

A hiker wearing a blue hoodie, shorts, and a backpack stands on a rocky outcrop, looking out over a vast, green mountain valley. The hiker is positioned in the lower-left foreground, facing away from the camera. The valley below is filled with lush green vegetation and rocky terrain, extending towards the horizon. The sky is clear and blue. The overall scene conveys a sense of adventure and exploration in a natural setting.

**amadeus**

# Amadeus IT Group, S.A.

Auditors' Report, Annual Accounts and  
Directors' Report for the year ended  
December 31, 2020

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# Amadeus IT Group, S.A.

Auditors' Report for the year ended  
December 31, 2020

## **AUDIT REPORT ON ANNUAL ACCOUNTS ISSUED BY AN INDEPENDENT AUDITOR**

Translation of a report and annual accounts originally issued in Spanish. In the event of discrepancy, the Spanish-language version prevails

To the shareholders of AMADEUS IT GROUP, S.A.:

### **Report on the annual accounts**

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#### **Opinion**

We have audited the annual accounts of AMADEUS IT GROUP, S.A. (the Company), which comprise the balance sheet as at December 31, 2020, the income statement, the statement of changes in equity, statements of cash flow, and the notes thereto for the year then ended.

In our opinion, the accompanying annual accounts give a true and fair view, in all material respects, of the equity and financial position of the Company as at December 31, 2020 and of its financial performance and its cash flows for the year then ended in accordance with the applicable regulatory framework for financial information in Spain (identified in Note 2 to the accompanying annual accounts) and, specifically, the accounting principles and criteria contained therein.

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#### **Basis for opinion**

We conducted our audit in accordance with prevailing audit regulations in Spain. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the annual accounts* section of our report.

We are independent of the Company in accordance with the ethical requirements, including those related to independence, that are relevant to our audit of the annual accounts in Spain as required by prevailing audit regulations. In this regard, we have not provided non-audit services nor have any situations or circumstances arisen that might have compromised our mandatory independence in a manner prohibited by the aforementioned requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



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## Key audit matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the annual accounts of the current period. These matters were addressed in the context of our audit of the annual accounts as a whole, and in forming our audit opinion thereon, and we do not provide a separate opinion on these matters.

### *Valuation of Revenues from contracts with customers*

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**Description** At year ended 2020, the Company has registered in the Income Statements 1,540.5 million euros corresponding to Revenue from contracts with customers, which correspond to the recognition of travel bookings and sales and services of IT Solutions.

Revenues involve a high number of transactions and complex IT Systems are used. We have considered this matter a key audit matter due to the magnitude of the amounts recorded and its high dependence on IT environments. In particular, we have considered that revenues may contain errors because a relevant IT System may be improperly configured, so that the fees and revenues associated with them are incorrectly calculated; that there are losses of data in the process of transferring them from the operating systems to the financial information systems; or that unauthorized changes occur in the relevant systems.

The information related to the revenue recognition criteria is included in Note 4.8 of the attached annual accounts.

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**Our response** Our audit procedures include, among others, the following:

- ▶ Understanding of the processes established by the Management related to the access to applications and data, as well as changes and developments in the relevant programs and systems related to revenue recognition, including the evaluation of the design, implementation and operating effectiveness of the relevant controls.
- ▶ Involvement of our IT specialists in carrying out tests on the relevant controls related to access to applications and data, as well as changes and developments in the relevant programs and IT Systems.
- ▶ Performing analytical procedures consisting of a review of the evolution of billing cycles, as well as an analysis of correlations between the associated accounts.
- ▶ Performing tests of detail on a sample of the transactions that have generated income in the year. In addition, we have verified that the price allocation process is carried out in accordance with the billing rules defined in the contracts.
- ▶ Identification and examination of significant manual entries in the revenue accounts.
- ▶ We assessed the adequacy of the disclosures included in the annual accounts of the year in accordance with the applicable financial information regulatory framework.

### *Capitalization and measurement of Development Costs*

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**Description** At year ended 2020, the Company has registered under “Intangible assets” of the Balance Sheet, 459.6 million euros corresponding to costs incurred in development projects, relating to the design and testing of new products or improvement in software applications, included in Note 7 of the notes attached.

Assets capitalizations of this kind require management judgment to evaluate their recognition and measurement. Additionally, their recoverable value is conditioned by the existence of possible impairments, which depend on the result of complex estimates that require the application of criteria and assumptions by the management.

We have considered this matter a key audit matter because of the significance of the amounts and the inherent complexity in determining the key assumptions considered in the estimation process.

The information related to the criteria applied by the Management and the main assumptions used in the determination of impairment of the assets corresponding to development costs are included in Note 4.1 of the attached annual accounts.

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**Our response** Our audit procedures include, among others, the following:

- ▶ Understanding of the processes established by the Management related to the registration and evaluation of development expenses, including the evaluation of the design and implementation of the relevant controls, as well as their effectiveness.
- ▶ Performing tests of detail on a sample of capitalized projects during the year. Through the information provided by management, the review of technical information and business plans related to the selected projects, we have verified whether the capitalized costs can be classified as capitalized expenses. Additionally, for a selection of costs, we have verified that they are activatable and that the amounts have been capitalized correctly, verifying evidences such as invoices or personnel expenses incurred among others.
- ▶ Evaluating the main assumptions and methodology used by the Company to test the development costs for impairment.
- ▶ Assessing the adequacy of the disclosures included in the annual accounts of the year in accordance with the applicable financial information regulatory framework.

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### **Emphasis paragraph**

We draw attention to the matter described in the accompanying notes thereto, Note 6, in relation to the impact on the Company of the recent global health emergency created by the coronavirus (COVID-19). This matter does not modify our opinion.



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### **Other information: directors' report**

Other information refers exclusively to the 2020 directors' report, the preparation of which is the responsibility of the Company's directors and is not an integral part of the annual accounts.

Our audit opinion on the annual accounts does not cover the directors' report. Our responsibility for the directors' report, in conformity with prevailing audit regulations in Spain, entails:

- a) Checking only that the non-financial statement and certain information included in the Corporate Governance Report, to which the Audit Law refers, was provided as stipulated by applicable regulations and, if not, disclose this fact.
- b) Assessing and reporting on the consistency of the remaining information included in the directors' report with the annual accounts, based on the knowledge of the entity obtained during the audit, in addition to evaluating and reporting on whether the content and presentation of this part of the directors' report are in conformity with applicable regulations. If, based on the work we have performed, we conclude that there are material misstatements, we are required to disclose this fact.

Based on the work performed, as described above, we have verified that the information referred to in paragraph a) above is provided as stipulated by applicable regulations and that the remaining information contained in the directors' report is consistent with that provided in the 2020 annual accounts and its content and presentation are in conformity with applicable regulations.

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### **Responsibilities of the directors and the audit committee for the annual accounts**

The directors are responsible for the preparation of the accompanying annual accounts so that they give a true and fair view of the equity, financial position and results of the Company, in accordance with the regulatory framework for financial information applicable to the Company in Spain, identified in Note 2 to the accompanying annual accounts, and for such internal control as they determine is necessary to enable the preparation of annual accounts that are free from material misstatement, whether due to fraud or error.

In preparing the annual accounts, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The audit committee is responsible for overseeing the Company's financial reporting process.

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### **Auditor's responsibilities for the audit of the annual accounts**

Our objectives are to obtain reasonable assurance about whether the annual accounts as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with prevailing audit regulations in Spain will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these annual accounts.

As part of an audit in accordance with prevailing audit regulations in Spain, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- ▶ Identify and assess the risks of material misstatement of the annual accounts, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- ▶ Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- ▶ Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- ▶ Conclude on the appropriateness of the director's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the annual accounts or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- ▶ Evaluate the overall presentation, structure and content of the annual accounts, including the disclosures, and whether the annual accounts represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the audit committee of the Company regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the audit committee of the Company with a statement that we have complied with relevant ethical requirements, including those related to independence, and to communicate with them all matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with the audit committee of the Company, we determine those matters that were of most significance in the audit of the annual accounts of the current period and are therefore the key audit matters.

We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter.



## Report on other legal and regulatory requirements

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### European single electronic format

We have examined the digital file of the European single electronic format (ESEF) of AMADEUS IT GROUP, S.A. for the 2020 financial year, consisting of an XHTML file containing the annual accounts for the year, which will form part of the annual financial report.

The directors of AMADEUS IT GROUP, S.A. are responsible for submitting the annual financial report for the 2020 financial year, in accordance with the formatting requirements set out in Delegated Regulation EU 2019/815 of 17 December 2018 of the European Commission (hereinafter referred to as the ESEF Regulation). In this regard, the Annual Corporate Governance Report has been incorporated by reference in the directors' report.

Our responsibility consists of examining the digital file prepared by the directors of the Company, in accordance with prevailing audit regulations in Spain. These standards require that we plan and perform our audit procedures to obtain reasonable assurance about whether the contents of the annual accounts included in the aforementioned digital file correspond in their entirety to those of the annual accounts that we have audited, and whether the annual accounts and the aforementioned file have been formatted, in all material respects, in accordance with the ESEF Regulation.

In our opinion, the digital file examined corresponds in its entirety to the audited annual accounts, which are presented, in all material respects, in accordance with the ESEF Regulation.

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### Additional report to the audit committee

The opinion expressed in this audit report is consistent with the additional report we issued to the audit committee on February 25, 2021.

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### Term of engagement

The ordinary general shareholders' meeting held on June 21, 2018 appointed us as auditors for 3 years, commencing on December 31, 2019.

ERNST & YOUNG, S.L.  
(Registered in the Official Register of  
Auditors under No. S0530)

(signed in the original version)

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Hildur Eir Jónsdóttir  
(Registered in the Official Register of  
Auditors under No. 18201)

February 25, 2021



# Amadeus IT Group, S.A.

Annual Accounts for the year ended  
December 31, 2020

This English version is a free translation performed by Amadeus IT Group, S.A., under its sole responsibility, and it should not be considered official or regulated financial information

ASSETS	Note	December 31, 2020	December 31, 2019
<b>NON-CURRENT ASSETS</b>		<b>5,817.2</b>	<b>5,727.0</b>
Intangible assets	7	1,362.3	1,537.7
Brands & trademarks		128.4	154.0
Goodwill		694.2	833.0
Software		2.3	6.0
Development costs		459.6	393.3
Intangible rights		77.8	151.4
Tangible assets	8	6.2	6.4
Furniture, office, equipment and other tangible assets		6.2	6.4
Long-term investments in Group companies and joint ventures		4,057.5	3,921.2
Equity instruments	10.2 & 20.2	3,715.7	3,474.9
Loans to companies	20.2	341.8	446.3
Long-term financial investments	10.1	113.2	104.7
Equity instruments		10.3	10.2
Derivatives	12	21.5	3.7
Other financial assets		81.4	90.8
Deferred tax assets	17.1	278.0	157.0
<b>CURRENT ASSETS</b>		<b>2,930.2</b>	<b>926.0</b>
Assets classified as held for sale		3.2	-
Trade debtors and other accounts receivable		230.9	376.6
Trade accounts receivable	11	30.2	247.9
Accounts receivable - Group companies and joint ventures	20.2	69.1	42.6
Other accounts receivable		96.5	84.1
Employee receivable		1.5	1.3
Other accounts receivable from Public Administrations	17.1	33.6	0.7
Short-term investments in Group companies and joint ventures		264.3	121.2
Loans to companies	20.2	259.7	119.1
Other financial assets	20.2	4.6	2.1
Short-term financial investments	10.1	986.5	16.5
Derivatives	12	78.7	9.3
Other financial assets		907.8	7.2
Short-term prepaid expenses		13.4	11.4
Cash and cash equivalents		1,431.9	400.3
Cash		706.8	342.4
Cash equivalents		725.1	57.9
<b>TOTAL ASSETS</b>		<b>8,747.4</b>	<b>6,653.0</b>



EQUITY AND LIABILITIES	Note	December 31, 2020	December 31, 2019
<b>EQUITY</b>	<b>13</b>	<b>1,972.0</b>	<b>1,347.3</b>
<b>Shareholders' equity</b>		<b>1,932.7</b>	<b>1,351.6</b>
Share capital		4.5	4.3
Additional paid-in capital		991.3	254.5
Reserves		1,071.8	670.0
Legal reserves		556.3	556.3
Other reserves		515.5	113.7
Treasury shares		(9.5)	(5.6)
Retained earnings		26.5	26.4
Net profit/(loss) for the year		(191.3)	643.4
Interim dividend		-	(241.4)
Other equity instruments		39.4	-
<b>Other comprehensive income</b>		<b>39.3</b>	<b>(4.3)</b>
Available-for-sale financial assets		0.1	0.1
Hedges		40.1	(4.8)
Cumulative translation adjustments		(0.9)	0.4
<b>NON-CURRENT LIABILITIES</b>		<b>4,593.7</b>	<b>2,509.9</b>
<b>Long-term provisions</b>	<b>14</b>	<b>150.4</b>	<b>153.9</b>
Long-term employee benefit obligations		0.3	0.5
Other provisions		150.1	153.4
<b>Long-term liabilities</b>		<b>4,146.4</b>	<b>1,561.8</b>
Bonds and other long-term securities	15	3,930.5	1,493.9
Long-term debts with financial institutions and third parties	15	213.5	60.7
Obligations under finance leases	9	0.5	0.6
Derivatives	12	1.0	6.0
Other financial liabilities		0.9	0.6
<b>Long-term debts with Group companies and joint ventures</b>	<b>20.2</b>	<b>-</b>	<b>497.9</b>
<b>Deferred tax liabilities</b>	<b>17.1</b>	<b>58.9</b>	<b>65.2</b>
<b>Long-term deferred income</b>	<b>16</b>	<b>238.0</b>	<b>231.1</b>
<b>CURRENT LIABILITIES</b>		<b>2,181.7</b>	<b>2,795.8</b>
Liabilities associated with assets classified as held for sale		0.7	-
<b>Short-term provisions</b>	<b>14</b>	<b>0.7</b>	<b>3.2</b>
<b>Short-term liabilities</b>		<b>161.8</b>	<b>339.7</b>
Bonds and other short-term securities	15	26.4	3.4
Short-term debts with financial institutions and third parties	15	111.5	65.9
Obligations under finance leases	9	0.5	0.6
Derivatives	12	22.5	28.1
Other financial liabilities		0.9	241.7
<b>Short-term debts with Group companies and joint ventures</b>	<b>20.2</b>	<b>1,411.2</b>	<b>1,544.6</b>
<b>Trade creditors and other accounts payable</b>		<b>573.1</b>	<b>840.5</b>
Trade accounts payable	11	217.7	463.3
Accounts payable – Group companies and joint ventures	20.2	326.8	321.6
Other accounts payable		-	1.8
Personnel related liabilities		21.7	17.4
Other accounts payable to Public Administrations	17.1	6.9	36.4
<b>Short-term deferred income</b>	<b>16</b>	<b>34.2</b>	<b>67.8</b>
<b>TOTAL EQUITY AND LIABILITIES</b>		<b>8,747.4</b>	<b>6,653.0</b>

CONTINUING OPERATIONS	Note	Year 2020	Year 2019
Trade revenue	19.1	1,540.5	4,737.7
Services rendered		1,540.5	4,737.7
Less charges to fixed assets		107.6	143.8
Other operating income		-	6.9
Personnel expenses	19.2	(126.6)	(127.4)
Salaries, wages and similar		(95.7)	(94.4)
Social benefits		(30.9)	(33.0)
Other operating expenses		(1,867.0)	(4,000.8)
External services		(56.5)	(68.8)
Taxes		(9.9)	(0.4)
Losses, impairment and variations in trading provisions		(22.8)	(10.4)
Other operating expenses	19.3	(1,777.8)	(3,921.2)
Depreciation and amortization of non-current assets	7 & 8	(267.4)	(303.2)
Impairment and gains/(losses) on disposal of non-current assets		(17.1)	(10.5)
Impairment and losses	7	(17.0)	(10.5)
Gains/(losses) on disposal of financial instruments	8	(0.1)	-
<b>OPERATING PROFIT/(LOSS)</b>		<b>(630.0)</b>	<b>446.5</b>
Financial income	19.4	416.3	424.7
From equity instruments		390.3	378.0
Group companies and joint ventures		389.8	377.4
Third parties		0.5	0.6
From other financial instruments		26.0	46.7
Group companies and joint ventures		18.3	46.4
Third parties		7.7	0.3
Financial expenses	19.4	(81.0)	(43.9)
Debts with Group companies and joint ventures		(13.2)	(16.6)
Debts with third parties		(67.8)	(27.3)
Exchange rate differences	18	(19.3)	(14.5)
Impairment and gains/(losses) on disposal of financial instruments		(23.4)	(23.5)
Impairment and losses		(28.2)	(38.5)
Gains/(losses) on disposal of financial instruments		4.8	15.0
<b>FINANCIAL PROFIT/(LOSS)</b>	<b>19.4</b>	<b>292.6</b>	<b>342.8</b>
<b>PROFIT/(LOSS) BEFORE TAX</b>		<b>(337.4)</b>	<b>789.3</b>
Corporate Income Tax	17.4	146.1	(145.9)
<b>NET PROFIT/(LOSS) FOR THE YEAR</b>		<b>(191.3)</b>	<b>643.4</b>



a) STATEMENT OF RECOGNIZED INCOME AND EXPENSES

	Note	Year 2020	Year 2019
NET PROFIT/(LOSS) FOR THE YEAR		(191.3)	643.4
Income and expenses directly recognized in equity	13.6		
Cash flow hedge		55.2	(0.2)
Cumulative translation adjustments		(1.3)	-
Tax impact		(13.8)	0.1
TOTAL INCOME AND EXPENSES DIRECTLY RECOGNIZED IN EQUITY		40.1	(0.1)
Transfers to the income statement	13.6		
Cash flow hedge		4.7	15.5
Tax impact		(1.2)	(3.9)
TOTAL TRANSFERS TO THE INCOME STATEMENT		3.5	11.6
TOTAL RECOGNIZED INCOME AND EXPENSES		(147.7)	645.9

## b) STATEMENT OF TOTAL CHANGES IN EQUITY

	Share capital	Additional paid-in capital	Legal reserves	Other reserves	Merge reserve	Treasury shares	Net profit/(loss) for the year	Interim dividend	Other equity instruments	Other comprehensive income	Total
<b>BALANCE AT DECEMBER 31, 2018</b>	4.4	754.5	556.3	(157.1)	179.0	(512.1)	608.4	(219.6)	-	(15.8)	1,198.0
Total recognized income/(expenses) for the year	-	-	-	-	-	-	643.4	-	-	11.5	654.9
<b>Transactions with shareholders</b>											
Dividends distribution (Note13.3)	-	-	-	-	-	-	(286.6)	(241.4)	-	-	(528.0)
Other transactions with shareholders	-	-	-	11.9	-	3.4	-	-	-	-	15.3
Merger Exchange-Ratio	(0.1)	(500.0)	-	0.1	-	500.0	-	-	-	-	-
<b>Other variations in equity</b>											
Appropriation of results	-	-	-	102.2	-	-	(321.8)	219.6	-	-	-
Share-based payments	-	-	-	4.0	-	3.1	-	-	-	-	7.1
<b>BALANCE AT DECEMBER 31, 2019</b>	4.3	254.5	556.3	(38.9)	179.0	(5.6)	643.4	(241.4)	-	(4.3)	1,347.3
Total recognized income/(expenses) for the year	-	-	-	-	-	-	(191.3)	-	-	43.6	(147.7)
<b>Transactions with shareholders</b>											
Share capital increase	0.2	736.8	-	-	-	-	-	-	-	-	737.0
Other transactions with shareholders	-	-	-	4.5	-	5.7	-	-	-	-	10.2
Share buy-back program	-	-	-	(0.1)	-	(16.6)	-	-	-	-	(16.7)
Other equity instruments	-	-	-	-	-	-	-	-	39.4	-	39.4
<b>Other variations in equity</b>											
Appropriation of results	-	-	-	402.0	-	-	(643.4)	241.4	-	-	-
Share-based payments	-	-	-	(2.7)	-	7.0	-	-	-	-	4.3
Other variations in equity	-	-	-	(1.8)	-	-	-	-	-	-	(1.8)
<b>BALANCE AT DECEMBER 31, 2020</b>	4.5	991.3	556.3	363.0	179.0	(9.5)	(191.3)	-	39.4	39.3	1,972.0

Notes 1 to 23 and the appendix described in the attached annual accounts are part of the statements of changes in equity for the year ended December 31, 2020.



