks to drive meaningful transformation, ensuring every initiative we undertake is improved by the diverse perspectives and collective wisdom our partners bring.

Inspiring positive impact for people and planet

We believe in the power of collective action to drive measurable change for the world. It is why we maintain active membership as a corporate "partner in purpose" with the GBTA Foundation, the non-profit, cause-led arm of the GBTA. The Foundation engages industry partners, governments, experts, and other non-profit organizations in efforts to drive positive change for people and planet through business travel.

Sabre's Jessica Matthias holds a seat on the GBTA Foundation's Sustainability Leadership Council, helping shape and guide the Foundation's climate initiative and contributing to research, advocacy, education agenda and event programming.

Its mission is to drive positive change for People and the Planet through business travel.

Driving sustainable practices with Travalyst

We initiated the process to become members of Travalyst in 2023, which was successfully completed in 2024. By joining Travalyst, Sabre takes an active role in helping to drive Travalyst's mission of mainstreaming sustainability information within the travel industry to drive positive change.

Providing consistent sustainability information is key to driving travelers' trust. Founded in 2019 by Prince Harry, The Duke of Sussex, Travalyst is a not-for-profit global coalition of some of the biggest brands in travel and technology collectively representing a combined market cap of almost $3 trillion. This includes brands like Booking.com, Expedia Group, Google and Mastercard. Travalyst aims to bring sustainability information to the mainstream, helping people make better travel choices.

By collaborating with peers, for example on Travalyst's Coalition Council, where Kristin Hays, our Chief Communications and Sustainability Officer, is a key member, we aim to promote sustainable practices in the travel industry. Our goal is to encourage travelers to make informed choices that positively impact the environment and local communities.

Our goals

+ Drive consistency in emissions estimates for flights across our coalition of brands (and in time, the wider industry).
+ Create industry-wide awareness and alignment around decarbonization.
+ Empower anyone booking travel to make more sustainable choices.

"Like Travalyst, Sabre is committed to bringing travel sustainability information to the mainstream and working toward making the travel industry more sustainable."

Kristin Hays, Chief Communications and Sustainability Officer, Sabre, and Travalyst Coalition Council Member

SPOTLIGHT

Sustainable tourism: Sabre sponsors Global Responsible Tourism Awards

As a leader in travel technology, we proudly sponsor the Global Responsible Tourism Awards. These awards recognize outstanding initiatives to promote sustainable tourism practices from across Africa, Latin America, India and Southeast Asia. Projects are judged across six key areas, including inclusive travel and climate action, with winners selected regionally. The winners set benchmarks in areas like tourism networking, carbon tracking and community engagement, inspiring widespread change in the industry. As part of our ongoing commitment to responsible tourism, we are sponsoring the 2024 Responsible Tourism Awards. This follows our role in the 2023 awards, where Sabre served as a judge. Building on our previous participation, we are excited to engage in the 2024 awards for the second consecutive year.

"The Responsible Tourism Awards shine a light on best practice from around the world. The most exciting ideas can come from anywhere; the smallest tourism business, through to the largest corporation."

Tess Longfield, Head of Sustainability Communications and Global Responsible Tourism Awards Judge

Driving change through advocacy

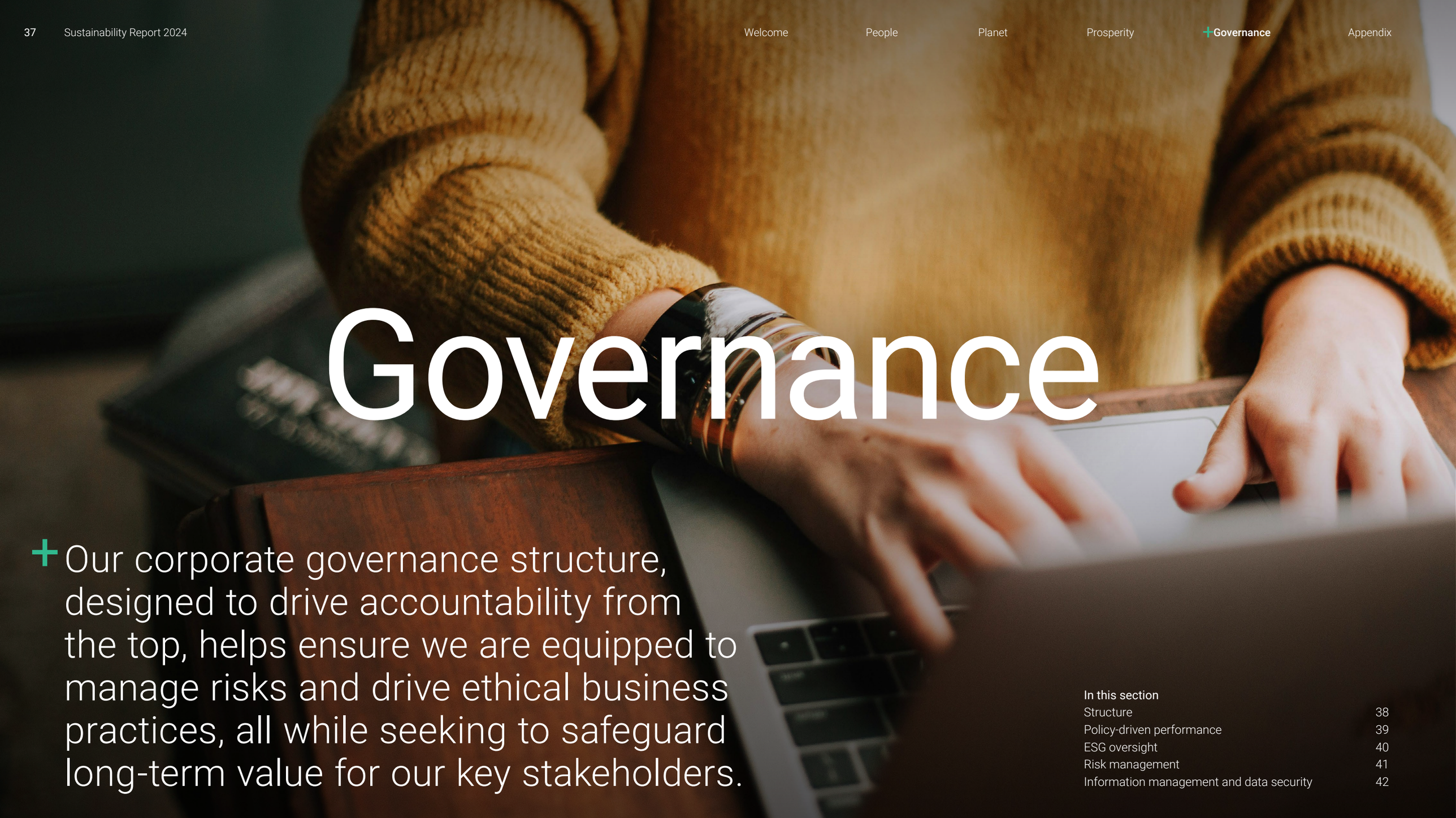
Through strategic sector collaboration, our speaking engagements serve as platforms from which to advocate for tangible action and implementation of responsible tourism principles.

