

A woman with long brown hair is shown in profile, holding a smartphone up to take a picture of a city at night. The city lights are blurred into bokeh, and the scene is reflected in the water. A large blue abstract shape is overlaid on the left side of the image.

amadeus

Powering better
journeys through
travel technology

Air Journey of the Future

Agenda:

- Introduction to Amadeus
- The World is Changing
- At the Heart of Travel
- Our 2030 Vision
- Real Case Study | BioPass
- Airport & Airlines Air Journey Future-Proof
- Amadeus Biometric Services
- Amadeus Digital Services
- Amadeus Data & DMO Offices Analytics Services
- References Customers



Introduction



Amadeus in a few words



In world's top 10
Software companies
Forbes 2019 global
rankings



1.9+ billion
Passengers boarded
in 2018 with
Amadeus and
Navitaire solutions



640+ million
Total bookings
processed in 2018
using the Amadeus
distribution
platform



Euro Stoxx 50
Entry in 2018
Recognition as
one of the largest/
best performing
public companies
in Europe

- We are the **leading technology company** dedicated to the global travel industry
- We are present in **190+ countries** and employ close to **19,000 people** worldwide
- Our solutions **enrich travel** for billions of people every year
- We work together with our customers, partners and other players in the industry to improve business performance and **shape the future of travel**



9th consecutive year
included in the DJSI
Recognized as world leader in the
Software & Services industry sector
in the Dow Jones Sustainability
Index in 2020

Amadeus is a true travel community:

We connect travel companies, airports, airlines and passengers through technology



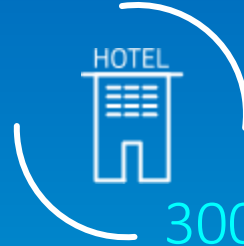
WWW

Travel agencies,
online travel agencies,
tour operators and
corporations
worldwide



