

Powering better
journeys through
travel technology
Corporate overview
January 2021



1. Introduction



Amadeus in a few words

- We are the **leading technology company** dedicated to the global travel industry
- We are present in **190+ countries** and employ more than **19,000 people** worldwide
- Our solutions **enrich travel** for billions of people every year
- We work together with our customers, partners and other players in the industry to improve business performance and **shape the future of travel**



In world's top 10
Software companies
Forbes 2019 global rankings



1.9+ billion
Passengers boarded
in 2019 with
Amadeus and
Navitaire solutions



646+ million
Total bookings
processed in 2019
using the Amadeus
distribution
platform



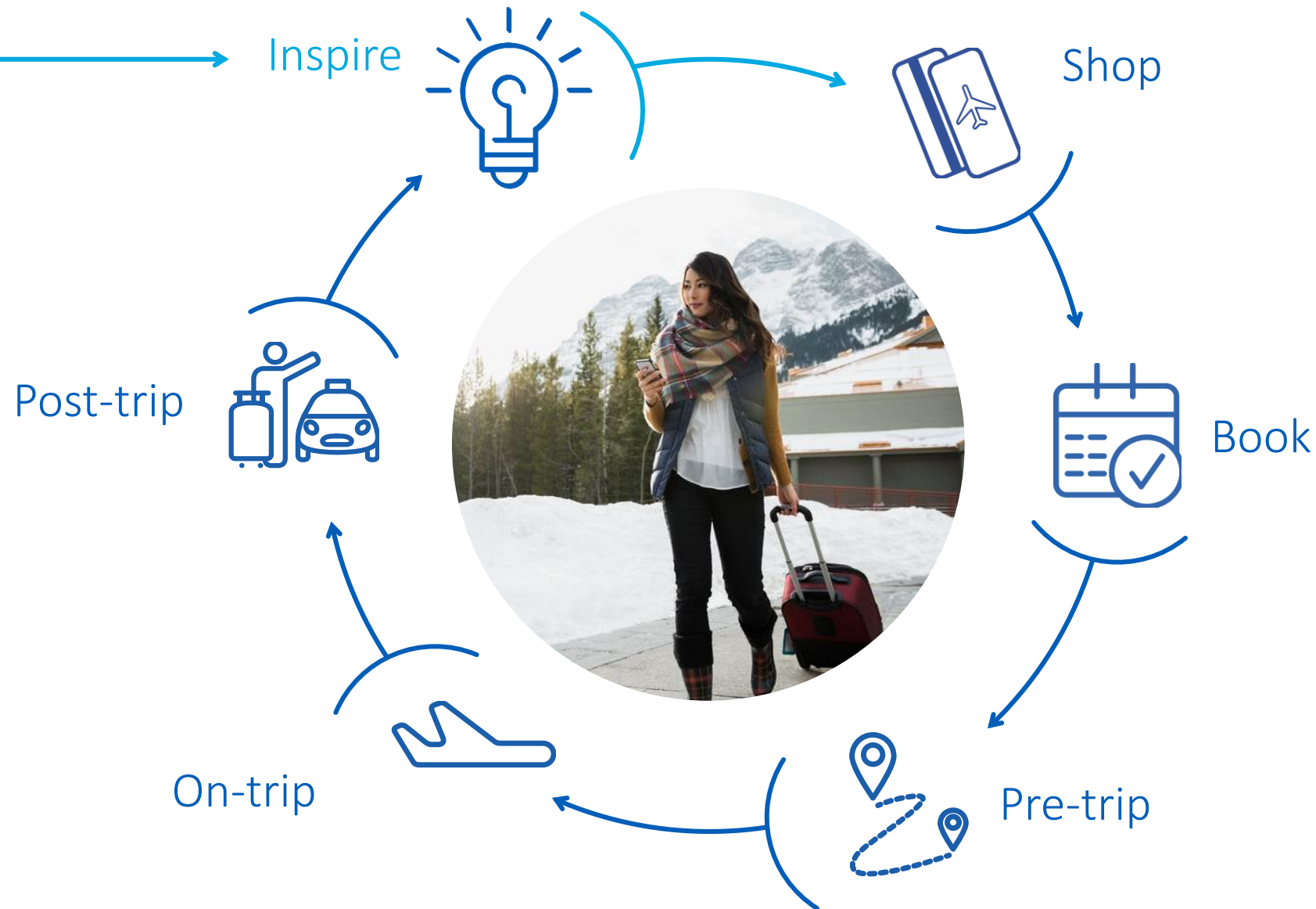
Euro Stoxx 50
Entry in 2018
Recognition as
one of the largest/
best performing
public companies
in Europe