Earlier this year, Sabre participated in ITB Berlin, one of the top travel trade shows. Our Executive Vice President and Chief Product and Technology Officer Garry Wiseman discussed "Trends in Travel Distribution and Technology," highlighting advancements in retailing and distribution. Jessica Matthias, our Global Sustainability Director, contributed to a panel on technology's role in enabling sustainable travel, advocating for greater transparency and consistency of data in the travel industry.

In 2024, we joined the Global Travel and Tourism Resilience Council Executive Leaders program. This membership enables us to share best practices and innovative ideas with industry leaders worldwide. By collaborating through this platform, we aim to contribute to the responsible and sustainable development of the tourism industry, ensuring resilience and growth.

Looking to the future

Looking ahead, our focus remains on developing a comprehensive platform and roadmap for sustainability products that seamlessly integrate innovative sustainable solutions within Sabre. We plan on further building our partnerships, including collaborations with Travalyst, GBTA and our innovative partnership with Google, to continue driving the transition to responsible travel and promoting sustainable innovation.



Governance

+ Our corporate governance structure, designed to drive accountability from the top, helps ensure we are equipped to manage risks and drive ethical business practices, all while seeking to safeguard long-term value for our key stakeholders.

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Structure

We are committed to being a great company with great purpose and a responsible and trusted leader in our industry. This includes a focus on acting with integrity in everything we do, overseen by our Board of Directors (Board) and supported by a comprehensive series of company policies.

Our Board of Directors

Our Board is a diverse group of talented, experienced individuals we believe have the skills and knowledge needed to push Sabre forward.

George R. Bravante, Jr.
Audit Committee (Chair), Executive Committee

Hervé Couturier
Audit Committee, Executive Committee, Technology Committee (Chair)

Gail Mandel (Chair)
Compensation Committee, Executive Committee, Governance and Nominating Committee (Chair)

Phyllis Newhouse
Audit Committee, Technology Committee

Karl Peterson

Elaine Paul, a new member as of 2024
Audit Committee, Technology Committee

John Scott, III
Compensation Committee (Chair), Executive Committee, Governance and Nominating Committee

Wendi Sturgis
Compensation Committee, Governance and Nominating Committee

Kurt Ekert (President and CEO)
Executive Committee, Technology Committee

Board as of August 31, 2024

Board composition

Having diverse backgrounds, experiences and qualifications represented across the Board helps to ensure it can effectively perform its responsibilities. The Governance and Nominating Committee assesses various attributes required for the Board to effectively support our strategies and business. The Committee also considers race, ethnicity, gender, age, education, skills and cultural background when evaluating potential directors.

Keeping pace with evolving industry topics

The travel industry is constantly changing and evolving and we want to make sure we keep pace. The Board is focused on thoughtful and regular refreshment as part of its goal to help address this evolving environment. In 2023, Kurt Ekert assumed the roles of CEO and President while maintaining his position as a Director, serving on the Board. In 2024, Elaine Paul joined as Director, serving on the Audit and Technology Committees.

Director independence	
Independent	10
Non-independent	2

Director profile (average)	
Tenure	5 years
Age	58 years

Director gender	
Women	4
Men	8

Director ethnicity	
Ethnically diverse	2
Not ethnically diverse	10

Data as of December 31, 2023

Policy-driven performance

To be a good corporate citizen, we must align everyone at Sabre – as well as those we partner with – around a shared responsibility for ethical conduct. Several key policies, reviewed periodically for ongoing relevance, guide us in this endeavor.