480+

Airlines



300+

Hotel chains



135+

Ground
handlers



150+

Airport
operators



90+

Rail operators



69+

Mobility
providers



32+

Insurance
provider groups

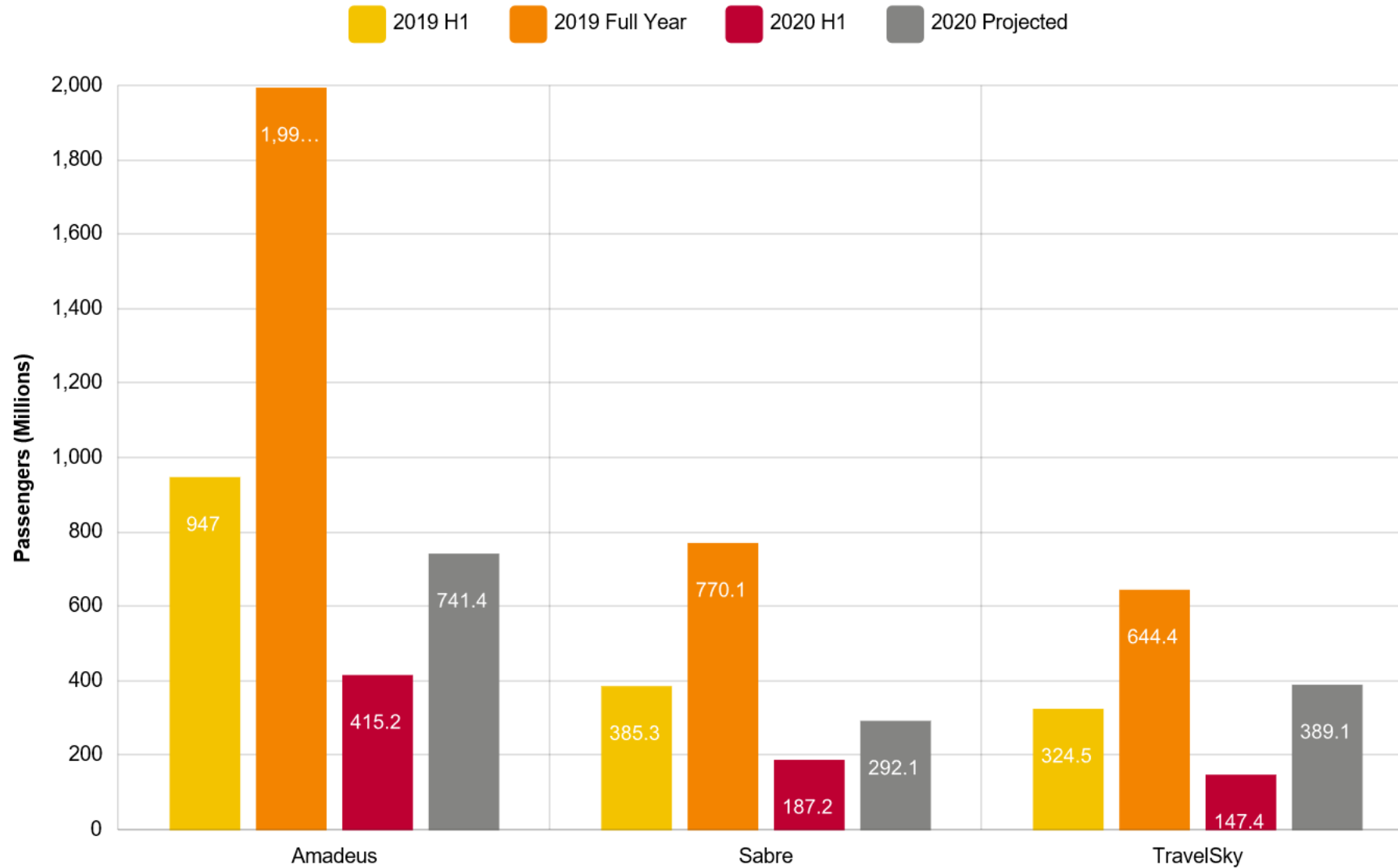


21+

Cruise
and ferry lines

Amadeus world presence

Leading the Air Journey of the Future, TODAY



Source: T2RL - T2RL is an independent research and consulting company that specialises in the market.

Our robust global operations



20 average net bookings per second



Cutting-edge data center with support across the globe



World's largest data processing center dedicated to the travel industry



Scalable technology built on open systems and a service-oriented architecture

The world is changing...

COVID-19 Recovery

- Developed markets first
- **Domestic and Regional leisure travel will reign**
- LCC will recover faster
- Familiar, trusted and low risk destinations in focus
- **Health & safety are paramount**
- Innovation to manage requirements
- Social, environmental & sustainability rules

01

Evolving Traveler needs

- **Hassle free, frictionless travel with a multimodal approach**
- Changes due to remote working
- Hygienic and touchless technologies
- Affordable and fast testing
- Vaccination programs

02

Travel & Tourism

- **Consolidation**
- **Move to Retailing**
- Cybersecurity and Fraud
- Uniting & implementing a common framework to reopen travel
- Support and recover jobs in the industry
- Seamless journeys with enhanced health consideration
- **Leisure will become a growing share of travel spend**

03

Technology evolution

- **Digital and automated protocols**
- Regulation & Data localization
- Digital ID and Biometrics
- **Cloud and Open Environments**
- AI and Machine Learning

