

An aerial photograph of a mountain valley. A river flows through the center of the valley, and a road winds along the left side. The terrain is rugged and mountainous, with some snow patches visible on the higher slopes.

Sabre

2023 ESG EXECUTIVE SUMMARY

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INTRODUCTION

At Sabre, we create global technology solutions that take on the biggest opportunities, and most complex challenges, in travel. Our technology is the intelligence behind mobile apps, airport check-in kiosks, online travel sites, airline and hotel reservation networks, travel agent terminals and scores of other travel solutions. Positioned at the center of the travel ecosystem, our platform enables our customers to connect people with experiences that matter in their lives.



In our commitment to helping customers operate more efficiently and offering personalized traveler experiences, Sabre is seeking to prioritize the strategic integration of environmental, social and governance (ESG) principles into our business to better serve all of our stakeholders – from our people to our partners, from our customers to travelers around the world.

Sabre is pleased to publish this ESG Executive Summary to introduce and highlight our approach to managing ESG issues. We are developing and will share a fulsome enterprise ESG report later in 2023 – aligned with the Sustainability Accounting Standards Board (SASB) standards as well as the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) – to further enhance our disclosure of Sabre’s strategy, performance and initiatives across these important topics.

BUSINESS OVERVIEW

Sabre is a leading technology solutions provider to the nearly \$8 trillion travel industry.

Building on our rich history, we aim to be the premier global technology platform in travel. Today, Sabre is investing in a technology evolution that will advance the intelligence behind our products and services, enabling us to create a new marketplace for personalized travel in a cloud-based environment. We are committed to helping customers operate more efficiently and offer personalized traveler experiences by leveraging next-generation technology applications such as artificial intelligence, machine learning, and real-time data and analytics.

Sabre offers the travel industry's broadest range of technology solutions, including data-driven business intelligence, mobile, distribution and Software as a Service (SaaS) solutions, used by travel suppliers and buyers to plan, market, sell, serve and operate their businesses. Headquartered in Southlake, Texas, USA, Sabre serves our customers through cutting-edge technology developed in six facilities located across four continents.



We operate two business segments:

TRAVEL SOLUTIONS

Distribution: We operate a travel marketplace for travel suppliers and travel buyers comprising our global distribution system (GDS) and a broad set of solutions that integrate with our GDS to facilitate travel by efficiently bringing together travel content such as inventory, prices and availability from a broad array of travel suppliers, including airlines, hotels, car rental brands, rail carriers, cruise lines and tour operators, with a large network of travel buyers, including online travel agencies, offline travel agencies, travel management companies and corporate travel departments.

IT Solutions: We also offer a broad portfolio of software technology products and solutions, through SaaS and hosted delivery model, to airlines and other travel suppliers and provide industry-leading and comprehensive software solutions that help our customers better market, sell, serve and operate. Our product offerings include reservation systems for full-cost and low-cost carriers, commercial and operations products, agency solutions and data-driven intelligence solutions.

HOSPITALITY SOLUTIONS

A leading technology provider for the hospitality industry, our Hospitality Solutions business provides software and solutions, through SaaS and hosted delivery model, to hoteliers around the world. Our SaaS solutions empower hotels and hotel chains to manage pricing, reservations, and retail offerings across thousands of distribution channels while improving guest experience throughout the traveler journey. Our Hospitality Solutions business serves over 42,000 properties in 177 countries.

Sabre is committed to providing our customers with products and services that help them promote responsible and sustainable travel; advocating for sustainable business practices in travel and tourism; making a positive impact on our people and the communities we touch; and minimizing the environmental impact of our global business operations.

SABRE'S ESG PRIORITIES

Sabre views sustainability and ESG management as a strategic imperative, and we are laying important foundations to improve our risk management, data collection, oversight approach and reporting on these matters.



UNDERSTANDING OUR RISKS AND OPPORTUNITIES

Sabre believes ESG issues can be viewed first and foremost through a lens of risk and opportunity for our business. A large part of our focus on integrating ESG risks and opportunities into our risk management and strategic planning will include the consideration of climate-related risks and opportunities, both physical and transition. As a technology company, we are evaluating the ways in which the recommendations of the TCFD and other climate-related reporting frameworks apply to our business and can be integrated meaningfully into how to assess and manage our business risks and opportunities.

The regulatory and investor landscape for sustainability disclosure rules and standards is undergoing significant shifts. From regulations regarding climate-related disclosures to the International Sustainability Standards Board (ISSB) and its newly consolidated reporting

standards, we are monitoring these important developments and preparing to adopt and comply with the frameworks and standards under which Sabre is subject to as well as those considered best practice. We are also assessing the requirements of corporate sustainability disclosure rules in jurisdictions where Sabre has operations, such as the EU Corporate Sustainability Reporting Directive (CSRD).