	Year 2020	Year 2019
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>(120.7)</b>	<b>874.0</b>
Profit/(loss) before income tax	(337.4)	789.3
Adjustments for profit/(loss)		
Asset amortization	267.4	303.2
Impairment losses	22.8	10.4
Variation of provisions	(1.5)	2.3
Impairment and gains/losses from financial instruments	28.2	38.5
Impairment and gains/losses on disposal of non-current assets	17.1	10.5
Gains/(losses) on disposal of financial instruments	(4.8)	(15.0)
Financial income	(416.3)	(424.7)
Financial expenses	81.0	43.9
Exchange rate differences	19.3	14.5
Changes in fair value of financial instruments	-	-
Other revenue and expenses	4.3	(1.0)
Changes in working capital		
Trade debtors and other receivables	122.4	(27.9)
Other current assets	(2.0)	(3.5)
Trade creditors and other payables	(245.8)	(84.3)
Other current liabilities	(34.3)	1.4
Other non-current assets and liabilities	23.1	(30.9)
Other cash flows from operating activities		
Interests paid	(41.5)	(35.3)
Dividends received	387.4	376.9
Interest received	30.7	59.0
Corporate Income Tax received from Group companies	1.3	-
Corporate Income Tax paid to Public Administrations	(42.1)	(153.3)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>	<b>(1,289.7)</b>	<b>(235.6)</b>
Payments due to investments		
Group companies and joint ventures	(248.6)	(24.6)
Fixed assets	(108.9)	(201.8)
Other financial assets	(955.8)	(76.5)
Proceeds from disposals		
Group companies and joint ventures	23.5	67.2
Other financial assets	0.1	0.1
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>	<b>2,442.0</b>	<b>(645.0)</b>
Receipts and payments relating to equity instruments		
Proceeds from issue of equity shares	772.0	-
Acquisition of treasury shares	(16.6)	-
Transfer of treasury shares	10.2	15.3
Receipts and payments relating to liability instruments		
Obligations and other securities	2,428.0	-
Issue of debts with financial institutions	263.1	-
Issue of debts with Group companies and joint ventures	1,223.5	973.7
Repayment of debts with financial institutions	(65.0)	(65.0)
Repayment of debts with Group companies and joint ventures	(1,932.5)	(1,059.1)
Repayment of other financial liabilities	0.7	(3.7)
Dividends and equity instruments' payments		
Dividends	(241.4)	(506.2)
<b>NET INCREASE/ DECREASE IN CASH AND CASH EQUIVALENTS</b>	<b>1,031.6</b>	<b>(6.6)</b>
Cash and cash equivalents at the beginning of year	400.3	406.9
Cash and cash equivalents at year-end	1,431.9	400.3

Notes 1 to 23 and the appendix described in the attached annual accounts are part of the statement of cash flows for the year ended December 31, 2020.

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## 1. GENERAL INFORMATION AND ACTIVITY

Amadeus IT Group, S.A. (hereinafter, 'the Company') was incorporated and registered at the Commercial Registry of Madrid on February 4, 2005. Its registered office is in Madrid, Salvador de Madariaga, 1.

As a consequence of the merger registered in the Commercial Registry on August 2, 2016, mentioned in Note 2.5, the Company, formerly known as Amadeus IT Holding, S.A. (Absorbing Company) took over Amadeus IT Group, S.A. (Absorbed Company), subsequently, adopting the Absorbed Company's registered name.

The Company's corporate purpose, as set out in article 2 of its corporate Bylaws, is the following:

- Transfer of data from and/or through computer reservation systems, including offers, reservations, tariffs, transport tickets and/or similar, as well as any other services, including information technology services, all of them mainly related to the transport and tourism industry, provision of computer services and data processing systems, management and consultancy related to information systems;
- Provision of services related to the supply and distribution of any type of product through computer means, including manufacture, sale and distribution of software, hardware and accessories of any type;
- Organization and participation as partner or shareholder in associations, companies, entities and enterprises active in the development, marketing, commercialization and distribution of services and products through computer reservation systems for, mainly, the transport or tourism industry, in any of its forms, in any country worldwide, as well as the subscription, administration, sale, assignment, disposal or transfer of participations, shares or interests in other companies or entities;
- Preparation of any type of economic, financial and commercial studies, as well as reports on real estate issues, including those related to management, administration, acquisition, merger and corporate concentration, as well as the provision of services related to the administration and processing of documentation;
- Acting as a holding company, for which purpose it may (i) incorporate or take holdings in other companies, as a partner or shareholder, whatever their nature or object, including associations and partnerships, by subscribing to or acquiring and holding shares or stock, without impinging upon the activities of collective investment schemes, securities dealers and brokers, or other companies governed by special laws, as well as (ii) establishing its objectives, strategies and priorities, coordinating subsidiaries' activities, defining financial objectives, controlling financial conduct and effectiveness and, in general, managing and controlling them.

The direct or, when applicable, indirect performance of all business activities that are reserved by special law is excluded. If professional titles, prior administrative authorizations, entries with public registers or other requirements are required by legal dispositions to perform an activity embraced in the corporate purpose, such activity shall not commence until the required professional or administrative requirements have been fulfilled. On the Company website, corporate Bylaws and other public information about the Company can be consulted ([www.amadeus.com](http://www.amadeus.com)).

Amadeus IT Group, S.A. is the parent company of the Amadeus Group ('the Group'). The Group is a leading transaction processor for the global travel and tourism industry and provides advanced technology solutions to travel providers and travel agency customers worldwide. The Group acts as an international network for the products and travel services distribution, providing to its customers comprehensive real-time search, pricing, booking and ticketing through its distribution services, and offers travel providers (principally airlines) an extensive portfolio of technology solutions which automate certain mission-critical business processes and strategic operations, such as sales and reservations, inventory management and other operational processes, through its IT solutions services.



Customers include providers of travel products and services such as airlines (network, domestic, low-cost and charter carriers), airports, hotels (independent properties and big chains), tour operators (mainstream, specialist and vertically integrated players), insurance companies, land and sea transport companies (car rental companies, railway companies, cruise lines and ferry lines), travel sellers and brokers (offline and online travel agencies) and travel buyers (corporations and individual travelers).

In accordance with the regulatory financial reporting framework applicable, this document only refers to the separate annual accounts of Amadeus IT Group, S.A. and does not represent the Group consolidated annual accounts. The Company is under an obligation to prepare consolidated annual accounts, which are presented separately in accordance with International Financial Reporting Standards as adopted by the European Union. The consolidated annual accounts of the Group for the year 2020 have been prepared by the Directors at the meeting held on February 25, 2021. The consolidated annual accounts of the Group for the year 2019 were approved at the Ordinary General Shareholders' Meeting held on June 18, 2020 and registered at the Commercial Registry of Madrid.

The equity of the consolidated Group as of December 31, 2020 and 2019 amounts to 3,755.3 and €3,797.1 million, respectively. The loss for the year 2020 of the consolidated Group amounts to 626.3 and the profit for the year 2019 amounts to €1,113.2 million.

The Company's shares are traded on the Spanish electronic trading system ('Continuous Market') on the four Spanish Stock Exchanges (Madrid, Barcelona, Bilbao and Valencia) and form part of the IBEX 35 index [AMS]. The Company's shares are also part of the Euro Stoxx 50 since September 2018.

## 2. BASIS OF PRESENTATION OF THE ANNUAL ACCOUNTS

### 2.1 Regulatory financial reporting framework applicable to the Company

These annual accounts have been prepared by the Directors according to the legal framework of financial information applicable to the Company, which is established in:

- Commercial Code and the rest of the commercial law.
- Generally Accepted Accounting Principles in Spain approved by the Royal Decree 1514/2007, which has been modified by the Royal Decree 602/2016, and their sectorial adaptations.
- The mandatory rules approved by the Accounting and Auditing Institute in Spain (ICAC) in order to implement the Generally Accepted Accounting Principles in Spain and the relevant secondary legislation, including the mandatory rules approved by the National Commission of the Stock Exchange (CNMV).
- The rest of the applicable Spanish accounting standards.

### 2.2 True and fair view

The accompanying annual accounts have been obtained from the accounting records of the Company and prepared in accordance with the regulatory financial reporting framework that results from the application described above and in particular, the principles and accounting criteria. Accordingly, these annual accounts show a true and fair view of the Company's equity, financial situation, results and cash flows for the year. These annual accounts, which have been prepared by the Directors of the Company, are subject to the approval of the Ordinary General Shareholders' Meeting and are expected to be approved as they stand. The annual accounts for the year 2019 were approved at the Ordinary General Shareholders' Meeting held on June 18, 2020.

The balance sheet and the income statement of both Dubai and Cuba branches are fully consolidated in these annual accounts.

The present annual accounts have omitted that information or disclosures that do not require detail due to their qualitative importance, or due to being non-material or their relative importance according to the concept of materiality or relative importance defined in the conceptual framework of the Generally Accepted Accounting Principles in Spain approved by the Royal Decree 1514/2007.

## 2.3 Non-obligatory accounting principles

For the preparation of these annual accounts, the Directors have taken into consideration all the mandatory accounting principles and standards with a significant impact on the annual accounts. Additionally, non-obligatory accounting principles have not been applied.

## 2.4 Critical aspects for the measurement and estimation of uncertainty

When preparing the accompanying annual accounts, estimates and assumptions, as made by the Directors of the Company, have been applied in order to measure certain assets, liabilities, expenses and income, and commitments as recognized therein. Those with a significant impact on the annual accounts are:

- Estimation of impairment losses.
- Useful life of tangible and intangible assets and goodwill.
- Market value of derivative financial instruments.
- Provisions valuation.
- Valuation of employee's remuneration schemes.
- Income tax assets and liabilities.

Despite the fact that these estimates were prepared based on the most accurate available information at 2020 year-end, it is possible that future events may lead to a change in estimates for subsequent years. Under such circumstances, any changes will be made prospectively.

## 2.5 Business combinations

On August 1, 2016, the Company, formerly known as Amadeus IT Holding, S.A. (Absorbing Company), absorbed Amadeus IT Group S.A. (Absorbed Company). The merger was registered in the Commercial Registry of Madrid on August 2, 2016. As a consequence of the merger, the Absorbing and survivor Company from the merger process, Amadeus IT Holding, S.A. changed its corporate name to the Absorbed Company's name, Amadeus IT Group, S.A.

The merger consisted in absorbing and integrating the Absorbed Company into the Absorbing Company, where all of its equity elements will be passed on to the Absorbing Company, therefore the Absorbed Company disappeared without liquidating and all of its shares were transferred to the shareholders of the Absorbing Company.

In accordance with the article 86 of the Corporate Income Tax Act., the detail of the periods in which tangible and intangible assets were acquired by the Absorbed Company and transmitted to the Absorbing Company, and all the information required by the Spanish legislation in force, were included in the notes to the annual accounts for the year ended on December 31, 2016.

Likewise, in the year ended on July 31, 2006, the Company, formerly known as WAM Portfolio, S.A. Sociedad Unipersonal, took over Amadeus IT Group, S.A., subsequently adopting its company's corporate purpose and registered name. The equity elements of the companies involved in the merger process were measured by applying the market value thereto. All the information required by the Spanish legislation in force was included in the notes to the annual accounts for the year ended on July 31, 2006.

## 2.6 Changes in accounting principles

During 2020, there have not been any changes in the accounting principles applied by the Company.

## 2.7 Comparative information

For comparative information purposes, the Company presents together the balance sheet, the income statement, the statements of changes in equity, the statement of cash flows and the notes to the annual accounts for the years ended on December 31, 2020 and 2019.

The financial statements and the notes to the annual accounts are expressed in millions of euros (except the information which specifies a different unit).

The preparation, classification and aggregation of certain items in the annual accounts have been revised. Non-material reclassifications have been made accordingly so that the information can be comparable with the previous year and improves the comprehension of the annual accounts.

## 2.8 Aggregated captions

Certain items are presented in an aggregated format on the balance sheet, the income statement, the statement of changes in equity and the statement of cash flows, in order to facilitate their understanding. However, itemised information, when significant, has been included in the relevant notes.

## 2.9 Working capital

As of December 31, 2020, the Company presents positive working capital mainly driven by the additional funding raised in the COVID-19 pandemic context (Note 6). However, as of December 31, 2019 the Company presented negative working capital, which was a usual circumstance in the industry which the Company operates in and its financial structure.

## 2.10 Correction of errors

No significant errors have been detected during the preparation of the accompanying annual accounts, therefore, it has not been necessary to restate the amounts included in the annual accounts for the year 2019.



### 3. PROPOSED APPROPRIATION OF RESULTS

The Board of Directors will submit to the Ordinary General Shareholders’ Meeting for approval, the proposed appropriation of the results for the year ended December 31, 2020, is as follows:

	Euros
<b>Amount for appropriation:</b>	
Net loss for the year	(191,349,998.91)
	(191,349,998.91)
<b>Appropriation to:</b>	
Retained earnings	(191,349,998.91)
	(191,349,998.91)

### 4. RECOGNITION AND MEASUREMENT STANDARDS

The main recognition and measurement accounting standards applied by the Company in the preparation of the annual accounts are as follows:

#### 4.1 Intangible assets

Intangible assets are initially measured at their acquisition or production cost, which is subsequently adjusted by the related accumulated amortization and, if applicable, by any impairment losses. The carrying amount is periodically reviewed and adjusted for any decrease in value, as described in Note 4.3. These assets are amortized during the course of their useful life. The assets included under this caption are the following:

- **Brands and trademarks:** This caption includes brands and trademarks acquired by means of either a business combination (Note 2.5) or in separate acquisitions, valued at their acquisition cost. They are tested for impairment on an annual basis, or when signs of impairment occur.

The Law 22/2015, dated July 20, on Accounts Auditing, establishes that intangible assets have a definite useful life, when the useful life of these assets could not be reliably estimated, they will be amortized over a 10 years period, unless any other regulatory change establishes a different period. Although the Company considers that the registered brands and trademarks have indefinite useful life, since January 1, 2016, it began to amortize them applying the straight-line method over a period of 10 years.

- **Goodwill:** The goodwill is recognized as an asset when an onerous acquisition takes place within a business combination context (Note 2.5). Goodwill is assigned to the cash-generating unit to which the expected profit of the business combination will be allocated. At least once per year, an impairment test is done on these cash-generating units according to the methodology described in Note 4.3, and the relevant value adjustment would be recognized, if applicable.

The Law 22/2015, dated July 20, on Accounts Auditing, establishes that intangible assets, and therefore the goodwill, have a definite useful life, when the useful life of these assets could not be reliably estimated, they will be amortized over a 10 years period, unless any other regulatory change establishes a different period. Although the Company considers that the registered goodwill has indefinite useful life, since January 1, 2016, it began to amortize it applying the straight-line method over a period of 10 years.

Impairment losses included in the carrying amount of goodwill are not reversed in subsequent years.

- **Software:** This caption includes the acquisition cost or cost of the rights to use software, as well as the cost of developing software applications, as incurred by the Company. These assets are capitalized once technical feasibility is established, where it is reasonably anticipated that the cost will be recovered through future benefits and when the cost of the assets can be reliably measured. Software is amortized by applying the straight-line method over 3 to 5 years. Software maintenance costs are charged to expense as incurred and recognized in the income statement.
- **Research and Development:** Research expenditure, mainly related to research in connection with the evaluation and adoption of new technology, is recognized as an expense as incurred. Costs incurred on development projects, relating to the design and testing of new or improved products, are recognized as intangible assets when it is probable that the project will be a success, its commercial and technological feasibility being taken into consideration, and cost can be measured reliably and individually by project. Development costs that have been capitalized are amortized from the commencement of the commercial production of the product on a straight-line basis over the period of its expected benefit for the Company over 2 to 20 years.
- **Intangible rights:** Assets as included under this caption are as follows:
  - **Contractual relationships** - This caption includes the contractual relationships with travel agencies and Amadeus system's users, as acquired through a business combination (Note 2.5), as well as capitalizable amounts related to travel agency incentives that can be recognized as an asset. These latter assets relate mainly to upfront payments made with the objective of increasing the number of clients, or to improve the loyalty of the customer portfolio. They are instrumented through agreements with a term that is always over a year, in which they commit to achieve certain economic objectives. The agreements include shortfall clauses applicable if those objectives are not met.  
  
Their useful life is determined by taking into consideration the contractual-legal rights, the renewal period and the technological lock-in period for these intangible assets. They are amortized against the income statement by applying the straight-line method over an estimated useful life, between 2 and 15 years, and tested for impairment to adjust the carrying amount to the achievement of the committed objectives.  
  
The incentives, services or discounts paid to travel agencies, which do not meet the proper requirements to be recognized as intangible fixed assets, are considered as prepaid expenses recognized in the income statement according to the length of the contract.
  - **Technology and content** - This caption includes assets which are a combination of software elements and travel content, the latter obtained by the Company through its relationship with travel providers acquired either through a business combination (Note 2.5) or in separate acquisitions, measured at their acquisition cost. This combination allows the processing of travel transactions (bookings) between supply (travel providers) and demand (travel agencies) and it makes travel information available to both users through the Amadeus system.  
  
These assets are amortized against the income statement by applying the straight-line method over an estimated useful life from 5 to 20 years. IT solution technology and content assets are amortized over an estimated useful life of 20 years considering that the IT solution industry model is for the very long run. The estimated useful life of the main components of the distribution technology is 15 years, considering the status of the Amadeus reservation system, and the technological gap perceived by the Company over its main competitors.

## 4.2 Tangible assets

Tangible assets are initially measured at their acquisition cost or production cost and subsequently adjusted by the related accumulated amortization and, if any, by impairment losses. Their carrying amount is periodically reviewed and adjusted for any decrease in value as described in Note 4.3.

Repair and maintenance expenses concerning the different tangible fixed asset elements are recognized in the income statement for the year in which they are incurred. However, amounts invested to improve their capacity or efficiency, or to increase their useful life are added to the asset's value.

The Company amortizes the tangible assets by applying the straight-line method over the estimated useful life of the assets, as shown below:

	Years
Furniture and office equipment	5 – 15
Other tangible assets	3 – 5

## 4.3 Impairment of non-current assets

The carrying amount of significant non-current assets is reviewed periodically, to determine if there is any indication of impairment. If, as a result of this evaluation, the recoverable amount is lower than the net carrying amount, an impairment loss is recognized in the income statement, by reducing the carrying amount of the asset to its recoverable amount. The recoverable amount is the higher of the fair value less cost to sell and the value in use. In assessing the value in use, the estimated future cash flows are discounted at their present value using an appropriate risk adjusted discount rate.

## 4.4 Leases

Leases where the Company assumes substantially all the risks and rewards of ownership are classified as finance leases. The assets are capitalized and a liability is recognized for an amount equivalent to the lower of their fair value and the present value of the minimum lease payments at the inception of the lease. The capitalized leased assets are amortized by applying the straight-line method over the periods of useful life.

Operating lease payments are recognized in the income statement as incurred throughout the term of the lease.

## 4.5 Financial instruments

### 4.5.1 Financial assets

Financial assets are initially measured at the fair value of the consideration given plus the directly attributable transaction costs.

Financial assets are classified in the balance sheet as current or non-current, depending on whether their maturity is less than, equal to or greater than twelve months.

The Company derecognizes a financial asset when it expires or when the rights to receive the cash flows associated with the asset have been transferred, and under the terms of an agreement, the risks and rewards associated with the asset have also been substantially transferred. Examples of the latter are commercial credits in factoring transactions where the Company has not retained any significant credit or interest risk.

On the other hand, the Company does not derecognize a financial asset and recognizes a financial liability in the amount of the consideration received, when a financial asset is transferred that substantially retains the risks and rewards associated with the property of the asset.

Interests and dividends received from financial assets, as accrued subsequently to the date of acquisition, are recognized as financial income in the income statement. Interests are recognized by applying the effective interest method and dividends are recognized once it is announced that the shareholder has the right to receive them. If distributed, dividends related to earnings generated prior to the date of acquisition are recognized by reducing the carrying amount of the investment.

Financial assets as held by the Company are classified as follows:

- **Loans and accounts receivable:** Financial assets from the sale of goods and services within the Company's trade or those that, lacking a commercial substance, are not equity instruments or derivatives, their collection is a fixed or determinable amount, and they are not quoted on an active market. After initial recognition, they are measured at amortized cost by applying the effective interest method.

Amortized cost is the acquisition cost of the financial asset or financial liability less principal repayments, and adjusted by the portion of the difference between the initial cost and the relevant repayment value at the due date as systematically charged to the income statement, following the effective interest method. In the case of financial assets, amortized cost also includes impairment value adjustments.

The effective interest method is the discount rate, which equals the value of a financial instrument to its total estimated cash flows for any concept throughout the remaining life of the asset.

Deposits and bonds are initially recognized at the amount paid to meet all contractual obligations.

If the maturity of these loans and accounts receivable is less than twelve months, these assets are recognized at their face value when the effect of not discounting the cash flows is not significant.

Impairment losses are allocated when, as a result of events occurred after initial recognition, a reduction or a delay in the estimated future cash flows could happen because of bad debt.

- **Held to maturity investments:** They are non-derivative financial assets with determinable payments and fixed maturity, traded on an active market, which the Company has the intention and capacity to hold to maturity. Upon initial recognition, they are also measured at amortized cost.

Impairment losses are allocated when, as a result of events occurred after its initial recognition, a reduction or a delay in the estimated future cash flows could happen because of bad debt.

- **Financial assets held for trading:** Financial assets held for trading are assets acquired to be sold in the short-term, or assets included in a portfolio with recent evidence of them being used for this purpose. This category includes financial derivatives which have not been designated as hedge. Financial assets held for trading are measured at fair value and the result of changes in fair value is recognized in the income statement.