04

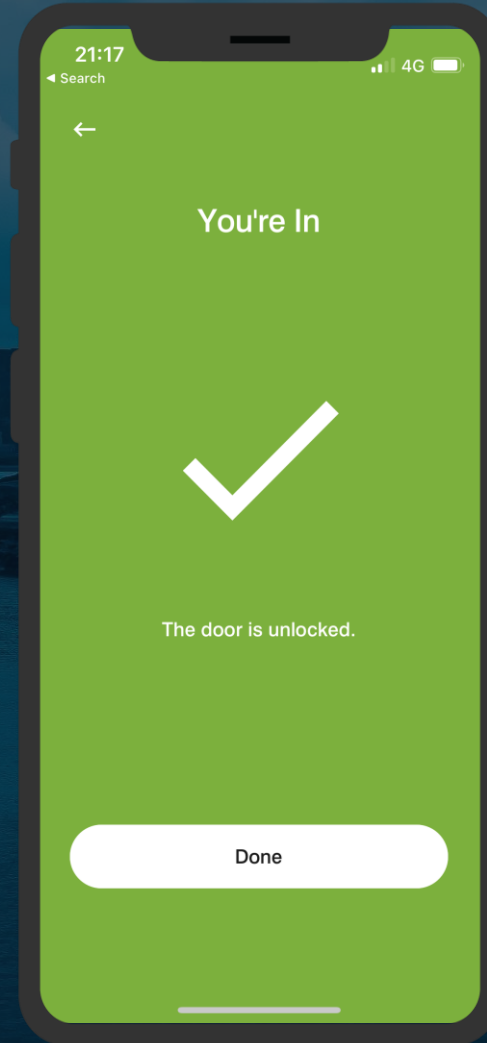
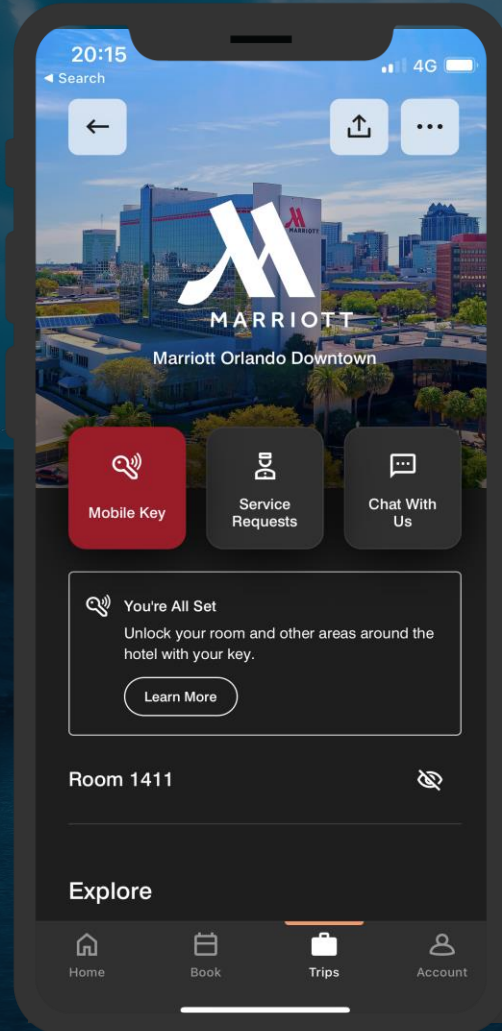
Building back better: sustainability

- Climate awareness growing
- **Sustainability agenda**
- **Strategic partnerships**
- Government support for industry

05

Source: World Travel and Tourism Council: Travel & tourism economic impact 2021 and Amadeus research

The world is changing...



At the heart of travel

Travel providers

Travel sellers

aMADEUS

(Tech partners)

Travel buyers



Our offering

Sales & marketing

- Direct & indirect distribution
- Traffic acquisition & conversion
- Point-of-sale & payment
- Revenue management
- Digital retail & merchandising

Customer, guest & traveler management

- Customer experience
- Passenger processing
- Corporate booking & duty of care
- Loyalty & awards

Analytics & intelligence

- Personalization
- Market insight
- Data integration
- Consulting services



Operations

- Airline operations
- Airport operations
- Hospitality operations
- Property & resource management

Business management

- Process automation
- Expenses
- Finance & accounting
- Mid- & back-office



Our 2030 vision

THE TRAVELER

Leisure/Business



THE TRAVELER PLATFORM

Internal and External Integration Capabilities

Traveler services (destination, identity, ...)

Journey orchestration

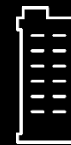
ENTERPRISE PLAYS



Airlines



Travel Sellers



Corporations



Airports



Hotels



Payments

BUSINESS & TECHNICAL CAPABILITIES (TRANSVERSAL)

Open platform

APIs

Cloud

Security

Data

AI & ML...

