

amadeus

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Amadeus profile

Amadeus Global Report 2017
*A business, financial
and sustainability overview*

G4-6

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Amadeus
profile*Amadeus headquarters in Madrid, Spain.*

1.1 Who we are

We all share the need to explore our world – to see new places, meet new people or be near what is important to us. Travel builds economies, broadens cultures and creates connections between societies. Travel powers progress. Amadeus powers travel.

We provide the solutions that keep the world of travel moving, developed in partnership with the industry for 30 years and counting. Every day, we deliver intelligent solutions to the world's travel agents, search engines, tour operators, airlines, airports, hotels, car rental companies, railways and more – helping them deliver more rewarding journeys to travelers. We combine a deep understanding of how people plan, book and enjoy their travels with the ability to design systems that meet our customers' most complex needs.

We operate under a highly resilient, transaction-based business model linked to global travel volumes. We are publicly listed and part of the Spanish IBEX 35 Index, as well as stock indices worldwide. Amadeus shareholding structure has more than 99% of our equity in free float as of December 31, 2017.

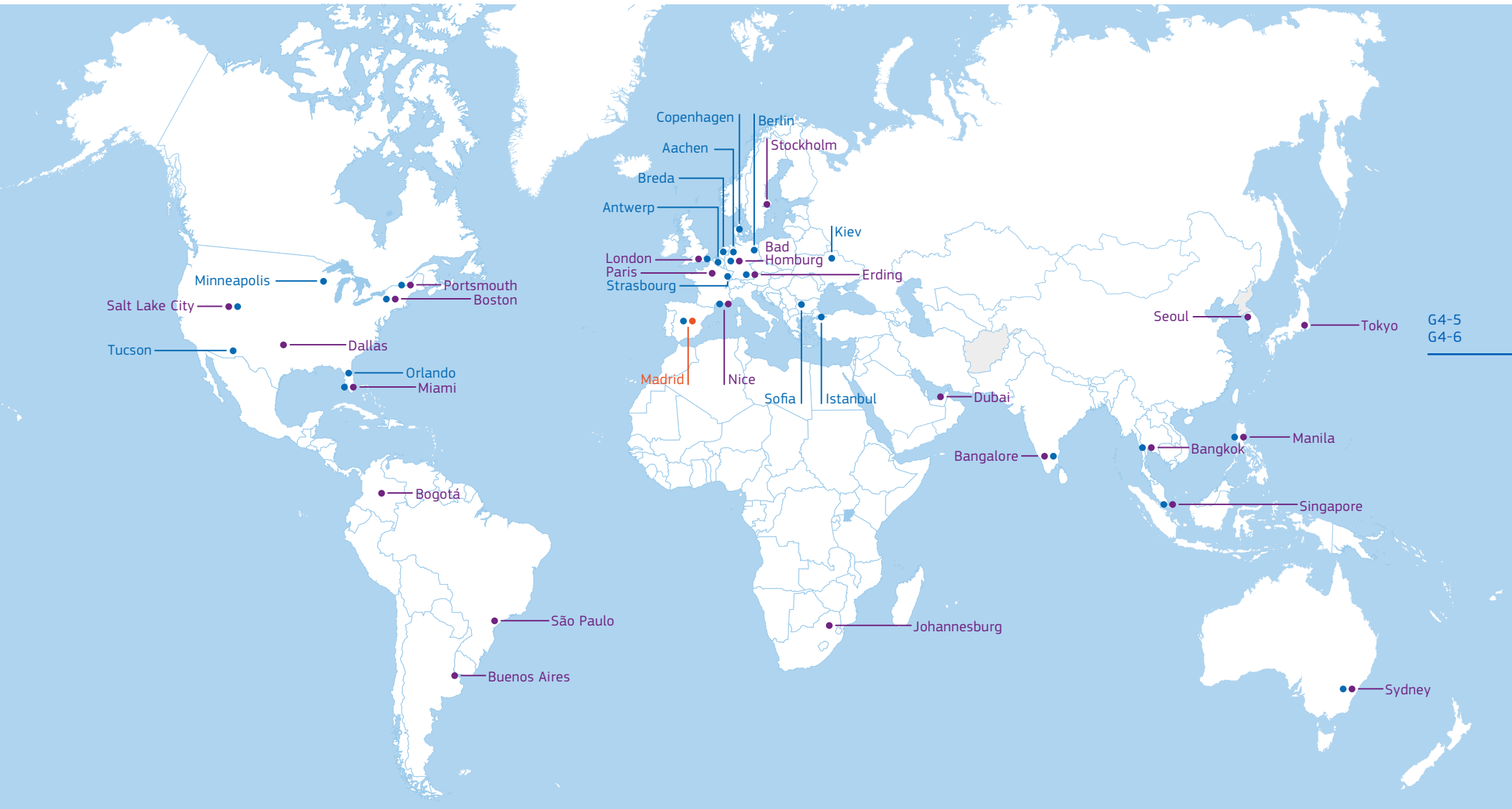
Amadeus is a truly global company of more than 16,000 professionals serving customers in more than 190 countries. We are committed to helping global travel make a positive impact on communities around the world. And we are united by a common purpose: to shape the future of travel.