- **Investments in Group companies, associates and joint ventures:** Group companies are the companies under the Company's control, and associates are the companies over which the Company has a significant influence. Additionally, joint ventures are the companies over which the control is shared between one or more partners.

Investments in Group companies, associates and joint ventures are measured at cost less any accumulated impairment losses, if applicable. These value adjustments are the differences between the carrying amount of the investment and the recoverable amount, which is the higher of the fair value less the cost to sell, and the discounted value of the estimated future cash flows of the investment.

Since January 1, 2010, all the costs, such as legal or other professional fees, associated to the acquisition of a Group company implying the control over the company, are registered as an expense in the income statement.



Value adjustments for impairment and, as the case may be, their reversal are registered as expense or income, respectively, in the income statement. The limit of impairment reversal is the initial book value of the investment.

- **Available-for-sale financial assets:** They are non-derivative financial assets or investments in equity instruments of other companies which have not been initially included in the previous categories. They are measured at fair value with gains and losses resulting from changes in the fair value recognized directly in equity, until the asset is derecognized or its value is impaired according to the Generally Accepted Accounting Principles in Spain. In such a case, any accumulated amounts registered in equity are then registered in the income statement.

The financial assets available-for-sale for which fair value cannot be determined with reliability are measured at cost less any accumulated impairment losses, if applicable.

#### 4.5.2 Financial liabilities

The Company classifies its financial liabilities according to the agreed contractual obligations, provided that, according to their economic substance, they represent a direct or indirect contractual obligation for the Company.

The Company derecognizes financial liabilities when the obligations which generated them cease to exist.

The financial liabilities are classified in the balance sheet as current or non-current, depending on whether their maturity is less than, equal to or greater than twelve months.

- **Debits and accounts payable:** The Company's debits and accounts payable from the purchase of goods and services within trade operations are considered financial liabilities, as well as those that lacking a commercial substance cannot be considered financial derivatives.

Debits and accounts payable are initially recognized at the fair value of the consideration received, adjusted by directly attributable transaction costs. Subsequently, these liabilities are measured at their amortized cost.

Notwithstanding the above, debits generated by trade operations with maturity within one year and without a contractual interest rate are measured at nominal value, provided that the effect of not discounting the cash flows is not significant.

In the case of the loans whose maturity is short-term, but whose long-term refinancing is assured if the Company decides so, and it is likely to happen through loan agreements available in the long-term, are classified as non-current liabilities.

#### 4.5.3 Shareholders' equity instruments

A shareholders' equity instrument is any contract that evidences a residual share in the assets of the Company after all liabilities are deducted.

Equity instruments issued by the Company are recognized in equity by the amount received, net of transaction costs.

The shares and equity instruments are registered by reducing shareholders' equity for the value in consideration received in exchange, as well as the actual value of certain future commitments agreed during the current period. The result of buying, selling, issuing and cancelling shareholders' equity, is recognized directly in the caption 'Other reserves' in the equity, resulting in no effect, in the income statement, in any case.

#### 4.5.4 Financial derivatives and hedge accounting

The Company uses derivative financial instruments to cover the risks derived from its activity, transactions and future cash flows. These risks are mainly linked to interest and exchange rate fluctuations.

For these financial instruments to be classified as hedge accounting, there is a formal designation and documentation of the hedging relationship. Likewise, the Company has to verify initially and periodically throughout their life, that the hedge relationship is highly effective in offsetting changes in the fair value or in the cash flows of the hedged amount (attributable to the hedged risk). That is, prospectively, an almost complete hedge and, retrospectively, a variation between 80% and 125% of the hedged item.

Derivatives are initially measured at the fair value of the given amount in the balance sheet and, subsequently, the necessary value adjustments are made so as to show their fair value each time. If the value adjustment is positive, it is registered under the caption 'Derivatives' in assets in the balance sheet, or in liabilities if it is negative. Gains or losses are recognized according to the type of hedge, as follows:

- **Fair value hedges:** Changes in the fair value of the hedging instrument and of the hedged asset or liability, as attributable to the hedged risk, are recognized in the income statement.
- **Cash flow hedges:** The effective portion of changes in the fair value of the hedging instrument is temporarily recognized in equity, in the income statement for the period in which the hedged element affects the result (profit or loss), except if the hedge relates to an expected transaction which leads to the recognition of a non-financial asset or liability, as well as equity instruments, in which case the amounts registered in equity will be included in the cost of the asset or liability at the time it is acquired or assumed. The portion considered ineffective is directly recognized in the income statement.

Hedge accounting is discontinued when the hedging instrument is due, sold, finished, exercised, or when it ceases to meet the conditions for hedge accounting. Then, any accrued gains or losses related to the hedging instrument and recognized in equity are held there until the expected transaction takes place.

When the hedged transaction is not expected to take place, the accumulated net gains or losses recognized in equity are transferred to the income statement for the year.

The Company uses the discount of the expected cash flows as the fair value of the registered derivative financial instruments, on both spot and forward market conditions at year-end.

#### 4.6 Foreign currency transactions

The Company uses the euro as its functional currency. Foreign currency transactions are accounted for at the exchange rate prevailing at the transaction's date. Gains and losses resulting from the settlement of that transactions and from the valuation at year-end of monetary assets and liabilities denominated in foreign currencies are recognized in the income statement.

#### 4.7 Income taxes

Expense or income for Corporate Income Tax includes current tax expense or income and deferred tax expense or income.

Current tax is the amount that the Company satisfies as the result of profit tax settlements for a fiscal year. Tax deductions and other tax benefits, excluding withholding taxes and payments on account, and previous years' tax losses which can be offset against the current fiscal year, reduce the total amount of current tax.

Deferred tax expense or income relates to the recognition and cancelation of deferred tax assets and liabilities. These include temporary differences which are the amounts expected to be paid or recovered, as generated by the differences between the tax and book values of assets and liabilities, and the tax losses carried forward and the credits for tax deductions not fiscally applied. These amounts are recorded by applying to the temporary difference or tax credit, the tax rate at which they are expected to be recovered or settled.

As a general rule, deferred tax liabilities are recognized for all the taxable temporary differences. However, deferred tax assets are only registered if it is considered probable that the Company will obtain future tax profit to make them effective. At year-end, the deferred tax assets not registered in the balance sheet are measured, and they are recognized if they are likely to be recovered through future tax benefits. Likewise, deferred tax assets registered are reviewed, making the appropriate adjustments when there are doubts about their future recovery.

Deferred tax assets and liabilities, resulting from the transactions registered directly in equity, are also registered in equity. Value adjustments to deferred tax assets and liabilities due to changes in the tax rate are recognized according to their origin in the income statement or in equity.

#### 4.8 Revenue and expenses recognition

Revenue and expenses are recognized according to the vesting principle, when the real flow of goods and services occurs, regardless of the time when the monetary or financial flow arising from them takes place. Income is measured at the fair value of the consideration received, less discounts and taxes.

The Company obtains distribution revenue for providing reservation services through its Amadeus system. Revenue from airline bookings is recognized based on the number of bookings done when the booking is made, net of cancellations made and provisions for future cancellations. Revenue from non-air bookings, mainly related to hotels and car rental, is recognized when the bookings are used by the final customer.

The Company generates, among others, revenue from direct sales made through certain airlines' direct sales offices, or web pages ('system users') connected to the Amadeus system. When the airlines receive payments related to their own inventory sales, they are registered as less revenue.

Additionally, the Company has certain content agreements and other marketing agreements with the airlines. As a result, the latter allows the Company to obtain information of routes, seats inventory and fares for flights that are sold within the territory covered by the agreements. The payments made to the airlines under these agreements are registered as less revenue.

Revenue derived from charges to customers on a transactional basis for the use of the IT solutions is recognized when the services are provided to the customers over the terms of the agreement. Users of these services have access to business services such as inventory management and passengers boarding.

Revenue obtained from customisation and implementation of IT solutions is recognized when the services are provided to the customers over the terms of the agreement.

Revenue for sales where the Company acts as an agent is recognized on a net basis, representing the amount of the commission received.

#### 4.9 Provisions and contingencies

Provisions are recognized when there is a legal or implicit present obligation arising as a result of a past event, when the Company is likely to be required to settle the obligation and the amount of the obligation can be reliably estimated.

Contingent liabilities are possible obligations that arise from past events and whose existence will be confirmed only by the occurrence or non-occurrence of one or more future events not wholly within the Company's control.

Amounts recognized as a provision relate to the best estimate of the non-settled obligation at the date of the balance sheet, with the risks and uncertainties related to the obligation being taken into account. Contingent liabilities are not recognized in the financial statements, but are rather disclosed, unless the possibility of an outflow in settlement is considered to be remote.

#### 4.10 Equity elements of an environmental nature

Elements used permanently by the Company to minimise the impact on the environment and for environmental protection and improvement, including reduction and elimination of future pollution, are registered under this caption.

Due to its activity, the Company does not have a significant environmental impact.

#### 4.11 Pension plans and other related obligations

The Company has pension commitments with its employees. These commitments are fulfilled through an external pension plan, defined contribution employment system, and collective life insurance contracts, for all of the Company's employees.

Contributions made to defined contribution plans are registered in the income statement for the year, as incurred.

#### 4.12 Share-based payments

The Company has certain share-based reward schemes in place for employees, as consideration for services rendered by them. Compensation expenses for services received are calculated as the fair value of the company's shares and are registered in the income statement during the vesting period against the corresponding provision. The settlement of these equity settled share-based payments is accounted for as the purchase of an equity instrument.

#### 4.13 Transactions with related parties

The Company considers as related parties subsidiaries, associates and joint ventures, key management personnel and members of the Board of Directors as well as their close family members. Additionally, the Company also considers as related parties the significant shareholders, and the companies controlled by them, in case they exist.

The Company considers as key management personnel the members of the Executive Committee and the Internal Audit Director.

The Company carries out all its operations with related parties at market value. Additionally, transfer prices are adequately supported, so the Directors of the Company believe that there is no significant risk on this matter that may lead into future liabilities.

#### 4.14 Current and non-current items

Current assets are those related to the operating cycle of the Company, that usually is considered a year, and also other assets which maturity, disposal or realization is expected to occur in the short-term since the year closing date, the available-for-sale financial assets except the financial derivatives which maturity date is over a year, and the cash or other cash equivalents. The assets that do not meet these requirements are classified as non-current assets.

Similarly, current liabilities are those related to the operating cycle of the Company, and also the available-for-sale financial liabilities, except the financial derivatives which maturity date is over a year, and, in general every liability which maturity or extinction will take place in the short-term. Otherwise, they are classified as non-current liabilities.



#### 4.15 Indemnities

In accordance with the legislation in force, the Company is obliged to pay a compensation to those employees with whom, under certain conditions, it terminates its labor relations. Therefore, the compensations for lay-off that can be reasonably quantified are recorded as an expense in the year in which the dismissal decision is made.

## 5. FINANCIAL RISK AND CAPITAL MANAGEMENT

The Company is exposed, as a result of the normal course of its business activities, to foreign exchange, interest rate, own shares price evolution, credit and liquidity risk. The goal of the Company is to identify, measure and minimize these risks using the most effective and efficient methods to eliminate, reduce, or transfer such exposures. With the purpose of managing these risks, in some occasions, the Company enters into hedging activities with derivatives and non-derivative instruments.

### 5.1 Foreign exchange rate risk

The Company uses the Euro as its functional currency. As a result of the multinational orientation of its business, the Company is subject to foreign exchange rate risk derived from the fluctuations of different currencies. The Company's exchange rate hedging strategy aims to protect the EUR value of cash flows denominated in foreign currency. The instruments used to achieve this goal depend on the currency in which the operating cash flow to be hedged is denominated:

- The strategy used to cover US Dollar (USD) exposures is based on the use of natural hedges and derivatives. This strategy aims at reducing the exposure created by the USD denominated net operating cash inflows of the Company with the USD payment of principal of the USD denominated debt and with derivatives. Although as of December 31, 2020, there is USD denominated debt with Group companies, this debt has not been designated as hedge instrument. As at December 31, 2020, there was a significant amount of short-term financial investments denominated in USD, these investments were fully hedged.
- Aside from the USD, the main foreign currency exposures are expenditures denominated in a variety of foreign currencies. The most significant of these exposures are denominated in Sterling Pounds (GBP), Indian Rupees (INR), Australian Dollars (AUD) and Singapore Dollars (SGD). For these exposures, a natural hedge strategy is not possible. In order to hedge a portion of the aforementioned short exposures, the Company enters into derivative contracts with financial entities, basically currency forwards, currency options and combinations of currency options.

### 5.2 Interest rate risk

The objective of the Company in terms of interest rate risk management is to reduce the volatility of the net interest flows payable. At December 31, 2020 and 2019, approximately 78.3% and 65.1%, respectively, of the Company's borrowings were at fixed interest rate. Given the high proportion of fixed rate debt as of December 2020 and 2019, no interest rate hedges were hedging the outstanding debt as of these dates.

During 2020 there has been a significant increase in the sensitivity of the EUR denominated debt to the movements of the interest rate curve with respect to the previous year. This increase has been produced by the new debt issues which have taken place during 2020 in order to reinforce the liquidity position of the Company. These new debt issues have significantly increased both the amount and the average life of the debt outstanding, thus, increasing the sensitivity of this debt to changes in the level of interest rates.

In the case of the floating interest rate debt, the spread payable on this debt is fixed and therefore its fair value is sensitive to changes in the level of interest rates.

### 5.3 Treasury shares price evolution risk

The Company has three different remuneration schemes for managers and employees which are referenced to Company's shares: the Performance Share Plan (PSP), the Restricted Share Plan (RSP) and the Share Match Plan (SMP).

According to the conditions of these plans, at their maturity, the beneficiaries will receive a number of shares, that for the plans granted, will depend on the achievement of certain performance conditions. The Company will use treasury shares to cover these remuneration schemes.

On February 28, 2020, the Company's Board of Directors agreed to carry out a share buy-back program for a maximum amount of €72.0 million and up to a maximum of 900,000 shares, representing 0.21% of the share capital to meet obligations related to the remuneration plans of shares for employees, Senior Management and CEO of the Group for the years 2020, 2021 and 2022.

On March 23, 2020, the Company's management agreed to modify this share buy-back program up to a maximum investment of €28.0 million and up to a maximum of 350,000 shares, representing 0.081% of the company's share capital, to serve obligations related to the share compensation plan for employees, Senior Management and CEO of the Group for the year 2020.

The Company reached the maximum investment under this Program with the purchase of 350,000 shares on March 23, 2020.

### 5.4 Credit risk

Credit risk is the risk that a counterparty to a financial asset will cause a loss for the Company by failing to discharge an obligation.

The cash and cash equivalents of the Company are deposited in major banks based on the diversification and the credit risk offered by the different available investment options.

In 2020 the Company has made some short-term financial investments in order to invest part of the liquidity raised through the several financings undertaken during the year. These short-term investments are denominated in USD and are fully hedged from foreign exchange variations. These investments consist of a tri-party repo amounting to USD 755.0 million and a Trade Finance Fund amounting to USD 350.0 million. We consider that these investments have a low credit risk since:

- The tri-party repo could be liquidated at the end of March 2021 and it has the double guarantee of a diversified portfolio of financial instruments acting as underlying and the bank acting as the counterparty of the transaction. The counterparty bank is a prime investment grade global bank. The portfolio of assets underlying is valued by a third party (Euroclear) and matched on daily basis in order to reach at least 75% of the value of the investment.
- In the case of the Trade Finance Fund, this fund is invested in a diversified portfolio of receivables shorter than 3 months being the obligors US investment grade companies.

The credit risk of the customer accounts receivable of the Company is mitigated by the fact that the majority are settled through the clearing houses operated by International Air Transport Association ('IATA') and Airlines Clearing House, Inc. ('ACH'). These systems guarantee that the cash inflows from customers will be settled at a certain fixed date, and partially mitigate the credit risk by the fact that the members of the clearing houses are required to make deposits that would be used in the event of default. Moreover, the customer base of the Company is large and unrelated which results in a low concentration of the credit risk.

## 5.5 Liquidity risk

The Company is responsible for providing the cash needed by all the companies of the Group. In order to perform this task more efficiently the Company concentrates the excess of liquidity from the subsidiaries and channels it to the companies with cash needs.

This allocation of the cash position among the companies of the Group is mainly made through the following agreements:

Cash pooling agreements with most of the subsidiaries located in the Euro area.

Through bilateral treasury optimization agreements between the Company and its subsidiaries.

The Company monitors the Group's cash position through rolling forecasts of expected cash flows. These forecasts are performed by all the companies of the Group and consolidated in order to examine both the liquidity situation and prospects of the Group.

Additionally, as described in Note 15, the Company has access to a 'Revolving Credit Facility'. This facility has a notional of €1,000 million and can be used to cover working capital needs and general corporate purposes.

At December 31, 2020 and 2019, this facility was fully unused.

## 5.6 Capital management

The Company manages its capital to ensure that the Group companies will be able to continue as a going concern while continuing to generate returns to shareholders and to benefit other stakeholders through the optimization of the leverage ratio.

The Company bases its capital management decisions on the relationship between the earnings and free cash flows and its debt amount and debt service payments.

The credit rating granted to the Company by the agency Standard & Poor's Credit Market Service Europe Limited has changed from 'BBB' to 'BBB-', with negative outlook. The credit rating granted to the Company by the agency Moody's Investors Service España, S.A. is 'Baa2', changing from stable outlook to negative outlook. The Company considers that the ratings awarded, would allow access to the markets, if necessary, on reasonable terms.

# 6. COVID-19 RELATED IMPACTS

The COVID-19 pandemic has a material adverse effect on the Company's business, prospects, financial condition and results of operations. Substantially all the Company revenue is derived from the worldwide travel and tourism industry and this outbreak negatively impacts this industry, particularly for airlines, airports, hotels, railways and ferries. The volume of bookings has drastically been reduced, and although Q3 2020 and Q4 2020 have shown improvements compared to Q2 2020, it is still uncertain how long it will take to come back to the travel volumes prior to the impact of the spread of COVID-19.

The COVID-19 outbreak has impacted our risk assessment and our impairment testing as disclosed below.

### a) Reinforcement of the liquidity position

The Group has adopted a set of measures to protect its liquidity, to enhance its financial flexibility and to support its operations even in a scenario where the current tough market conditions persist over a long period of time.

To face the reduction of revenues and secure liquidity, besides the €1,000.0 million Revolving Credit Facility, already available in 2019, which is neither disposed of as at December 31, 2020, nor was as at December 31, 2019, the Company has engaged into the following operations during year 2020 (Notes 13 and 15 for a higher level of detail):

- A €1,000.0 million bridge to bond credit facility was contracted in March 2020.
- A share capital increase by an amount of €750.0 million.
- An issuance of convertible bonds for a total value of €750.0 million maturing in 2025.
- An issuance of two Eurobonds for a total value of €1,000.0 million. These bonds mature respectively in 2024 and 2027. After the issuance of these bonds, €500.0 million of the undrawn bridge to bond credit facility was cancelled.
- An additional €750.0 million through an 8-year Eurobond was issued in September 2020. After this bond was issued the remaining €500.0 million of its undrawn bridge to bond loan was cancelled.
- A new European Investment Bank (EIB) Senior Loan by an amount of €200.0 million which was drawn in December 2020. This new loan is not subject to financial covenants, whereas the financial covenant of the previously contracted EIB loans were waived until second semester 2021.

In order to preserve the cash of the Company and strengthen its liquidity position; the 2019 complementary dividend, which is generally distributed in July, was cancelled.

Cash and cash equivalents as at December 31, 2020, amount to €1,431.9 million. Additionally, other current financial assets include €900.5 million of short-term liquid investments as at the end of 2020. As a result, total liquidity position at the end of the year 2020 amounts to a total of €2,332.4 million which provides a comfortable buffer to weather adverse market conditions for an extended period.

## b) Expected credit loss provision

As disclosed in Note 5, our credit risk is mitigated by the fact that the majority are settled through the clearing houses, International Air Transport Association ('IATA') and Airlines Clearing House, Inc. ('ACH'). Nevertheless, the COVID-19 outbreak has triggered some financial difficulties to certain customers increasing our risk assessment for accounts receivable recovery. The Company has updated the 2019 Expected Credit Losses (ECL) provision matrix used for low risk customers, increasing the provision for bad debts to €24.6 million compared to 2019.

## c) Relief and support measures

The Company has implemented efficiency measures to reduce costs and investment in assets. In relation to other operating expenses, the Company has gained savings mainly focused on cost of contractors and travel expenses. Regarding building rent expenses, the Company is currently rationalizing the necessary space to optimize the costs.

## d) Restructuring measures

In March 2020 the Company announced an initial set of measures to reduce costs. Following this announcement, in July 2020, we set up a plan of actions focused on workforce reduction. The Company has incurred in €5.8 million of Personnel and Related expenses corresponding to these restructuring measures.

