

HIGHLIGHTS 2011

- › Increase and strengthen cooperation with airlines in education and technology transfer projects.
- › Launch of the Corporate Volunteer Work Programme.
- › Launch of the Amadeus “Nice and Small” hotel site with pilots in Nicaragua and Mexico.
- › Increased reach and participation. Regional volunteer day in Latin America gathered 225 volunteers in one day.

OUTLOOK 2012

- › Establishment of KPIs and follow up mechanisms to guarantee progress and optimisation of resources.
- › Reviewed strategy to establish clear objectives and increase participation.
- › Enhance cooperation and engagement from various sites across the Amadeus organisation.