As shown in the map, over the years Amadeus has built a global commercial and operational network that has become one of the key components of our value proposition. Our corporate headquarters are in Madrid, Spain. Our main research and product development is located in Nice, France, while the core components of our operations are run from our site in Germany.

1.2 What we do

Amadeus is helping travel, tourism and hospitality businesses all over the world harness the power of digital transformation to delight travelers and drive long-term business value. We work in partnership with our customers to deliver everything from mission-critical systems to emerging innovations.

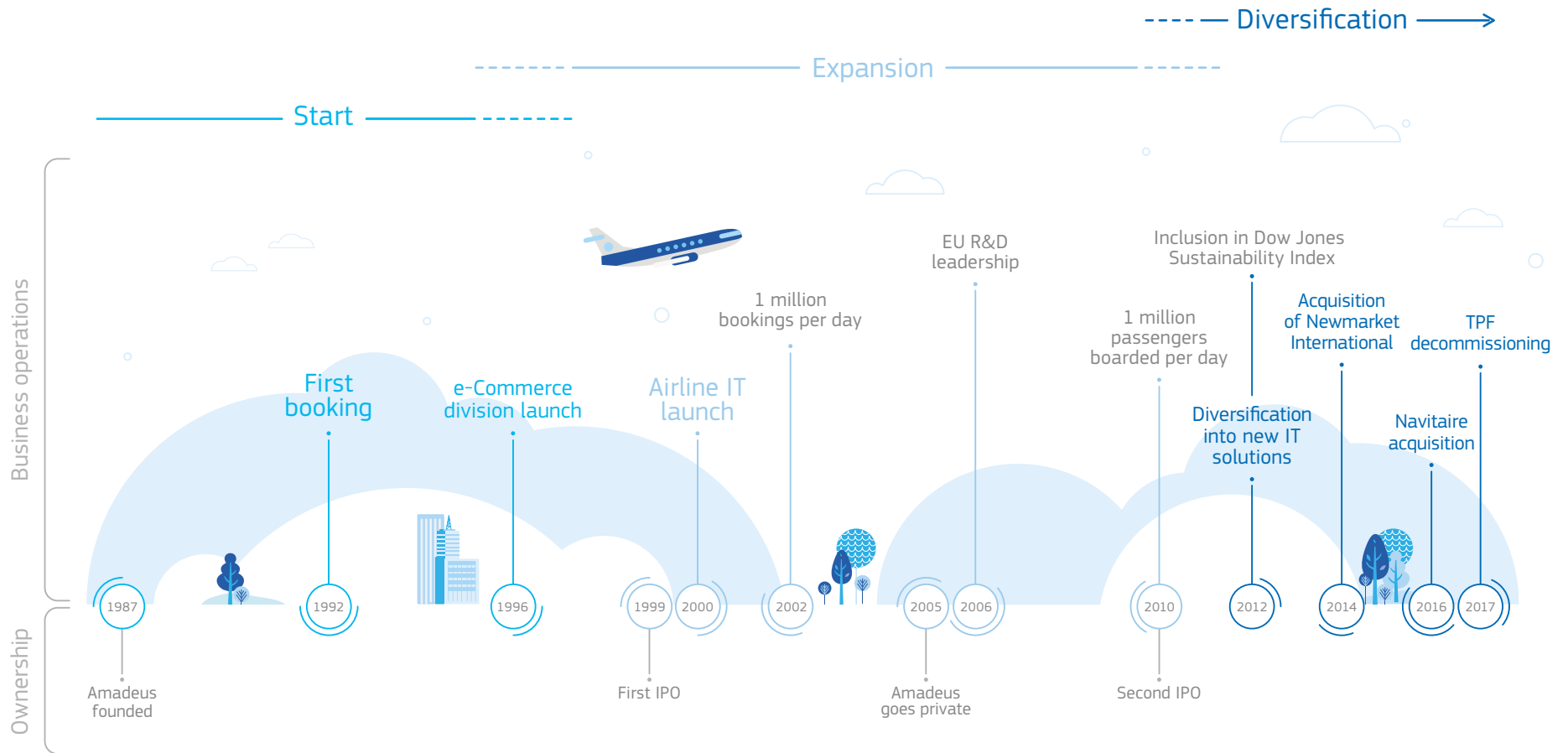
Amadeus' presence in the world



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G4-6

Countries where Amadeus operates
 —●— Headquarters
 ● Key sites
 —●— Key Research and development centers

Amadeus' history and key milestones



For 30 years, Amadeus has powered better journeys for billions of people worldwide – by connecting the travel industry; by developing new technologies and solutions; and by finding new ways to make travel more rewarding for people and businesses all over the globe.

In 1987 Amadeus' founders – Air France, Iberia, Lufthansa and SAS – announced their shared vision of an independent and neutral Global Distribution System. With a strong culture of listening, sharing and co-ownership, we worked intensively with airline partners to build what became the preferred system for travel

agency bookings worldwide. From our first Passenger Name Record (PNR) in 1992 to handling over 632 million bookings and boarding 1,657 million passengers in 2017, we have grown in market impact, influence and geographical reach.