## e) Impairment test

The COVID-19 pandemic has generated an on-going health and economic crisis, resulting in acutely depressed travel volumes. This situation has generated an accounting possible impairment for the Company, raising all new future forecasts taking into account new number of scenarios (including, IATA's latest projections, base case and a stressed case) associated to the CGUs.

Calculations use cash flow projections based on financial budgets as discussed by the Board of Directors on December 2020 for the period 2021-2023 plus additional forecasts developed for 2024-2025. Cash flows beyond that five-year period have been extrapolated using growth rates that do not exceed the long-term average rates for the markets in which CGUs operate.

These internal forecasts are based on external assumptions such as Growth Domestic Product published by the International Monetary Fund, air traffic data published by IATA, among others. The Company for its internal forecasts has considered lower capital expenditures and cost reductions linked to the restructuring measures.

The projections have been performed considering the following assumptions:

For both cash-generating units, the forecasted revenues compound annual growth rate (CAGR) used for the impairment exercise, which did not result in impairment in any case, are set forth in the table below:

	December 31, 2020 2021 – 2025 period	December 31, 2019 2020 - 2024 period
Base case	15.55% - 35.41%	3.22% - 8.47%
Optimistic case	17.56% - 36.45%	4.22% - 10.47%
Pessimistic case	14.55% - 34.36%	2.22% - 7.47%

Progressive recovery of 2019 levels is forecasted for 2024. Considering a six-year period the CAGR of forecasted revenues is the following:

	December 31, 2020 2020-2025 period
Base case	0.60% - 2.57%
Optimistic case	1.98% - 4.66%
Pessimistic case	(0.79%) - 1.53%

Discount rates have also been reviewed to reflect the current economic situation. No changes estimated for perpetuity growth rates.

The discount rates and perpetuity growth rates, beyond the five-year forecasts applied to the cash flow projections in 2020 and 2019 for the different groups of cash-generating units are as follows:

	December 31, 2020			December 31, 2019		
	Perpetuity growth rate	Post-tax discount rate	Pre-tax discount rate	Perpetuity growth rate	Post-tax discount rate	Pre-tax discount rate
Distribution	1.5%	7.6%	9.8%	1.5%	7.4%	9.7%
IT Solutions	2.5%	7.6%	9.4%	2.5%	7.4%	9.2%

According to this analysis of the value in use of assets assigned to the groups of cash generating units, there is no evidence of impairment.

Management considers that any reasonable deterioration of the key assumptions considered, which are the bases to calculate the value in use, would not result in the recoverable amount being lower than the respective unit's net book value amount.

The Company has carried out a review of the recoverable amount of the significant intangible assets, resulting an impairment in the years 2020 and 2019 amounting to €17.0 million and €10.5 million, respectively.



Additionally, the Company has carried out an analysis of all the investments in Group companies and multigroup equity to check if the recoverable amount of those investments is higher than the recognized in Company's books. As a result, the Company has registered accumulated value adjustments for impairment in investments in Group companies and joint ventures, amounting to €16.1 million during 2020.

## f) Going concern

Considering all the aforementioned measures, the Company believes that the significant doubt associated with the current uncertainties related to the COVID-19 does not result in a material uncertainty related to such events or conditions that may cast significant doubt on the entity's ability to continue as a going concern.

## 7. INTANGIBLE ASSETS

Balances and movements of the items included under the 'Intangible assets' caption, for the year 2020, are as follows:

	December 31, 2019	Additions	Disposals	December 31, 2020
<b>Cost</b>				
Brands and trademarks	318.3	-	-	318.3
Goodwill	1,388.2	-	-	1,388.2
Software	32.3	0.2	(5.0)	27.5
Development costs	461.3	107.6	(13.6)	555.3
Intangible rights	1,313.9	4.5	(6.5)	1,311.9
<b>Total</b>	<b>3,514.0</b>	<b>112.3</b>	<b>(25.1)</b>	<b>3,601.2</b>
<b>Accumulated amortization</b>				
Brands and trademarks	(164.3)	(25.6)	-	(189.9)
Goodwill	(555.2)	(138.8)	-	(694.0)
Software	(26.3)	(3.9)	5.0	(25.2)
Development costs	(57.0)	(30.7)	-	(87.7)
Intangible rights	(1,161.7)	(66.7)	1.5	(1,226.9)
<b>Total</b>	<b>(1,964.5)</b>	<b>(265.7)</b>	<b>6.5</b>	<b>(2,223.7)</b>
<b>Impairments</b>				
Development costs	(11.0)	(10.6)	13.6	(8.0)
Intangible rights	(0.8)	(6.4)	-	(7.2)
<b>Total</b>	<b>(11.8)</b>	<b>(17.0)</b>	<b>13.6</b>	<b>(15.2)</b>
<b>Net</b>				
Brands and trademarks	154.0	(25.6)	-	128.4
Goodwill	833.0	(138.8)	-	694.2
Software	6.0	(3.7)	-	2.3
Development costs	393.3	66.3	-	459.6
Intangible rights	151.4	(68.6)	(5.0)	77.8
<b>Total net intangible assets</b>	<b>1,537.7</b>	<b>(170.4)</b>	<b>(5.0)</b>	<b>1,362.3</b>

Balances and movements of the items included under the 'Intangible assets' caption, for the year 2019, were as follows:

	December 31, 2018	Additions	Disposals	December 31, 2019
<b>Cost</b>				
Brands and trademarks	318.3	-	-	318.3
Goodwill	1,388.2	-	-	1,388.2
Software	30.2	2.1	-	32.3
Development costs	317.5	143.8	-	461.3
Intangible rights	1,259.6	54.3	-	1,313.9
<b>Total</b>	<b>3,313.8</b>	<b>200.2</b>	<b>-</b>	<b>3,514.0</b>
<b>Accumulated amortization</b>				
Brands and trademarks	(138.7)	(25.6)	-	(164.3)
Goodwill	(416.4)	(138.8)	-	(555.2)
Software	(21.1)	(5.2)	-	(26.3)
Development costs	(29.4)	(27.6)	-	(57.0)
Intangible rights	(1,057.7)	(104.0)	-	(1,161.7)
<b>Total</b>	<b>(1,663.3)</b>	<b>(301.2)</b>	<b>-</b>	<b>(1,964.5)</b>
<b>Impairments</b>				
Development costs	(1.0)	(10.0)	-	(11.0)
Intangible rights	(0.3)	(0.5)	-	(0.8)
<b>Total</b>	<b>(1.3)</b>	<b>(10.5)</b>	<b>-</b>	<b>(11.8)</b>
<b>Net</b>				
Brands and trademarks	179.6	(25.6)	-	154.0
Goodwill	971.8	(138.8)	-	833.0
Software	9.1	(3.1)	-	6.0
Development costs	287.1	106.2	-	393.3
Intangible rights	201.6	(50.2)	-	151.4
<b>Total net intangible assets</b>	<b>1,649.2</b>	<b>(111.5)</b>	<b>-</b>	<b>1,537.7</b>

The main intangible asset included under the 'Brands and Trademarks' caption is the 'Amadeus' brand. As it is explained in Note 4.1, since January 1, 2016, the Company began to amortize the brands applying the straight-line method over a period of 10 years.

Among others the Company has analyzed the following relevant factors when determining the useful life of the 'Amadeus' brand:

- There are no expectations of the 'Amadeus' brand to be abandoned.
- There is certain stability within the distribution industry since it is composed of few players worldwide and Amadeus has a solid market position.

The brand is allocated for the purpose of impairment testing, based on 'Amadeus' organizational structure and operations, to the cash-generating units that is expected to benefit from the brand. The net book value of the brand per reportable segment is set forth in the table below:

	Distribution	IT solutions	Total
Balance at December 31, 2018	158.1	21.5	179.6
Amortization	(22.5)	(3.1)	(25.6)
Balance at December 31, 2019	135.6	18.4	154.0
Amortization	(22.5)	(3.1)	(25.6)
Balance at December 31, 2020	113.1	15.3	128.4

This intangible asset does not generate cash inflows that are independent from other assets, and it is therefore tested for impairment as part of the cash-generating units to which it is allocated. The key assumptions used for the impairment tests as well as the methodology followed are described in Note 4.3 and in the goodwill impairment tests described below.

Under the 'Intangible assets - Goodwill' caption, the Company recognized the goodwill generated by the merger dated in July 31, 2006 described in Note 2.5, related to the excess value registered by the Absorbing company at equity value of the Absorbed company, once the values assigned to the identified assets had been deducted. As it is explained in Note 4.1, since January 1, 2016, the Company began to amortize the goodwill applying the straight-line method over a period of 10 years.

The goodwill is allocated for the purpose of impairment testing, based on 'Amadeus' organizational structure and operations, to the cash-generating units that are expected to benefit from the goodwill. The net book value of the goodwill per reportable segment is set forth in the table below:

	Distribution	IT solutions	Total
Balance at December 31, 2018	913.4	58.4	971.8
Amortization	(130.5)	(8.3)	(138.8)
Balance at December 31, 2019	782.9	50.1	833.0
Amortization	(130.5)	(8.3)	(138.8)
Balance at December 31, 2020	652.4	41.8	694.2

The Company tests the net book value of the goodwill for impairment annually or more frequently if there is any indicator that suggests that the net book value of the goodwill might be impaired. The goodwill is tested for impairment together with the assets that can be reasonably allocated to the cash-generating unit to which the goodwill has been allocated to.

During the year 2020, neither the composition of these cash-generating units, nor the impairment testing exercise, has been modified.

These assets include intangible assets with indefinite useful life, such as the 'Amadeus' brand, to the extent that they do not generate cash inflows that are separate from those of the cash-generating unit to which they have been allocated. The corporate assets that the Company operates are also taken into consideration when testing for impairment the cash-generating units.

Whenever the net book value of an asset exceeds its recoverable value, an impairment loss is recognized. This implies reducing the net book value of the asset to its recoverable amount, with the corresponding charge to the income statement in the 'Impairment and gains/(losses) on disposal of non-current assets' caption.

The goodwill recoverable amounts of the distribution and IT solutions cash-generating units is established from the fair value, which is calculated discounting future cash flows. In order to determine the fair value of each cash-generating unit, the following steps are followed:

- For the purpose of the impairment test exercise, specific forecasts are developed for each cash-generating unit, which imply performing a cost allocation exercise for some concepts. These forecasts are developed from the available financial budgets and financial projections approved by the Management. The forecast developed for each cash-generating unit takes into account the Company's market position, the market environment and the market growth forecast.
- Cash-flow forecast based on the above and discount rates are calculated after tax.
- The present value of estimated future cash flows is obtained using an after-tax discount rate which takes into account the appropriate risk adjustments factors.

The COVID-19 pandemic has generated an on-going health and economic crisis, resulting in acutely depressed travel volumes. This situation has generated an accounting possible impairment for the Company, raising all new future forecasts taking into account new number of scenarios (including, IATA's latest projections, base case and a stressed case) associated to the CGUs.

Calculations use cash flow projections based on financial budgets as discussed by the Board of Directors on December 2020 for the period 2021-2023 plus additional forecasts developed for 2024-2025. Cash flows beyond that five-year period have been extrapolated using growth rates that do not exceed the long-term average rates for the markets in which CGUs operate.

These internal forecasts are based on external assumptions such as Growth Domestic Product published by the International Monetary Fund, air traffic data published by IATA, among others. The Company for its internal forecasts has considered lower capital expenditures and cost reductions linked to the restructuring measures.

The projections have been performed considering the following assumptions:

For both cash-generating units, the forecasted revenues compound annual growth rate (CAGR) used for the impairment exercise, which did not result in impairment in any case, are set forth in the table below:

	December 31, 2020 2021 – 2025 period	December 31, 2019 2020 - 2024 period
Base case	15.55% - 35.41%	3.22% - 8.47%
Optimistic case	17.56% - 36.45%	4.22% - 10.47%
Pessimistic case	14.55% - 34.36%	2.22% - 7.47%

Progressive recovery of 2019 levels is forecasted for 2024. Considering a six-year period the CAGR of forecasted revenues is the following:

	December 31, 2020 2020-2025 period
Base case	0.60% - 2.57%
Optimistic case	1.98% - 4.66%
Pessimistic case	(0.79%) - 1.53%

Discount rates have also been reviewed to reflect the current economic situation. No changes estimated for perpetuity growth rates.

The discount rates and perpetuity growth rates, beyond the five-year forecasts applied to the cash flow projections in 2020 and 2019 for the different groups of cash-generating units are as follows:

	December 31, 2020			December 31, 2019		
	Perpetuity growth rate	Post-tax discount rate	Pre-tax discount rate	Perpetuity growth rate	Post-tax discount rate	Pre-tax discount rate
Distribution	1.5%	7.6%	9.8%	1.5%	7.4%	9.7%
IT Solutions	2.5%	7.6%	9.4%	2.5%	7.4%	9.2%

According to this analysis of the value in use of assets assigned to the groups of cash generating units, there is no evidence of impairment.

Management considers that any reasonable deterioration of the key assumptions considered, which are the bases to calculate the value in use, would not result in the recoverable amount being lower than the respective unit's net book value amount.

The Company has carried out a review of the recoverable amount of the significant intangible assets, resulting an impairment in the years 2020 and 2019 amounting to €17.0 million and €10.5 million, respectively.

During 2020 and 2019, the Company has written off intangible rights for a total amount of €5.0 and €0.0 million whose net book value was nil and they were not expected to generate future economic profits. During 2020, the Company has written off intangible rights amounting to €6.5 million, whose net book value was €5.0 million for which a receivable account in 'Accounts receivable - Group companies and joint ventures' has been created.

Additionally, during 2020 and 2019, the Company has registered an impairment in development cost amounting €13.6 million and €0.0 million, respectively, whose net book value was zero.

At December 31, 2020 and 2019, there are fully amortized assets and still in use, amounting to €208.5 million and €125.2 million, respectively. Likewise, at December 31, 2020 and 2019 there are no significant right of use on intangible assets outside Spain.



## 8. TANGIBLE ASSETS

Balances and movements of the items included under the 'Tangible assets' caption, for year 2020, are as follows:

	December 31, 2019	Additions	Disposals	Valuation	December 31, 2020
<b>Cost</b>					
Furniture and office equipment	8.4	0.8	(0.6)	-	8.6
Other tangible fixed assets	10.6	0.8	-	-	11.4
<b>Total</b>	<b>19.0</b>	<b>1.6</b>	<b>(0.6)</b>	<b>-</b>	<b>20.0</b>
<b>Accumulated amortization</b>					
Furniture and office equipment	(4.2)	(0.8)	0.5	-	(4.5)
Other tangible fixed assets	(8.4)	(0.9)	-	-	(9.3)
<b>Total</b>	<b>(12.6)</b>	<b>(1.7)</b>	<b>0.5</b>	<b>-</b>	<b>(13.8)</b>
<b>Net</b>					
Furniture and office equipment	4.2	-	(0.1)	-	4.1
Other tangible fixed assets	2.2	(0.1)	-	-	2.1
<b>Total net tangible asset</b>	<b>6.4</b>	<b>(0.1)</b>	<b>(0.1)</b>	<b>-</b>	<b>6.2</b>

Balances and movements of the items included under the 'Tangible assets' caption, for year 2019, were as follows:

	December 31, 2018	Additions	Disposals	Valuation	December 31, 2019
<b>Cost</b>					
Furniture and office equipment	8.0	0.4	-	-	8.4
Other tangible fixed assets	9.4	1.2	-	-	10.6
<b>Total</b>	<b>17.4</b>	<b>1.6</b>	<b>-</b>	<b>-</b>	<b>19.0</b>
<b>Accumulated amortization</b>					
Furniture and office equipment	(3.4)	(0.8)	-	-	(4.2)
Other tangible fixed assets	(7.2)	(1.2)	-	-	(8.4)
<b>Total</b>	<b>(10.6)</b>	<b>(2.0)</b>	<b>-</b>	<b>-</b>	<b>(12.6)</b>
<b>Net</b>					
Furniture and office equipment	4.6	(0.4)	-	-	4.2
Other tangible fixed assets	2.2	-	-	-	2.2
<b>Total net tangible asset</b>	<b>6.8</b>	<b>(0.4)</b>	<b>-</b>	<b>-</b>	<b>6.4</b>

At December 31, 2020 and 2019 there are fully amortized assets and still in use, amounting to €8.5 million and €7.7 million, respectively. Likewise, at December 31, 2020 and 2019, total tangible assets outside Spain amounts to €2.2 million and €2.8 million, respectively, with an accumulated amortization of €1.5 million and €1.7 million, respectively.

## 9. LEASES

### 9.1 Financial lease

The Company has entered into several finance lease contracts, mainly hardware equipment, through which it uses the assets and it has contracted the obligations detailed below. The contracts in force do not take into account the impact of common expenses, increases by CPI nor future updates of rents contractually agreed.

The fees paid during 2020 and 2019 corresponding to these contracts amounts to €0.6 million and €0.6 million, respectively. At December 31, 2020 and 2019, the financial lease fees, in accordance with the contracts in force, are the following:

	Year 2020		Year 2019	
	Gross	Fair Value	Gross	Fair Value
2020	-	-	0.6	0.6
2021	0.5	0.5	0.3	0.3
2022	0.2	0.2	0.2	0.2
2023	0.1	0.1	0.1	0.1
2024 onwards	0.2	0.2	-	-
<b>Total</b>	<b>1.0</b>	<b>1.0</b>	<b>1.2</b>	<b>1.2</b>

### 9.2 Operating lease

The Company has entered into some operating lease contracts, mainly corresponding to its facilities in the Madrid offices. At December 31, 2020 and 2019, the operating lease fees in accordance with the contracts in force, are the following:

	Year 2020	Year 2019
Less than a year	3.5	3.9
Between one and five years	13.8	13.9
More than five years	17.4	20.8
<b>Total</b>	<b>34.7</b>	<b>38.6</b>

## 10. FINANCIAL INVESTMENTS

### 10.1 Financial investments

The detail of the items included under the 'Financial investments' caption at December 31, 2020, is as follows:

	Available-for-sale financial assets	Held-for-trading financial assets	Hedge		Loans and accounts receivable		Total
	Non-current	Current	Current	Non-current	Current	Non-current	
Equity instruments	10.3	-	-	-	-	-	10.3
Derivatives (Note 12)	-	-	78.7	21.5	-	-	100.2
Other financial assets	-	285.2	-	-	622.6	81.4	989.2
<b>Total</b>	<b>10.3</b>	<b>285.2</b>	<b>78.7</b>	<b>21.5</b>	<b>622.6</b>	<b>81.4</b>	<b>1,099.7</b>

Under the 'Held-for-trading financial assets – Current' caption, as of December 31, 2020 it is included a Trade Finance Fund amounting €285.2 million with short-term maturity (Note 5.4).

Under the 'Loans and accounts receivable – Non-Current' caption, as of December 31, 2020 it is included the amount voluntary deposited by the Company regarding the litigation described in Note 17.5. Additionally, under the 'Loans and accounts receivable – Current' caption, as of December 31, 2020 it is included a positive profitability tri-party repo valued at amortized cost for €615.3 million with short-term maturity (Note 5.4).

The detail of the items included under the 'Financial investments' caption at December 31, 2019, was as follows:

	Available-for-sale financial assets		Hedge		Loans and accounts receivable		Total
	Non-current	Current	Non-current	Current	Non-current	Current	
Equity instruments	10.2	-	-	-	-	-	10.2
Derivatives (Note 12)	-	9.3	3.7	-	-	-	13.0
Other financial assets	-	-	-	7.2	90.8	-	98.0
<b>Total</b>	<b>10.2</b>	<b>9.3</b>	<b>3.7</b>	<b>7.2</b>	<b>90.8</b>	<b>-</b>	<b>121.2</b>

The variations of the assets included under the 'Available-for-sale financial assets' caption during the years 2019 and 2018, are as follows:

	Valued at cost		
	Investments with a shareholding less of 20%	Certificates of deposits	Total
Balance at December 31, 2018	7.0	3.9	10.9
Additions	1.1	-	1.1
Disposals	(1.8)	-	(1.8)
<b>Balance at December 31, 2019</b>	<b>6.3</b>	<b>3.9</b>	<b>10.2</b>
Additions	1.2	-	1.2
Disposals	(1.1)	-	(1.1)
<b>Balance at December 31, 2020</b>	<b>6.4</b>	<b>3.9</b>	<b>10.3</b>

During the year 2020, the Company has acquired investments with a shareholding of less than 20% in different companies amounting to €1.2 million. Moreover, a valuation adjustment amounting €1.1 million has been recorded.

At December 31, 2020 and 2019, included under the 'Available-for-sale financial assets' caption, the Company held 3,579,518 certificates of deposit in SITA Inc N.V., as issued by Stichting, 'SITA Information Networking Computing Foundation,' and representing 3,579,518 shares in SITA Inc. N.V., amounting to €3.9 million.

