

AMADEUS IT GROUP, S.A

POLICY REGARDING COMMUNICATION AND CONTACT WITH SHAREHOLDERS, INSTITUTIONAL INVESTORS AND PROXY ADVISORS

The Board of Directors of Amadeus IT Group S.A. (referred to as “the Company” herein) recognises the importance of the communication with shareholders and retail and institutional investors, as well as proxy advisors (referred to as the “stakeholders” herein), and of promoting transparency in the information provided by the Company to these stakeholders. These relationships should be governed by the principles set out in this policy.

1. Introduction

Recommendation number 4 of The Good Governance Code of Listed Companies of February 18, 2015, sets out as follows:

“The company should draw up and implement a policy of communications and contact with shareholders, institutional investors and proxy advisors that complies in full with market abuse regulations and accords equitable treatment to shareholders in the same position.

This policy should be disclosed on the company’s website, complete with details of how it has been put into practice and the identities of the relevant interlocutors or those in charge of its implementation”.

Recital 19 of the Regulation (EU) on market abuse does not prohibit discussions of a general nature regarding the business and market developments between shareholders and management concerning an issuer. Such relationships are essential for the efficient functioning of markets and are not prohibited by the aforementioned Regulation.

In this regard, the Regulations of the Board of Directors establishes as follows in the Section “Board Relations”:

ARTICLE 30.- SHAREHOLDER RELATIONS

1. The Board of Directors shall establish the appropriate channels in order to apprise itself of proposals which may be made by shareholders in relation to the management of the Company.
2. The Board, by means of any of its Directors and with the collaboration of the members of the Management Team that it deems pertinent, may organize informational meetings on the running of the Company and its group, for those shareholders who reside in the most relevant financial districts in Spain and other countries, provided that none of the shareholders receives preferential treatment and such informative presentation is provided simultaneously to the Spanish Securities Market Commission (Comisión Nacional del Mercado de Valores) or is published on the Company’s website.
3. Public requests for a delegation of vote made by the Board of Directors or by any of its members must express the direction in which the representative shall vote in the event that the shareholder does not give instructions. A vote delegated by virtue of the said public request may not be exercised with

regard to agenda items in which there is a conflict of interest in accordance with the provisions of article 526 of the Spanish Capital Companies Act.

4. The Board of Directors shall promote the informed participation of shareholders at General Meetings and shall adopt such measures as may be appropriate in order to facilitate that the General Shareholders' Meeting effectively exercises the functions characteristic thereof as provided by law or the Bylaws.

In particular, the Board of Directors shall adopt the following measures:

(a) it shall exert itself to make available to shareholders, prior to the General Meeting, all such information as is legally required and all information, even if not legally required, that may be of interest and may be reasonably provided;

(b) it shall attend to, with the utmost diligence, requests for information formulated thereto by shareholders prior to the General Meeting;

(c) it shall attend to, with the same diligence, questions formulated thereto by the shareholders on the occasion of holding the General Meeting; and

(d) it shall ensure that the business proposed to the General Meeting is voted on in an orderly fashion and separately, giving the opportunity to shareholders to intervene in order to express their opinion on each of the matters submitted to voting.

ARTICLE 31.- INSTITUTIONAL SHAREHOLDER RELATIONS

1. The Board of Directors shall also establish adequate mechanisms for a regular exchange of information with institutional investors who form part of the Company's shareholder structure.

2. In no case shall relations between the Board of Directors and institutional shareholders be translated into the delivery thereto of any information which may place them in a privileged situation or advantage with respect to the other shareholders.

ARTICLE 32.- MARKET RELATIONS

1. The Board of Directors, through communications regarding material facts to the Spanish Securities Market Commission (Comisión Nacional del Mercado de Valores) and the corporate website, shall inform the public immediately with regard to any material information on the terms established in the Spanish Securities Market Act (Ley del Mercado de Valores) and implementing legislation.

2. The Board of Directors shall adopt the necessary measures to ensure that mid-year, quarterly and any other financial information which prudence requires be made available to the markets is prepared in accordance with the same principles, criteria and professional practices as the Annual Accounts and is equally as reliable as the latter.

3. Reporting obligations shall be complied with through any technical, computer or automated means, without prejudice to the rights of the shareholder to request information in printed form.

Taking as a reference the Recommendation of the Good Governance Code of Listed Companies and following the aforementioned articles of the Regulations, the Board of Directors approves for its public disclosure the “Policy regarding communications and contacts with shareholders, institutional investors and proxy advisors”, which will be governed under the principles set out below:

2. General Principles

The Amadeus Policy on Communication and contact with stakeholders has been defined in compliance with the best practices and recommendations of good governance that are applicable to listed companies.

The Board of Directors shall ensure that, with regard to its stakeholders, the Company respects the legal provisions and that its conduct is at all times based on good faith, ethics and respect for good practices. The Amadeus Investor Relations communication policy is based on the following principles:

- Responsibility, diligence, and transparency in the information disclosure
- Equal treatment, and protection of the rights and interests of stakeholders
- Promotion of transparency, fairness and proactivity in the provision of information to stakeholders
- Cooperation with the shareholders for the practices regarding the provision of information and relations with the markets to be transparent, effective, while keeping with the corporate interest.

The Secretariat of the Board of Directors together with the Investor Relations Department, are the internal bodies responsible for the implementation and enforcement of these general principles in any relationship with shareholders, investors (qualified or not) and proxy advisors.

Under no circumstance the Company makes any recommendations regarding the purchase or sale of its shares.

