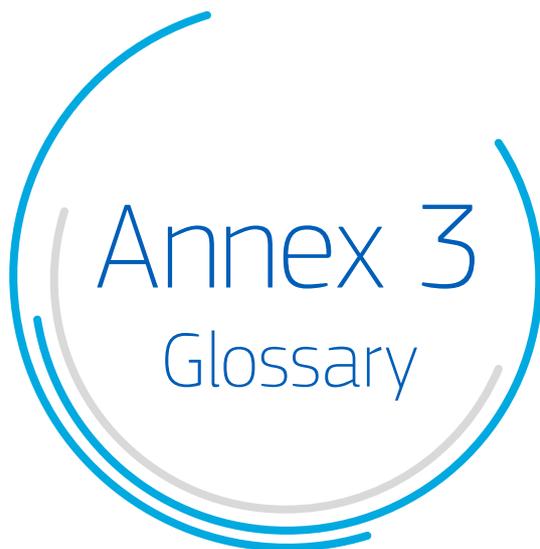


Annex 3  
Glossary


 A graphic consisting of two concentric blue circles. The text "Annex 3" is written in a large, blue, sans-serif font in the upper half, and "Glossary" is written in a smaller, blue, sans-serif font in the lower half.
 

# Annex 3

## Glossary

## A

**ACO:** Amadeus Commercial Organisation

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

- 1\_ Accounting effects derived from PPA (Purchase Price Allocation) exercises and impairment losses
- 2\_ Non-operating exchange gains (losses)
- 3\_ Other non-recurring items

**Amadeus air travel agency bookings:** air bookings processed by travel agencies using Amadeus' distribution platform.

**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.

## C

**CDP:** formerly known as 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.

**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.

**CEO:** Chief Executive Officer

**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 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:** in Distribution, it is measured as our travel agency air bookings in relation to the travel agency air booking industry, defined as the total volume of travel agency air bookings processed by the global or regional Central Reservation Systems. It excludes air bookings made directly through in-house airline systems or single country operators, the latter primarily in China, Japan and Russia. In Airline IT, competitive position of PSSs is calculated over total passengers excluding China.

## D

**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.

## E

**EBITDA:** Earnings before Interest, Taxes, Depreciation and Amortisation

**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.

**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

## F

**FTE:** Full Time Equivalent 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 to be 0.8 FTE.

## G

**GDP:** Gross Domestic Product

**GDS:** Global Distribution System 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. In addition to providing a Computerised Reservation System, GDSs offer travel related content to a broad range of agents worldwide, making global reach an important element of their value proposition.

**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.

## I

**IATA:** The International Air Transport Association (IATA) is the trade association for the world's airlines, representing 265 airlines or 83% of total air traffic. IATA supports many areas of aviation activity and help formulate industry policy on critical aviation issues.

**ICAO:** International Civil Aviation Organization, a specialised United Nations 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.

**ICT:** Information and Communication Technology.

**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.

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

**IPO:** Initial Public Offering or stock market launch is a type of public offering in which shares of a company usually are sold to institutional investors that in turn, sell to the general public, on a securities exchange, for the first time.

## K

**KPI:** Key Performance Indicator

## L

**LATAM:** Latin America

**LGBT:** Lesbian, Gay, Bisexual and Transgender.

## M

**MEA:** Middle East and Africa

**MENA:** Middle East and North Africa

## 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

**NGO:** Non-governmental organisation.

**n.m.:** not meaningful

## O

**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

**PB:** Passengers Boarded, i.e. actual passengers boarded onto flights operated by airlines using at least the Amadeus Altéa Reservation and Inventory modules or Navitaire New Skies

**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.

**PMS:** Property Management System

**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

**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 Usage 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 uninterruptible power supply, switch gear, generators, power distribution units, batteries and distribution losses external to the IT equipment
- 2\_ Cooling system components, including chillers, computer room air conditioning units, direct expansion air handler units, pumps and cooling towers
- 3\_ Computer, network and storage nodes
- 4\_ Other miscellaneous component loads such as Amadeus Data Centre lighting

IT Equipment Power includes the load associated with all the IT equipment, such as computer, storage and network equipment, along with supplemental equipment such as KVM (keyboard, video and mouse) 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

**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.

## U

**UNICEF:** United Nations Children's Fund

**UNWTO:** United Nations World Tourism Organization

**US:** United States





AMADEUS

Amadeus' headquarters in Madrid, Spain.

A large white circular graphic is positioned on the left side of the page, set against a blue background. To the left of the circle, a city street at night is visible, with light trails from cars and streetlights. The text is located on the right side of the page, within the white area.

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