



Annex 2

Glossary of terms and acronyms



Annex II Glossary

A_

A4A: refers to 'Airlines For America'.

AACO: refers to 'Arab Air Carrier Organisation'.

ACO: refers to 'Amadeus Commercial Organisation'.

ACH: refers to 'Airlines Clearing House'.

Adjusted EPS: EPS corresponding to the adjusted profit for the year attributable to the parent company. Calculated based on weighted average outstanding shares less weighted average treasury shares of the year.

Adjusted Profit: refers to the profit for the year adjusted to exclude after-tax impact of:

1. amortisation of PPA and impairment losses,
2. changes in fair value of derivative instruments and non-operating exchange gains (losses), and
3. extraordinary items, related to the sale of assets and equity investments, the debt refinancing and the United Airlines IT contract resolution.

Air Travel Agency bookings: air bookings processed by travel agencies using our distribution platform.

Amadeus Excellence Awards: is a corporate event to recognize extraordinary achievements and behaviors in Amadeus, as well as enabling best practice sharing and valuable networking building. Open to all permanent staff and ACOs who are at least 75% owned, the Awards have four categories linked to the strategic pillars of Amadeus and one of the core enablers for success which is collaboration.

Ancillary services: can be defined as additional services provided to customers beyond the ticket. Typical examples for airline ancillary services include baggage fees, priority seating, catering on board, etc.

APAC: refers to 'Asia-Pacific'.

API: refers to 'Application Programming Interface'. It is a language that enables communication between computer programs.

ASTA: refers to 'American Society of Travel Agents'.

ATOC: refers to 'Association of Train Operating Companies'.

B_

BI: refers to 'Business Intelligence'.

BSP: refers to 'Bank Settlement Plan'. It is an electronic billing system designed to facilitate the flow of data and funds between travel agencies and airlines, centralizing the information, as opposed to establishing multiple relationships between travel agencies and airlines.

C_

CDP: refers to 'Carbon Disclosure Project'. It is an international, not-for-profit organisation providing the only global system for companies and cities to measure, disclose, manage and share environmental information.

CESE: refers to 'Central, Eastern and Southern Europe'.

CISO: refers to 'Chief Information and Security Office'.

CMMI: refers to 'Capability Maturity Model Integration'. It is a process improvement training and appraisal programme used to guide process improvement across a project, division or an entire organisation.

CNMV: refers to 'Comisión Nacional del Mercado de Valores', the Spanish Securities Market Regulator. It is the agency in charge of supervising and inspecting

the Spanish stock markets and the activities of all the participants in those markets.

Code-sharing: it is an aviation business arrangement where two or more airlines share the same flight, improving airlines' network capacity and efficiency.

Covenant: based on the definition included in our Senior Credit Agreement.

Covenant EBITDA: EBITDA based on the covenants definition included in our Senior Credit Agreement.

Covenant Net debt: net debt based on the covenants definition included in our Senior Credit Agreement.

CRM: refers to 'Customer Relationship Management'.

CRS: refers to 'Central Reservation System'. It is a computer network containing travel related information such as schedules, availability, fares and related services, which also enables automated travel related transactions between travel providers and travel agents.

Crypto-currency: it is a medium of exchange using cryptography to secure the transactions and to control the creation of new units. Crypto-currencies are a subset of alternative currencies, or specifically of digital currencies.

CSL: refers to 'Customer Loyalty Strategy'.

CSS: refers to 'Customer Satisfaction Strategy process'.

D_

DCS: refers to 'Departure Control Systems'.

Distribution industry: includes the total volume of air bookings processed by GDSs, excluding:

1. air bookings processed by the single country operators (primarily in China, Japan and Russia), and
2. bookings of other types of travel products, such as hotel rooms, car rentals and train tickets.

DJSI: refers to '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 Global Total Stock Market Index.

DMO: refers to 'Destination Management Organisation'.

D&A: refers to 'Depreciation and Amortisation'.

E_

EBITDA: refers to 'Earnings before Interest, Taxes, Depreciation and Amortisation'.

EC: refers to 'European Commission'.

ECAC: refers to 'European Civil Aviation Conference'.

It is an intergovernmental organisation which was established by the International Civil Aviation Organization (ICAO) and the Council of Europe. ECAC counts today 44 country members. ECAC major airports include airports with more than 50,000 aircraft movements per year.

ECB: refers to 'European Central Bank'.

ECTAA: refers to the 'European Travel Agencies' and Tour Operators' Association'.

EIB: refers to 'European Investment Bank'.

EMD: refers to 'Electronic Miscellaneous Document'.

EMDS: refers to 'Electronic Miscellaneous Document server'.

EMS: refers to 'Environmental Management System'.