The breakdown by due date of the assets under the 'Loans and accounts receivable' caption, at December 31, 2020, is as follows:

	2021	2022	2023	2024	2025 and subsequent years	Total
	Loans and accounts receivable	622.6	43.8	6.4	0.6	30.6
<b>Total</b>	<b>622.6</b>	<b>43.8</b>	<b>6.4</b>	<b>0.6</b>	<b>30.6</b>	<b>704.0</b>

## 10.2 Financial investments in Group companies and joint ventures

The Group companies and joint ventures' shares do not quote on the stock market.

On January 10, 2020, the Company acquired, through its subsidiary Amadeus Soluciones Tecnológicas, S.A., Sociedad Unipersonal, 30% of the share capital of Argo IT Tecnología S.A, obtaining 100% of shareholding of its social capital. Its main activity consists of providing computer consulting activities. The total consideration paid for this entity is €3.4 million.

On March 16, 2020, an increase of share capital was carried out in the Group company Amadeus Rezervasyon Dağıtım Sistemleri A.Ş. for €3.0 million. The total investment in this company amounts to €5.1 million.

On April 30, 2020, the Group company Amadeus Services Ltd., in which the Company owned a share capital of 100%, was liquidated. The net investment in this company amounted to €0.1 million. This operation has not had significant impact for the Company.

On September 17, 2020, the Company created the company Amadeus Sofia Labs EOOD in which owns the 100% of its share capital. Its main activity consists of developing and commercializing computer systems, applications and IT solutions to the travel industry.

On December 7, 2020, an increase of share capital was carried out in the Group company Amadeus Perú S.A. for €4.5 million. The total investment in this company amounts to €11.7 million.

On December 28, 2020, an increase of share capital was carried out in the Group company Amadeus Bilgi Teknolojisi Hizmetleri A.Ş. for €15.8 million. The total investment in this company amounts to €25.4 million.

On December 30, 2020, an increase of share capital was carried out in the Group company Amadeus Americas, Inc. for €244.3 million. The total investment in this company amounts to €1,679.8 million.

On December 31, 2020, the Company acquired 100% of the share capital in the Group company Travel Audience, GmbH., which was owned by the Group company Amadeus Leisure IT GmbH.

On December 31, 2020, the requirements established in the Generally Accepted Accounting Principles in Spain are met so that the net investment in the Group company Amadeus Travel IMS, S.L., which amounts to €3.2 million, is reclassified to the epigraph 'Assets classified as held for sale'.

At December 31, 2020 and 2019, the Company performed an analysis of all the investments in the equity of Group companies and joint ventures in order to ascertain whether the recoverable amount of such investments is higher than the book value. For those investments where the fair value is below the net carrying amount, an impairment has been made in order to adjust the book value to its recoverable value.

To calculate the recoverable value of the Group companies and joint ventures, the Company has applied the following criteria as of December 31, 2020 and 2019:

- Valuation multiples are derived from the cash generating units where each company is assigned.
- In the cases where the net contribution is negative or the valuation obtained applying multiples is lower than the net book value, detailed forecasts are developed and discounted cash flow valuation is performed for such company.

At December 31, 2020 and 2019, the Company has registered accumulated value adjustments for impairment in investments in Group companies and joint ventures, amounting to €38.5 million and €22.4 million, respectively.

The main information related to the investments in the Group companies and joint ventures at December 31, 2019, is as follows:

	% Shareholding		Share Capital	Net profit/(loss) for the year	Rest of the equity	Total equity	Dividends received	Book value		
	Direct	Indirect						Cost	Impairment for the year	Accumulated impairment
<b>Group companies</b>										
Amadeus Airport IT GmbH	100%	-	-	0.4	2.4	2.8	-	4.7	-	-
Amadeus Albania sh.p.k	100%	-	-	0.1	0.3	0.4	-	0.2	-	-
Amadeus América S.A.	95%	5%	0.4	0.5	0.3	1.2	-	0.4	-	-
Amadeus Americas, Inc.	100%	-	142.0	(25.2)	2,253.4	2,370.2	225.9	1,679.8	-	-
Amadeus Argentina S.A.	95.50%	-	2.7	(1.0)	(4.0)	(2.3)	-	10.7	-	-
Amadeus Asia Limited	100%	-	1.6	1.5	21.4	24.5	0.8	1.0	-	-
Amadeus Austria Marketing GmbH	100%	-	2.8	0.5	0.4	3.7	2.0	3.0	-	-
Amadeus Benelux N.V.	100%	-	0.1	1.3	1.1	2.5	7.8	2.1	-	-
Amadeus Bilgi Teknolojisi Hizmetleri A.Ş.	100%	-	15.8	(0.8)	7.1	22.1	-	25.4	-	-
Amadeus Bolivia S.R.L	100%	-	0.3	-	0.2	0.5	-	0.3	-	-
Amadeus Bosna d.o.o. za marketing Sarajevo	100%	-	-	0.1	0.5	0.6	0.3	0.3	-	-
Amadeus Brasil Ltda.	83.51%	-	20.7	(0.1)	(22.1)	(1.5)	-	18.6	-	(18.6)
Amadeus Bulgaria EOOD	55.01%	-	0.1	(0.1)	0.4	0.4	-	0.4	-	-
Amadeus Capital Markets, S.A., Sociedad Unipersonal	100%	-	0.3	-	(0.1)	0.2	-	0.2	-	-
Amadeus Central and West Africa S.A.	100%	-	1.6	0.1	(0.8)	0.9	-	2.4	-	-
Amadeus Content Sourcing S.A., Sociedad Unipersonal	100%	-	1.0	(0.1)	(0.1)	0.8	-	1.0	(0.3)	(0.3)
Amadeus Corporate Business, AG	100%	-	5.5	(3.6)	28.4	30.3	-	0.1	-	-
Amadeus Customer Center Americas S.A.	100%	-	0.3	0.1	0.8	1.2	-	0.3	-	-
Amadeus Czech Republic and Slovakia s.r.o.	100%	-	-	0.1	1.4	1.5	-	0.6	-	-



	% Shareholding		Share Capital	Net profit/ (loss) for the year	Rest of the equity	Total equity	Dividends received	Book value		
	Direct	Indirect						Cost	Impairment for the year	Accumulated impairment
Amadeus Data Processing GmbH	100%	-	-	(58.5)	235.6	177.1	-	385.4	-	-
Amadeus Eesti AS	100%	-	-	-	0.3	0.3	-	1.1	-	-
Amadeus Finance B.V.	100%	-	2.0	0.3	0.7	3.0	-	2.0	-	-
Amadeus France, S.A.	100%	-	0.1	2.0	3.6	5.7	-	135.0	-	-
Amadeus GDS LLP	100%	-	0.2	-	0.3	0.5	-	0.2	-	-
Amadeus GDS (Malaysia) Sdn. Bhd.	100%	-	0.2	(0.1)	1.4	1.5	-	0.2	-	-
Amadeus GDS Singapore Pte. Ltd.	100%	-	0.2	3.1	11.2	14.5	-	0.2	-	-
Amadeus Germany GmbH	100%	-	9.3	8.0	71.0	88.3	7.1	198.2	-	-
AMADEUSGLOBAL Ecuador S.A.	100%	-	0.4	(0.3)	0.1	0.2	-	-	-	-
Amadeus Global Travel Distribution Ltd.	100%	-	0.7	(0.2)	0.8	1.3	-	0.7	-	-
Amadeus Global Travel Israel Ltd.	100%	-	1.9	1.9	2.1	5.9	-	1.9	-	-
Amadeus GTD (Malta) Limited	100%	-	0.1	-	0.2	0.3	-	0.1	-	-
Amadeus GTD Southern Africa Pty. Ltd.	100%	-	0.6	2.1	3.1	5.8	-	0.6	-	-
Amadeus Hellas Electronic Travel Information Services Single Member Societe Anonyme	100%	-	18.6	0.4	(17.7)	1.3	-	26.0	-	-
Amadeus Hong Kong Ltd.	100%	-	0.5	(6.7)	4.6	(1.6)	1.9	0.5	-	-
Amadeus Hospitality Netherlands B.V.	100%	-	-	(6.9)	(8.6)	(15.5)	-	50.2	-	-
Amadeus Information Technology LLC	100%	-	0.6	0.4	1.9	2.9	-	0.6	-	-
Amadeus Integrated Solutions Pty Ltd.	100%	-	0.4	(0.6)	0.9	0.7	-	0.4	-	-
Amadeus IT Group Colombia S.A.S.	100%	-	0.4	1.2	1.9	3.5	-	2.6	-	-
Amadeus IT Pacific Pty. Ltd.	100%	-	33.4	4.2	6.3	43.9	-	18.8	-	-
Amadeus IT Services UK Limited	100%	-	2.0	3.6	2.1	7.7	7.8	5.5	-	-
Amadeus Italia S.p.A.	100%	-	2.0	2.1	(0.7)	3.4	0.9	3.7	-	-
Amadeus Japan K.K.	100%	-	2.5	1.0	2.9	6.4	-	2.5	-	-
Amadeus Korea, Ltd.	100%	-	0.1	0.3	1.1	1.5	-	0.1	-	-
Amadeus Lebanon S.A.R.L.	100%	-	0.1	0.4	-	0.5	-	0.1	-	-

	% Shareholding		Share Capital	Net profit/(loss) for the year	Rest of the equity	Total equity	Dividends received	Book value		
	Direct	Indirect						Cost	Impairment for the year	Accumulated impairment
Amadeus Leisure IT GmbH	100%	-	0.1	(5.8)	22.7	17.0	-	61.8	(18.3)	(18.3)
Amadeus Macedonia DOOEL Skopje	100%	-	-	-	0.2	0.2	-	0.2	-	-
Amadeus Magyaroszag Kft	100%	-	-	0.2	0.7	0.9	-	0.5	-	-
Amadeus Marketing (Ghana) Ltd.	100%	-	0.1	(0.2)	(0.3)	(0.4)	-	0.3	-	-
Amadeus Marketing Ireland Ltd.	100%	-	0.4	0.1	0.2	0.7	-	0.4	-	-
Amadeus Marketing Nigeria Ltd.	100%	-	0.6	(0.3)	-	0.3	-	0.6	-	-
Amadeus Marketing Phils Inc.	100%	-	1.9	0.1	0.8	2.8	-	1.9	-	-
Amadeus Marketing Romania S.R.L.	100%	-	0.5	0.1	0.4	1.0	0.3	0.5	-	-
Amadeus Marketing (Schweiz) A.G.	100%	-	0.1	0.6	0.4	1.1	0.5	0.1	-	-
Amadeus México, S.A. de C.V.	98%	2%	-	0.2	1.8	2.0	-	3.6	-	-
Amadeus Paraguay S.R.L.	100%	-	-	-	0.1	0.1	0.3	0.1	-	-
Amadeus Perú, S.A.	100%	-	9.9	-	(2.9)	7.0	-	11.7	-	-
Amadeus Polska Sp. z o.o.	100%	-	5.2	-	(2.2)	3.0	-	5.5	-	-
Amadeus Rezervasyon Dağıtım Sistemleri A.Ş.	100%	-	3.9	-	(0.8)	3.1	-	5.1	-	-
Amadeus S.A.S.	100%	-	23.0	(161.7)	1,451.7	1,313.0	-	7.7	-	-
Amadeus Scandinavia AB	100%	-	3.3	2.3	57.8	63.4	2.7	132.6	-	-
Amadeus Slovenija, d.o.o.	100%	-	0.3	0.1	0.5	0.9	-	0.8	-	-
Amadeus Sofia Labs EOOD	100%	-	-	(0.1)	-	(0.1)	-	-	-	-
Amadeus Soluciones Tecnológicas, S.A., Sociedad Unipersonal	100%	-	2.8	0.6	(1.5)	1.9	4.5	102.1	-	-
Amadeus Taiwan Co. Ltd.	100%	-	0.3	0.2	1.6	2.1	-	0.3	-	-
Amadeus Yemen Limited	100%	-	-	-	0.2	0.2	-	-	-	-
Content Hellas Electronic Tourism Services S.A.	100%	-	0.4	-	(0.3)	0.1	-	0.4	-	(0.4)

	% Shareholding		Share Capital	Net profit/(loss) for the year	Rest of the equity	Total equity	Dividends received	Book value		
	Direct	Indirect						Cost	Impairment for the year	Accumulated impairment
Enterprise Amadeus Ukraine	100%	-	0.6	0.2	4.1	4.9	-	0.5	-	-
ICM Group Holdings Limited	100%	-	19.4	22.2	2.3	43.9	-	45.6	-	-
Navitaire LLC	100%	-	-	36.0	443.9	479.9	123.0	760.4	-	-
Navitaire Philippines Inc.	100%	-	2.7	0.8	1.9	5.4	-	2.7	-	-
PT Amadeus Technology Indonesia	99%	1%	1.6	-	(0.2)	1.4	-	1.6	-	-
Pyton Communication Services B.V.	100%	-	-	(2.1)	(2.5)	(4.6)	-	8.5	-	-
SIA Amadeus Latvija	100%	-	-	(0.4)	0.9	0.5	0.6	0.9	-	-
Sistemas de Distribución Amadeus Chile, S.A.	100%	-	0.6	0.2	1.2	2.0	-	1.1	-	-
Sistemas de Reservaciones CRS de Venezuela, C.A.	100%	-	0.9	-	(0.9)	-	-	0.9	-	(0.9)
Travel Audience, GmbH	100%	-	-	(2.5)	1.8	(0.7)	-	-	-	-
UAB Amadeus Lietuva	100%	-	-	0.1	-	0.1	0.2	1.3	-	-
							<b>386.6</b>	<b>3,747.8</b>	<b>(18.6)</b>	<b>(38.5)</b>

## Join ventures and associates

Amadeus Algeria S.A.R.L.	40%	-	0.1	(0.4)	2.5	2.2	-	0.1	-	-
Amadeus Egypt Computerized Reservation Services S.A.E.	100%	-	0.1	0.3	(0.1)	0.3	-	0.3	-	-
Amadeus Gulf L.L.C.	49%	-	0.2	(3.7)	2.7	(0.8)	-	0.1	-	-
Amadeus Libya Technical Services JV	25%	-	0.6	0.1	0.6	1.3	-	0.1	-	-
Amadeus Maroc S.A.S.	30%	-	0.7	0.2	0.5	1.4	-	0.2	-	-
Amadeus Qatar W.L.L.	40%	-	0.3	(1.5)	3.7	2.5	-	0.1	-	-
Amadeus Saudi Arabia Limited	95%	5%	0.5	(7.0)	15.0	8.5	-	0.4	-	-
Amadeus Sudani co. Ltd.	40%	-	-	0.9	0.3	1.2	-	0.1	-	-
Amadeus Syria Limited Liability	100%	-	-	0.3	0.1	0.4	-	0.2	-	-

	% Shareholding		Share Capital	Net profit/ (loss) for the year	Rest of the equity	Total equity	Dividends received	Book value		
	Direct	Indirect						Cost	Impairment for the year	Accumulated impairment
Amadeus Tunisie S.A.	30%	-	0.2	1.3	-	1.5	3.2	0.1	-	-
Jordanian National Touristic Marketing Private Shareholding Company	50%	-	0.4	(0.2)	0.1	0.3	-	0.2	-	-
Refundit Ltd.	20%	-	-	(2.3)	5.8	3.5	-	4.5	-	-
							3.2	6.4	-	-
							389.8	3,754.2	(18.6)	(38.5)

## 11. TRADE ACCOUNTS RECEIVABLE AND PAYABLE

### 11.1 Doubtful debt provision, factoring and cancellation reserve

At December 31, 2020 and 2019, the Company has registered a value adjustment for possible impairment in accounts receivable from customers based on the risk involved in these receivables, amounting to €110.8 million and €86.2 million respectively.

As for credit risk, there is no significant concentration of this kind of risk related to customers.

Among other factors, the above mentioned credit risk is mitigated by the fact that most of the customers' accounts receivables and payables are settled through the clearing houses operated by International Air Transport Association (IATA) and Airlines Clearing House, Inc. (ACH). These two settlement systems ensure that cash inflows from customers will be settled at a certain fixed date, as well as credit risk is partially mitigated due to the fact that the members of the clearing houses are required to make deposits that would be used in the event of default. Nevertheless, the COVID-19 outbreak has triggered some financial difficulties to certain customers increasing our risk assessment for accounts receivable recovery.

The Company has several agreements signed with financial institutions to carry out non-recourse factoring transactions over a part of the accounts receivable resulting from its business. At December 31, 2020 and 2019, the Company has transferred €0.0 and €10.0 million respectively to financial institutions under these agreements.

At December 31, 2020 and 2019, the Company has registered a provision against accounts receivable, for future estimated cancellations of airline bookings, amounting to €18.3 million and €38.7 million respectively. Likewise, at December 31, 2020 and 2019, the Company has registered a provision reducing the accounts payable for distribution costs associated with cancellations, amounting to €7.6 million and €18.1 million, respectively.

### 11.2 Information regarding the average payment term to trade payables

The information required by the Additional Third Clause according to Law 15/2010, dated on July, 5 (modified by the final Second Clause according to Law 31/2014, dated on December 3) prepared according to the Resolution of the Accounting and Auditing Institute in Spain (ICAC) dated on January 29, 2016, regarding the information to be included within the notes to the annual accounts in relation to the average payment term to trade payables, is as follows:

	Year 2020 Days	Year 2019 Days
Average payment term to trade payables	27	26
Ratio of operations paid	27	27
Ratio of outstanding payments	9	6
	Millions of euros	Millions of euros
Total payments	477	1,311
Total outstanding payments	15	50

According to the same aforementioned Resolution, trade operations with suppliers of goods and services received since the initial date of the Law 31/2014, December 3, have been taken into consideration to calculate the average payment term to trade payables.

With the aim of presenting the information required by this Resolution it has been considered as accounts payable, those which by nature are trade payables with suppliers of goods and services and, therefore, are included under the 'Trade payables' caption in the current liabilities in the balance sheet and excluding trade payables with Group companies.

## 12. DERIVATIVE FINANCIAL INSTRUMENTS

The balances of derivatives financial instruments at December 31, 2020 and 2019, are as follows:

Type of derivative	December 31, 2020				December 31, 2019			
	Financial assets		Financial liabilities		Financial assets		Financial liabilities	
	Current	Non-current	Current	Non-current	Current	Non-current	Current	Non-current
Exchange rate (12.1)	78.7	21.5	(22.5)	(1.0)	9.3	3.7	(28.1)	(6.0)
Total	78.7	21.5	(22.5)	(1.0)	9.3	3.7	(28.1)	(6.0)

### 12.1 Exchange rate derivatives

The detail of the open foreign currency contracts held by the Company with financial institutions at December 31, 2020, is as follows:

#### Financial assets

Type	Financial instrument	Currency	Maturity	Notional	Fair value		
					Income statement	Equity	Total
Cash flow	Forward	USD	< 1 year	353.9	(7.6)	29.3	21.7
			> 1 year	288.0	(3.9)	23.2	19.3
		Other non USD	< 1 year	54.9	0.4	1.8	2.2
			> 1 year	76.9	-	2.2	2.2
Fair value	Forward	USD	< 1 year	1,568.9	34.3	-	34.3
Trading derivatives	Forward	USD	< 1 year	229.0	19.5	-	19.5
		Other non USD	< 1 year	63.9	1.0	-	1.0
Total					43.7	56.5	100.2
Total non-current					(3.9)	25.4	21.5
Total current					47.6	31.1	78.7

#### Financial liabilities

Type	Financial instrument	Currency	Maturity	Notional	Fair value		
					Income statement	Equity	Total
Cash flow	Forward	Other non USD	< 1 year	33.8	0.5	1.0	1.5
			> 1 year	20.9	-	1.0	1.0
Fair value	Forward	USD	< 1 year	635.9	1.5	-	1.5
Trading derivatives	Forward	USD	< 1 year	232.3	19.5	-	19.5
		Other non USD	< 1 year	1.6	-	-	-
Total					21.5	2.0	23.5
Total non-current					-	1.0	1.0
Total current					21.5	1.0	22.5



The detail of the open foreign currency contracts held by the Company with financial institutions at December 31, 2019, was as follows:

## Financial assets

Type	Financial instrument	Currency	Maturity	Notional	Fair value		
					Income statement	Equity	Total
Cash flow	Forward	USD	< 1 year	54.9	(0.4)	1.5	1.1
			> 1 year	109.0	(0.6)	2.2	1.6
		Other non USD	< 1 year	102.5	1.0	3.6	4.6
			> 1 year	97.8	-	2.1	2.1
Trading derivatives	Forward	USD	< 1 year	224.5	2.5	-	2.5
		Other non USD	< 1 year	64.9	1.1	-	1.1
		<b>Total</b>			<b>3.6</b>	<b>9.4</b>	<b>13.0</b>
<b>Total non-current</b>					<b>(0.6)</b>	<b>4.3</b>	<b>3.7</b>
<b>Total current</b>					<b>4.2</b>	<b>5.1</b>	<b>9.3</b>

## Financial liabilities

Type	Financial instrument	Currency	Maturity	Notional	Fair value		
					Income statement	Equity	Total
Cash flow	Forward	USD	< 1 year	310.4	14.5	12.3	26.8
			> 1 year	281.0	6.2	(0.6)	5.6
		Other non USD	< 1 year	14.8	0.1	0.4	0.5
			> 1 year	24.4	-	0.4	0.4
Trading derivatives	Forward	USD	< 1 year	20.8	0.4	-	0.4
		Other non USD	< 1 year	26.7	0.4	-	0.4
		<b>Total</b>			<b>21.6</b>	<b>12.5</b>	<b>34.1</b>
<b>Total non-current</b>					<b>6.2</b>	<b>(0.2)</b>	<b>6.0</b>
<b>Total current</b>					<b>15.4</b>	<b>12.7</b>	<b>28.1</b>

Trading derivatives are instruments whose objective is to hedge the Company's exposure of foreign exchange. However, they are not assigned as accounting hedge since both the hedged item and the hedge instrument have symmetric effects.