We sit at the crossroads of travel and technology. These two industries have grown exponentially over the last three decades and the opportunities for innovation have been amazing. In 1996, anticipating how the internet would transform travel, we launched our e-Commerce division. Shortly afterwards we launched our Airline IT business, partnering with British Airways and Qantas to create the breakthrough airline Passenger Service System¹ currently known as Amadeus Altéa. In 2016 we purchased US-based Navitaire. This has allowed us to broaden the scope of our services, particularly for low-cost carriers.

From our origins supporting airline distribution and then IT, we gradually expanded our capabilities and offerings to serve customers across the entire travel industry: airports, hotels, car rental companies, railways and more.

Remarkably, in 2014 Amadeus accelerated the move into the hotel IT sector with the acquisition of Newmarket International, a company that provides technologies that are a cornerstone in the global hospitality industry.

We have also expanded our portfolio to merchandising, revenue management, travel intelligence and travel expense management, harnessing the potential of cloud computing, mobile and big data for our customers. In fact, investment in research and development has been integral to our growth.

Celebrating 30 years of global growth

As we look back on our 30 years of innovation, collaboration and better journeys, we retain our unique vision and determination. Above all, we are committed to working more closely than ever with our customers, existing and new, to shape the future of travel together with them. Our first 30 years were just the beginning.

Throughout 2017 Amadeus people have been celebrating our 30th anniversary with customers, partners, friends and family, from Bangkok to Buenos Aires... from Sydney to Sao Paulo ... and from Madrid to Moscow.