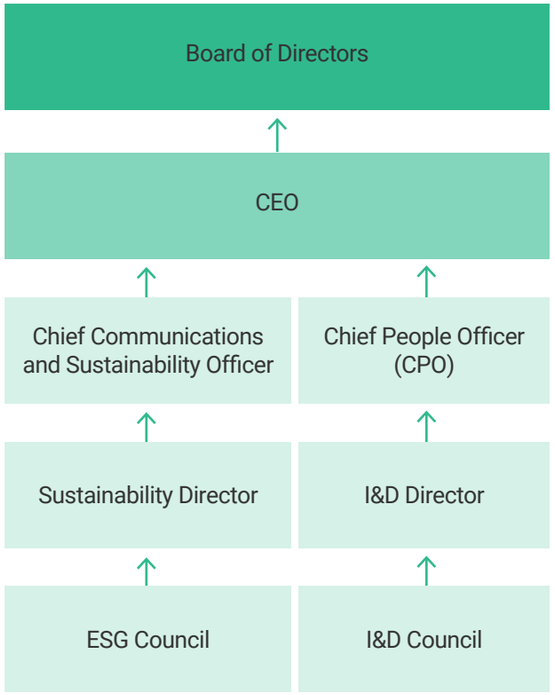
+ Corporate Governance Guidelines establish key roles and responsibilities for our Board of Directors, including leadership responsibilities, Board refreshment mechanisms and director expectations.
+ Sabre Code of Business Ethics outlines our global expectations for how we conduct business every day, and the safeguards we maintain for people to raise concerns in good faith.
+ Sabre Supplier Code of Conduct details commitments, communication, cooperation and codes for ethical business practices, social behavior and environmental behavior, and how these relate to our expectations of suppliers, partners and other external stakeholders.
+ Privacy Statement explains our approach to collecting and managing personal information, including how it is stored and protected.

ESG oversight

Company and ESG oversight starts with our Board of Directors; it is supported across Sabre by a network of governance professionals that work together to ensure ESG is considered in daily actions and strategic decision-making.

The Board's role

At Board level, the Governance and Nominating Committee is responsible for overseeing Sabre's ESG strategy, initiatives and key stakeholder engagement, including with investors. It also oversees our ESG program, receiving quarterly reports on relevant initiatives from our Chief Communications and Sustainability Officer on behalf of the ESG Council. This information is shared with the full Board at each quarterly Board meeting.



Executive-level oversight

Our Chief Communications and Sustainability Officer leads Sabre's ESG strategy development and execution. A dedicated Global Director of Sustainability and a Head of Sustainability Communications also help advance our strategy, expanding its reach to cover all stakeholder groups. The Chief Communications and Sustainability Officer reports directly to the CEO, while the Sustainability Director reports to the Chief Communications and Sustainability Officer.

We maintain a cross-functional, executive-level ESG Council. Working closely with the sustainability team, the council plays a crucial role in resourcing and executing an action plan encompassing data management, risk management, policy development and review and enterprise reporting. Its primary aim is to ensure strategic alignment across these activities. The council comprises senior leaders from key operational departments including Inclusion & Diversity, Legal, Finance, Accounting, Procurement, People & Operations, Facilities, Product and Sustainability.

We also maintain an I&D Council, structured similarly to our ESG Council. The Chief People Officer reports directly to the CEO, overseeing the I&D Leader who, in turn, oversees the I&D Council. Additionally, several members of our Board bring experience in both I&D and sustainability.

Risk management

To keep Sabre resilient now and for the future, we must proactively identify and address potential risks to our business. By embedding risk oversight at Board level, as well as across our entire enterprise, we can drive greater management of risk identification, monitoring and mitigation.

Risk oversight

The Board has primary responsibility for Sabre's overall risk oversight approach. It has also delegated specific responsibilities to its committees to support more robust and comprehensive management.

Governance and Nominating Committee

Oversees risks associated with corporate governance, including Board leadership structure and succession planning.

Compensation Committee

Responsible for evaluating Sabre's executive compensation program, considering business strategy and related risks to Sabre and our business.

Audit Committee

With the Board, oversees risk management, financial and accounting-related risks, legal and regulatory compliance, internal financial reporting control, enterprise risk issue evaluation, risk management procedures and plans to mitigate cybersecurity risks.

Technology Committee

Together with the Audit Committee, responsible for periodically reviewing, appraising and discussing, with management, the quality and effectiveness of Sabre's information technology security, data privacy and disaster recovery capabilities.

As well as Board-level oversight, we have a dedicated compliance function that reports to our Chief Legal Officer and provides quarterly reports to the Audit Committee.

Our Enterprise Risk Management approach

We maintain a defined Enterprise Risk Management (ERM) program, which is formally updated annually. Emergent risks that are identified throughout the year are also included in this program's risk universe.

Risks are assessed by the ERM function and validated with subject matter experts.

The assessment covers various risks, including those related to:

+ Our business and industry
+ Technology and intellectual property
+ Economic, political and global conditions
+ Our financial condition
+ Legal/compliance, including ESG Regulation and Policy

The risk universe is reported to and discussed with the Audit Committee and our Disclosure Committee at least once annually.

The Audit Committee will receive quarterly updates on a selection of top risks in 2025, which will include management's efforts to treat those risks.

Keeping pace with the risk landscape

To safeguard against risk impacts, we assess the risk landscape, adjusting our focus as needed to ensure we are always monitoring and mitigating those most relevant to our business.

For information on our most recently identified risk factors, see our Form 10-K for the year ended December 31, 2023.

For information on our climate-related risks and opportunities, as well as how we manage them, see our TCFD report.

Information management and data security

As a software and technology company, we enable travel through cutting-edge digital innovations. To deliver the most effective solutions possible, we rely on data-driven insights, underpinned by an unwavering commitment to information security and data privacy.