8th consecutive year
included in the DJSI
Recognized as world leader in the
Software & Services industry sector
in the Dow Jones Sustainability
Index in 2019



Enriching every step of the traveler's journey



Amadeus world presence



○ Headquarters

Sites marked only with a dot in the map represent smaller Amadeus sites, branches, companies non-wholly owned by Amadeus and distributors.

We have
100+ offices
around the world and operate in
190+ markets

2. Our history



A history of shaping the future of travel

Amadeus is founded by Air France, Iberia, Lufthansa and SAS

1987

First booking is made through Amadeus' systems

1992

Amadeus becomes world leader in number of travel agency locations

1995

1 million bookings made in a single day for the first time

1998

Partnership with BA and Qantas to launch Amadeus Altéa – our core Airline IT offering

2000

Amadeus diversifies into IT solutions for airports, hospitality and rail

2010

Contract with Ryanair

Strategic technology partnership with IHG

2014

2016 Red Hat Cloud Innovator of the Year; Acquisition of Navitaire to serve a wider group of airlines

2016

Southwest Airlines completes transition to Amadeus Altéa

2017

TravelClick acquisition; Euro Stoxx 50 inclusion; dual IATA NDC certification as an aggregator and IT provider

2018

Philippine Airlines migration; ICM acquisition; Air Canada roll-out

2019

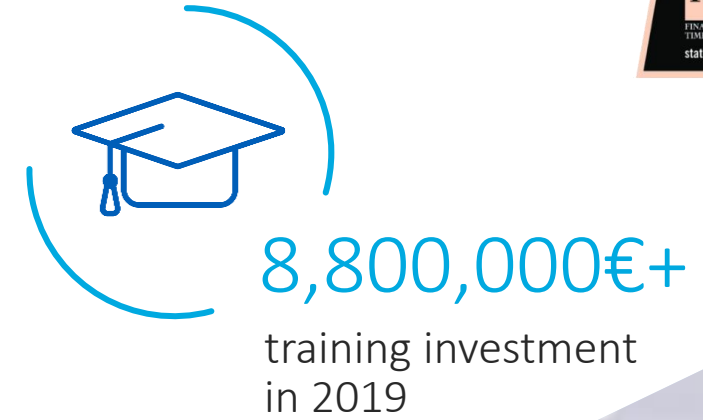
amadeus

© Amadeus IT Group and its affiliates and subsidiaries

3. Amadeus today



A diverse and dedicated team



How are we organized?

Our business is organized across
3 core functions

Commercial

Our commercial area builds partnerships with our customers and markets relevant Amadeus products and services to them, helping to add value to their business.

Commercial business units include:

- _ Airlines
- _ Hospitality
- _ Strategic Growth Businesses
- _ Travel Channels

Technical

Our technical teams drive product innovation with R&D initiatives. They also provide customer support and ensure data security and system stability.

Technical business units include:

- _ Airlines R&D
- _ Core Shared Services R&D
- _ Technology Platforms & Engineering

Corporate

Our corporate business units help evolve and implement Amadeus' corporate strategy. They also invest in employee development and wellbeing.

Corporate business units include:

- _ Corporate Strategy
- _ Finance
- _ Legal
- _ People & Culture, Communications & Brand



Our culture

We ask ourselves these questions every day

What would I say
if I were our
customer?

How do I show
ownership of my
decisions?

What's the risk?
Too big? Too
small?

Can we do this
better, faster,
simpler?

How can I learn
and share with
colleagues or
others?

Is this good for
Amadeus?



