

Global Report 2015

A business, financial
and sustainability overview



Annex 2_Glossary



A

A4A: Airlines For America

AACO: Arab Air Carrier Organisation

ACH: Airlines Clearing House

ACO: Amadeus Commercial Organisation

Adjusted EPS (earnings per share): 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: the profit for the year adjusted to exclude after-tax impact of:

- 1_ Amortisation of PPA (purchase price allocation) and impairment losses
- 2_ Changes in fair value of derivative instruments and non-operating exchange gains (losses)
- 3_ Extraordinary items related to the sale of assets and equity investments, debt refinancing and the United Airlines IT contract resolution

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

Amadeus Excellence Awards: a corporate event to recognise extraordinary achievements by Amadeus staff, as well as to enable best practice sharing and valuable networking building. Open to all permanent staff and ACOs that are at least 75% owned.

Ancillary services: additional services provided to customers beyond the ticket. Typical examples of airline ancillary services include extra baggage, priority seating, catering on board, etc.

APAC: Asia-Pacific

API: Application Programming Interface, a language that enables communication between computer programs.

ASTA: American Society of Travel Agents

ATOC: Association of Train Operating Companies

B

BI: Business Intelligence

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

C

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

CESE: Central, Eastern and Southern Europe

CISO: Chief Information and Security Office

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

CNMV: 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 these markets.

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

Competitive position: calculated based on the total volume of travel agency air bookings processed by the global or regional Computer Reservation Systems. It excludes air bookings made directly through in-house airline systems or single-country operators, the latter primarily applying to China, Japan, Russia and South Korea (until the migration of Topas' connected travel agencies to Amadeus at the end of the third quarter of 2014).

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

Covenant EBITDA: EBITDA based on the definition of covenant included in Amadeus' Senior Credit Agreement.

Covenant net debt: net debt based on the definition of covenant included in Amadeus' Senior Credit Agreement.

CRM: Customer Relationship Management

CRS: Central Reservation System, a computer network containing travel-related information such as schedules, availability, fares and other services, which enables automated travel-related transactions between travel providers and travel agents.

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

CSL: Customer Loyalty Strategy

CSS: Customer Satisfaction Strategy

D

DCS: Departure Control Systems

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

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

DJSI: 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: Destination Management Organisation

D&A: Depreciation and Amortisation

E

EBITDA: Earnings before Interest, Taxes, Depreciation and Amortisation

EC: European Commission

ECAC: European Civil Aviation Conference, an inter-governmental organisation which was established by the International Civil Aviation Organization (ICAO) and the Council of Europe. Today, ECAC has 44 member countries.

ECB: European Central Bank

ECTAA: European Travel Agencies' and Tour Operators' Associations

EIB: European Investment Bank

EMD: Electronic Miscellaneous Document

EMDS: Electronic Miscellaneous Document Server

EMS: Environmental Management System, the tool used by Amadeus to measure resource consumption, identify areas for improvement, implement specific actions and review achieved results. The items included are energy consumption (mainly electricity), CO₂ emissions, paper consumption, water used and waste produced.

EPS: Earnings Per Share

ERA: European Rail Agency

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

ETTSA: European Technology and Travel Services Association

EU: European Union

EU Industrial R&D Investment Scoreboard: a scoreboard published by the European Commission, which contains economic and financial data for the world's top 2,500 companies ranked by investment in Research and Development (R&D).

EVP: Executive Vice President

Exabyte: 1 exabyte is equal to 1,018 bytes of digital information. This is equivalent to approximately 21 million tablets with a capacity of 128 gigabytes each.

F

FSC: Full Service Carrier (also known as Network Carriers)

FTE: Full-Time Equivalent Employee, 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 FTE.

FX: Foreign Exchange

G

GDS: Global Distribution System, a computer network containing travel-related information such as schedules, availability, fares and other services, which also enables automated travel-related transactions between travel providers and travel agents, both online and offline.

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

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

H

HTML: HyperText Markup Language

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

I

IATA: International Air Transportation Association

IATA AIRIMP: universally agreed-upon communication standards for the handling of Passenger Reservations Interline Messages.