It is the tool we use in Amadeus to measure our resource consumption, identify areas for improvement, implement specific actions, and review results achieved. The items included are energy consumption (mainly electricity), CO₂ emissions, paper consumption, water used, and waste produced. The scope is the top 11 Amadeus sites worldwide, covering approximately 80%

of the employees and 90% of total consumption.

EPS: refers to 'Earnings Per Share'.

ERA: refers to 'European Rail Agency'.

ET TSA: refers to the 'European Technology and Travel Services Association'.

ETC: refers to 'European Travel Commission'. It is a non-profit organisation whose main objectives are the promotion of Europe as an attractive tourist destination, to assist members of the National Tourist Offices (NTOs), to exchange knowledge and work collaboratively, as well as to provide industry partners and other interested parties with easy access to material and statistics regarding inbound tourism to Europe.

EU: refers to 'European Union'.

EU Industrial R&D Investment Scoreboard: it is a scoreboard published by the European Commission which contains economic and financial data for the world's top 2500 companies ranked by their investments in Research and Development (R&D). The sample contains 633 companies based in the EU and 1867 companies based elsewhere. The Scoreboard data are drawn from the latest available companies' accounts, i.e. usually the fiscal year 2013/14.

Exabyte: one exabyte is equal to 10¹⁸ bytes of digital information. This is equivalent to approximately 21 million tablets with a capacity of 128 gigabytes each.

EVP: refers to 'Executive Vice President'.

F_

FSC: refers to 'Full Service Carrier' (also known as Network carriers).

FTE: refers to 'Full-Time Equivalent' employee. It is the

headcount converted to a full-time basis, e.g. an employee working part-time covering 80% of a full-time schedule is considered 0.8 of a FTE.

FX: refers to 'Foreign Exchange'.

G_

GDS: refers to 'Global Distribution System'. It is a computer network containing travel related information such as schedules, availability, fares and related services, which also enables automated travel related transactions between travel providers and travel agents both online and offline. In addition to providing a Computer Reservation System (CRS), GDSs offer travel related content to a broad range of agents worldwide, making global reach an important element of their value proposition.

GHG Protocol: refers to The 'Greenhouse Gas Protocol'. It is the most widely used international accounting tool for government and business leaders to understand, quantify, and manage greenhouse gas emissions.

GRI: refers to 'Global Reporting Initiative'. It is a non-profit organisation that promotes economic, environmental and social sustainability. GRI provides all companies and organisations with a comprehensive sustainability reporting framework that is widely used around the world.

H_

HTML: refers to 'HyperText Markup Language'.

HX Segment: refers to segments that have been cancelled by the passenger directly with the airline or by a travel agency.

L_

IATA: refers to 'International Air Transportation Association'.

IATA AIRIMP: refers to 'AIRIMP', meaning universally agreed-upon communications standards for the handling of Passenger Reservations Interline Messages.

ICAO: refers to the 'International Civil Aviation Organisation', is a UN specialised agency, created in 1944. ICAO works with 191 Member States and global aviation organisations to develop international Standards and Recommended Practices (SARPs) which States reference when developing their legally-enforceable national civil aviation regulations.

ICH: refers to 'International Clearing House'.

IEA: refers to the 'International Energy Agency', is an autonomous organisation which works to ensure reliable, affordable and clean energy for its 29 member countries and beyond. The IEA's four main areas of focus are: energy security, economic development, environmental awareness, and engagement worldwide.

IFRIC: refers to 'International Financial Reporting Interpretation Committee'.

IIRC: refers to 'International Integrated Reporting Council', is a global coalition of regulators, investors, companies, standard setters, the accounting profession, and NGOs. Together, this coalition shares the view that communication about value creation should be the next step in the evolution of corporate reporting.

Induced contribution: the broader contribution to GDP and employment of spending by those who are directly or indirectly employed by the Travel and Tourism industry.

Interlining: refers to commercial agreements between airlines to handle passengers travelling on itineraries that require more than one airline.

IPO: refers to 'Initial Public Offering'.

IT: refers to 'Information Technologies'.

J_

JV: refers to 'Joint Venture'.

K_

KPI: refers to 'Key Performance Indicator'.

L_

LATAM: refers to 'Latin America'.

LBO: refers to 'Leveraged Buy-Out'.

LCC: refers to 'low-cost carriers'.

Light ticketing: a ticket that is created and not sent to the Bank Settlement Plan (BSP). The booking and data flow is the same as in the traditional booking process.

LTM: refers to 'Last Twelve Months'.

M_

Market share: is calculated based on the total volume of travel agency air bookings processed by the global or regional CRSs. It excludes air bookings made directly through in-house airline systems or single country operators, the latter primarily apply to China, Japan, South Korea (until the migration of Topas' connected travel agencies to Amadeus at the end of the third quarter of 2014) and Russia. Also excludes bookings of other types of travel products, such as hotel rooms, car rentals and train tickets.