Cybersecurity oversight

The Board's Audit Committee is tasked with reviewing cybersecurity and other technology risks, controls and procedures. Together with the Technology Committee, and in discussion with management, the Committee also periodically reviews and appraises the quality and effectiveness of our information technology security, data privacy and disaster recovery capabilities.

Our information security approach

Our enterprise information security policies and standards provide administrative, logical, physical and technical controls for protecting the security and confidentiality of information and assets. They also serve to protect against reasonably anticipated threats or hazards and unauthorized access to, or use of, information and assets.

To advance security best practices, our policies are aligned with ISO 27001. They detail security requirements that are informed by our overall business strategy and objectives as well as relevant legal, statutory, regulatory and contractual requirements.

Ensuring access to data

Data plays a pivotal role in empowering customers to make informed decisions, driving efficiency and fostering trust. By systematically gathering and analyzing data from a variety of sources, we help ensure that our customers have access to accurate, timely and relevant information. This involves utilizing advanced analytics, machine learning algorithms and robust data collection methods to provide insights that are both actionable and meaningful.

We seek to prioritize transparency and accessibility, offering intuitive platforms and tools that enable customers to easily access and interpret their data. By doing so, we not only strive to enhance their decision-making capabilities but also build a foundation of trust and reliability in our services.

Assessing performance

We strive for ongoing alignment with internationally recognized standards and engage third parties to perform annual independent assessments of our cybersecurity capabilities, including:

+ **SOC 1 Type II report:** Reports produced for SabreSonic CSS Reservation system, Radixx Solutions information technology and airline hosting systems, GetThere Online Booking Solution and Sabre Hospitality Community CRS and Enterprise CRS.
+ **NIST Cybersecurity Maturity Assessment**
+ **PCI DSS compliance assessment:** Verifies Sabre's compliance with the PCI DSS, as a PCI DSS Level 1 Service Provider and a PCI Participating Organization. Covers systems that handle, have access to or otherwise store, process or transmit cardholder data on customers' behalf.

Driving shared awareness

To uphold strong security practices, we need to unite everyone at Sabre around a shared sense of responsibility. To this end, we deliver a targeted security and data privacy awareness and training program that includes topic- and role-specific trainings, monthly simulated phishing campaigns and interactive discussion forums. We have also engaged third-party cybersecurity experts to help us in developing relevant educational materials.

Security and privacy training is compulsory for new starters and is renewed annually for all Sabre team members and contractors. We require that they acknowledge, annually and in writing, their compliance with our business ethics, information security and data protection policies.

Throughout the year, Sabre's Data Privacy team hosts a series of internal Data Privacy Forums. These forums are designed to raise awareness about current data privacy issues, share best practices and address any emerging concerns. Each session features informative presentations on relevant topics and includes a live Q&A segment where staff can ask questions and seek clarification on data privacy matters. These interactive forums aim to ensure that all employees stay informed and are equipped with the knowledge needed to handle data privacy effectively in their roles.

Looking ahead

Sustainability is never static and while we are proud of what we have achieved to date, we are always looking forward, finding new and better ways to create positive impact for People, Planet and Prosperity. We know we are still at the beginning of our sustainability journey but we have big ambitions, with an even bigger commitment to leveraging our capabilities to achieve them.

2025 and beyond

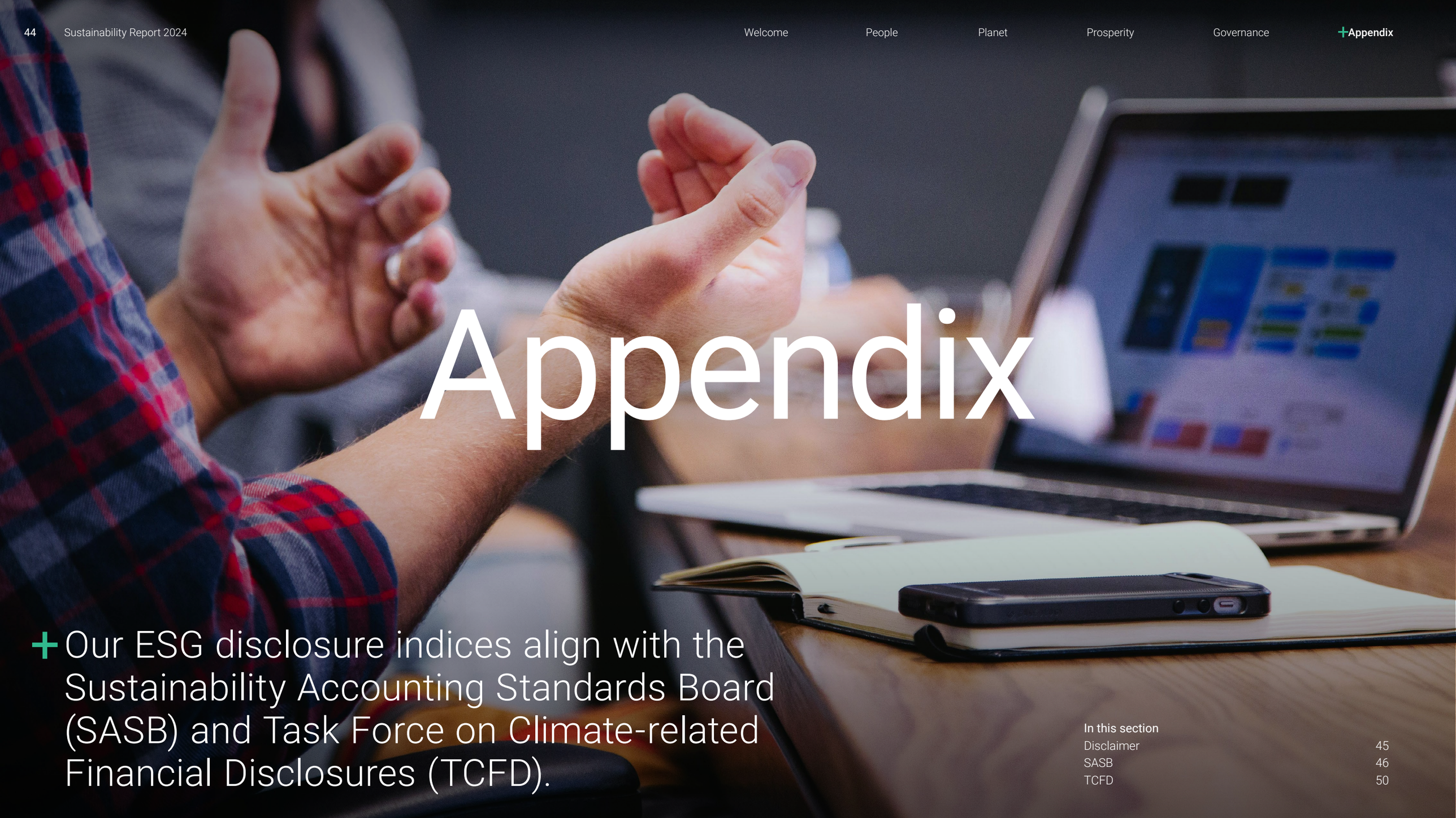
Our future goals are anchored in sustainable practices and policies that will guide Sabre toward a more responsible future. A top priority is the development of comprehensive science-based targets, which will lay out our strategic approach to reducing environmental impact. Integral to this is the submission and approval of our targets with the SBTi. Concurrently, we aim to draft and implement a robust Environmental Policy to formalize our approach to cross-operational environmental stewardship.

