





# 01

## Economic, social and environmental performance indicators

## 1. Economic, social and environmental performance indicators

Figures in million euros except otherwise indicated	2010	2011
<b>Economic dimension</b>		
Adjusted <sup>2</sup> profit from continuing operations	403.5	487.2
Reported Revenue <sup>3</sup>	2,593.6	2,707.4
EBITDA	976.4	1,039.0
Distributed Economic Value <sup>4</sup>	2,180.0	2,032.4
Total billable travel transactions processed (million) <sup>5</sup>	849.9	947.6
Dividends <sup>6</sup>	134.3	165.6
Market share of air travel agency bookings <sup>7</sup>	36.7%	37.7%
Volume of purchases	621.5	607.2



- <sup>2</sup> Excluding after-tax impact of (i) amortisation of PPA and impairment losses, (ii) changes in fair value from financial instruments and non-operating exchange gains / (losses) and (iii) extraordinary items related to the sale of assets and equity investments, the debt refinancing, the United Airlines IT contract resolution and the IPO.
- <sup>3</sup> The reported revenue in 2011 excludes a one-time payment received from United Airlines in relation to the IT contract resolution, which was recognised as revenue. For purposes of comparability, the revenue associated to the resolution of the Altéa contract with United Airlines in 2011, as well as certain costs of migration that were incurred in relation to this contract, have been reclassified from the Revenue and Other operating expenses captions, respectively, to the Other income / (expense) caption.
- <sup>4</sup> Distributed Economic Value is defined on page 24.
- <sup>5</sup> Total billable travel transactions processed include air and non air travel agency bookings, Passengers Boarded (PBs), and e-commerce passenger name records (PNRs).
- <sup>6</sup> Final dividends for 2011 are subject to approval at the Shareholders' General Meeting, to be held in June 21, 2012.
- <sup>7</sup> Market share figures are based on GDS-processed air bookings and therefore exclude air bookings processed by the single country operators (primarily in China, Japan, South Korea and Russia) and GDS-processed bookings of other types of travel products, such as hotel rooms, car rentals and train tickets.

Figures in million euros except otherwise indicated	2010	2011
<b>Social dimension</b>		
Total employees	10,270	10,222
Percentage of women	42%	41%
Percentage of employees who report being satisfied at Amadeus <sup>8</sup>	67%	67%
Total employee training hours	151,812	172,790
Number of countries where Amadeus carries out community development initiatives	50	45
Number of corporate volunteers	123	699
Contributions in-kind to community initiatives	2	1.8
<b>Environmental dimension</b>		
Electricity consumption (MWh) <sup>9</sup>	67,874	68,149
Paper consumption (t) <sup>10</sup>	87.4	86.0
Water consumption (m <sup>3</sup> )	180,818	168,869
CO <sub>2</sub> emissions (t CO <sub>2</sub> ) <sup>11</sup>	24,783	23,419

<sup>8</sup> This is the result of the employee engagement survey carried out in 2010. The survey will be repeated in 2012.

<sup>9</sup> Electricity consumption represents the top ten Amadeus sites worldwide.

<sup>10</sup> Paper consumption represents the top ten Amadeus sites worldwide.

<sup>11</sup> Includes CO<sub>2</sub> emissions from scope one (fossil fuels from top ten Amadeus sites), scope two (purchased electricity from top ten Amadeus sites) and scope three (business air trips from top seven Amadeus sites and top ten sites for paper emissions).