The principal objective of the Amadeus Global Report 2016 is to provide a comprehensive and transparent view of Amadeus’ activities. The Report contains a basic explanation of our business lines for any external audience not familiar with our company, as well as a summary of our financial results and management review for 2016. A significant portion of the Report is dedicated to environmental, social and governance (ESG) matters, in addition to a description of our activities in the areas of industry relations and corporate risk management. In this edition, we have also explained in more detail than in previous years the role and composition of the Board of Directors.

We are proud that Amadeus remained, for the fifth consecutive year, a member of the Dow Jones Sustainability Index; was included in CDP’s Climate A List for leadership in the fight against climate change; and, for the first time, was included in Corporate Knights’ Global 100 Most Sustainable Corporations in the world.

The audience for which the Amadeus Global Report 2016 is produced is large and diverse. We use the Report for keeping future and current employees abreast of important company developments. The inclusion of a broad range of information in a comprehensive and simplified format makes the Global Report a unique resource for Amadeus.

The Report also aims to provide basic information for current and future investors, so that, for example, shareholders can easily find specific facts and figures about Amadeus.

Customers and business partners in general are also part of the target audience of this Report. We are conscious that there is a growing number of customers requiring compliance with certain environmental and social responsibility standards, as part of their provider selection process. The Report includes information about Amadeus’ performance in sustainability indices, and this is a fundamental element in simplifying responses to Requests for Proposals.

In this respect, we are proud that Amadeus remained, for the fifth consecutive year, a member of the Dow Jones Sustainability Index; was included in CDP’s Climate A List.
The Amadeus Global Report 2016 is the fourth edition of this document. Our ambition is to make significant progress towards assimilating reporting standards of financial and non-financial data, following the principle that we need to measure to be able to manage.

for leadership in the fight against climate change; and, for the first time, was included in Corporate Knights’ Global 100 Most Sustainable Corporations in the world. In any case, far from being complacent we know that contribution to industry sustainability in general requires a constant effort over the long term, rather than purely short-term action.

The Amadeus Global Report 2016 is the fourth edition of this document. Our ambition is to make significant progress towards assimilating reporting standards of financial and non-financial data, following the principle that we need to measure to be able to manage. This is especially relevant when it comes to ESG metrics. We acknowledge that there is a strong, resilient and global trend in the travel industry by which attention to and reporting of non-financial information is increasingly going to become a critical factor for the sustainability of the industry and for our company. In this respect, the Report has been produced in accordance with the Global Reporting Initiative (GRI) standards.

Beyond formal compliance with the quality and quantity of information expected from a company like Amadeus, the production process of this document provides us with a broadened perspective to reflect about the challenges we have faced in the year, and with an opportunity to adapt and improve our approach to these challenges.

On the other hand, we want to use the Report as a communication tool. A tool that helps us explain our business and get closer to a broad range of stakeholders, from our largest corporate customer to the university student willing to make a career in the travel industry. More concretely, we believe there are certain aspects of Amadeus that are fundamental to understand who we are as a company and what can be expected from us in the future. Importantly, as you have seen in the Report, investment in research and development is at the backbone of our identity and our success. In addition, we are a global company, not only because we operate in almost every country in the world, but also because in many of the countries where we operate, our workforce is composed of people of dozens of different nationalities, making our company culture particularly rich.

I hope you enjoy the read, and we look forward to receiving your comments through the contact information included at the end of the Report.