

American Express Global Business Travel UK Gender Pay Report 2024

April 2025



**GLOBAL
BUSINESS
TRAVEL**

Committed to evaluating business practices to identify and eliminate biases

We strive to implement processes that support a globally inclusive culture. This creates exceptional experiences and enables colleagues to grow professionally and be their authentic selves.

American Express Global Business Travel (Amex GBT) is the world's leading B2B travel platform, providing software and services to manage travel, expenses, and meetings and events for companies of all sizes.

With access to travel professionals in more than 140 countries, travelers can enjoy the experience of Amex GBT.

The UK government's gender pay reporting initiative requires all companies that have 250 or more employees in the United Kingdom (UK) (within a legal entity) to publish gender pay gap information.

Gender inclusion and equality of opportunity in our business remain a priority. We've undertaken a detailed analysis of our gender pay statistics to make sure that we continue to work towards this goal.





Egencia UK Limited

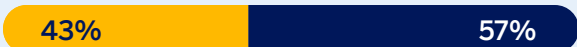
As Egencia UK Limited remains a separate legal entity, we'll continue to report the results of GBT Travel Services UK and Egencia UK Limited separately but within this combined report.¹



Leaders and Executives



Middle and Senior Managers



Team Members (incl. TCs) and Team Leaders



Distribution of men and women at Amex GBT

We're proud of the contribution women make at Amex GBT, both to our clients and our culture across all levels of our business. Our largest number of employees are travel counselors and of that group, 76% are women. Women are also well-represented in management and executive roles throughout the business. And we're committed to reducing the gender pay gap.

An introduction to the gender pay gap and our numbers

It's important to note the difference between equal pay and the gender pay gap.



Equal pay is an individual measure. It compares the pay for a woman and a man in an equivalent role.



Gender pay is a collective measure. It compares the average pay of all women to the average pay of all men in the organization across all roles, functions, and levels.

¹ American Express Global Business Travel internal reporting, March 2025.

Our UK gender pay gap





GBT Travel Services UK Limited (GBT UK)

GBT UK mean hourly pay gap: 30.7%

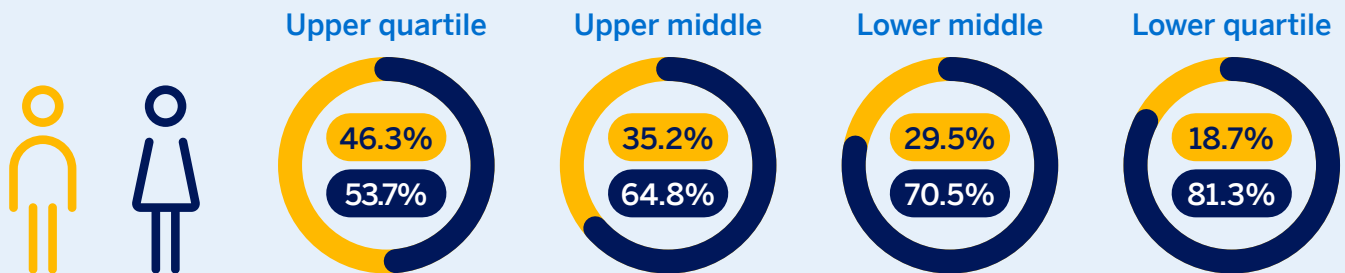
The mean hourly pay gap shows the difference between the average hourly pay of all women and the average hourly pay of all men in April 2024.

GBT UK median hourly pay gap: 21.9%

The median hourly pay gap shows the difference between the midpoint of the hourly pay for all women and the midpoint of the hourly pay for all men in April 2024.

Distribution of GBT UK men and women employees across quartiles

The number of women in the upper quartile for 2024 has remained consistent and we've seen some small improvements in the mean and median at the upper middle quartile and median of the upper quartile.



GBT UK median

GBT UK mean

Upper quartile	8.5%	23.9%
Upper middle	2.9%	2.2%
Lower middle	1.6%	0.6%
Lower quartile	1.5%	1.4%

¹ American Express Global Business Travel internal reporting, March 2025.