The Amadeus Way



amadeus

Our management team



Our customers



travel agencies,
online travel agencies,
tour operators and
corporations
worldwide



480+ airlines



128 airport
operators



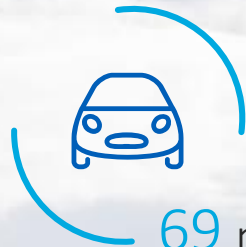
129 ground
handlers



300+ hotel
chains



90+ rail
operators



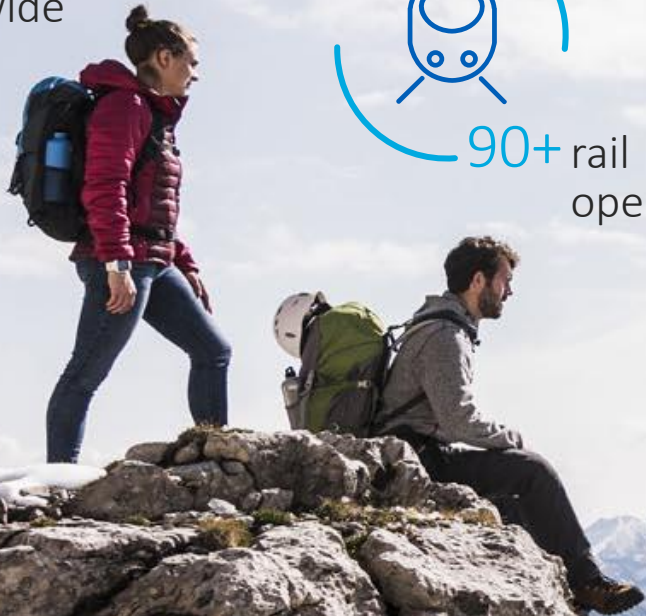
69 mobility
providers



32 insurance
provider
groups



21 cruise
and
ferry
lines



Amadeus solutions for our customers

We help the travel industry to:

- _ Sell and market their content
- _ Manage traveler data
- _ Operate their business processes
- _ Manage their financial flows
- _ Deliver analytics and insights

Sales & marketing

- _ Direct & indirect distribution
- _ Traffic acquisition & conversion
- _ Point-of-sale & payment
- _ Revenue management
- _ Digital retail & merchandising

Customer, guest & traveler management

- _ Customer experience
- _ Passenger processing
- _ Corporate booking & duty of care
- _ Loyalty & awards

Analytics & intelligence

- _ Personalization
- _ Market insight
- _ Data integration
- _ Consulting services

Operations

- _ Flight operations
- _ Airport operations
- _ Hospitality operations
- _ Property & resource management

Business management

- _ Process automation
- _ Expenses
- _ Finance & accounting
- _ Mid- & back-office



Our traveler understanding

Thanks to a combination of our own travel experiences and years of researching traveler behavior, we have **valuable insight** into what today's travelers are really looking for.

By identifying and analyzing the end-traveler's own needs and requirements, sharing our market expertise and working collaboratively with our customers and partners, we are able to uncover **key traveler trends** that will shape the future of travel.

How we do that?



Connecting travelers to their journeys:

By meeting their needs efficiently and quickly.



Enriching every step of the traveler's journey:

So we ensure our partners and customers respond seamlessly to the end traveler.



Collaborating for a more global ecosystem:

We believe that working in collaboration is the key to improve our customer's business performance.



Our strong complementary results

Revenue breakdown (figures in € million)



Our commitment to innovation

On-going research:

- Cloud-based architecture
- Security
- Massive data
- Real-time analytics
- Mobile