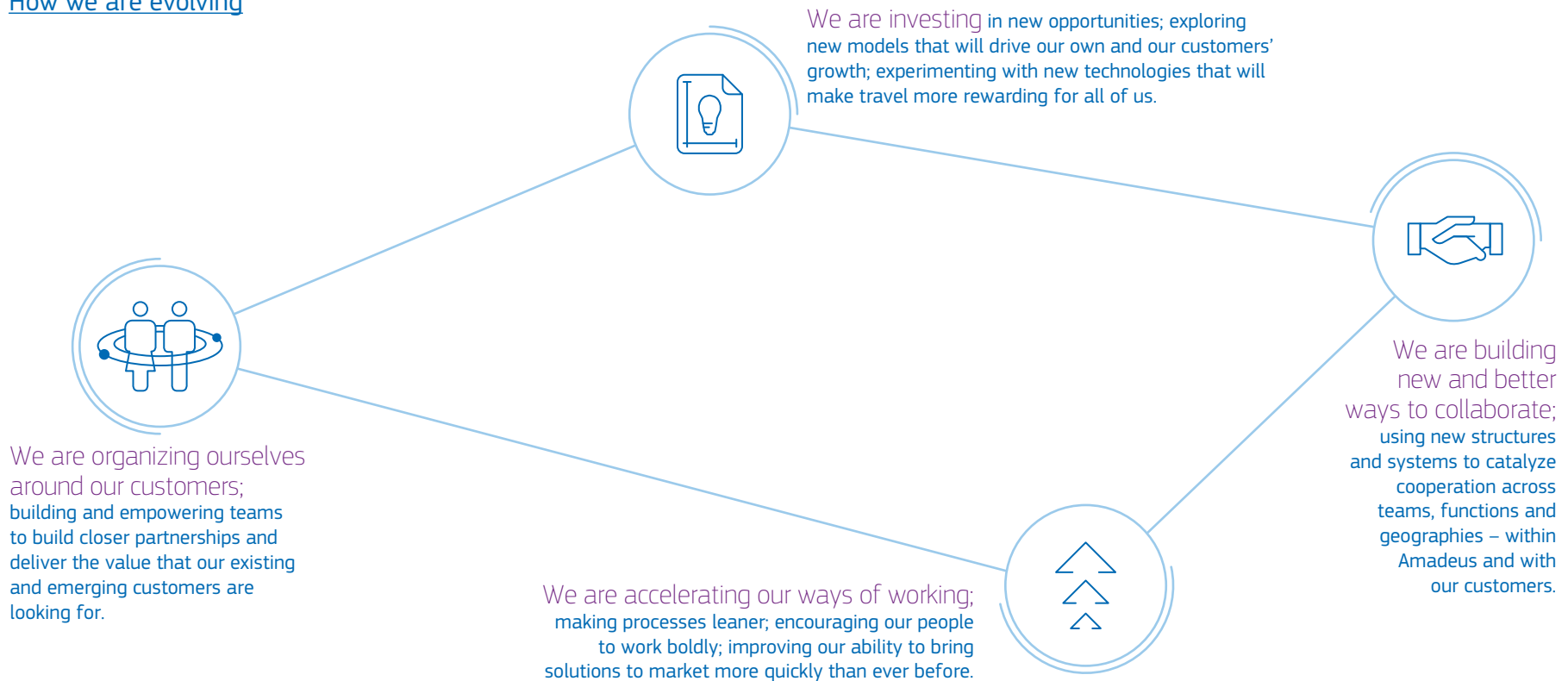


¹ Or PSS – a series of mission-critical IT systems used by airlines. The PSS usually comprises a reservation system, an inventory system and a departure control system.