MEA: refers to 'Middle East and Africa'.

MENA: refers to 'Middle East and North Africa'.

MIDT: refers to 'Marketing Information Data Tape'.

MIT: refers to 'Massachusetts Institute of Technology'.

N_

NDC: refers to 'New Distribution Capability'. It is a program (NDC Program) launched by IATA for the development and market adoption of a new, XML-based data transmission standard (NDC Standard) between airlines and travel agencies.

NECSE: refers to 'Northern, Eastern, Central and Southern Europe'.

n.m.: refers to 'not meaningful'.

O_

OAAT: refers to 'Open Allies for Airfare Transparency'.

OECD: refers to the 'Organisation for Economic Co-operation and Development'. It is a forum of countries describing themselves as committed to democracy and the market economy, providing a platform to compare policy experiences, identify good practices and coordinate domestic and international policies of its members'. The countries members of this organization are: Australia, Austria, Belgium, Canada, Chile, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Luxembourg, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Slovak, Republic Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom and the United States.

O&D: refers to 'Origin & Destination'.

Open systems in computing and informatics: refer to a class of systems built using open source software (OSS) standards and that offer a good level of portability and independence from the hardware platforms on which they operate, especially in contrast to the more entrenched mainframes that were common

in the travel industry.

P_

PATA: refers to 'Pacific Asia Travel Association'.

PB: refers to 'Passengers Boarded', i.e. actual passengers boarded onto flights operated by airlines using at least our Amadeus Altéa Reservation and Inventory modules.

PCI DSS: refers to 'Payment Card Industry Data Security Standard', is a proprietary information security standard for organizations that handle branded credit cards from the major card brand. Mandated by the card brands and run by the Payment Card Industry Security Standards Council, the standard was created to increase controls around cardholder data to reduce credit card fraud via its exposure.

Petabyte: one petabyte is equal to 10^{15} bytes of digital information (1,000,000,000,000,000 bytes).

PMS: refers to 'Property Management Systems'.

PNR: refers to 'Passenger Name Record'. It is a record of each passenger's travel requirements which contains all information necessary to enable reservations to be processed and controlled by the booking and participating travel provider. Each PNR consists of a collection of information items called Elements. It must contain the following five mandatory elements: name element (passenger name), itinerary element (booking), contact element (i.e. a telephone number), ticketing element (arrangement for issuing a ticket), and received from element (name of the person who made the booking).

p.p.: refers to 'percentage point'.

PPA: refers to 'Purchase Price Allocation'.

Pre-Tax Free Cash Flow: calculated as EBITDA (including Opodo and revenue from the United Airlines IT contract resolution) less capital expenditure plus

changes in our operating working capital.

PSS: refers to 'Passenger Service System'. A Passenger Service System (PSS) is a series of mission-critical systems used by airlines. The PSS usually comprises a Reservation System, an Inventory System and a Departure Control System (DCS).

PUE: refers to 'Power User Effectiveness' and defined as = Total Facility Power/IT Equipment Power. Total Facility Power includes everything that supports the IT equipment load, such as:

- Power delivery components such as UPS, switch gear, generators, PDUs, batteries, and distribution losses external to the IT equipment
- Cooling system components such as chillers, computer room air conditioning units (CRACs), direct expansion air handler (DX) units, pumps, and cooling towers
- Computer, network and storage nodes
- Other miscellaneous component loads such as data centre lighting

On the other hand, IT Equipment Power includes the load associated with all of the IT equipment, such as computer, storage, and network equipment, along with supplemental equipment such as KVM switches, monitors, and workstations/laptops used to monitor or otherwise control the data centre.

R_

R&D: refers to 'Research and Development'.

S_

SNCF: refers to 'Société Nationale des Chemins de Fer français'.

SVP: refers to 'Senior Vice President'.

T_

TAP TSI: refers to 'Telematics Applications for Passenger Services Technical Specifications for Interoperability'.

TI: refers to 'Travel Intelligence'.

Transaction: includes air and non-air travel agency bookings, Passengers Boarded (PB), and e-commerce Passenger Name Records (PNR).

Transactions processed at the data centre: are defined as basic operations linked directly to our business, such as bookings or processed Passengers Boarded. It is worth noting that, given the increasing amount of information processed per traveller and the increasing sophistication of passenger services systems, the complexity of each transaction is growing significantly.

TTA: refers to the 'Travel Technology Association'.

U_

UNICEF: refers to 'United Nations Children's Fund'.

UNWTO: refers to 'United Nations World Tourism Organisation'.

US: refers to 'United States'.

W_

WTAAA: refers to 'World Travel Agents Association Alliance'.

WTTC: refers to 'World Travel and Tourism Council'.