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New tourist profiles and trends

Juan Jesús García

Head of Industry Affairs, European Union

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Amadeus in a few words



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



1.9+ billion
Passengers boarded
in 2019 with
Amadeus and
Navitaire solutions



646+ million
Total bookings
processed in 2019
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 more than **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**



8th consecutive year
included in the DJSI
Recognized as world leader in the
Software & Services industry sector
in the Dow Jones Sustainability
Index in 2019

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— 4 trends
sparking
new life
into travel





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Predicting the future is more challenging than ever. But by calling on large swathes of data at our disposal, we have been able identify some high-level trends. From bubble resorts and travel corridors to the rise of workcations and a new breed of sustainably conscious consumers. While the findings could evolve, there are clear indicators of what might lie in store for the rest of 2021 as we rebuild travel.

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Decius Valmorbida
President of Travel, Amadeus

Bubble Travel

How the travel & tourism sector is facilitating safer travel

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Workcation

The increasing
viability of a
flexible nomadic
working life

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Indulgent Travel

How a renewed
thirst for travel is
seeing consumers
book more
indulgent trips



A person wearing a white long-sleeved shirt, tan shorts, and a backpack is standing next to a bicycle. The scene is set in a field with tall grasses under a bright orange and yellow sunset sky. The person's hands are resting on the bicycle handlebars. The overall mood is peaceful and sustainable.

Conscious Travel

How travelers are looking for more sustainable and conscious travel options

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Rebuild Travel



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Our CSR purpose is to bring Amadeus' people and technology together to build a more responsible, inclusive and sustainable travel and tourism industry

01. Social Innovation Powers Good

Promote product **innovation** and service development with **social purpose**

02. Powering Good with Partners

Join forces with our stakeholders in collaborative initiatives to co-generate solutions with a positive social impact for our industry and our communities

03. Empowering Communities

Engage our employees in supporting social initiatives with a positive impact on the **local communities** where we operate

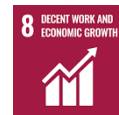
04. Skills to Empower Good

Facilitate **specialized free education** to promote talent and address unemployment within the travel and tourism industry

05. Technology for Good

Strategic partnership with UNICEF to maximize its impact and reach providing technology and data solutions

Generating *shared value*: meeting social goals while delivering corporate value



Thank you