1.3 Where we are going next

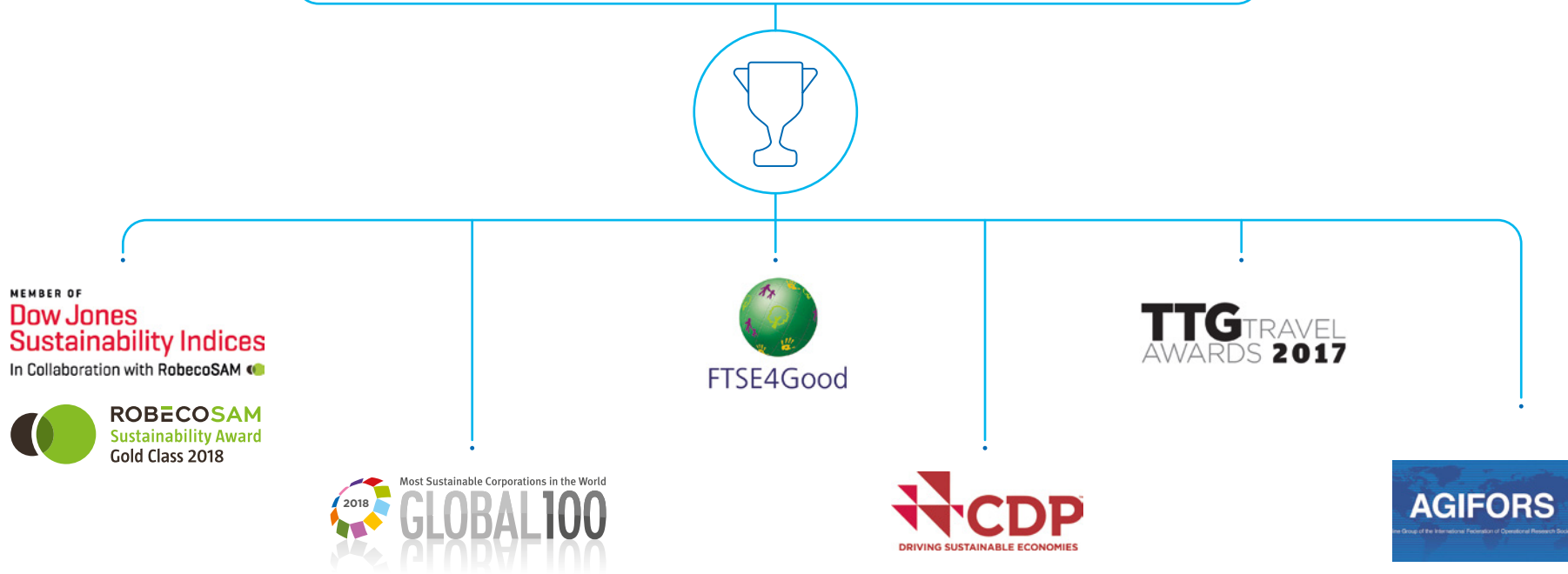
At Amadeus, we are proud of the growth and success we have achieved over the last three decades. One of the main reasons for our success is our ability to adapt and evolve. Today, the world continues to change. New challenges and new opportunities emerge at an accelerating pace. And Amadeus is not only adapting to change but also preparing to drive it for years to come.

How we are evolving



Recognition for Amadeus around the world

Amadeus is committed to investing in innovation, collaboration, developing talent and promoting sustainable business practices. In 2017, respected organizations all over the globe recognized our efforts and achievements in these areas. 



- _ DJSI² – Sustainability Leader in our sector (86 companies)
- _ Gold Class Sustainability Award – RobecoSAM

- _ 16th Most Sustainable Corporation in the world (100 Most sustainable companies, Corporate Knights)
- _ FTSE4Good³

- _ CDP⁴
- _ Travel Technology Company of the Year – TTG Travel Awards⁵
- _ Best Innovation Award – Agifors

 For local awards regarding human resources practices, see “People and Culture awards in 2017,” p. 90.

² DJSI: Dow Jones Sustainability Index. Launched in 1999, DJSI are a family of indices evaluating the sustainability performance of the largest 2,500 companies listed on the Dow Jones Total Stock Market Index.

³ The FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong Environmental, Social and Governance (ESG) practices. Transparent management and clearly defined ESG criteria make FTSE4Good indices suitable tools to be used by a wide variety of market participants when creating or assessing sustainable investment products

⁴ Formerly known as the Carbon Disclosure Project, an international, not-for-profit organization providing a global system for companies and cities to measure, disclose, manage and share environmental information

⁵ TTG: *Travel Trade Gazette*, known as TTG, is a weekly newspaper for the travel industry. TTG was launched in 1953 by Leslie Stone and Ted Kirkham and is the world's oldest travel trade newspaper