UNDERSTANDING OUR DATA

We understand that we can only effectively manage what we can measure, and Sabre has 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, as well as establishing a process to identify the sources of and measure our global greenhouse gas (GHG) emissions and other operational footprints. We are anticipating and planning for a near-term future where ESG-related information is required to be standardized and auditable and believe these efforts are foundational to preparing for this.

FORMALIZING OUR MANAGEMENT STRUCTURE AND RESOURCING

To support our priorities and strategy development around ESG matters, Sabre recently expanded the mandate of our Chief Communications and Corporate Responsibility Officer to lead Sabre's ESG strategy development and execution. This new oversight will include the formation of a cross-functional, executive-level ESG Management Committee to resource and implement a strategic action plan across data management, risk management, policy review and development, and enterprise reporting activities. This committee will provide quarterly reports and updates to Sabre's Governance and Nominating Committee — which has direct oversight over ESG matters at Sabre — as well as to the full Board.

ENHANCING OUR DISCLOSURE

As introduced earlier, Sabre is planning to publish our inaugural ESG Report in the second half of 2023, with the ESG Report aligned to leading reporting standards and frameworks, SASB and TCFD. We anticipate sharing more fulsome quantitative and qualitative data and performance metrics across the key themes we include in this Executive Summary report and more. We are also reviewing and enhancing our existing corporate policies across various ESG matters. Further, Sabre continues to value the day-to-day engagement we have with our stakeholders, such as customers, team members and stockholders, to help focus our ESG program and priorities.

GOVERNANCE

Sabre's corporate governance framework is designed to support the Board of Directors' ability to effectively oversee the company's strategy while appropriately managing risks and promoting accountability, transparency and ethical business practices.

OUR BOARD

Our Board is composed of a diverse group of highly engaged and well-qualified directors who we believe possess the skills and experiences necessary to successfully oversee our business. The Board of Directors believes that having a mix of directors with diverse and complementary qualifications is fundamental to its ability to effectively carry out its oversight responsibilities.

When evaluating candidates for nomination as new directors, the Governance and Nominating Committee considers a number of attributes that it has identified as critical to the Board's ability

to support Sabre's strategies and business and ensure effective governance. In addition, the Governance and Nominating Committee also considers diversity of race, ethnicity, gender, age, education, skill, and cultural background when evaluating director candidates.

For more information about Sabre's Board composition, please see our [2023 proxy statement](#).

BOARD OVERSIGHT STRUCTURE

THE BOARD OF DIRECTORS

Our Board of Directors has the primary responsibility for risk oversight of Sabre as a whole. In addition, the Board has delegated specific oversight responsibilities to the following committees:

AUDIT COMMITTEE

With the Board, the Audit Committee oversees Sabre's risk management; financial and accounting-related risks; compliance with legal and regulatory requirements and internal control over financial reporting; evaluation of enterprise risk issues; procedures with respect to risk management; and plans to mitigate cybersecurity risks.

TECHNOLOGY COMMITTEE

In coordination with the Audit Committee, the Technology Committee is 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.

GOVERNANCE AND NOMINATING COMMITTEE

The Governance and Nominating Committee oversees risks associated with corporate governance, including Board leadership structure, succession planning, and other matters.

The Committee also oversees Sabre's strategy, initiatives and engagement with investors and other key stakeholders relating to ESG matters. ESG initiatives are reported to the Committee and provided to the full Board on a quarterly basis.

COMPENSATION COMMITTEE

The Compensation Committee is responsible for evaluating Sabre's compensation program, taking into account Sabre's business strategy and risks to Sabre and its business implied by the compensation program.

ENTERPRISE RISK MANAGEMENT

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 on 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. In 2022, we added a specific question as part of our risk management survey to identify key company-wide ESG risks that may not have been surfaced as a part of our standard risk identification process.

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 address 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.

INFORMATION SECURITY AND DATA PRIVACY

At Sabre, our enterprise information security policies and standards provide administrative, logical, physical, and technical controls that seek to protect the security and confidentiality of information and assets, protect against reasonably anticipated threats or hazards to the security or integrity of such information and assets and protect against unauthorized access to or use of information and assets.

Sabre policies are aligned with ISO 27001. The information security requirements set forth in our policies have been selected based on our overall business strategy and objectives and relevant legal, statutory, regulatory and contractual requirements. As these factors are expected to change over time, policies are reviewed and evaluated at least annually.