Engaging our team members in sustainability is also critical. We plan to launch the Sabre Travel Positive Program by late 2024, aiming for at least 50% of team members to complete the six-step program by the end of 2025. A mandatory one-hour sustainability workshop will be rolled out for all team members throughout 2025 to reinforce our commitment. Additionally, sustainability will be a focal area in our G-Blitz competition, driving innovation within our company. We are developing a platform and roadmap for sustainability products to integrate eco-friendly solutions within Sabre. Through strategic industry partnerships, including collaborations with Travalyst, the GBTA Foundation and an innovation partnership with Google, we intend to help drive the transition to responsible travel and promote sustainable innovation.

Driving meaningful discussions for change is central to our sustainability strategy. We aim to foster these discussions through a thoughtful, strategic communications agenda that emphasizes transparency, education and engagement with all stakeholders. Additionally, we aim to continue expanding and supporting our network of inclusion groups to nurture a more diverse and inclusive workplace. Where needed, we will establish new groups to address emerging needs and promote greater equity within our organization.

Improving our sustainability ratings is another priority. We are focused on enhancing our EcoVadis score. This will involve a concentrated effort on developing and refining our policies to meet customer expectations and industry standards. By focusing on these areas, we will seek to not only improve our ratings but also reinforce our dedication to sustainability and responsible business practices.

We are excited to embark on the Travel Positive journey together, sharing our progress along the way and welcoming stakeholder feedback to ensure a brighter, more sustainable future for all.



Appendix

+ Our ESG disclosure indices align with the Sustainability Accounting Standards Board (SASB) and Task Force on Climate-related Financial Disclosures (TCFD).

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Disclaimer

"Materiality" and other similar terms are used throughout to refer to topics that reflect our ESG priorities. We are not using these terms as utilized under securities laws or any other laws of the United States or other jurisdictions that apply these terms in the context of financial statements and financial reporting.

Forward-Looking Statements

Certain statements herein are forward-looking statements about trends, future events, uncertainties and our plans and expectations of what may happen in the future. Any statements that are not historical or current facts are forward-looking statements. In many cases, you can identify forward-looking statements by terms such as "guidance," "outlook," "target," "expect," "anticipate," "on track," "continue," "believe," "momentum," "position," "continue," "trend," "plan," "recurring," "trajectory," "pipeline," "opportunity," "potential," "progress," "benefit," "goal," "confident," "indicate," "optimistic," "will," "forecast," "strategy," "estimate," "project," "may," "should," "would," "intend," or the negative of these terms or other comparable terminology. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause Sabre's actual results, performance or achievements to be materially different from any future results, performances or achievements expressed or implied by the forward-looking statements. The potential risks and uncertainties include, among others, dependency on transaction volumes in the global travel industry, particularly air travel transaction volumes, the timing, implementation and effects of our growth strategies and technology transformation, the completion and effects of travel platforms, the ability to achieve our cost savings and efficiency goals and the effects of these goals, exposure to pricing pressure in the Travel Solutions business, changes affecting travel supplier customers, maintenance of the integrity of our systems and infrastructure and the effect of any security incidents, our ability to recruit, train and retain employees, competition in the travel distribution industry and solutions industry, failure to adapt to technological advancements, implementation of software solutions, implementation and effects of new, amended or renewed agreements and strategic partnerships, dependence on establishing, maintaining and renewing contracts with customers and other counterparties and collecting amounts due to us under these agreements, dependence on relationships with travel buyers, our collection, processing, storage, use and transmission of personal data and risks associated with PCI compliance, the effects of cost savings initiatives, the effects of new legislation or regulations or the failure to comply with regulations or other legal requirements, use of third-party distributor partners, the financial and business results and effects of acquisitions and divestitures of businesses or business operations, reliance on the value of our brands, reliance on third parties to provide information technology services and the effects of these services, the effects of any litigation, regulatory reviews and investigations, adverse global and regional economic and political conditions, risks related to global conflicts, risks arising from global operations, risks related to our significant amount of indebtedness, including increases in interest rates and our ability to refinance our debt, and tax-related matters.