### 12.2 Interest rate derivatives

At December 31, 2015, the Company had an interest rate derivative contract subscribed with the purpose of hedging the risk of a potential increase in the interest rates of the debt that was contracted during 2016 as part of the refinancing of the Eurobond issued by the Group company Amadeus Capital Markets, S.A., Sociedad Unipersonal, with an amount of €750 million and due date in July 2016, which funds were fully transferred to the Company.

On March 10, 2016, the Company cancelled this interest rate swap (IRS) contract and discontinued the hedging relationship for a total amount of €16.1 million, which was recognized temporarily in the equity and is charged to the income statement according to the hedged debt amortization schedule. The amount charged during the years 2020 and 2019 in the income statement has been €2.5 million, and €3.1 million, respectively.

During 2021, it will be charged to the income statement €1.0 million for the pending remaining part of discontinued hedge instrument.

## 13. EQUITY AND SHAREHOLDERS' EQUITY

At December 31, 2019, the Company's share capital amounted to €4.3 million respectively, as represented by 431,268,436 ordinary shares with a nominal value of €0.01 per share, all of them of one single class, totally subscribed and paid.

On April 2, 2020, the Board of Directors agreed the increase in the share capital of the Company by 192,307.69 euros, by issuing 19,230,769 new shares which €0.01 corresponds to the nominal amount and €38.99 to additional paid-in capital. This capital increase was registered at the Commercial Registry of Madrid on April 3, 2020.

As a result, as of December 31, 2020, the Company's share capital amounts to €4.5 million, as represented by 450,499,205 ordinary shares with a nominal value of €0.01 per shares, all of them of one single class, totally subscribe and paid.

The Company's shares are traded on the Spanish electronic trading system ('Continuous Market') on the four Spanish Stock Exchanges (Madrid, Barcelona, Bilbao and Valencia) and form part of the IBEX 35 index [AMS]. The Company's shares are also part of the Euro Stoxx 50 since September 2018.

At December 31, 2020 and 2019, the Company's shares are distributed as follows:

Shareholder	December 31, 2020		December 31, 2019	
	Shares	Voting rights	Shares	Voting rights
Free float (1)	449,973,829	99.88%	430,745,967	99.88%
Treasury shares (2)	231,196	0.05%	244,708	0.06%
Board of Directors (3)	294,180	0.07%	277,761	0.06%
<b>Total</b>	<b>450,499,205</b>	<b>100%</b>	<b>431,268,436</b>	<b>100%</b>

Includes shareholders with significant equity stake on December 31, 2020 and 2019 reported to the National Commission of the Stock Exchange (CNMV).

Voting rights remain ineffective given they are treasury shares.

It does not include voting rights that could be acquired through financial instruments.

### 13.1 Legal reserve

According to the Spanish Capital Companies Act, 10% of the annual profit has to be transferred to a legal reserve until this reserve reaches no less than 20% of the share capital. The legal reserve can be used to increase the share capital of the Company, but the value remaining in the reserve must not be lower than 10% of the increased capital. Except for the aforementioned purpose, and as long as it does not exceed 20% of the share capital, this reserve will only be used to offset losses, provided that no other reserves are available for this purpose.

At December 31, 2020 and 2019, the legal reserve is fully established, amounting to €0.9 million.

### 13.2 Goodwill reserve

Until January 1, 2016, when the Law 22/2015, on July 20, of Accounts Auditing, was approved, every year's appropriation of results must include an addition to an unavailable reserve, as a result of the goodwill shown in the assets on the balance sheet. Therefore, a portion of the profit, equivalent to no less than 5% of the goodwill amount, was allocated for this purpose. In the event of lack of profit, or if the profit were insufficient, free distributable reserves could be applied.

Additionally, the Final Clause 13 of the law 22/2015, establishes that for the periods beginning on January 1, 2016, the goodwill reserve will be reclassified as a voluntary reserve of the Company and will be distributable in the amount that surpasses the value accounted for goodwill in the balance sheet. As of December 31, 2020 and 2019, the company has not yet reclassified any amount of the goodwill reserve to the other reserves.

On December 31, 2020 and 2019, the goodwill reserve registered by the Company amounts to €555.4 million.

### 13.3 Dividends distribution

The Company's dividend policy is to reach a dividend pay-out up to a range of 40% to 50% of the consolidated net profit for the year (excluding extraordinary impacts). The amount of dividends the Company decides to pay, if any, and the future dividend policy will however depend on a number of factors, including earnings, financial conditions, debt service obligations, cash requirements, prospects or market conditions. The amount of dividends is proposed by the Board of Directors and determined by the shareholders at General Shareholders' Meeting.

The Company would be able to distribute dividends whenever the amount of the reserves is greater than the net book value of the research and development costs registered in the asset caption of the balance sheet.

The Board of Directors approved on March 23, 2020, the cancellation of the complementary dividend amounts €320 million (€0.74 per share) initially scheduled for the General Shareholders' Meeting of June 18, 2020.

On June 18, 2020, the Ordinary General Shareholders' Meeting of the Company approved the distribution of a final dividend against 2019 profit for the year, amounting to €0.56 per share. This dividend was paid on January 17, 2020, for a total amount of €241.4 million.

### 13.4 Treasury shares

Balances and movements during the years 2020 and 2019, are as follows:

	Treasury shares	Millions of euros
<b>As of December 31, 2018</b>	<b>8,214,289</b>	<b>512.1</b>
Disposals	(415,463)	(6.5)
Disposals for exchange ratio – merger	(48)	-
Disposals for capital reduction	(7,554,070)	(500.0)
<b>As of December 31, 2019</b>	<b>244,708</b>	<b>5.6</b>
Share buy-back program	350,000	16.6
Disposals	(363,499)	(12.7)
Disposals for exchange ratio – merger	(13)	-
<b>As of December 31, 2020</b>	<b>231,196</b>	<b>9.5</b>

On February 28, 2020, the Board of Director of Amadeus announced a share repurchase program for a maximum investment of €72 million, or 900,000 shares (representing 0.21% of the share capital of the Company), to meet the obligations related to the allocation of shares to employees, Senior Management and CEO of the Amadeus Group for the years 2020, 2021 and 2022.

On March 23, 2020, Amadeus management agreed to modify this share repurchase program, to a maximum investment of €28 million, or 350,000 shares (representing 0.081% of the share capital of the Company), to meet the obligations related to the allocation of shares to employees, Senior Management and CEO of the Amadeus Group for the year 2020.

The maximum investment under this program amounting to 350,000 shares was reached on March 23, 2020 by the Company.

During 2020 and 2019, 13 and 48 shares have been exchanged, therefore, there are still 75,689 and 75,702 shares pending to be exchanged by the former minority shareholders of the Absorbed Company, respectively, as a consequence of the merger described in Note 2.5.

In accordance with the legislation in force and the announcement of the exchange ratio, the shares of the Absorbed Company not presented in the exchange before the deadline, will be substituted by shares of the Absorbing Company and will be deposited for a three years period starting from the day of the deposit's constitution, all aforementioned complies with the exchange ratio foreseen in the article 117 of the Royal Decree 1/2010, July 2, by which the wording of the Spanish Capital Companies Act is approved and should act as proceeds.

Additionally, the Company has used the treasury shares portfolio held at December 31, 2020 and 2019, to cover the remuneration schemes consisting in the delivery of shares to employees and/or Senior Management, and also the other Group companies remuneration programs (Note 19.5). During 2020, the Company delivered 363,499 shares to cover the remuneration schemes aforementioned.

### 13.5 Additional paid-in capital

The changes in the balance of the 'Additional paid-in capital' caption include the impact of the increase in the share capital of the Company described previously.

### 13.6 Other comprehensive income

The balances and movements of the items included under the caption 'Other comprehensive income' for the years 2020 and 2019, are as follows:

	Available- for-sale financial instruments	Cash flow hedge		Cumulative translation adjustments	Total
		Interest rate	Exchange rate		
<b>Balance at December 31, 2018</b>	0.1	(4.7)	(11.6)	0.4	(15.8)
Valuation	-	-	(0.2)	-	(0.2)
Valuation tax impact	-	-	0.1	-	0.1
Transfers to income statement	-	3.1	12.4	-	15.5
Transfers to income statement tax impact	-	(0.8)	(3.1)	-	(3.9)
<b>Balance at December 31, 2019</b>	0.1	(2.4)	(2.4)	0.4	(4.3)
Valuation	-	-	55.2	(1.3)	53.9
Valuation tax impact	-	-	(13.8)	-	(13.8)
Transfers to income statement	-	2.3	2.4	-	4.7
Transfers to income statement tax impact	-	(0.6)	(0.6)	-	(1.2)
<b>Balance at December 31, 2020</b>	0.1	(0.7)	40.8	(0.9)	39.3

## 14. PROVISIONS

Balances and movements of the items included under the ‘Long-term provisions and Short-term provisions’ captions, for the years 2020 and 2019, are as follows:

	Employees benefit obligations	Investments	Claims and litigations		Total
	Long-term	Long-term	Short-term	Long-term	
Balance at December 31, 2018	0.4	0.8	2.5	138.3	142.0
Additions	0.1	-	0.7	24.8	25.6
Disposals	-	-	-	(10.5)	(10.5)
Balance at December 31, 2019	0.5	0.8	3.2	152.6	157.1
Additions	-	-	-	10.7	10.7
Disposals	(0.2)	-	(2.5)	(14.0)	(16.7)
Balance at December 31, 2020	0.3	0.8	0.7	149.3	151.1

The caption ‘Employees benefit obligations’ includes different remuneration schemes granted to employees by the Company.

The caption ‘Investments’ mainly includes restoration obligations of the office buildings under operating leases where the Company carries out its operations.

The caption ‘Claims and litigations’ includes provisions to comply with offsetting and fiscal obligations for operating in certain territories which at the year-end are undetermined regarding their amount and settlement date (Note 17.5).

## 15. FINANCIAL DEBT

The detail of the captions ‘Bonds and other securities’ and ‘Debts with financial institutions’ at December 31, 2020 and 2019, is as follows:

	December 31, 2020	December 31, 2019
Long-term bonds	3,250.0	1,500.0
Long-term convertible bonds	715.4	-
Amortization fees from bonds	(34.9)	(6.1)
<b>Total bonds and other long-term securities</b>	<b>3,930.5</b>	<b>1,493.9</b>
Long-term debts with financial institutions	215.0	62.5
Deferred arrangement fees	(1.5)	(1.8)
<b>Total long-term debts with financial institutions</b>	<b>213.5</b>	<b>60.7</b>
Short-term interest from bonds	26.4	3.4
<b>Total bonds and other short-term securities</b>	<b>26.4</b>	<b>3.4</b>
Short-term debts with financial institutions	110.6	65.0
Deferred arrangement fees	(0.1)	(0.1)
Interest payable, financial institutions	0.4	0.6
Interest payable, other financial expenses	0.6	0.4
<b>Total short-term debts with financial institutions</b>	<b>111.5</b>	<b>65.9</b>
<b>Total financial debt</b>	<b>4,281.9</b>	<b>1,623.9</b>

The breakdown of the debts with financial institutions at December 31, 2020 and 2019 is as follows:

Loans	Issue price	Maturity	December 31, 2020		December 31, 2019	
			Interest rate	Amount used	Interest rate	Amount used
<b>Revolving loan 2018</b>						
Revolving loan 2018		April 2025	EURIBOR+0.40%-1.00%	-	EURIBOR+0.40%	-
Revolving loan 2020		September 2020	EURIBOR+0.45%-0.85%	-	-	-
<b>European Investment Bank (EIB)</b>						
Tranche A 2012		May 2021	2.936%	12.5	2.936%	37.5
Tranche B 2012		May 2021	3.237%	5.0	3.237%	15.0
Tranche A 2013		May 2022	2.038%	45.0	2.038%	75.0
Tranche A 2020		December 2027	0.452%	200.0	-	-
<b>Total</b>				<b>262.5</b>		<b>127.5</b>
<b>Convertible bond issuance</b>						
April 2020	100.00%	April 2025	1.500%	750.0	-	-
<b>Bond issuance</b>						
	100.00%	March 2022	EURIBOR+0.45%	500.0	EURIBOR+0.45%	500.0
September 2018	99.898%	September 2023	0.875%	500.0	0.875%	500.0
	99.761%	September 2026	1.500%	500.0	1.5%	500.0
May 2020	99.902%	May 2024	2.500%	500.0	-	-
	99.894%	May 2027	2.875%	500.0	-	-
September 2020	99.194%	September 2028	1.875%	750.0	-	-
<b>Total</b>				<b>4,000.0</b>		<b>1,500.0</b>
<b>Reverse factoring</b>			0.620%	63.1	-	-
<b>Total</b>				<b>4,325.6</b>		<b>1,627.5</b>

The agency Standard & Poor's Credit Market Service Europe Limited has changed the credit rating for the 2018 three bonds issuances, convertible bond issuance from April 2020 and the bonds from May and September 2020 from 'BBB' to 'BBB-' with negative outlook. The agency Moody's Investors Service España S.A. changed the credit rating for these issuances at 'Baa2', from stable outlook to negative outlook. Therefore, the ratings of both agencies stay within the category 'Investment grade'.

At December 31, 2020 and 2019, including the loans with Group companies, approximately 78.3% and 65.1% respectively, of the Company's outstanding debt is at fixed interest rate.

Regarding the EIB loans signed in 2012 and 2013, the Company was obliged to meet certain financial conditions (covenants), such as the ratio of total net debt to Group EBITDA and the ratio of Group EBITDA to the total net payable interest. Nevertheless, on May 2020 was signed an agreement in which the Company is exempted from accomplish these financial conditions until the second quarter of 2021 inclusive.

## a) Revolving Loan Facility

On April 27, 2018, the Company signed a revolving loan facility for a total amount of €1,000 million with a 7-year maturity. This facility was structured under a 'club deal' with several financial institutions with the National Westminster Bank PLC as agent. This revolving loan facility is used as working capital and for other corporate purposes.

At December 31, 2020 and 2019, there was no amount used from the revolving loan facility.



On March 23, 2020, the Company signed another revolving loan facility for a total amount of €1,000 million with a 1- year maturity, available for two more six months extensions at the end of its maturity date. This facility was structured under a 'club deal' with several financial institutions with Credit Agricole Corporate and Investment Bank as an agent. This revolving loan facility could be used for the refinancing of working capital and Company's debt with maturity during 2020.

On May 13, 2020, the Company partially cancelled €500 million signed on March 23, 2020. On September 24, 2020 the revolving loan facility was completely cancelled.

## b) European Investment Bank (EIB)

On May 14, 2012, the European Investment Bank (EIB) granted to the Company, with an unsecured senior loan amounting to €200 million, with a 9 years maturity since May 24, 2012.

The principal from this loan was used to finance the Research & Development investment activities for a variety of projects in the IT solutions area between 2012 and 2014.

This loan from the EIB has two tranches; a first tranche with a notional value of €150 million with repayments every six months starting in 2015 and a second tranche with a notional value of €50 million with repayments every six months starting in 2016. During the year 2019, €25 million have been repaid of the first tranche and €10 million of the second tranche.

On April 29, 2013, the European Investment Bank (EIB) granted the Company with a second unsecured senior loan amounting to €150 million, with a 9 years maturity since May 17, 2013. The principal from this loan was used to finance the Research & Development investment activities for a variety of projects in the Distribution area between 2013 and 2015.

This second loan from the EIB has a single tranche with a notional value of €150 million with repayments every six months starting in 2017. During the year 2020, €30 million have been repaid of this loan.

On June 29, 2020, the European Investment Bank (EIB) granted the Company with an unsecured senior loan amounting to €200 million, with a maturity date among 4 or 7 years since principal disposal date. On December 3, 2020 the principal from this loan was used to finance Research & Development investment activities. The repayment of this disposal will be paid in full in December 2027.

The breakdown by due date of the debt with the European Investment Bank at December 31, 2020, is as follows:

Loans	2021	2022	2027	Total
Tranche A 2012	12.5	-	-	12.5
Tranche B 2012	5.0	-	-	5.0
Tranche A 2013	30.0	15.0	-	45.0
Tranche A 2020	-	-	200.0	200.0
<b>Total</b>	<b>47.5</b>	<b>15.0</b>	<b>200.0</b>	<b>262.5</b>

As of December 31, 2020 and 2019, the fair value measurement of the European Investment Bank unsecured senior loan is €257.9 million and €131.1 million, respectively.

## c) Bonds and other securities

On September 6, 2018, the Company issued three bonds for a total amount of €1,500 million euros, under the debt instruments issuance program, the 'Euro Medium Term Note Program' signed up by the Group company Amadeus Finance B.V in 2014, which the Company has joined in 2017.

The first issuance of €500 million with a 3.5 years maturity has a quarterly coupon rate of 3 months Euribor plus 0.45% with a minimum of 0%. The second issuance of €500 million with a 5-year maturity, has an annual coupon rate of 0.875% and an issue price of 99.898% of its nominal value. The third bond was issued for €500 million with an 8-year maturity, an annual coupon rate of 1.5% and an issue price of 99.761% of its nominal value.

The issuance was formalized on September 18, 2018. The issue amount was allocated to the acquisition of TravelClick, Inc. and its group of companies, and other financing corporate purposes.

At December 31, 2020, the fair value of the bonds issued maturing in 2022, 2023 and 2026 amounts to €498.5 million (99.692% of its face value), €510.7 million (102.142% of its face value) and bonds issued in €535.5 million (107.108% of its face value) respectively. These fair values have been calculated taking the quoted prices in active markets as a reference.

On April 3, 2020, the Company carried out the issuance of convertible bonds for a total value of €750 million convertible into new shares or exchangeable in existing shares. The obligations were issued at par with an annual coupon of 1.5% payable semiannually in identical installments with a 5 years maturity unless they were previously converted, amortized or repurchased and canceled. The amount of the non-current liabilities of the Company at December 31, 2020 is €715.4 million.

The issuance was formalized on April 9, 2020. The issue amount has been used for general corporate financing needs.

On May 13, 2020, the Company issued two bonds for a total amount of €1,000 million euros, under the debt instruments issuance program, the 'Euro Medium Term Note Program' signed up by the Group company Amadeus Finance B.V in 2014, which the Company has joined in 2017.

The first issuance of €500 million with a 4 years maturity has an annual coupon rate of 2.5% and an issue price of 99.902%. The second issuance of €500 million with a 7-year maturity, has an annual coupon rate of 2.875% and an issue price of 99.894% of its nominal value.

The issuance was formalized on May 20, 2020. The issue amount has been used for general corporate financing needs.

On September 17, 2020, the Company issued a new bond for a total amount of €750 million euros with an 8 years maturity with an annual coupon rate of 1.875% and an issue price of 99.194%.

The issuance was formalized on September 24, 2020. The issue amount has been used for general corporate financing needs.

At December 31, 2020, the fair value of the bonds issued maturing in 2024, 2025, 2027 and 2028 amounts to €537.7 million (107.540% of its face value), €1,049.8 million (139.976% of its face value), €563.7 million (112.738% of its face value) and bonds issued in €801.2 million (106.828% of its face value) respectively. These fair values have been calculated taking the quoted prices in active markets as a reference.

#### d) Other debt with financial institutions

At December 31, 2020, the Company has a debt of €63.1 million with financial institutions related to 'reverse factoring' agreements with non-resource. During 2020, the average interest rate of these transactions has been 0.62%. At December 31, 2019, the Company did not have any debt with financial institutions.

## e) Debt guaranteed by the Company

### • Euro Medium Term Note Program

In 2014, the Group company, Amadeus Finance B.V., signed up a debt instruments issuance program, the 'Euro Medium Term Note Program', by a maximum nominal amount of €2,400 million that can be issued in euros or any other currency. In 2015, the Group company, Amadeus Capital Markets, S.A.U., and in 2017 the Company, joined this program.

The Base Prospectus of the program was registered in the Financial Authority of Luxembourg, 'Luxembourg Commission de Surveillance du Secteur Financier', as the Luxembourg authority for admission to trading. Also, trading admission of the securities issuance under the Official List program was requested and the quoting in the Luxembourg's Stock Exchange.

In 2018, Amadeus Finance B.V and Amadeus Capital Markets, S.A., Sociedad Unipersonal increased the nominal amount of the 'Euro Medium Term Note Program' to €4,000 million. The Base Prospectus of the program was updated and approved by the 'Luxembourg Commission de Surveillance du Secteur Financier' (CSSF) on August 22, 2018. Also, an additional supplement was approved by the CSSF on September 4, 2018.