Leading
R&D investor

in travel and
technology
industry



**€7.5
billion**
invested in R&D
since 2004



50+
**technology
sites**

across the world,
from Bengaluru
to Boston to Nice

Our robust global operations



20 average net
bookings per second



**Cutting-edge data
center** with support
across the globe



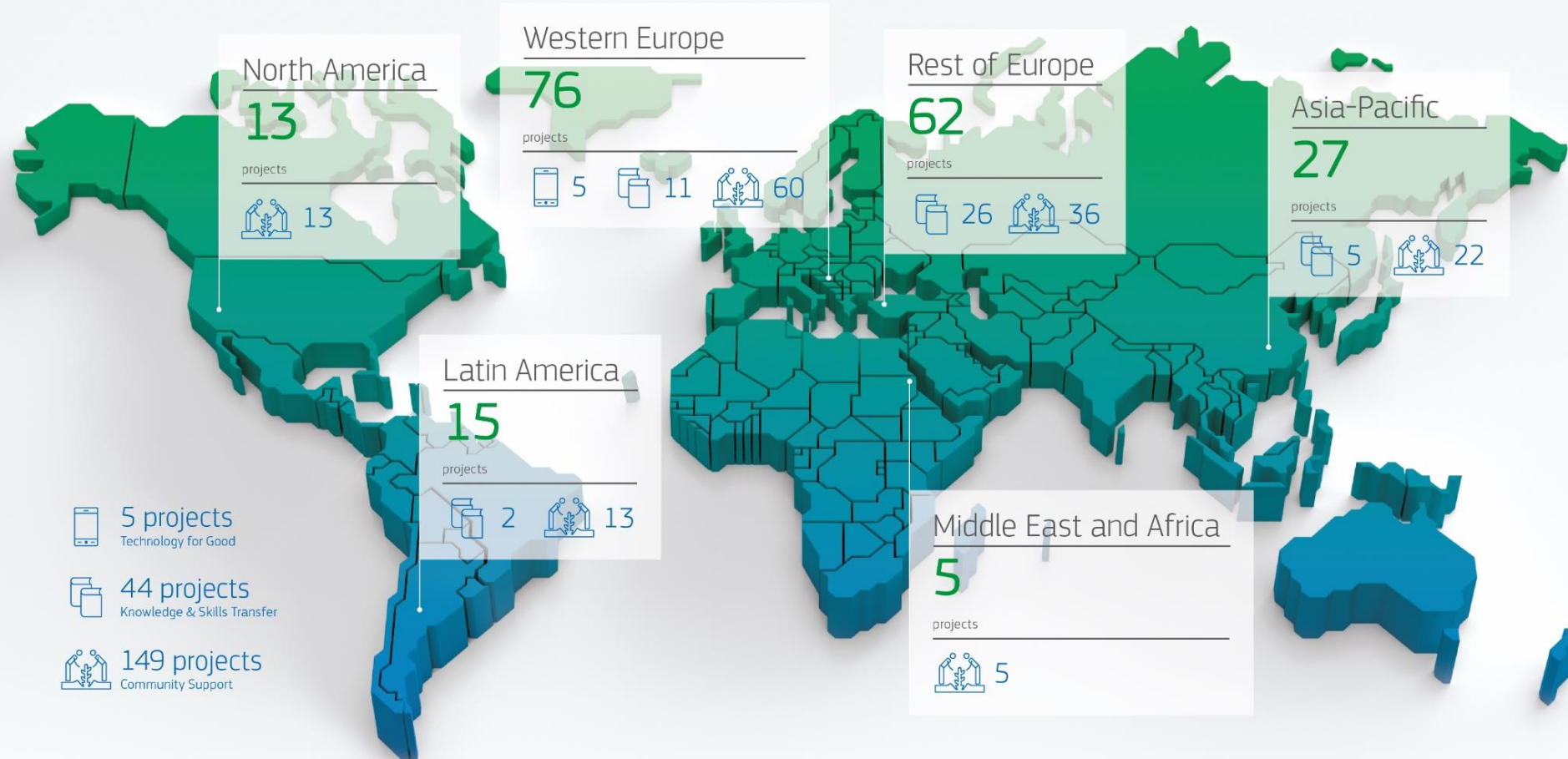
**World's largest data
processing center**
dedicated to the
travel industry



Scalable technology
built on open systems
and a service-oriented
architecture

Amadeus' CSR commitment in 2019

Contributing to local development through technology, people and global travel



€1.81m

Total value of community investment*

6,996

Staff involved in projects

210

Institutions empowered and supported

1,380

Young people trained and mentored

816

Computers, monitors and iPhones donated

€136k

Raised through Click for Change. Funds dedicated to UNICEF's education health care and emergency response programs

* Amadeus has followed the LBG (London Benchmarking Group) methodology of community investment calculation since 2019.

An aerial night-time photograph of a large airport terminal. The terminal building is illuminated with warm lights, and several aircraft are parked at gates with their boarding bridges extended. The tarmac is dark, and various ground service vehicles are visible. The overall scene depicts a busy airport environment.