OUR PARTNERS



Airport & Airlines Air Journey Future-Proof

Powering great journeys through technology



amaDEUS





BioPass



BioPass Platform

A real case study for a seamless & unique Travel Experience

Disponible en varios idiomas



Plataforma Back-end
procesando y actualizando
información en tiempo real

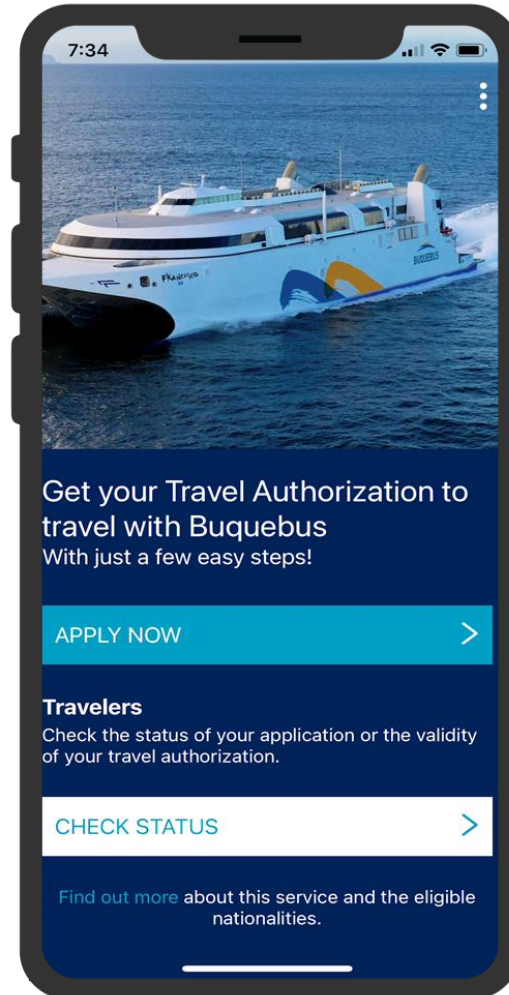
COLLECCIÓN Y VERIFICACIÓN DE DOCUMENTOS



Esca neo &
Validación



Reconocimiento de
documentos



Aplicación móvil y web,
fácil de usar para el
pasajero, todo en un
mismo lugar.

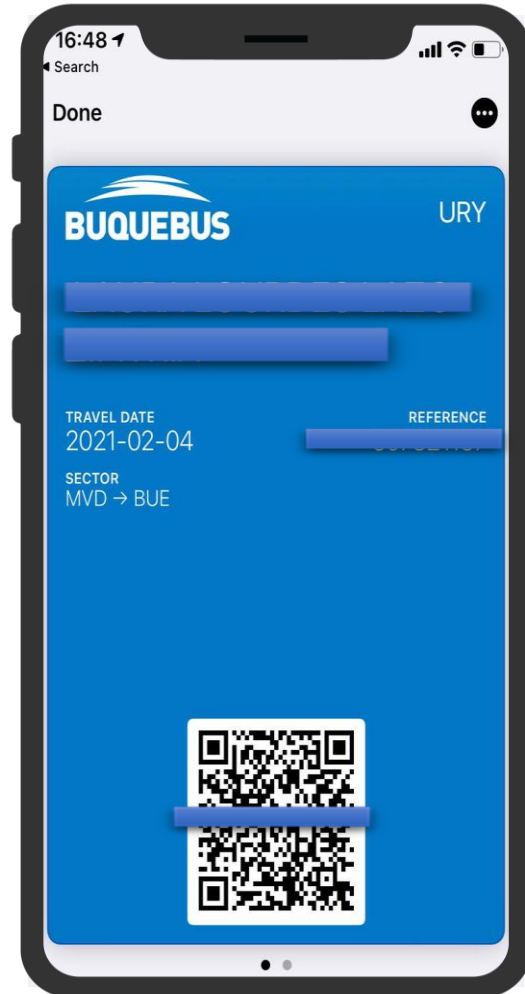
Perfil del Viajero Guarda datos del
viajero para pasajeros frecuentes