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Sabre engages third parties to perform independent assessments of its cybersecurity capabilities on a periodic basis.

Annual assessments include:

- Onsite PCI assessment for Sabre systems that handle, have access to or otherwise store, process or transmit cardholder data on behalf of customers
- SOC 1 Type II report for our SabreSonic CSS Reservation system
- SOC 1 Type II report for our Radixx Solutions information technology and airline hosting systems
- SOC 2 Type II report for our GetThere Online Booking Solution
- SOC 2 Type II reports for our Hospitality Solutions Community CRS and Enterprise CRS
- NIST Cybersecurity Maturity Assessment

Sabre has an established security and data privacy awareness and training program that includes topical training, role-based training, monthly simulated phishing campaigns and interactive discussion forums. We have partnered with third-party training providers experienced in global compliance training to develop relevant training content. Sabre team members and contractors are required to complete security and privacy training when hired and to renew training annually. Team members are also required to acknowledge annually in writing that they will comply with Sabre's business ethics, information security and data protection policies.

The Audit Committee reviews Sabre's cybersecurity and other information technology risks, controls and procedures. In addition, the Technology Committee, in coordination with the Audit Committee, is 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.

KEY POLICIES

Our corporate governance guidelines, Code of Business Ethics, Supplier Code of Conduct and other key governance documents are available on our website. These policies are reviewed on a periodic basis.

- [Board Governance Documents](#)
- [Code of Business Ethics](#)
- [Supplier Code of Conduct](#)

ENVIRONMENT

As a leading technology provider to the global travel industry, our efforts to reduce our direct environmental impact include a focus on efficiency measures at our facilities and mitigating the footprint of our data centers.

OUR FACILITIES AND SUSTAINABILITY INITIATIVES

Sabre was one of the first companies in any industry to design and build a LEED campus as our corporate headquarters, and we continue to incorporate energy and water conservation and waste reduction practices into our operations.

We maintain offices in more than 30 countries, and we seek to model best practices across our global facilities to ensure ongoing energy, carbon, waste and water efficiency and reductions. These include the use of natural lighting, low-energy fluorescent lighting, low-or no-water appliances and low-water, heat-tolerant, all-organic native outdoor landscaping and broad use of recycled materials in our buildings.

MIGRATION TO THE CLOUD

Since 2017, as part of our technology transformation, Sabre has been making a strategic shift away from a historically mainframe-centric transaction processing environment toward a secure cloud-based processing platform. From a customer perspective, migrating to the cloud offers greater localization for customers around the world and minimizes the impacts of extreme weather compared with certain of our legacy data center locations. From an environmental perspective, we are able to leverage the efficiencies of cloud architecture, thereby reducing our carbon footprint, while providing enhanced stability and world-class security.

In January 2020, we announced a multi-year strategic partnership with Google pursuant to which we are working together to migrate our IT infrastructure to Google Cloud Platform (GCP). GCP is significantly more energy efficient than our existing data centers, which we expect will result in a noteworthy decrease in our carbon emissions. In 2022, we closed our last Sabre-operated data centers and successfully migrated approximately 15,000 servers to GCP. As of December 31, 2022, GCP contains 66% of Sabre's total compute capacity, including 100% of our Hospitality Solutions business. By the end of 2023, we expect to reach 90% of our total compute capacity in GCP.



MEASURING OUR FOOTPRINT

In order to develop a practical strategy to reduce our carbon footprint, we must first understand our current impact. In 2022, Sabre engaged a third-party advisory firm to begin establishing the data sources necessary to collect and calculate Scope 1 and Scope 2 greenhouse gas (GHG) emissions data. We have started collecting historical data for our largest office locations with the intention of establishing a baseline from which to work going forward.

For GHG inventory planning purposes, Sabre's process for preparing for future data collection will align with the World Resource Institute/ World Business Council for Sustainable Development GHG Protocol's Corporate Accounting and Reporting Standard.

In addition to our Scope 1 and Scope 2 emissions efforts, we are also conducting a survey of our Scope 3 emissions sources to determine which of the GHG Protocol's 15 categories are relevant to Sabre and assessing data sources for future calculation purposes.

DRIVING SUSTAINABLE TRAVEL

Over the past few years, Sabre has upgraded many of our technologies and launched new solutions that can help travel suppliers and retailers understand their environmental impact – helping them to advance their sustainability goals. Sabre has a number of products that help drive efficiencies for airlines and our hospitality products allow us to highlight environmental features and add sustainability-driven amenities to hotel bookings. We are forging industry partnerships that will allow us to provide even more robust sustainability information to customers.