GBT UK mean bonus gap: 87.8%

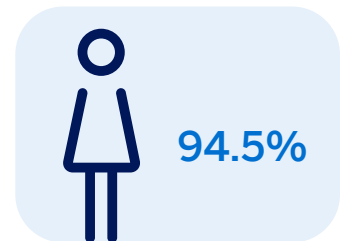
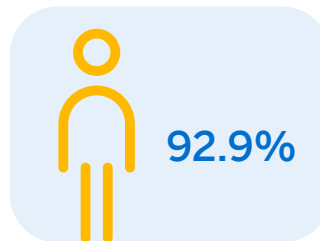
This is the gap between the average bonus pay for all women compared to the average bonus pay for all men in the 12 months to April 2024.

GBT UK median bonus gap: 28.5%

This is the difference in the median bonus payment for all men and women in the 12 months up until April 2024.

Proportion of Amex GBT employees receiving a bonus in the UK

This is the proportion of men and women who received a bonus in the 12 months to April 2024, as a percentage of all men and women in the organisation.



¹ American Express Global Business Travel internal reporting, March 2025.

Egencia UK Limited

Egencia UK Limited mean hourly pay gap: 17.3%

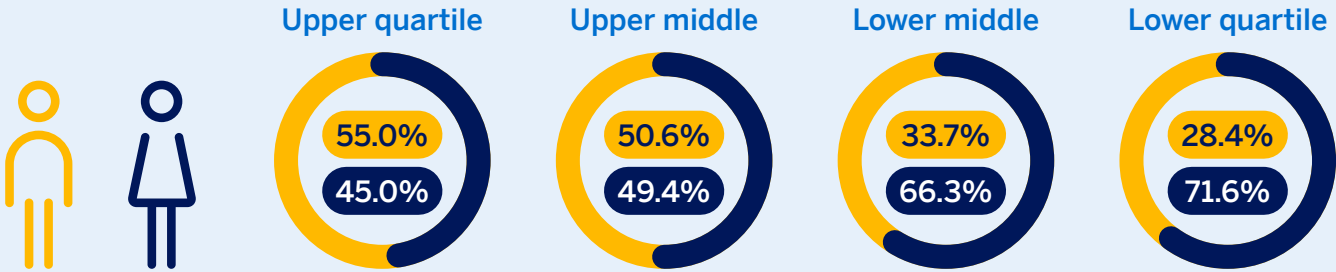
The mean hourly pay gap shows the difference between the average hourly pay of all women and the average hourly pay of all men at Egencia UK in April 2024.

Egencia UK Limited median hourly pay gap: 33.6%

The median hourly pay gap shows the difference between the midpoint of the hourly pay for all women and the midpoint of hourly pay for all men at Egencia UK in April 2024.

Distribution of Egencia UK Limited men and women employees across quartiles

We've seen an increase in the percentage of women in the lower, lower middle, and upper quartiles. Within the upper middle and upper quartiles, we've also seen some improvements in the mean and median gender pay gap.



Egencia UK Limited median Egencia UK Limited mean

	Egencia UK Limited median	Egencia UK Limited mean
Upper quartile	2.5%	-6.1%
Upper middle	-5.2%	-1.2%
Lower middle	2.8%	3.5%
Lower quartile	4.8%	0.7%

1 American Express Global Business Travel internal reporting, March 2025.



Egencia UK Limited mean bonus gap: 3.8%

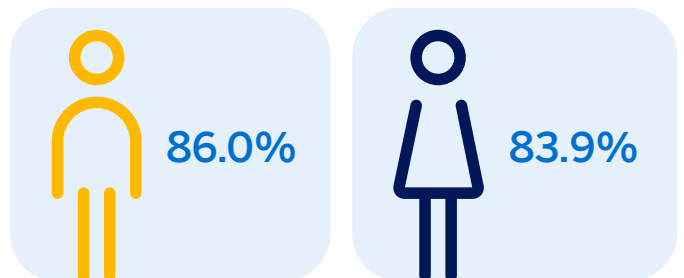
This is the gap between the average bonus pay for all women compared to the average bonus pay for all men in the 12 months to April 2024.

Egencia UK Limited median bonus gap: 9.4%

The difference in the median bonus payment for all men and women in the 12 months to April 2024.