INTEGRACIÓN CON AGENCIAS GUBERNAMENTALES Y LABORATORIOS

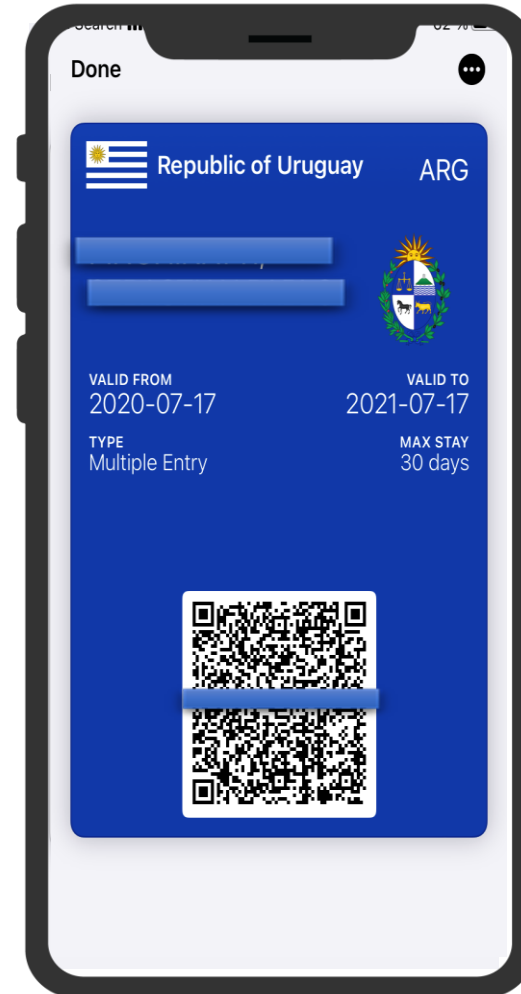


BioPass Platform

Facilitation for Government agencies, airports and travellers



Aplicación móvil
Se adapta a los procesos de validación del Operador



Aplicación móvil
Se adapta a las necesidades de la Autoridad

A woman with long brown hair, wearing a white long-sleeved shirt and blue jeans, stands in profile looking out a window. She is holding a black suitcase with a straw hat on top. The background is a blue-tinted view of a window with a grid pattern.

Amadeus Seamless travel

How to address travel industry needs?



Sydney Airport – Terminal 3



Sydney Domestic Terminal with Auto Bag Drop units

Singapore Changi Terminal 4



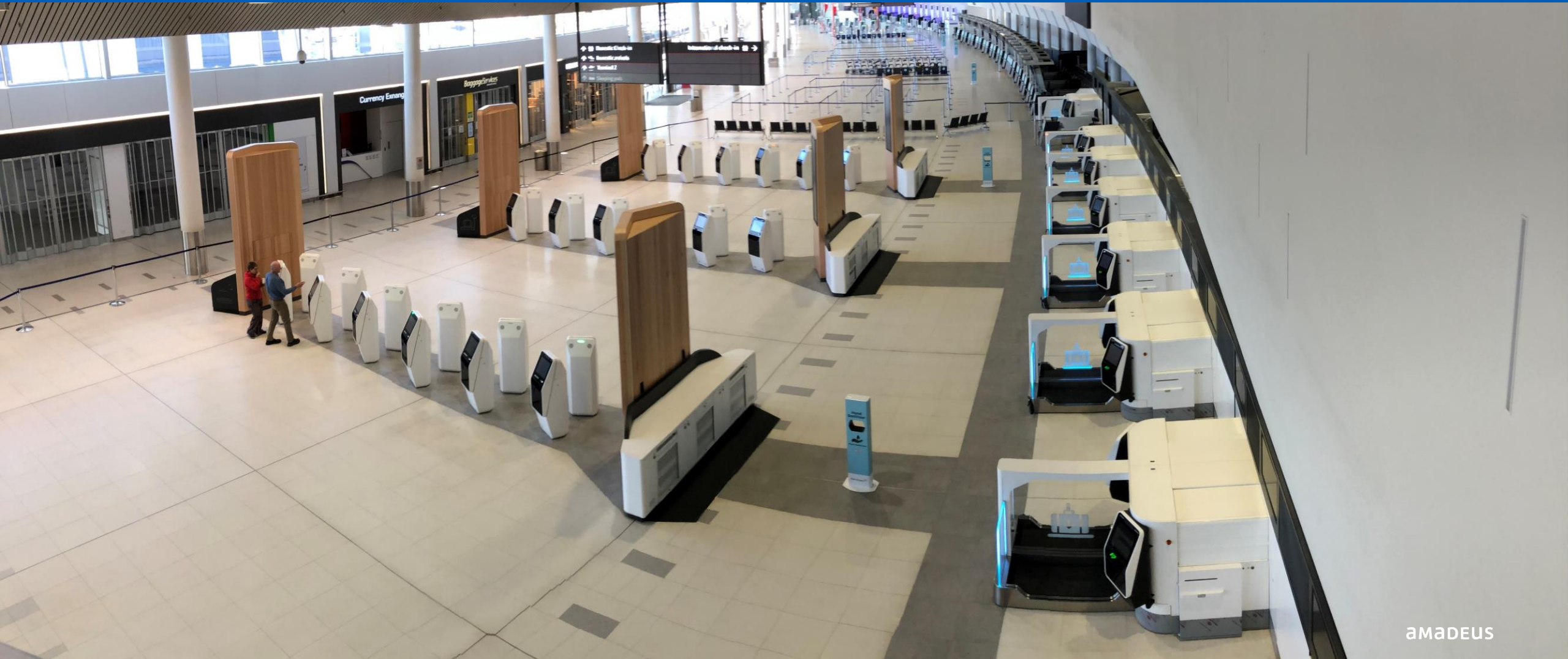
London Heathrow Terminal 5 – Series 1 Type 2