4. Travel industry sustainability: Amadeus as part of the solution

Optimizing the environmental efficiency of our operations

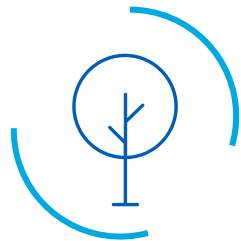
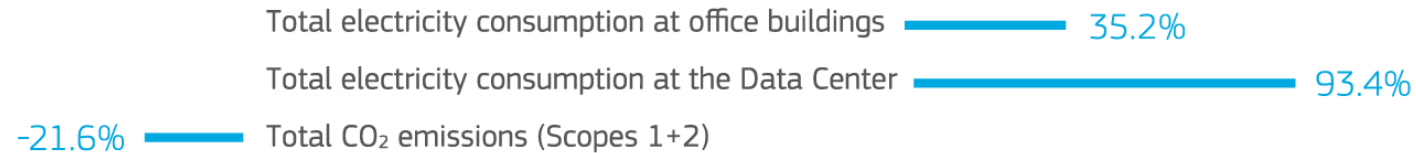
2019 vs 2009 business growth and environmental performance*



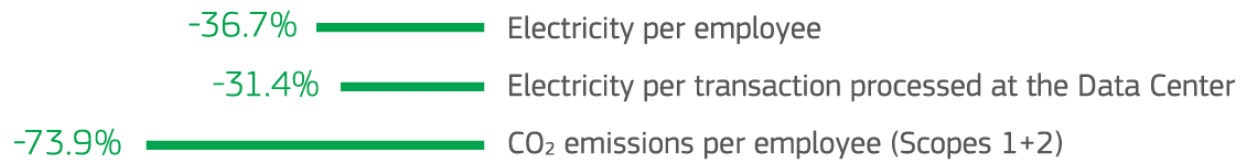
Business growth



Environmental impact



Impact per employee and transaction



* Total Amadeus sites worldwide estimated from the sites included in the Amadeus Environmental System, except transactions and revenue, which include direct data for the entire company

Amadeus Data Center becomes carbon neutral in 2019



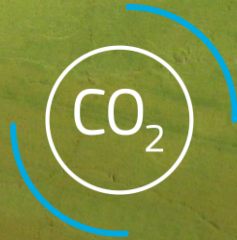
Fostering the environmental benefits of our technology



Amadeus Airport Sequence Manger

Helps to reduce the amount of time aircraft spent on the runway.

- Fuel savings
- Noise reduction
- CO2 reduction
- Local pollution reduction



Amadeus Altea Departure Control Flight Management

Accurate estimations of aircraft weight permit more precise calculation of fuel need.

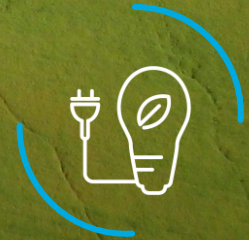
- Fuel savings
- CO2 reduction



Amadeus Schedule Recovery

By reducing operational disruption response times, airlines can make swift and profitable decisions to swap aircrafts or to reassign landing slots.

- Fuel savings
- CO2 reduction



Amadeus Airport Common Use Service

Helps to reduce the need for local IT equipment and energy costs by leveraging cloud technology.

- Reduces energy consumption

Working on joint industry initiatives



5. The future



How we see the future



Personalized

Tailor-made experiences unique to the traveler's preferences



Connected

A smooth, door-to-door experience



Sustainable

Economically, socially and environmentally responsible growth

How travel will grow in the future

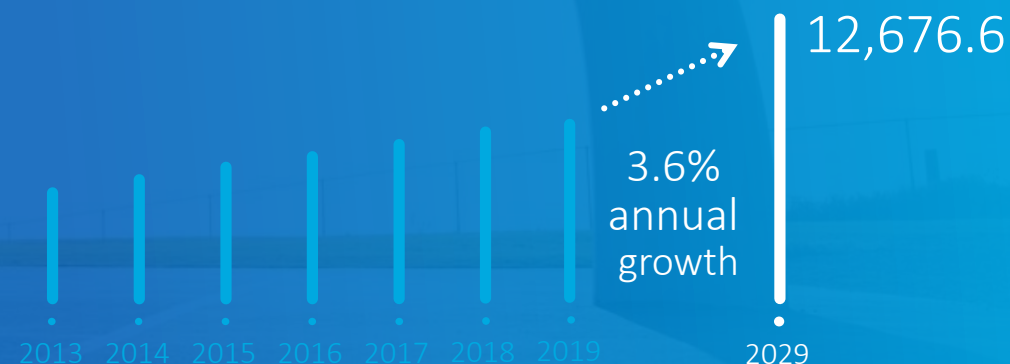
Projected growth in global air travel

Domestic and international
air passengers growth



*IATA Press Release No.: 70: [READ MORE](#)
**IATA Press Release No.: 62: [READ MORE](#)

Total contribution
of travel & tourism to
global GDP (in USD billions)



WTTC Economic Impact World 2019 before COVID-19

amadeus

amadeus

Powering
better journeys
through travel
technology

Thank you!