In 2020, Amadeus Finance B.V and Amadeus Capital Markets, S.A., Sociedad Unipersonal increased the nominal amount of the 'Euro Medium Term Note Program' to €5,000 million. The Base Prospectus of the program was updated and approved by the 'Luxembourg Commission de Surveillance du Secteur Financier' (CSSF) on August 4, 2020.

### • Euro-Commercial Paper Program – ECP

Additionally, Amadeus Finance B.V., signed up in the year 2014 a short-term commercial paper issuance program called 'Euro-Commercial Paper Program – ECP'. The program was agreed by a maximum nominal amount of €500 million, on August 16, 2016 the program was extended up to €750 million and on June 5, 2020 the program was extended up to €1,500 million. It can be issued in euros or any other currency, with different maturity dates, always less than 365 days.

The commercial paper issued under this program, will not be quoted in any securities market and will have 'STEP label', under the 'STEP Convention'.

The Company, as parent company of the Group, has subscribed, as guarantor the commercial paper and debt instruments programs. The structure of the securities listed on the secondary market guaranteed by the Company at December 31, 2020 and 2019, is as follows:

Debt	Value at issuance	Maturity	December 31, 2020		December 31, 2019	
			Interest rate	Amount Used	Interest rate	Amount used
<b>Bond issue</b>						
November 2015 (1)	99.260%	November 2021	1.625%	500.0	1.625%	500.0
October 2016 (1)(2)	99.785%	October 2020	-	-	0.125%	500.0
<b>Total value of securities</b>				<b>500.0</b>	<b>1,000.0</b>	
<b>Commercial paper issue</b>						
Commercial paper (3)		Under 365 days	(0.360%) – 0.090%	622.0	(0.360-0.180%)	580.0
<b>Total commercial paper</b>				<b>622.0</b>	<b>580.0</b>	
<b>Total</b>				<b>1,122.0</b>	<b>1,580.0</b>	

Debt issued by Amadeus Capital Markets, S.A, Sociedad Unipersonal.

These bonds have been fully repaid on October 6<sup>th</sup>, 2020.

Debt issued by Amadeus Finance B.V.

## 16. DEFERRED INCOME

Balances and movements of the 'Deferred income' captions during the years 2020 and 2019, are as follows:

	Current	Non-current	Total
Balance at December 31, 2018	66.6	257.4	324.0
Additions	-	52.0	52.0
Transfers to the income statement	(77.1)	-	(77.1)
Transfers	78.3	(78.3)	-
Balance at December 31, 2019	67.8	231.1	298.9
Additions	-	36.3	36.3
Transfers to the income statement	(63.0)	-	(63.0)
Transfers	29.4	(29.4)	-
Balance at December 31, 2020	34.2	238.0	272.2

The deferred income includes the portion of the cash received from customers for the implementation of 'Altéa Reservation', 'Altéa Departure Control' and 'e-commerce' units and was not recognized as ordinary income during the period.

The Company starts the recognition of revenue in the income statement when the migration has been completed (cut-over) and recognizes the revenue for these services during the period of the agreement.

## 17. PUBLIC ADMINISTRATIONS AND TAXATION

The Company pays Corporate Income Tax via the tax consolidation Regime (Tax Group 256/05), from which it is the parent company.

The Tax Consolidation Group is comprised of the following companies:

Parent company:

Amadeus IT Group, S.A.

Subsidiaries:

Amadeus Soluciones Tecnológicas, S.A., Sociedad Unipersonal

Amadeus Capital Markets, S.A., Sociedad Unipersonal

Amadeus Content Sourcing, S.A., Sociedad Unipersonal

Amadeus Travel IMS, S.L., Sociedad Limitada

Travelclick Europe, S.L., Sociedad Limitada

In 2016 the Company was involved in a merger process, described in Note 2.5, which is under the Chapter VII of Special Regime, Law 27/2014, November 27, for Corporate Income Tax.

### 17.1 Deferred tax assets and liabilities and current balances with Public Administrations

The breakdown of the deferred tax assets and the current debtor balances with Public Administrations, at December 31, 2020 and 2019 is as follows:

	December 31, 2020	December 31, 2019
<b>Deferred tax assets</b>		
Share-based payments	1.9	2.7
Non-current asset amortization	4.1	3.6
Doubtful debt provision	1.1	3.2
Cancellations provision	2.7	5.1
Cash flow hedge	0.8	4.4
Investment impairment adjustments	-	4.9
V.A.T. other countries provision	14.0	13.0
Other non-deductible expenses	4.1	4.0
Tax credit carryforwards	135.3	-
Withholding tax and outstanding tax credits	114.0	116.1
<b>Total deferred tax assets</b>	<b>278.0</b>	<b>157.0</b>
<b>Current debtors balances</b>		
Tax Authorities, debtor for Corporate Income Tax	24.1	-
Tax Authorities, debtor for V.A.T.	6.5	-
Tax Authorities of other countries, debtor for V.A.T.	3.1	0.7
<b>Total current debtor balances</b>	<b>33.6</b>	<b>0.7</b>
<b>Total</b>	<b>311.6</b>	<b>157.7</b>

The above mentioned deferred tax assets have been recognized in the balance sheet. The Directors of the Company consider that based on the estimated future benefits of the Tax Consolidation Group it is probable that these assets will be recovered.

The breakdown of the deferred tax liabilities and the current creditor balances with Public Administrations, at December 31, 2020 and 2019, is as follows:

	December 31, 2020	December 31, 2019
<b>Deferred tax liabilities</b>		
Purchase price allocation amortization	31.1	49.9
Cash flow hedge	14.1	2.7
Amortization of goodwill from investments	13.6	12.5
Other deferred taxes liabilities	0.1	0.1
<b>Total deferred tax liabilities</b>	<b>58.9</b>	<b>65.2</b>
<b>Current creditor balances</b>		
Tax Authorities, creditor for Corporate Income Tax	-	25.8
Tax Authorities, creditor for V.A.T.	-	1.5
Tax Authorities of other countries, creditor for V.A.T.	2.7	5.7
Tax Authorities, creditor for other concepts	2.8	1.6
Social Security Authorities, creditors	1.4	1.8
<b>Total current creditor balances</b>	<b>6.9</b>	<b>36.4</b>
<b>Total</b>	<b>65.8</b>	<b>101.6</b>

The variation of deferred tax liability linked to the purchase price allocation amortization includes the revaluation of the amounts generated in previous years.

The breakdown of the tax credit carryforwards at December 31, 2020 and 2019, is as follows:

Generation period	Tax credit carryforwards	
	Year 2020	Year 2019
2020	135.3	-
<b>Total tax credit carryforwards</b>	<b>135.3</b>	<b>-</b>

The above mentioned tax credit have been recognized as deferred tax asset amounted to €135.3 million at December 31, 2020. The showed tax credit carryforwards are pending to be compensated in subsequent years.

Moreover, the Company, at December 31, 2020, has tax deductions pending application amounted to €4.2 million, mainly in respect of international double taxation.

## 17.2 Reconciliation between the net result before tax and Corporate Income Tax base

The reconciliation between the net result before tax registered in the income statement and the Corporate Income Tax base for the year 2020, is as follows:

	Income statement		
	Increases	Decreases	Total
<b>Net result before tax</b>			<b>(337.4)</b>
<b>Permanent differences</b>	<b>144.9</b>	<b>(390.3)</b>	<b>(245.4)</b>
Exempt dividends received and other income	-	(390.3)	(390.3)
Amortization of goodwill	131.8	-	131.8
Others	13.1	-	13.1
<b>Temporary differences</b>	<b>78.4</b>	<b>(37.9)</b>	<b>40.5</b>
Arising in current year			
Doubtful debt provision	-	(8.4)	(8.4)
Share-based payments	-	(3.2)	(3.2)
Others	-	(6.7)	(6.7)
Arising in previous years			
Purchase price allocation amortization	75.4	-	75.4
Investment impairment adjustments	-	(19.6)	(19.6)
Others	3.0	-	3.0
<b>Tax base before compensations</b>			<b>(542.3)</b>
<b>Tax Consolidation Group negative tax base compensation</b>			<b>1.2</b>
<b>Company tax base</b>			<b>(541.1)</b>

According to Royal Legislative Decree 3/2016, of December 2, the temporary difference for impairment of investments includes the reversal of the impairment loss that was tax deductible in previous years and whose amount has not been significant.



The reconciliation between the net result before tax registered in the income statement and the Corporate Income Tax base for the year 2019, was as follows:

	Income Statement		
	Increases	Decreases	Total
Net result before tax			789.3
Permanent differences	132.5	(377.9)	(245.4)
Exempt dividends received and other income	-	(377.9)	(377.9)
Amortization of goodwill	131.8	-	131.8
Others	0.7	-	0.7
Temporary differences	137.7	(0.9)	136.8
Arising in current year			
Doubtful debt provision	36.8	-	36.8
Share-based payments	-	(0.9)	(0.9)
Others	4.9	-	4.9
Arising in previous years			
Purchase price allocation amortization	87.9	-	87.9
Investment impairment adjustments	2.9	-	2.9
Others	5.2	-	5.2
Tax base before compensations			680.7
Tax Consolidation Group negative tax base compensation			(1.9)
Company tax base			678.8

The reconciliation between the income and expenses directly recognized in equity and the Corporate Income Tax base, for the years 2020 and 2019, is as follows:

	Income and expenses directly recognized in equity			
	Year 2020		Year 2019	
	Decreases	Total	Decreases	Total
Income and expenses recognized in equity		59.9		15.3
Temporary differences	(59.9)	(59.9)	(15.3)	(15.3)
Arising in current year				
Cash flow hedge	(59.9)	(59.9)	(15.3)	(15.3)
Corporate Income Tax Base in equity	-	-	-	-

## 17.3 Tax recognized in equity

The detail of taxes directly recognized in equity at December 31, 2020, is as follows:

	Decreases	Total
Deferred tax		
Arising in current year		
Cash flow hedge	(15.0)	(15.0)
Total deferred tax	(15.0)	(15.0)
Total tax recognized in equity		(15.0)

The detail of taxes directly recognized in equity at December 31, 2019, was as follows:

	Increases	Decreases	Total
<b>Deferred tax</b>			
Arising in current year			
Cash flow hedge	0.1	(3.9)	(3.8)
<b>Total deferred tax</b>	<b>0.1</b>	<b>(3.9)</b>	<b>(3.8)</b>
<b>Total tax recognized in equity</b>			<b>(3.8)</b>

#### 17.4 Reconciliation between the net result before tax and Corporate Income Tax expense

Reconciliation between the net result before tax and the Corporate Income Tax expense, for the years 2020 and 2019, is as follows:

	Year 2020	Year 2019
Net result before tax	(337.4)	789.3
Tax rate 25%	84.4	(197.3)
Permanent differences	61.7	51.4
Tax credits and others	-	-
<b>Total Corporate Income Tax expense recognized in the income statement</b>	<b>146.1</b>	<b>(145.9)</b>
Current tax	(2.5)	(179.0)
Deferred tax	148.6	33.1

#### 17.5 Periods open to tax audit and tax audit procedures

According to the current legislation, taxes cannot be considered definitively settled until the filed tax forms are audited by the Tax Authorities, or until the four years statute of limitations ends.

At the year-end 2020, the Company is opened to tax audit (including those of the Absorbed Company; as a consequence of the merger described in the Note 2.5, all rights and obligations have been transferred to the Absorbing Company) for the last four years except for those taxes that have been subject to a partial or full audit which have concluded by signing the tax assessment under protest. The judicial appeal process has been initiated to the National Appellate Court.

The Directors of the Company consider that the mentioned taxes were properly settled, therefore, in the event of differences in the interpretation of the current tax regulations, regarding the fiscal treatment of the transactions, the potential resulting liabilities, should they materialize, will not significantly impact the accompanying annual accounts.

In November 2020, Spanish Tax Authorities communicated the Company the initiation of a tax audit, as a parent company of the Tax Group 256/05. The tax audit has a limited scope concerning the International Double Taxation Deduction regarding the Corporate Income Tax, years 2016-2018. At December 31, 2020 the limited tax audit is pending of resolution. The Company does not foresee material impacts at the end of the tax audit.

In June 2015, the Company received a final decision from the Central Administrative Court (TEAC) rejecting cumulatively appeals regarding the tax assessment signed under protest relating to the Non-residents Income Tax for the year 2007. In July 2015, judicial appeal process had been initiated in the same court considering the resolution was not in line with the Law, insomuch as the allegations and/or proof (evidence) presented before the court in November 2013 were declared inexistent by omission that could turn out to be essential for the resolution of the claim. In January 2017, a resolution from the TEAC was received, rejecting the allegations submitted by the Company before it. In February 2017, the Company filed an appeal before the National Appellate Court. In September 2017, after the disclosure of the file, a claim has been registered to the National Appellate Court, and in November 2017 the statement of conclusions. The resolution was received in October 2020. The National Court accepted the Company's claim partially, declared TEAC's resolution null and void and sent back the appeal to the TEAC again. This Tribunal has to review the case again and to value the proof presented and issue a new resolution.

The Company has voluntarily deposited the amount required by the Tax Authorities until the resolution of this litigation (Note 10.1) and has registered the appropriate provisions in order to minimize its exposure in the event the final ruling from the Court does not result in its favor (Note 14). Therefore, and in any case, the resolution of this matter should not have any significant impact on the Company's financial situation.

Since 1999, the Company has been engaged in disputes with the Indian tax authorities in relation to an allegation that the distribution activities in that country qualify as a permanent establishment in India. On this basis, the Indian tax authorities claim that a portion of the revenue generated in respect of bookings made by travel agencies located in India should be subject to Indian tax.

There is a number of proceedings underway relating to the tax years between 1995 and 2017 at different procedural stages (ranging from initial inspection to appeal) before the Indian administrative authorities and before the Supreme Court. The resolution from the Delhi High Court dated on January 2010 concerning tax years from 1995 to 1998 concludes on the existence of permanent establishment, but without income subject to tax in India. This resolution was also extended by other Tribunals to the fiscal years from April 1, 1998 to March 31, 2012 (both inclusive). These decisions are under dispute before the Delhi High Court and the Supreme Court. The Company does not foresee the imposition of sanctions in view of the development of the different legal procedures favorable to the Company.

Additionally, since 2006, the Indian tax authorities are of the opinion that the IT service agreement executed between the Company and an airline (both non-resident) may give rise to royalty payments and fees for technical services in India. As a result of this interpretation, a new tax claim is under dispute. The dispute has been extended on a yearly basis not only to a specific airline but to the Altéa System in general for its operation in India. In 2020, the Income Tax Appellate Tribunal (ITAT) held that that payment made by airlines to Amadeus in relation to the Altéa system, are linked to business services and cannot be taxed as royalty under the Double Taxation Agreement between Spain and India. It is the first time where a tribunal has ruled the above. The resolution is not final and has been appealed by the Indian Tax Authorities to the Delhi High Court.

The Company has registered the appropriate provisions in order to minimize its exposure in the event the final ruling from the Court does not result in its favor (Note 14).

## 18. FOREIGN CURRENCIES

The detail of the main balances and transactions in foreign currency, valued at the year-end exchange rate and at the average exchange rate as of December 31, 2020 and 2019, respectively, is as follows:

	December 31, 2020	December 31, 2019
<b>Assets</b>		
Accounts receivable	175.8	225.1
Loans given	86.2	352.0
Other assets	1,030.4	135.4
Cash and cash equivalents	75.4	129.0
<b>Liabilities</b>		
Accounts payable	(120.1)	(411.6)
Loans received	(179.5)	(354.9)
Other liabilities	(84.5)	(86.7)
	2020	2019
<b>Income statement</b>		
Services rendered	385.9	1,455.8
Services received	(394.0)	(1,003.3)

The amount of exchange rate differences by financial instrument recognized in the income statement for the year 2020, is as follows:

	Transactions settled in the year	Outstanding balances	Total
<b>Financial assets</b>			
Loans to Group companies and joint ventures	(18.6)	(11.0)	(29.6)
Derivatives	120.6	77.3	197.9
Other financial assets	(68.9)	(48.6)	(117.5)
<b>Total financial assets</b>	<b>33.1</b>	<b>17.7</b>	<b>50.8</b>
<b>Financial liabilities</b>			
Debts with Group companies and joint ventures	36.6	(0.6)	36.0
Derivatives	(74.3)	(41.3)	(115.6)
Other financial liabilities	-	9.5	9.5
<b>Total financial liabilities</b>	<b>(37.7)</b>	<b>(32.4)</b>	<b>(70.1)</b>
<b>Total</b>	<b>(4.6)</b>	<b>(14.7)</b>	<b>(19.3)</b>

The amount of exchange rate differences by financial instrument recognized in the income statement for the year 2019, was as follows:

	Transactions settled in the year	Outstanding balances	Total
<b>Financial assets</b>			
Loans to Group companies and joint ventures	48.0	(9.2)	38.8
Derivatives	29.8	8.7	38.5
Other financial assets	(4.0)	1.5	(2.5)
<b>Total financial assets</b>	<b>73.8</b>	<b>1.0</b>	<b>74.8</b>
<b>Financial liabilities</b>			
Debts with Group companies and joint ventures	(2.3)	(1.7)	(4.0)
Derivatives	(69.4)	(16.6)	(86.0)
Other financial liabilities	-	0.7	0.7
<b>Total financial liabilities</b>	<b>(71.7)</b>	<b>(17.6)</b>	<b>(89.3)</b>
<b>Total</b>	<b>2.1</b>	<b>(16.6)</b>	<b>(14.5)</b>

## 19. REVENUES AND EXPENSES

### 19.1 Trade revenue

The Company operates in the travel industry and thus, events that may affect the industry could also have an impact on both the Company's operations and its financial position.

The segment information has been prepared in accordance how the segments are regularly reviewed by the chief operating decision maker in order to allocate resources to a segment and to assess its performance. The Company is organized into two operating segments on the basis of the different services offered:

- Distribution, where the primary offering is the GDS platform. It generates revenues mainly from booking fees the Company charges to travel providers for bookings made, as well as other non-booking revenues; and
- IT solutions, where the Company offers a portfolio of technology solutions (primarily Altéa PSS) that automate mission-critical processes for travel providers. This segment generates revenues from the transactions processed in our platform, as well as from other non-transactional services.

The information regarding the operating segments during 2020 and 2019, is as follows:

Operating segment	Year 2020	Year 2019
Distribution	510.4	2,861.6
IT solutions	1,030.1	1,876.1
<b>Total</b>	<b>1,540.5</b>	<b>4,737.7</b>

The processing of bookings and sales of transactional IT solutions depends on complex IT systems, and on billions of transactions processed during each year. The classification of the trade revenues between transactional and non-transactional during 2020 and 2019, is as follows:

	Year 2020	Year 2019
Transactional revenue	1,013.8	4,201.7
Non-transactional revenue	526.7	536.0
<b>Total</b>	<b>1,540.5</b>	<b>4,737.7</b>

The following geographical distribution of the services provided during the year 2020 and 2019, is primarily based on the country where bookings were made. Regarding those bookings directly made by the offices and the airline websites that are directly connected to the Amadeus system, as well as the IT solutions services, the home country of the customers is the criteria applied.

Geographical market	Year 2020	Year 2019
Spain	40.0	154.0
European Union	395.8	1,548.7
O.E.C.D.	672.2	1,643.5
Rest of the world	432.5	1,391.5
<b>Total</b>	<b>1,540.5</b>	<b>4,737.7</b>

## 19.2 Personnel expenses

The breakdown of the 'Personnel expenses' for the years 2020 and 2019, is as follows:

	Year 2020	Year 2019
Salaries, wages and similar	95.7	94.4
Social benefits	30.9	33.0
Pension plan contributions	2.3	2.9
Other social costs	28.6	30.1
<b>Total</b>	<b>126.6</b>	<b>127.4</b>

## 19.3 Other operating expenses

The breakdown of the 'Other operating expenses' caption includes distribution, product development, data processing, communications and administration expenses. The detail for the years 2020 and 2019, is as follows:

	Year 2020	Year 2019
Group companies	1,509.3	2,783.0
Joint ventures	50.8	150.8
Third parties	217.7	987.4
<b>Total</b>	<b>1,777.8</b>	<b>3,921.2</b>



## 19.4 Financial results

The detail of the financial income and expenses for the years 2020 and 2019, is as follows:

	Note	Year 2020	Year 2019
<b>Financial income</b>		<b>416.3</b>	<b>424.7</b>
From equity instruments		390.3	378.0
Dividends received from Group companies and joint ventures	10.2 & 20.1	389.8	377.4
Dividends received from third parties		0.5	0.6
From securities and other financial instruments		26.0	46.7
Loans to Group companies and joint ventures	20.1	18.3	46.4
Other financial income		7.7	0.3
<b>Financial expenses</b>		<b>(81.0)</b>	<b>(43.9)</b>
Debts with Group companies and joint ventures	20.1	(13.2)	(16.6)
Interest from debts		(12.8)	(16.0)
Arrangement fees amortization		(0.4)	(0.6)
Debts with third parties		(67.8)	(27.3)
Interest from debt with financial institutions		(2.4)	(4.2)
Interest from bonds		(46.3)	(12.4)
Interest from derivatives financial instruments – hedge		(2.5)	(3.1)
Arrangement fees amortization		(8.9)	(2.2)
Other financial expenses		(7.7)	(5.4)
<b>Exchange rate differences</b>	<b>18</b>	<b>(19.3)</b>	<b>(14.5)</b>
<b>Impairment and gains/ losses on disposal of financial instruments</b>		<b>(23.4)</b>	<b>(23.5)</b>
Impairment and losses		(28.2)	(38.5)
Gains / (losses) on disposal of financial instruments		4.8	15.0
<b>Financial profit / (loss)</b>		<b>292.6</b>	<b>342.8</b>

The financial income and expenses measured in application of the effective interest method, mainly related to the financial income from securities and other financial instruments and to the financial expenses from debts with Group companies and joint ventures and financial institutions.