Perth International Airport

ICM Series 7 Auto Bag Drops and Next Generation Kiosks

Existing Airport Common Use Service (ACUS) customer



Perth International Airport

ICM Series 7 Auto Bag Drops and Next Generation Kiosks

Existing Airport Common Use Service (ACUS) customer



Perth International Airport

ICM Series 7 Auto Bag Drops and Next Generation Kiosks
Existing Airport Common Use Service (ACUS) customer





Face Express

Narita Airport
Connecting Japan to the World
C15

Face Express
C16

Narita Airport
C17

Face Express
C18

Narita Airport
C19



FAST TRACK

Narita International Airport
Face Express - OneID Integration at Kiosk & ABD
amADEUS



BUQUEBUS	DESTINO	TIPO	ESTADO
20:45	BUQUE COLA BUS	4	PROXIMO
20:55	FRANCISCO	3	PROXIMO
21:10	ATLANTIC II	1	PROXIMO

BUQUEBUS	DESTINO	TIPO	ESTADO
20:45	ELADIA ISABEL	2	ARRIBADO
21:30	FRANCISCO	3	PROXIMO
22:45	ATLANTIC II	1	PROXIMO

BUQUEBUS

Ferry boat Passenger Terminal Argentina | Uruguay



New features around the globe

Delivering unique features that support current needs for Airports and Airlines

Emirates



Narita



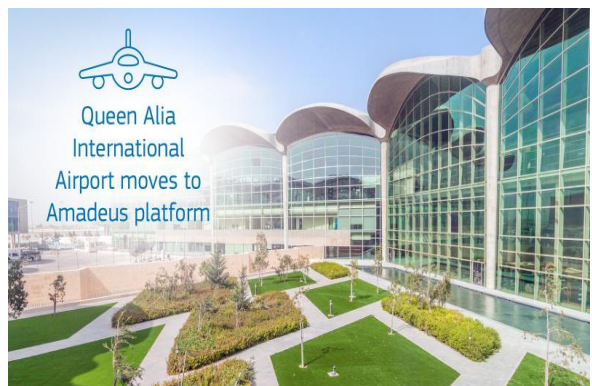
Stuttgart



Vinci Group



Queen Alia



Avinor Group



FLL / LAX



Montevideo



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Departures

Departures

Automated Immigration

Bag Drop



Departures

Departures

Departures

Agent Portal

Agent portal for Airport and Airline staff

- The Amadeus Agent Portal is a fully responsive web application that allows access from any device with appropriate connectivity and web browser, enabling it to be accessed by mobile floor walkers equipped with a tablet device.
- Delivers status messages and alerts in real-time for the agent to monitor and take actions as required
- Accessible to Airport and Airlines personnel in airport and off-airport locations



A seamless, hands-free experience for passengers and faster boarding for airlines