The proportion of Egencia UK Limited employees receiving a bonus in the UK

This is the proportion of men and women who received a bonus in the 12 months to April 2024, as a percentage of all men and women in the organization. We can see a small increase in the proportion of men and women receiving a bonus in this period.



¹ American Express Global Business Travel internal reporting, March 2025.

Amex GBT's commitment to diversity, equity, and inclusion



Creating an inclusive culture

At Amex GBT, we strive to create an environment where people feel a sense of inclusion and belonging with colleagues. This helps us to attract, engage, develop, and retain great talent and maintain a positive culture where everybody can thrive.

Our diversity, equity, and inclusion (DE&I) work is focused on propelling progress in three key areas:

- Driving a culture of inclusion and belonging of our colleagues globally.
- Integrating DE&I across our talent strategy.
- Supporting and increasing opportunities for diverse talent through inclusive hiring practices.

We are proud of the work we've accomplished throughout the year. Here are a few highlights:

- 1.** For the second year in a row, in our 2024 annual colleague engagement survey, we received an average score of 87 for the question, "People of all backgrounds (culture, gender, age, religion, sexual orientation) can succeed in Amex GBT." We also scored 8 points higher than Glint's external benchmark for the question, "Everyone at Amex GBT has an equitable opportunity to succeed."
- 2.** We want to empower more women to confidently apply for higher-level roles within our organization. Since the launch of the UPlift Women in Leadership program in 2023, we've had 35 participants (x3 cohorts) completing the program (27 participants in 2 cohorts in 2024).

We've had 100% retention of individuals going through the program, with 40% of UPlift participants being promoted or taking on expanded roles since completing the program. 95% of leaders surveyed observed tangible improvements in leadership behaviors such as communication, collaboration, and decision-making since program completion.

We're also a member of WiHTL – and our CFO Karen Williams is a sponsor. They're a collaboration community which brings together a wide variety of brands across the hospitality, travel and leisure industry. They collaborate and share best practices in Equity, Diversity and Inclusion (EDI) to drive more inclusive workplaces for all. In 2024, Karen took part in an inspiring fireside chat with the WiHTL founder, Tea Colaianni.

- 3.** Each job post, sourcing message, and all employer brand content is run through Textio. This is an inclusive language software that flags unconscious bias, to make sure all our recruitment material is inclusive, on brand, and inviting to a diverse pool of applicants.



Supporting women in the travel industry

Amex GBT is committed to helping women advance their careers to cultivate gender balance across all levels, especially in senior leadership.

We're proud to be a founding sponsor and active participant of Women in Travel (WINiT) by the Global Business Travel Association, empowering women to achieve their potential both with us and in the wider industry.

In 2024, we had six nominees in the Pinnacle Awards, which recognizes those who demonstrate dedication to diversity, equity, and inclusion. Among them, two of our colleagues were recognized in the Most Innovative Trailblazer and Best Mentor/Coach categories. Five Amex GBT women received recognition for their achievements in the WINiT top awards.

Additionally, Women of the World (WoW), Amex GBT's employee resource group dedicated to the support and development of our female employees, continues to support the advancement of women.

WoW made a significant impact across Amex GBT in 2024. WoW sponsored the launch of the Parents and Caregivers community and introduced cancer guidelines for our employees in the UK.

It's also playing a pivotal role in helping Amex GBT achieve recognition with a UK Menopause Friendly Accreditation. WoW continues to hold events, panel discussions, workshops, and numerous activities globally throughout the year.

These are just a few elements of a much larger effort to work towards a more gender-balanced workplace at Amex GBT.

Moving the dial

We know that how we work is key to providing equality of opportunity for all our employees. This is why we offer flexible working arrangements, which enables over two-thirds of our employees to work from home.

This is part of Amex GBT's value proposition and employees make the most of this opportunity across all levels. We also continue to look at new initiatives to help women remain in the workplace.

This includes our commitment to work with Henpicked, a leading provider of menopause-friendly training in the workplace, to help us become an accredited menopause-friendly employer in 2025.

We're confident the data reported is accurate as of April 2025.

Mohsin Ghafoor

Mohsin Ghafoor
VP, HR Business
Partner - International

Rachel Tonge

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VP, SME Client
Management EMEA





GLOBAL BUSINESS TRAVEL

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