3. General Information and Communication Channels

Amadeus communicates with its stakeholders mainly through the following channels:

3.1 National Securities Market Commission and Other Entities

One of the main channels for the provision of information by the Company to shareholders, retail and institutional investors, and the markets in general is the National Securities Market Commission (*Comisión Nacional del Mercado de Valores, “CNMV”*), as well as, the channels established by other foreign authorities and supervisory entities when applicable. These entities ensure the immediate dissemination and publicity of the information, through the publication on their websites, of the relevant facts sent by the Company. These significant events are simultaneously posted on the Company’s corporate website.

3.2 Corporate Website

The corporate website is one of the most significant means to channel the relations of the Company with its stakeholders.

In this regard, the Company's main official channel of communication with shareholders, retail and institutional investors, and the markets in general is the Company's corporate website (www.amadeus.com) which is updated on a regular basis and through which the Company makes available information that may be of interest to stakeholders, thus allowing for the prompt publication thereof and the possibility of subsequent access, in order for transparency to be the driving value of the Company's relations with the markets and with the public at large.

Under the responsibility of the Board of Directors, the Secretariat of the Board of Directors, in coordination with the Investor Relations Department, agrees on the information that is disclosed on the Company's corporate website, following the requirements established by law.

In order to facilitate the understanding by stakeholders, the information disseminated by the Company through its corporate website is provided simultaneously in Spanish and English whenever possible; in the exceptional event of discrepancies, the Spanish version prevails.

In the corporate website we offer general, financial and corporate governance information regarding the company.

General Information

- Home page including company description
- Share capital including share details and current share price

Business and financial review

- Quarterly / annual results information
- Annual Accounts, Global report
- General and specific presentations about the Company's business

The presentation of Interim or Annual Management Reviews, as well as, in certain cases, other significant institutional, results-related, or economic and financial presentations, are broadcast live via the Company's corporate website, and interested parties are given the opportunity to ask questions during the presentations.

Governing bodies and corporate documents

- Composition of Board of Directors (with professional skills) and Board Committees.
- By-laws.
- Regulations of the Board of Directors.
- Regulations of the General Shareholders' Meeting.
- Internal rules of conducts on matters relating to the securities market.

Corporate Governance information

- Annual Corporate Governance Report: The Company prepares an annual Corporate Governance Report that contains information regarding the ownership structure of the Company; the operation of the General Shareholders' Meeting and the proceedings thereof; the structure of Management; the risk control systems and main characteristics of the internal risk control and management systems relating to the process for issuing financial information; and the level of compliance with

the Recommendations of the Good Governance Code for Listed Companies, all in accordance with applicable law.

- Annual Director Compensation Report: The Company also prepares an annual Director Compensation Report containing complete, clear and comprehensible information regarding the compensation of and compensation policy for Directors in accordance with the provisions of applicable law.
- Global Report.
- Annual reports from Board Committees and general policies (Board selection policy, among others).

3.3 Investor Relations Department

Through its Investor Relations Department, Amadeus maintains an ongoing and open dialogue with analysts, shareholders and retail and institutional investors, concerning the Company's information relating to periodic public financial information, results, operational performance and strategy, promoting the Company's informational transparency.

The Investor Relations team regularly holds meetings with institutional investors (both domestic and foreign) at the Amadeus premises as well as in the most important financial centres (New York, Boston, San Francisco, London, Paris, Frankfurt, Milan, Geneva, Zurich, and Edinburgh, amongst others) through roadshows (either self-organised or organised by a broker). These meetings are held by the Investor Relations team and when required by the Company's management team. The roadshows closely follow the general principles of the communications policy, without any information (both financially and business-related) being provided to the participants that is different to that already communicated to the market.

The Investor Relations team, sometimes together with the Company's management, also attend industry and general investment banking conferences, which gather the principal domestic and international investors.

The Investor Relations team maintains an ongoing dialogue with research analysts about reaction to news, market concerns, and to clarify questions about business and financial performance.

In any case, all meetings by the Investor Relations Department with either significant institutional shareholders, financial analysts or proxy advisors, are governed by transparency and equal treatment, without any information provided resulting in a privilege or advantage over the other shareholders or potential investors.

The Investor Relations Department telephone number (+34 91 1771073), email address (ir@amadeus.com), and mailing address (C/Salvador de Madariaga 1 Pl.12ª, 28027 Madrid, Spain), are published on the corporate website as additional channels to address questions from the market or any other interested party.

3.4 Social Networks

The Company encourages an active presence in social networks where it is active to disseminate information of interest on the status and activities of the Group and to establish a fluid and fruitful dialogue with the internet community, without prejudice to or detracting from compliance with its statutory obligations.

3.5 General Shareholders' Meeting

Pursuant to the provisions of the Regulations for the General Shareholders' Meeting, the Company shall also make available to the shareholders through the corporate website an application that allows them to exercise their rights to receive information and to participate with respect to the General Shareholders' Meeting.

The Company Board of Directors and Management shall promote the informed participation of shareholders at General Meetings and shall adopt such measures as may be appropriate in order to facilitate that the General Shareholders' Meeting effectively exercises the functions characteristic thereof as provided by law and the Bylaws.

In this sense, all information that contributes to greater transparency of information concerning the Company and its group of companies is available to the Company's shareholders. The appropriate channels of communication via the Investor Relations Department and the Secretariat of the Board are available for the shareholders from the date of calling the General Meeting.

As part of the Investor Relations duties and together with the Secretariat of the Board, the department organises calls with the main Proxy advisors to discuss any corporate governance matters related to the agenda of the General Shareholders Meeting.

3.6 Investor Day

The Company organizes Investor Day events, in which the investors (mainly institutional) are given the opportunity to have a Q&A session with the Company's Management, based on the business and financial presentations that would be produced. Those presentations would have been previously published through the official communication channels (CNMV website and the Company website) so that both attendees and those who do not have the opportunity to attend have access to the same information, without any preferential treatment.

Madrid, 6 October 2016