Amadeus Biometric Services



Amadeus Data & DMO Analytics Services



Amadeus Data Analytics & DMO's

Changes in scheduled seats by destination country

Chart 2.1 Total airline capacity vs previous year departing from Argentina

Rank	Arrival Country	Month of Departure Date								
		October 2020			November 2020			December 2020		
		Seats	%Diff Seats vs PY	Diff Seats vs PY	Seats	%Diff Seats vs PY	Diff Seats vs PY	Seats	%Diff Seats vs PY	Diff Seats vs PY
1	Argentina	90,851	-94.5%	-1,561,720	312,988	-80.3%	-1,274,812	1,501,782	-9.9%	-165,630
2	Brazil	4,588	-97.6%	-189,452	22,098	-87.8%	-159,579	34,152	-84.1%	-180,613
3	United States	14,303	-85.3%	-83,285	15,002	-82.9%	-72,911	25,913	-73.1%	-70,476
4	Chile	4,970	-95.8%	-112,277	9,998	-91.6%	-108,944	24,098	-80.8%	-101,142
5	Spain	7,732	-87.9%	-56,279	9,021	-83.4%	-45,363	15,970	-73.9%	-45,302
6	Netherlands	2,874	-63.8%	-5,064	5,712	-35.2%	-3,108	8,976	-1.5%	-138
7	Paraguay	640	-97.3%	-23,379	5,184	-77.5%	-17,889	11,053	-51.6%	-11,779
8	Mexico	2,466	-81.7%	-11,045	4,932	-70.2%	-11,644	6,024	-70.4%	-14,316
9	Germany	1,820	-83.9%	-9,464	4,732	-56.7%	-6,188	4,368	-58.6%	-6,188
10	Turkey	0	-100.0%	-6,282	3,900	-34.3%	-2,033	4,200	-33.1%	-2,082
11	Bolivia	2,394	-78.4%	-8,680	3,569	-65.4%	-6,747	7,756	-39.8%	-5,135
12	Panama	2,310	-91.6%	-25,290	3,110	-88.2%	-23,354	18,504	-32.2%	-8,790
13	Peru	340	-99.4%	-54,246	2,620	-95.3%	-53,317	9,584	-82.3%	-44,698
14	France	2,791	-69.6%	-6,385	2,512	-71.1%	-6,176	3,348	-62.9%	-5,684
15	Ethiopia	810	-76.9%	-2,700	1,350	-61.5%	-2,160	1,080	-76.7%	-3,551
16	Colombia	240	-98.5%	-15,397	1,161	-92.0%	-13,431	4,846	-68.9%	-10,720
17	United Kingdom	2,788	-85.3%	-16,215	1,072	-93.1%	-14,402	3,210	-80.7%	-13,407
18	Canada	0	-100.0%	-5,668	0	-100.0%	-9,900	0	-100.0%	-11,700
19	China	2,115		+2,115	0		+0	0		+0
20	Cuba	0	-100.0%	-1,212	0	-100.0%	-1,844	880	69.5%	-2,002
21	Dominican Republic	0	-100.0%	-10,540	0	-100.0%	-10,370	544	-94.8%	-9,826
22	Falkland Islands	0	-100.0%	-174	0	-100.0%	-395	0	-100.0%	-395
23	Italy	0	-100.0%	-17,782	0	-100.0%	-17,751	586	-96.3%	-15,282
24	New Zealand	0	-100.0%	-4,368	0	-100.0%	-5,616	0	-100.0%	-6,864
25	Qatar	0	-100.0%	-8,432	0	-100.0%	-8,164	0	-100.0%	-8,432
26	Switzerland	0	-100.0%	-2,826	0	-100.0%	-2,512	0	-100.0%	-2,826
27	United Arab Emira..	0	-100.0%	-5,394	0	-100.0%	-5,342	0	-100.0%	-6,476
28	Uruguay	0	-100.0%	-21,670	0	-100.0%	-20,254	2,210	-91.7%	-24,428
29	Venezuela	0	-100.0%	-2,403	0	-100.0%	-2,136	0	-100.0%	-2,403