More information about potential risks and uncertainties that could affect our business and results of operations is included in the "Risk Factors" and "Forward-Looking Statements" sections in our most recent Quarterly Report on Form 10-Q filed with the SEC, in our Annual Report on Form 10-K filed with the SEC, and in our other filings with the SEC. Although we believe that the expectations reflected in the forward-looking statements are reasonable, we cannot guarantee future events, outlook, guidance, results, actions, levels of activity, performance or achievements. Readers are cautioned not to place undue reliance on these forward-looking statements. Unless required by law, Sabre undertakes no obligation to publicly update or revise any forward-looking statements to reflect circumstances or events after the date they are made.

Sustainability Accounting Standards Board (SASB) report index

The SASB is an independent, private sector organization with a mission to develop and disseminate sustainability accounting standards that help public corporations disclose material, decision-useful information to investors. Please visit the SASB Standards for more information.

To support investors and stakeholders, Sabre has provided the following disclosures based on the SASB Standard for the Software & IT Services sector.

Accounting metrics

Metric	Code	Sabre 2024 response
Environmental footprint of hardware infrastructure		
(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	(1) 9,638,562.31 GJ (2) 100% (3) 0%
(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	(1) We do not currently track this data (2) 1,789,343.3 (m^3)
Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	Sabre maintains a dedicated cybersecurity risk management function, which is integrated as part of our overall enterprise risk management program. To identify and assess material risks from cybersecurity threats, members of our cybersecurity risk management function, which is led by our Chief Information Security Officer (CISO), consider cybersecurity threats within the context of our business environment. Cybersecurity risks are managed through technological, process and administrative controls that are designed to target the mitigation of risk to levels acceptable to the business.

Metric	Code	Sabre 2024 response
Data privacy & freedom of expression		
Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	Privacy Statement Our Privacy Statement explains how Sabre manages personal information, including when such information is collected, and how Sabre stores and protects personal information. Sabre does not engage in the practice of behavioral advertising. We incorporate behavioral advertising risks in our internal privacy impact assessments. Additional information on this topic is available in our Privacy Statement and associated Cookie Policies.
Number of users whose information is used for secondary purposes	TC-SI-220a.2	Sabre limits its use of customer information to uses permitted by law or as necessary to provide our products and services.
Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	We did not incur any monetary loss in 2023 as a result of legal proceedings associated with user privacy.
(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	Sabre limits its use of information to uses permitted by law or as necessary to provide our products and services.
List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	10 – Cuba, Iran, Syria, North Korea are the four generally blocked countries; Russia, Venezuela, Zimbabwe, Yemen, Myanmar, Belarus are generally monitored. Sabre has designed a comprehensive compliance program with government monitoring including a sanctions compliance program.
Data security		
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	Sabre seeks to limit its use of information to uses permitted by law or as necessary to provide our products and services.
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Sabre maintains a dedicated cybersecurity risk management function, which is integrated as part of our overall enterprise risk management program. To identify and assess material risks from cybersecurity threats, members of our cybersecurity risk management function, which is led by our CISO, consider cybersecurity threats within the context of our business environment. Cybersecurity risks are managed through technological, process and administrative controls that are designed to target the mitigation of risk to levels acceptable to the business.

Metric	Code	Sabre 2024 response
Recruiting & managing a global, diverse & skilled workforce		
Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	(1) 2% (U.S.) (2) 28.2% (U.S.); 28% (Asia Pacific); 0.3% (Canada); 28% (Europe, Middle East, Africa); 15.6% (Latin America, Caribbean)
Employee engagement as a percentage	TC-SI-330a.2	Results from Sabre's 2024 Engagement Survey: • 93% of participants strongly agree/agree that they are recognized at Sabre when they do good work • 79% of participants strongly agree/agree that they have a clear and meaningful role and feel valued for contributing to Sabre's success • 81% of participants strongly agree/agree that they have received candid, positive or constructive feedback at Sabre within the last 30 days
Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	We do not currently disclose gender and racial/ethnic group representation by employee category. Below, we have disclosed our global gender diversity and U.S. race and ethnic group representation. 1.50% 2OMR (2 or more races); 0.20% AI-AN (American Indian or Alaska Native); 27.60% Asian; 3.70% B-AA (black or African American); 11.40% HI-LA (Hispanic or Latino); 0.10% NH-OPI (Native Hawaiian or other Pacific Islander); 55.50% White
Intellectual property protection & competitive behavior		
Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-SI-520a.1	There were no monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations for 2023.
Managing systemic risks from technology disruptions		
Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	Information is not presented because it is not relevant to Sabre's material impacts, as well as due to confidentiality and other considerations.
Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Sabre maintains a dedicated business continuity program, which is integrated as part of our overall enterprise site reliability, incident management, crisis management and disaster recovery programs. To identify and assess material risks from technology disruptions to operations, members of our business continuity function, which is led by our CISO, consider technological operational disruptions within the context of our business environment. Operational disruptions are managed through technological, process and administrative controls that are designed to target the mitigation of risk to levels acceptable to the business. Our formal business continuity policy program, which includes a collection of business continuity policies and procedures, is in place to establish requirements, standards and controls designed to protect Sabre's technology environment. We employ information technologies that are designed to protect Sabre's technology environment, detect technological operational disruptions, respond to disruption and support operational resilience.