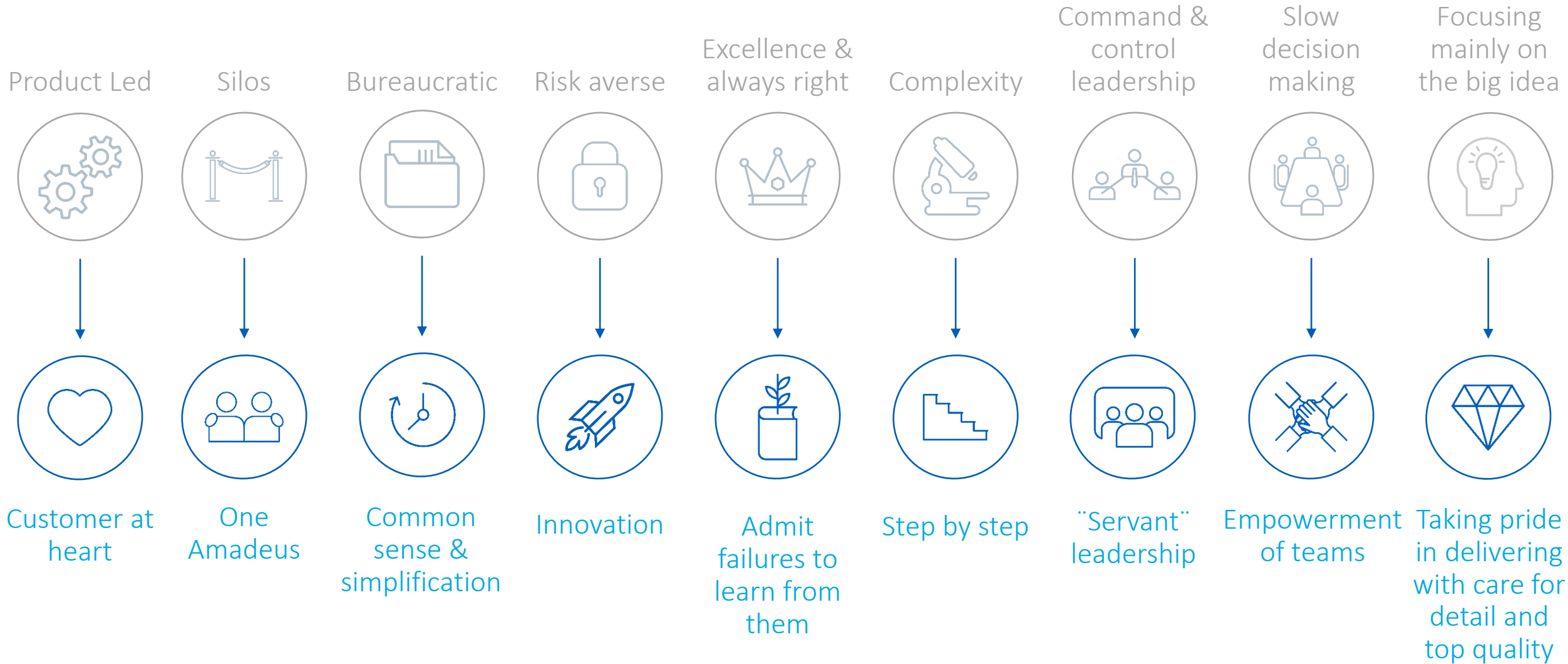
amadeus

Index

For internal use only

Please also add these slides when used internally (like for onboarding or training)

The company we want to be



The Amadeus Way Manifesto

When we question, we get to great new places. We innovate through reflection, curiosity and wonder.

We call it **The Amadeus Way**, it starts with six questions decided by all of us, about all of us, for all of us.

They are an invitation to do things differently. To create positive change and to re-think the way we work together.

They help us **learn, grow and be at the heart of every customer journey.**

The Amadeus Way is how we do things around here; it shapes both our decisions and our actions.

By asking ourselves these questions every day, **together** we can build the Amadeus of tomorrow.