Source: Amadeus Worldwide Schedules Data, as of November 15, 2020

Top carriers with new bookings made since October

Chart 11. Distribution of new bookings by carrier and departure month

Rank	Carrier	Month of Departure Date / Monthly New Bookings												
		Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021
1	AR	36.8%	46.2%	48.4%	65.8%	71.1%	58.6%	48.3%	30.6%	33.6%	34.6%	46.5%	30.6%	28.6%
2	AA	17.8%	11.4%	12.2%	8.3%	4.9%	4.9%	4.3%	4.6%	8.0%	9.2%	6.5%	10.7%	
3	LA	3.7%	11.4%	10.6%	6.5%	5.3%	7.8%	9.1%	11.4%	10.1%	13.1%	8.6%	8.4%	
4	CM	5.2%	3.3%	7.3%	8.9%	8.8%	10.4%	9.9%	17.9%	8.3%	3.8%	5.7%	7.5%	3.7%
5	AM	4.2%	5.3%	3.9%	0.9%	1.3%	1.8%	1.0%	1.7%	1.6%	3.4%	0.8%	0.8%	
6	IB	4.6%	2.4%	1.8%	1.1%	1.3%	2.8%	2.7%	8.3%	5.9%	2.5%	0.9%	2.0%	1.7%
7	OB	7.2%	3.7%	2.1%	1.1%	0.6%	0.7%	0.8%	0.7%	1.5%	3.0%	1.2%	2.3%	5.7%
8	G3	0.1%	0.1%	0.1%	0.3%	1.0%	2.2%	8.7%	4.4%	4.8%	8.6%	11.5%	15.9%	5.1%
9	UA	2.0%	2.3%	3.2%	2.7%	1.3%	1.0%	0.7%	0.9%	1.0%	0.5%	0.2%	0.3%	
10	LX	1.8%	1.1%	0.9%	0.5%	0.9%	2.8%	3.4%	6.7%	5.4%	5.3%	3.4%	1.8%	7.4%
11	KL	4.1%	4.1%	1.0%	0.3%	0.4%	0.6%	1.2%	0.8%	1.1%	0.3%	0.3%	0.1%	0.3%
12	AV	0.5%	1.3%	3.0%	0.9%	1.1%	1.1%	2.4%	3.1%	2.0%	0.8%	1.6%	1.5%	10.1%
13	LH	1.9%	1.7%	1.1%	0.3%	0.4%	0.6%	1.1%	1.8%	4.8%	3.3%	3.3%	2.0%	7.4%
14	BA	3.8%	0.7%	0.8%	0.2%	0.1%	0.4%	0.9%	1.4%	1.7%	2.9%	2.9%	8.9%	24.2%
15	TK	0.0%	2.3%	0.8%	0.5%	0.3%	1.1%	0.6%	0.8%	0.8%	0.6%	0.9%	1.4%	2.7%
16	AF	2.8%	1.0%	0.7%	0.2%	0.4%	0.8%	0.8%	1.8%	2.9%	0.6%	0.5%	0.5%	0.0%
17	AZ	0.0%	0.0%	0.2%	0.2%	0.2%	0.9%	1.9%	1.4%	4.7%	4.6%	2.7%	1.9%	
18	H2	1.0%	0.6%	1.1%	0.6%	0.3%	0.8%	0.6%	0.5%	1.0%	0.4%	0.1%	0.3%	1.3%
19	ET	1.8%	0.4%	0.3%	0.2%	0.2%	0.2%	0.4%	0.4%	0.1%	0.3%	0.2%	0.1%	
20	DL	0.1%	0.1%	0.2%	0.1%	0.0%	0.0%	0.1%	0.4%	0.2%	0.3%	0.8%	0.3%	
21	ZP	0.3%	0.5%	0.0%	0.0%		0.0%						0.0%	
22	AC	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.2%	0.8%	0.9%	0.5%	0.7%
23	LX	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.2%	0.1%	0.9%	0.3%	0.7%	0.7%
24	CU		0.0%	0.0%	0.0%	0.0%	0.1%	0.8%	0.1%		0.0%			
25	QR	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.3%	



Source: GDS Bookings Data, as of November 15, 2020

Migrations and new features around the globe

Delivering unique features that support current needs for Airports and Airlines

Emirates



Narita



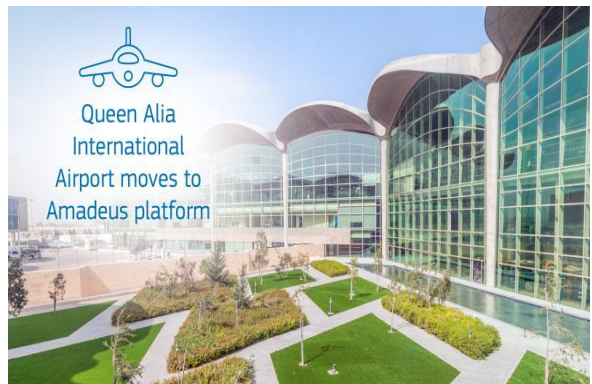
Stuttgart



Vinci Group



Queen Alia



Avinor Group



FLL / LAX



MVD



References

A few of more than 150 airports



PERTH AIRPORT



ALL GREAT JOURNEYS START HERE

—
Thank you!