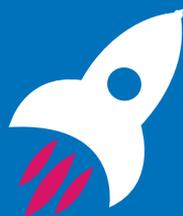
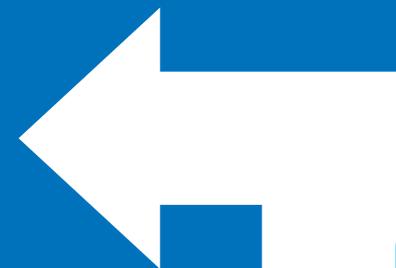




Connectivity

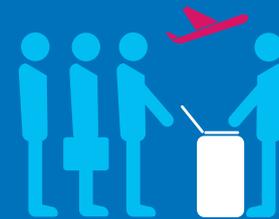


Sustainability



10

**Facing
the future**



Personalisation



‘Our commitment to sustainability, personalisation and connectivity’

As the famous quote reads, the future comes one day at a time. Shaping the future of travel demands persistent dedication and team work from all our people across business units, geographies and cultures. The solid and stable performance of Amadeus over the years provides a robust base from which to work towards a sustainable and profitable future for Amadeus and for the travel industry as a whole.

During 2014 we added three new companies into the Amadeus family, which together account for more than 600 people. Their diverse backgrounds and expertise further enrich our geographical presence and business scope, strengthening our confidence in a promising future. I would like to give a warm welcome to all new employees joining us from our recent acquisitions in the hotel (Newmarket

International), airport IT (UFIS Airport Solutions) and corporate travel solutions (i:FAO Group) units.

Amadeus is a culturally rich company with a workforce that represents 118 nationalities and speaks more than 50 languages. Many of our employees work in a different country from their own, enhancing the cultural experience of working at Amadeus. We count on the talent and expertise of our people and on our global presence to shape the future of travel.

We have identified three major trends that will be critical to the next generation of travel: sustainability, personalisation and connectivity.

First, our efforts regarding a sustainable travel industry involve a broad range of actions, teams and



Confidence
in a promising future



Connecting
travellers all
over the planet

external partnerships. During 2014 we have been particularly gratified by the launch of IT solutions that not only provide operational and economic benefits for our airport customers, but also reduce fuel consumption, emissions and noise. This benefits a wide range of stakeholders including airlines, ground handlers, airport municipalities and ultimately travellers and the society as a whole. At the same time, the rest of our environmental and social programmes continue to grow, and our strategy aims at making a positive contribution to society and the environment, maximising the use of our resources, expertise and network in the travel industry.

Second, the exponential growth of technology is paving the way for revolutionary changes in the travel experience – from the planning stage of a trip to its completion. Interaction is enriched, information

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is made easily available and communication is facilitated. Ultimately, travellers will be able to personalise their travel experience to a level we can only begin to imagine. Travel reviews, wearable technology, personalised offers and big data analytics are examples of areas Amadeus is exploring in this fascinating field.

Third, we want to facilitate a connected travel experience that releases the traveller from the complicated task of coordinating connections between means of transportation or managing disruptions. In this respect, Amadeus is working on projects like multimodal transport opportunities or seamless connectivity between airports and airlines.

Finally, this report intends to honour our commitment to transparent information by providing a comprehensive view of our company and our specific operations in 2014. I would like to thank the large number of people who have contributed to the preparation of this document, and to extend this gratitude to all Amadeus employees for their motivation and work in shaping the future of travel.

I hope you have found the Amadeus Global Report 2014 clear and of interest.

Tomas López Fernebrand
*Senior Vice President, General Counsel
 and Corporate Secretary, Amadeus*