Activity metrics

Metric	Code	Sabre 2024 response
Environmental footprint of hardware infrastructure		
(1) Number of licenses or subscriptions, (2) percentage cloud-based	TC-SI-000.A	Since we do not currently collect this data, we are working toward disclosing this information in the future.
(1) Data processing capacity, (2) percentage outsourced	TC-SI-000.B	(1) 365,855 vCPU (AWS + GCP Combined – down from 2023 due to optimization efforts and seasonality). Mainframe processing capability MIPS of 43,066. (2) 100%
(1) Amount of data storage, (2) percentage outsourced	TC-SI-000.C	(1) Information is not available due to confidentiality constraints, (2) 100% outsourced

Task Force on Climate-Related Financial Disclosures (TCFD)

Disclosure Part	2024 Response
	Governance
a) Describe the board's oversight of climate-related risks and opportunities.	The Governance and Nominating Committee is responsible for overseeing Sabre's ESG strategy and initiatives and engaging with investors and other key stakeholders related to ESG matters. The Governance and Nominating Committee receives a report on our ESG initiatives from our Chief Communications and Sustainability Officer, on behalf of the ESG Council, at each quarterly meeting. This information is shared with the full Board at every quarterly Board meeting.
b) Describe management's role in assessing and managing climate-related risks and opportunities.	Sabre recently expanded the mandate of our Chief Communications and Sustainability Officer to serve as an internal champion for ESG, leading Sabre's ESG strategy development and execution. Sabre also recently announced a dedicated Global Director of Sustainability, who is responsible for growing Sabre's sustainability program and cementing Sabre's commitment to playing a leading role in enabling sustainable travel, and a Head of Sustainability Communications, who is focused on building Sabre's reputation as a purpose-led organization among key stakeholders. This new oversight includes the formation of a cross-functional, executive-level ESG Council to resource and implement a strategic action plan across data management, risk management, policy review and development and enterprise reporting activities. As noted above, the Governance and Nominating Committee receives a report on our ESG initiatives from our Chief Communications and Sustainability Officer, on behalf of the ESG Council, at each quarterly meeting. This information is shared with the full Board at every quarterly Board meeting.

Strategy	
a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	As noted above, we recognize the role we play in protecting our planet and helping to reduce the effects of climate change. Thus, when assessing strategic initiatives, we have not only considered the physical and transition risks associated with climate change but also the opportunity for Sabre to contribute to climate change mitigation efforts. Our revenue is highly dependent on transaction volumes in the global travel industry, and we recognize that there are various climate-related factors that may have a temporary or sustained disruption to leisure and business travel, including: changing attitudes toward the environmental costs of travel; and inclement weather, natural or man-made disasters and the effects of climate change. As a leader in the travel technology space, we recognize the opportunities and responsibilities we have to advance global sustainability efforts. We seek to make our impact meaningful while preserving our planet for future generations: Make Sabre's impact on the planet positive • Reduce Sabre's carbon footprint • Implement a supplier management program that requires certain ESG standards Focus on creating technology that can help reduce carbon emissions of the global travel industry • Put our planet at the heart of our existing and new technologies Advocate for and accelerate the industry's transition to clean travel • Facilitate and take part in industry-wide discussions on moving to a greener future • Invest in and drive green technology and clean travel initiatives
b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	Technology is enabling travelers to make better choices when they travel by surfacing more sustainable accommodation options, flights with a lower carbon footprint or more sustainable travel alternatives. As we look to the future, we aim to contribute to decarbonization efforts within the travel industry and are committed to acting responsibly and intentionally to better enrich our communities. As noted above, when assessing strategic initiatives, we have not only considered the physical and transition risks associated with climate change but also the opportunity for Sabre to contribute to climate change mitigation efforts. For example, our 2017 decision to begin to shift strategically away from a historically mainframe-centric transaction processing approach toward a secure cloud-based processing platform was driven in part by the fact that many of our legacy data centers were located in an area of the United States particularly prone to severe weather incidents. Transitioning to the cloud minimizes our exposure to potential extreme weather events that can have a significant impact on our ability to continue serving our customers. Additionally, with this initiative, we saw a strategic opportunity for Sabre to significantly reduce its environmental footprint. In June 2023 Sabre announced a partnership with Google allowing us to integrate Google's Travel Impact Model to display the carbon footprint of flights on our systems, an important step in bringing sustainability information to the mainstream for corporate and leisure travelers and advance the travel ecosystem toward a more sustainable future.
c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Sabre is in the process of growing our sustainability program and reviewing opportunities to better position the company for a low-carbon future. We are still in the process of developing our climate change strategy. In 2024, we signed the Science Based Targets initiative (SBTi) commitment letter, a pivotal step toward our goal to cut our greenhouse gas (GHG) emissions in half by 2030 and to achieve Net Zero emissions before 2050.

