

Global Report 2015

A business, financial
and sustainability overview



Message from the President & CEO

The desire and necessity to travel and explore is part of human history. Those of us living in the 21st century have much to be grateful for; more than ever before, we have the opportunity to travel across the world safely, easily and affordably.

In today's digital travel environment, we have more choice and greater consumer power, and have become more demanding as a result. We are determined to make the most out of each journey – for our business trip to be as efficient as possible, our family holiday as memorable.

Amadeus helps to make these aspirations a reality. Our technology is at the heart of the global travel ecosystem, connecting and serving the entire industry. We provide our customers with the tools to deliver a first-class experience to every traveller, irrespective of which cabin they fly in or how many stars their hotel has.

During 2015, we took significant steps to broaden our offering to the industry, with acquisitions in the hotel and airport sectors complemented by the addition of Navitaire, which serves the important low-cost and hybrid airline segments.

Our progress was also organic, fuelled by sustained investment in R&D. In 2015, we began the development of a Guest Reservation System with the Intercontinental Hotels Group, underpinning our hotel offering. New solutions for airlines included Amadeus Schedule Recovery, which enables improved operational management during periods of disruption.

Our growth and innovation is facilitated by the continued financial success of our business. During 2015, both IT Solutions and Distribution grew in terms of revenue and profit; growth in the former was driven in part by the development of our new businesses, particularly in the areas of payments and airports.

The persevering success of the Global Distribution System (GDS) may come as a surprise to some. However, we at Amadeus believe that the interests of everyone in the travel industry are best served by adhering to the core values of comparison, transparency and neutrality. The GDS offers this capability, and it is clear that many airlines recognise this; in 2015, 37 airlines renewed content agreements with Amadeus.

In 2015,
Amadeus air bookings
grew by 8.3%

€661 million
invested in R&D
in 2015

24 passengers
boarded every second

Of course, the GDS must evolve to serve the changing needs of travellers and airlines – and it is meeting that challenge. At the end of 2015, more than 100 airlines had signed up to Amadeus Airline Ancillary Services, and over the course of the year ancillary sales through travel agents nearly doubled.

Amadeus holds a privileged position at the exciting intersection of the travel and technology industries. That position brings responsibility, and we take seriously our commitment to bring value to the communities in which we work.

Nowhere is this better exemplified than in our ongoing partnership with UNICEF. Through this alliance, Amadeus provides a donation engine which enables airlines' website users to contribute to various children's projects. By the end of 2015, more than €1 million had been donated through our three partner airlines' websites.

The UNICEF programme is just one element of our global social responsibility work, in which thousands of Amadeus employees bring their expertise, creativity and commitment to bear for worthy causes around the world.

That creativity and commitment is at the heart of our ongoing success. It is a privilege for me to report another strong year for Amadeus, and I thank my colleagues for their hard work and dedication.

I also thank our investors and customers for their support through the year. It is a pleasure working with you, and for you. I look forward to our continued co-operation, as we continue to shape the future of travel, together.



Luis Maroto
President & CEO Amadeus

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