SOCIAL

With employees in more than 60 countries around the world, Sabre's expansive and diverse teams share a passion for transforming travel through cutting-edge technology. We are invested in helping to ensure our value chain adheres to our high standards in business ethics, diversity, and human rights as well as engaging our employees to be active citizens in the communities where they live and work.

PEOPLE

Through our long operating history and experience with technological innovation, we have consistently valued the importance of retention, growth and development of our employees around the globe. We seek to set compensation at competitive levels that help enable us to hire, incentivize, and retain high-caliber employees. We cultivate our talent through a development program that includes a leadership training series and on-demand resources for all leaders, with a particular focus on first-time or first-level managers.

Sabre offers a multitude of volunteer opportunities, health and wellness initiatives, learning and development programs, community engagement opportunities and a recognition and rewards program. Our formal and informal reward, recognition and acknowledgement programs encourage employees to recognize peers, teams and departments to honor their champions and help promote satisfaction and engagement. We monitor and evaluate various turnover and other engagement metrics throughout our workforce on a regular basis.



The health and safety of our team members is of the utmost importance. In addition to core health and welfare benefits, our wellness program offers resources to promote physical, emotional, and mental well-being. We maintain assistance programs to continue to support the well-being of our team members, including for team members that operate in a remote working environment. Additionally, to help ensure the safety and wellness of our employees going forward, we have expanded our parental leave program, enhanced our personal time off benefits, and implemented a work-from-anywhere program that allows our employees additional flexibility in work arrangements and increased opportunities to work remotely.



Our commitment to our employees was recognized this year with the Best Company Culture and Best CEO awards that we received from Comparably, a workplace culture site and corporate brand reputation platform that bases its awards on feedback from employees. Sabre was rated in the top 50 in the two award categories among 70,000 companies.

INCLUSION AND DIVERSITY

As a people-centered business operating around the world, we believe that inclusion and diversity (I&D) are at the core of our success. Sabre embraces the broad, rich and distinct differences that make everyone unique — the various backgrounds, experiences, perspectives and ideas of our team members are critical to spur innovation and sustain a competitive advantage in our industry.

In 2021, Sabre hired a Director of Inclusion and Engagement, who is fully dedicated to overseeing all I&D efforts and raising team member engagement. In 2022, Sabre's executive leadership team approved our refreshed I&D strategy that directly supports our Sabre vision and business strategy. This strategy focuses on specific actions to support our team members, other stakeholders and the Sabre brand in our community. We maintain an Inclusion and Diversity Council comprising leaders from across Sabre's major business units to help define a globally consistent approach to I&D as a business imperative and an enabler of our strategy.

In 2022, we made great progress in bringing our I&D strategy to life through concrete actions and programs, such as adding five new employee Inclusion groups with global chapters (making a total of seven at Sabre) and implementing foundational training on unconscious bias and inclusive leadership.



SUPPLIERS

Our ESG strategy includes collaborating with our suppliers and helping to ensure that they meet the highest ethical standards and that they perform their work in a way that is conducive to sustainability. Sabre takes a holistic approach to engaging suppliers — we evaluate them on their ethical business practices, social behavior and environmental behavior. Our Supplier Code of Conduct ensures the minimum standards for conducting business in a safe and ethical manner and provides our suppliers with a set of standards to abide by. Some of the environmental considerations we assess our suppliers on include having a written environmental policy, abiding by all applicable environmental legislations, and identifying the risks and impacts associated with the company's products.

Furthermore, Sabre expects our suppliers to respect the human rights of their employees and others and to comply with all relevant legislation, regulations and directives in the countries and communities in which they operate. This commitment to supplier integrity is codified in our Business Code of Conduct.

COMMUNITY ENGAGEMENT AND CORPORATE SOCIAL RESPONSIBILITY

Our corporate responsibility strategy to serve our communities is fueled by our passion to create a better world. Sabre has a deep history of philanthropy and giving back to the communities in which we live and work. In the last 20 years, Sabre has donated more than \$20 million and logged over 300,000 volunteer hours as part of Give Together, our global corporate social responsibility (CSR) program. In partnership with our team members, communities and customers, Give Together helps drive positive social and environmental change.

We ensure that team members in all countries in which Sabre operates have an opportunity to participate in our community outreach efforts. Sabre allows all full-time team members to take four days of paid time off per year (one per quarter) to volunteer for any purpose they choose. Sabre partners with Benevity, a global leader in workplace giving, volunteering and grant making programs, to help team members find the volunteer opportunities that mean the most to them. Sabre has also highlighted STEM opportunities to help create critical thinkers and enable the next generation of innovators.

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