Risk management	
a) Describe the organization's processes for identifying and assessing climate-related risks.	Sabre maintains an enterprise risk management (ERM) program, which includes regular assessments of various significant strategic risks, including possible emerging risks. These assessments occur on at least an annual basis. As part of the ERM process, Sabre's leadership team (vice president and above) is asked to rank various risks faced by Sabre in terms of likelihood of impact to Sabre as a whole, significance of the impact and expected timing of the impact. The assessment includes consideration of a broad spectrum of risks, including risks relating to our business and industry; risks relating to technology and intellectual property; risks relating to economic, political and global conditions; and risks relating to our financial condition. Identified risks are assessed through our ERM program. The results of these assessments are shared with our Disclosure Committee and the Audit Committee, with quarterly updates provided to the Audit Committee regarding management's approach to addressing the top risks identified. We also maintain a dedicated compliance function, which reports to our Chief Legal Officer and provides quarterly reports to the Audit Committee. ESG Regulation and Policy is an enterprise risk at Sabre. The risk is defined as "Lack of harmonized regulatory requirements and reporting frameworks leave Sabre to navigate a maze of different standards and guidance, creating ESG reporting challenges." The ERM program's 2024 risk assessment considers this risk to be "insignificant" as it relates to Sabre's overall strategy and execution of its strategic initiatives.
b) Describe the organization's processes for managing climate-related risks.	Sabre maintains an ERM program, which includes regular assessments of various significant strategic risks, including possible emerging risks. These assessments occur on at least an annual basis. As part of the ERM process, Sabre's leadership team (vice president and above) is asked to rank various risks faced by Sabre in terms of likelihood of impact to Sabre as a whole, significance of the impact and expected timing of the impact. The assessment includes consideration of a broad spectrum of risks, including risks relating to our business and industry; risks relating to technology and intellectual property; risks relating to economic, political and global conditions; and risks relating to our financial condition. Identified risks are assessed through our ERM program. The results of these assessments are shared with our Disclosure Committee and the Audit Committee, with quarterly updates provided to the Audit Committee regarding management's approach to addressing the top risks identified. We also maintain a dedicated compliance function, which reports to our Chief Legal Officer and provides quarterly reports to the Audit Committee. Climate-related risks are part of the risk identification and measurement processes for our semi-annual risk assessment process. We evaluate risks particular to Sabre and also evaluate the program itself as part of this work.
c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	Sabre maintains an ERM program, which includes regular assessments of various significant strategic risks, including possible emerging risks. These assessments occur on at least an annual basis. As part of the ERM process, Sabre's leadership team (vice president and above) is asked to rank various risks faced by Sabre in terms of likelihood of impact to Sabre as a whole, significance of the impact and expected timing of the impact. The assessment includes consideration of a broad spectrum of risks, including risks relating to our business and industry; risks relating to technology and intellectual property; risks relating to economic, political and global conditions; and risks relating to our financial condition. Identified risks are assessed through our ERM program. The results of these assessments are shared with our Disclosure Committee and the Audit Committee, with quarterly updates provided to the Audit Committee regarding management's approach to addressing the top risks identified. We also maintain a dedicated compliance function, which reports to our Chief Legal Officer and provides quarterly reports to the Audit Committee. Our ERM risk exposure is measured on a scale of 3–35. We calculate Impact X Likelihood and then add to that product the sum of scores that reflect the control environment and velocity. ESG calculations are 3X2 = 6 + 2+1 = 9.

Metrics and targets	
a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	We understand that we can only effectively manage what we can measure, and over the past year we have embarked on a thoughtful approach to collecting and tracking ESG-related data within our business and operations. This has included onboarding an enterprise software solution specific to ESG management and reporting. This enterprise software solution will help enhance the quality, reliability and future auditability of our sustainability-related data and reporting. We look forward to continuing to enhance our reporting on these metrics in the future.
b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Total 2023 emissions by scope Scope 1: 29 CO_2e MT Scope 2 (location-based): 3,830 CO_2e MT Scope 2 (market-based): 3,830 CO_2e MT Scope 3: 89,625 CO_2e MT Category 1 (Purchased Goods & Services) and Category 2 (Capital Goods): 81,087 CO_2e MT Category 3 (Fuel and Energy Related Activities): 277 CO_2e MT Category 6 (Business Travel): 6,102 CO_2e MT Category 7 (Working From Home): 2,159 CO_2e MT Scope 1 emissions cover gas in one location. There is no gas supplied to other locations. There are no company cars. Scope 2 emissions cover actual emissions from the Big 6 locations where electricity information is paid for by the company and within the sphere of control. The other locations are smaller and often in serviced offices where no electricity data is available. In this instance the rent and service charges for these properties are included in Scope 3 Cat 1 Purchased Goods and Services. Scope 3 Cat 1&2: These emissions cover 98% of actual spend. Scope 3 Cat 6: Business travel includes flights, employee mileage, hotel stays, rental cars and train travel. Scope 3 Cat 7: During the reporting year Sabre operated a Work From Anywhere policy which approximately 35% of employees utilized. These emissions relate to those employees who are remote workers or spend less than two days in the office a year. In 2023, Sabre engaged an external consultant to calculate our Scope 1 and 2 GHG emissions, as well as our Scope 3 for the first time. Categories for reporting are in accordance with the World Resource Institute/World Business Council for Sustainable Development (WRI/WBCSD) GHG Protocol Corporate Accounting and Reporting Standard. Our methodology for reporting our GHG emissions is aligned with the WRI/WBCSD GHG Protocol's Corporate Standard. Through this process, we have identified five of the 15 GHG Protocol categories as relevant to Sabre: Category 1 (Purchased Goods & Services); Category 2 (Capital Goods); Category 3 (Fuel and Energy Related Activities); Category 6 (Business Travel) and Category 7 (Working From Home). We have used UK Government Defra 2023 calculations for all carbon emission conversion factors except flight emissions for which we have used the Google Travel Impact Model.
c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Sabre is currently developing targets alongside our climate change strategy which aim to manage our climate-related risks and opportunities.

Sabre