

| | 2010 | 2011 | 2012 |
|-------------------------|------|------|------|
| Injury rate | 0.49 | 1.65 | 0.73 |
| Lost day rate | 0.01 | 0.03 | 0.01 |
| Common illness rate (%) | 2.30 | 2.14 | 2.03 |
| Absentee rate (%) | 2.48 | 2.38 | 2.3 |

Note: For 2010, Figures cover 51% of Amadeus staff. For 2011 and 2012, figures cover 90% of Amadeus staff, some subsidiaries are not included.