ICAO: International Civil Aviation Organization, a specialised UN agency that works with 191 member states and global aviation organisations to develop international Standards and Recommended Practices (SARPs), which member states refer to when developing their legally enforceable national civil aviation regulations.

ICH: International Clearing House

IEA: International Energy Agency, an autonomous organisation that 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 worldwide engagement.

IFRIC: International Financial Reporting Interpretation Committee

IIRC: International Integrated Reporting Council, a global coalition of regulators, investors, companies, standard setters, accounting professionals and NGOs sharing the view that communication about value creation should be the next step in the evolution of corporate reporting.

Induced contribution: a measure of the GDP and jobs supported by the spending of those who are directly or indirectly employed by the travel and tourism industry.

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

IoT: Internet of Things, a system of interrelated computing devices, mechanical and digital machines, objects, animals or people that are provided with

unique identifiers and the ability to transfer data over a network without requiring human-to-human or human-to-computer interaction.

IPO: Initial Public Offering

IT: Information Technology

J

JV: Joint Venture

K

KPI: Key Performance Indicator

L

LATAM: Latin America

LBO: Leveraged Buy-Out

LCC: 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: Last Twelve Months

M

MEA: Middle East and Africa

MENA: Middle East and North Africa

MIDT: Marketing Information Data Tape

MIT: Massachusetts Institute of Technology

N

NDC: New Distribution Capability, a 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: Northern, Eastern, Central and Southern Europe

n.m.: not meaningful

O

OAAT: Open Allies for Airfare Transparency

OECD: Organisation for Economic Co-operation and Development, a forum of countries describing themselves as committed to democracy and the market economy. The OECD provides its members with a platform to compare and co-ordinate domestic and international policies and identify good practices.

O&D: Origin and Destination

Open systems in computing and informatics:

a class of systems built using open source software (OSS) standards that offer a high level of portability and independence from the hardware platforms on which they operate, especially in contrast to the more entrenched mainframes that were once common in the travel industry.

P

PATA: Pacific Asia Travel Association

PB: Passengers Boarded, i.e. actual passengers boarded onto flights operated by airlines using at minimum the Amadeus Altéa Reservation and Inventory modules.

PCI-DSS: Payment Card Industry Data Security Standard, a proprietary information security standard for organisations that handle branded credit cards from major card brands. 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.

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

PMS: Property Management Systems

PNR: Passenger Name Record, a record of each passenger's travel requirements containing all the necessary information to enable reservations to be processed and controlled by the booking and participating travel provider. Each PNR must contain the following five mandatory items or 'elements':

name element (passenger name), itinerary element (booking), contact element (a telephone number), ticketing element (arrangement for issuing a ticket), and received from element (name of the person who made the booking).

p.p.: percentage point

PPA: 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 operating working capital.

PSS: Passenger Service System, 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: Power User Effectiveness, equal to Total Facility Power/IT Equipment Power. Total Facility Power includes everything that supports the IT equipment load, such as:

- 1_ Power delivery components, including UPS, switch gear, generators, PDUs, batteries and distribution losses external to the IT equipment
- 2_ Cooling system components, including chillers, computer room air conditioning units (CRACs), direct expansion air handler (DX) units, pumps and cooling towers
- 3_ Computer, network and storage nodes
- 4_ Other miscellaneous component loads such as Data Centre lighting

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 Amadeus Data Centre.

R

R&D: Research and Development

S

SNCF: Société Nationale des Chemins de Fer français

SVP: Senior Vice President

T

TAP TSI: Telematics Applications for Passenger Services
Technical Specifications for Interoperability

TI: Travel Intelligence

Transaction: defined as a single message received from a user that requires one or more responses to be sent. A user can be a person or a computer system.

Transactions processed at the Amadeus Data Centre: defined as basic operations linked directly to Amadeus' business, such as bookings or processed Passengers Boarded.

TTA: Travel Technology Association

U

UAE: United Arab Emirates

UNICEF: United Nations Children's Fund

UNWTO: United Nations World Tourism Organization

US: United States

W

WTAAA: World Travel Agents Association Alliance

WTTC: World Travel and Tourism Council