## 19.5 Share based payments

The Company has the following reward schemes in place for managers and employees of the Company, as well as for employees of the Group, for which acquisition costs of the shares delivered are re-invoiced to the Group Companies that have employees subscribed to these reward schemes:

### 19.5.1. Performance Share Plan

The Performance Share Plan (PSP) consists of a contingent award of shares of the Company to certain management. The final delivery of the shares at the end of the vesting period depends on the achievement of predetermined performance objectives that relate to value creation in Amadeus as well as employee service requirements. The performance objectives relate to the relative shareholder return (TSR) and the adjusted basic earnings per share (EPS) growth. From PSP 2018 an additional performance objective is included related to pre-tax adjusted free cash flow (OCF) growth. The vesting period of each independent cycle is 3 years and no holding period applies.

This plan is considered as equity-settled. The fair value of the services received during the years ended as of December 31, 2020 and 2019, as consideration for the equity instruments granted, is presented in the income statement under the 'Personnel and related expenses' caption by an amount of €3.8 million and €4.9 million, respectively.

For PSP 2019 and 2020, there are two type of plans due to certain employees (mainly members of the executive committee) are subject to a post-vesting holding period of two years, restriction that has been taken into consideration when determining the fair value of the instruments granted (see PSP 2019 (II) and PSP 2020 (II) as follows).

The detail of the shares allotted and fair value at grant date of the last four cycles of the PSP is set forth in the table below:

	PSP 2017	PSP 2018	PSP 2019 (I)	PSP 2019 (II)	PSP 2020 (I)	PSP 2020 (II)
Total shares allotted at grant date (1)	99,695	74,970	33,890	44,035	48,800	56,515
Fair value of those instruments at grant date (€)	49.49	64.03	66.90	58.63	37.61	31.85
Dividend yield	1.47%	1.24%	1.54%	1.54%	2.45%	2.45%
Expected volatility	21.23%	19.06%	19.06%	22.09%	31.31%	35.77%
Risk free interest rate	0.00%	0.00%	0.00%	0.05%	0.00%	0.14%

(1) This number of shares could increase up to double if all performance objectives are extraordinary.

During the year 2020, the PSP 2017 has been settled at the vesting date, implying that the Company transferred to the eligible employees 146,347 shares, due to the achievement of the performance objectives (166.4%), at a weighted average price of €49.50 per share. The Company used treasury shares to settle these share-based payments (Note 13.4).

During the year 2019, the PSP 2016 was settled at the vesting date, implying that the Company transferred to the eligible employees 194,982 shares, due to the achievement of the performance objectives (200.00%), at a weighted average price of €68.70 per share. The Company used treasury shares to settle these share-based payments (Note 13.4).

### 19.5.2. Restricted Share Plan

The Restricted Share Plan (RSP) consists on the delivery of a given number of shares of the Company to certain employees on a non-recurring basis, after predetermined services requirements are met.

The RSP beneficiaries must remain employed in a Group company during a determined period of time, which oscillates between 2 and 5 years.

This plan is considered as equity-settled. The fair value of the services received as consideration for the equity instruments granted, 14,201 and 6,772 shares during the years 2020 and 2019 is presented in the income statement under the 'Personnel and related expenses' caption by an amount of €0.1 million and €0.1 million, respectively.

During the year 2020, certain RSP awards have been settled at vesting date, implying that the Company transferred to the eligible employees 539 shares in June at a weighted average price of €43.20 per share and 298 shares in November at a weighted average price of €45.40 per share. The Company used treasury shares to settle these share-based payments (Note 13.4).

During the year 2019, certain RSP awards was settled at vesting date, implying that the Company transferred to the eligible employees 2,325 shares in June at a weighted average price of €68.70 per share and 1,065 shares in November at a weighted average price of €71.80 per share. The Company used treasury shares to settle these share-based payments (Note 13.4).

### 19.5.3. Share Match Plan

The Share Match Plan (SMP) consists of a contingent award of shares of the Company to employees that voluntarily decided to participate in the plan. The final delivery of the shares at the end of the vesting period depends on the achievement of predetermined vesting conditions that relate to the purchase and holding of the shares, as well as the participant must remain employed in a Group company until the end of the cycle.

Under the terms of the SMP, the Company will grant the participants an additional share for every two purchased, provided if they hold the shares for a year after the purchase period has ended.

This plan is considered as equity-settled. The fair value of the services received as consideration for the equity instruments granted, 30,370 and 23,535 shares during the years 2020 and 2019, respectively, is presented in the income statement under the 'Personnel and related expenses' caption by an amount of €0.8 million and €0.7 million, respectively.

During the year 2020, the SMP 2018 has been settled according to the terms of the plan, implying that the Company transferred to the participants 10,858 shares, at a weighted average price of €45.07 per share. The Company used treasury shares to settle these share-based payments (Note 13.4).

During the year 2019, the SMP 2017 was settled according to the terms of the plan, implying that the Company transferred to the participants 8,138 shares, at a weighted average price of €73.88 per share. The Company used treasury shares to settle these share-based payments (Note 13.4).

## 20. TRANSACTIONS AND BALANCES WITH RELATED PARTIES

### 20.1 Transactions with related parties

The breakdown of transactions with related parties for the year 2020, is as follows:

	Group companies	Joint ventures	Other related parties	Total
Services rendered	88.4	27.9	-	116.3
Other operating expenses	(1,509.3)	(50.8)	-	(1,560.1)
Interests from loans	18.3	-	-	18.3
Debt expenses	(13.2)	-	-	(13.2)
Dividends received	386.6	3.2	-	389.8
Dividends distributed	-	-	(0.3)	(0.3)
Remuneration	-	-	(14.4)	(14.4)
<b>Total</b>	<b>(1,029.2)</b>	<b>(19.7)</b>	<b>(14.7)</b>	<b>(1,063.6)</b>

The breakdown of transactions with related parties for the year 2019, was as follows:

	Group companies	Joint ventures	Other related parties	Total
Services rendered	151.1	24.5	-	175.6
Other operating expenses	(2,783.0)	(150.8)	-	(2,933.8)
Interests from loans	46.4	-	-	46.4
Debt expenses	(16.6)	-	-	(16.6)
Dividends received	375.6	1.8	-	377.4
Dividends distributed	-	-	(0.8)	(0.8)
Remuneration	-	-	(18.3)	(18.3)
<b>Total</b>	<b>(2,226.5)</b>	<b>(124.5)</b>	<b>(19.1)</b>	<b>(2,370.1)</b>

## 20.2 Balances with related parties

The breakdown of balances with related parties at December 31, 2020, is as follows:

	Group companies	Joint ventures	Other related parties	Total
<b>Long-term investments</b>				
Equity instruments	3,709.3	6.4	-	3,715.7
Loans to companies	341.8	-	-	341.8
<b>Trade debtors</b>	<b>63.5</b>	<b>5.6</b>	<b>-</b>	<b>69.1</b>
<b>Short-term investments</b>				
Loans to companies	35.8	-	-	35.8
Interests from loans to companies	0.9	-	-	0.9
Cash-pooling	223.0	-	-	223.0
Dividends	1.6	3.0	-	4.6
<b>Long-term debts</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Short-term debts</b>				
Debts with companies	(1,174.4)	-	-	(1,174.4)
Interests from debts with companies	(1.3)	-	-	(1.3)
Cash-pooling	(235.5)	-	-	(235.5)
Dividends	-	-	-	-
<b>Trade creditors</b>	<b>(312.1)</b>	<b>(14.7)</b>	<b>-</b>	<b>(326.8)</b>
<b>Total</b>	<b>2,652.6</b>	<b>0.3</b>	<b>-</b>	<b>2,652.9</b>

As of December 31, 2020 the conditions included in the Generally Accepted Accounting Principles in Spain to register the net investment for €3.2 million in the Group company Amadeus Travel IMS that the Company has in the caption 'Equity Instruments', a loan for €3.9 million and its correspondents interests fully accrued to be reclassified to the caption 'Non-current assets held for sale' caption were met.

Additionally, trade debts for €0.7 million that the Company had with the Group company Amadeus Travel IMS registered under the caption 'Trade creditors' have been reclassified to the caption 'Non-current liabilities held for sale'.

The breakdown of balances with related parties at December 31, 2019, was as follows:

	Group companies	Joint ventures	Other related parties	Total
<b>Long-term investments</b>				
Equity instruments	3,468.5	6.4	-	3,474.9
Loans to companies	446.3	-	-	446.3
<b>Trade debtors</b>	<b>40.0</b>	<b>2.6</b>	<b>-</b>	<b>42.6</b>
<b>Short-term investments</b>				
Loans to companies	7.3	-	-	7.3
Interests from loans to companies	1.7	-	-	1.7
Cash-pooling	110.1	-	-	110.1
Dividends	0.2	1.9	-	2.1
<b>Long-term debts</b>	<b>(497.9)</b>	<b>-</b>	<b>-</b>	<b>(497.9)</b>
<b>Short-term debts</b>				
Debts with companies	(1,137.4)	-	-	(1,137.4)
Interests from debts with companies	(1.1)	-	-	(1.1)
Cash-pooling	(406.1)	-	-	(406.1)
Dividends	-	-	(0.3)	(0.3)
<b>Trade creditors</b>	<b>(309.4)</b>	<b>(12.2)</b>	<b>-</b>	<b>(321.6)</b>
<b>Total</b>	<b>1,722.2</b>	<b>(1.3)</b>	<b>(0.3)</b>	<b>1,720.6</b>

## 20.2.1. Trade debtors and creditors

The breakdown of the 'Trade debtors' and 'Trade creditors' as of December 31, 2020 and 2019, is as follows:

	December 31, 2020	December 31, 2019
<b>Debtors</b>		
For taxes	1.0	1.6
For other concepts	68.1	41.0
<b>Total</b>	<b>69.1</b>	<b>42.6</b>
<b>Creditors</b>		
For taxes	-	(0.5)
For other concepts	(326.8)	(321.1)
<b>Total</b>	<b>(326.8)</b>	<b>(321.6)</b>

As of December 31, 2020 and 2019, the captions 'Group companies, debtor for taxes' and 'Group companies, creditors for taxes' include the estimated credit and debit that the Company has with the companies included in the Tax Consolidation Group, related to the Corporate Income Tax.

As of December 31, 2020 and 2019, the captions 'Group companies, debtor for other concepts' and 'Group companies, creditors for other concepts' include the different transactions that the Company has with the companies that form the Amadeus Group for agreements in application of the transfer pricing policies.

## 20.2.2. Loans to Group companies

The detail of loans to Group companies at December 31, 2020, is as follows:

Group companies	Currency	Millions of euros	Reference interest	Due date
Amadeus Central and West Africa S.A.	EUR	0.5	0.56%	20/06/2023
Content Hellas Electronic Tourism Services S.A.	EUR	-	0.73%	05/11/2022
Amadeus Corporate Business, AG	EUR	64.0	0.48%	08/04/2022
Amadeus Corporate Business, AG	EUR	32.1	0.73%	02/11/2021
Amadeus Polska Sp. z o.o.	EUR	1.4	0.46%	05/10/2021
Amadeus S.A.S.	EUR	200.0	0.45%	03/12/2027
UFIS Airport Solutions (Thailand) Ltd.	USD	1.3	1.67%	14/04/2021
Amadeus GDS LLP	USD	0.9	2.21%	01/03/2022
Amadeus GDS Singapore Pte. Ltd.	USD	9.0	2.47%	01/02/2022
Amadeus Americas, Inc.	USD	64.2	5.08%	01/10/2026
Amadeus Argentina S.A.	USD	1.0	0.97%	27/08/2021
Amadeus Argentina S.A., Sucursal Uruguay	USD	1.2	2.05%	06/05/2023
Amadeus Marketing (Ghana) Ltd.	USD	0.5	2.62%	21/01/2022
Amadeus GTD Southern Africa Pty. Ltd.	USD	1.1	1.36%	20/07/2022
AMADEUSGLOBAL Ecuador S.A.	USD	0.4	1.28%	19/07/2022
<b>Total</b>		<b>377.6</b>		

As of March 16, 2020, the capitalization of the loan that the Company had with the Group company Amadeus Rezervasyon Dağıtım Sistemleri, A.Ş. for an amount of €3.0 million was carried out (Note 10.2).

As of December 7, 2020, the capitalization of the loan that the Company had with the Group company Amadeus Perú, S.A for an amount of €4.5 million was carried out (Note 10.2).

As of December 30, 2020, the capitalization of the loan that the Company had with the Group company Amadeus Americas, Inc., for an amount of €244.3 million was carried out (Note 10.2).

## 20.2.3. Debts with Group companies

The detail of debts with Group companies at December 31, 2020, is as follows:

Group companies	Currency	Millions of euros	Reference interest	Due date
Amadeus Finance B.V.	EUR	622.0	0.09%	27/01/2021
Amadeus Capital Markets, S.A.U.	EUR	499.1	1.82%	17/11/2021
Amadeus Capital Markets, S.A.U.	EUR	0.5	0%	05/09/2021
Amadeus Slovenija, d.o.o.	EUR	0.5	0%	12/03/2021
Amadeus Eesti AS	EUR	0.3	0%	01/06/2021
Amadeus Lebanon S.A.R.L.	USD	0.1	0.46%	01/06/2021
Amadeus IT Pacific Pty. Ltd.	AUD	35.4	0%	20/01/2021
Amadeus Scandinavia AB	SEK	12.7	0%	14/01/2021
Amadeus Norway AS	NOK	1.0	0.13%	14/01/2021
Amadeus Denmark A/S	DKK	2.8	0%	14/01/2021
<b>Total</b>		<b>1,174.4</b>		

During 2015, the Group company Amadeus Finance B.V., made several issuances of commercial paper in the Euromarket. At December 31, 2020 and 2019, Amadeus Finance B.V. had outstanding commercial paper by an amount of €622.0 million and €581.1 million, respectively. The Company subscribed these agreements as guarantor. Amadeus Finance B.V. transferred the amount received in the issuances, net of related expenses, to the Company through a loan contract. The contract is registered under the 'Short-term debts with Group companies' caption.

Financial expenses for the years 2020 and 2019 derived from the aforementioned loans, amounting to €(0.2) million and €(0.7) million, respectively, are included in the income statement under 'Interest from debts with Group companies' caption.

On November 10, 2015, the Group company Amadeus Capital Markets, S.A., Sociedad Unipersonal, under the debt issuance Euro Medium Term Note Program, issued bonds in the Euromarket for a total of €500 million. This company transferred the amount received, net of related expenses, to the Company, through a loan contract.

As of December 31, 2020, the amortized cost of this loan amounts €498.9 million, including the principal of €499.1 million and the arrangement fees of €0.2 million. This loan has a yearly interest rate of 1.64187% payable annually. Additionally, it includes an implicit interest rate of 0.17228% to be capitalized annually. This loan is registered under the 'Short-term debts with Group companies' caption.

On September 29, 2016, the Group company Amadeus Capital Markets, S.A., Sociedad Unipersonal, issued bonds in the Euromarket for a total of €500 million. This company transferred the amount received, net of related expenses, to the Company, through a loan contract. The loan was paid on October 6, 2020.

Financial expenses for the years 2020 and 2019 derived from the aforementioned loans with Amadeus Capital Markets, S.A., Sociedad Unipersonal, amounting to €10.3 million and €10.9 million, respectively, are registered in the income statement under the 'Interest from debts with Group companies' caption.

### 20.3 Board of Directors and Key Management remuneration

The position of Member of the Board of Directors is remunerated in accordance with the Company's Bylaws. The remuneration consists of a fixed remuneration to be determined by the General Shareholders' Meeting before the relevant financial year ends.

The remuneration to which the Chief Executive Officer may be entitled despite of their functions as Director, consists of salary (in cash and in kind), yearly and/or multiannual bonus, subject to the objectives fulfilment, share-based plans and any other compensation decided by the General Shareholders' Meeting held on June 21, 2018, for a period of 3 years (2019, 2020 and 2021).

On June 18, 2020 and June 19, 2019, the Ordinary General Shareholders' Meeting agreed a fixed remuneration for said functions, in cash or in kind, for the period January to December 2020 and 2019, with a limit of €1,652 thousand and €1,746 thousand, respectively, and it vested the Board of Directors with the authority to resolve on how said remuneration was to be distributed among the members of the Board, following article 36 of the Company's Bylaws. The Board of Directors of the Company may agree an unequal remuneration scheme distribution. No loans, advances or stock options have been granted to the members of the Board of Directors.



The breakdown by type of payment received by the members of the Board of Directors in 2020 and 2019, is as follows:

In thousands of euros Board members	Year 2020		Year 2019	
	Cash	In kind	Cash	In kind
José Antonio Tazón García	265	2	312	2
Guillermo de la Dehesa Romero	59	-	147	-
Luis Maroto Camino	30	-	35	-
Willian Connelly	125	-	49	-
Clara Furse	131	-	163	-
Pilar García Ceballos-Zúñiga	99	-	116	-
Stephan Gemkow	88	-	93	-
Pierre-Henri Gourgeon	99	-	116	-
Nicolas Huss	96	-	93	-
Peter Kuerpick	99	-	116	-
Francesco Loredan	99	-	116	-
Josep Piqué Camps	79	-	49	-
David Webster	138	-	156	-
Xiaoqun Clever	40	-	-	-
<b>Total</b>	<b>1,447</b>	<b>2</b>	<b>1,561</b>	<b>2</b>

As of December 31, 2020 and 2019, the Key Management personnel includes 10 and 9 members, respectively.

During the year ended December 31, 2020, the amounts accrued to the Key Management in respect of compensation in cash (base salary and bonus accrued), compensation in kind, contributions to pension plan and collective life insurance policies and share-based payments amounted to €5,337 thousand, €307 thousand, €565 thousand and €3,076 thousand, respectively (€5,283 thousand, €361 thousand, €523 thousand and €5,324 thousand, respectively, during the year ended December 31, 2019).

Additionally, the amounts accrued to the Chief Executive Officer in respect of compensation in cash (base salary and bonus accrued), compensation in kind, contributions to pension plan and collective life insurance policies and share-based payments amounted to €1,797 thousand, €57 thousand, €183 thousand and €1,591 thousand, respectively (€1,983 thousand, €91 thousand, €187 thousand and €2,985 thousand respectively for the year ended December 31, 2019).

## 20.4 Directors' information regarding situations of conflict of interest

As of December 31, 2020, neither any of the members of the Board of Directors nor any other person related to them, in accordance with the Spanish Capital Companies Act, have reported to the Board of Directors any direct or indirect conflicting situation with the interests of the Company.

## 20.5 Other information related to the Board of Directors and Key Management

As of December 31, 2020 and 2019, investment held by the members of the Board of Directors in the share capital of the Company, is as follows:

Board members	Shares	
	December 31, 2020	December 31, 2019
José Antonio Tazón García	205,000	205,000
Luis Maroto Camino	88,429	72,360
David Webster	1	1
Pierre-Henri Gourgeon	400	400
Stephan Gemkow	350	-
<b>Total</b>	<b>294,180</b>	<b>277,761</b>
<b>Voting rights</b>	<b>0.06530%</b>	<b>0.06440%</b>

The number of shares in the capital of the Company held by the members of the Key Management at December 31, 2020 is 308,290 shares. The number of shares in the capital of the Company held by the members of the Key Management at December 31, 2019 was 294,216 shares.

## 20.6 Financial structure

As mentioned in Note 1, the Company belongs to the Amadeus Group. Companies belonging to the Group, at December 31, 2020 and 2019, are detailed in the appendix attached to these annual accounts.

# 21. OTHER INFORMATION

## 21.1 Auditors' fees

The fees for the annual accounts auditing services in millions of euros and other services rendered by the auditor's firm Ernst and Young S.L for the 2020 and 2019 period, and other firms related thereto, are as follows:

	Year 2020	Year 2019
Auditing	1.1	0.9
Other audit related services	0.6	0.3
<b>Total auditing and related services</b>	<b>1.7</b>	<b>1.2</b>
Tax advice	-	-
Other services	0.1	0.2
<b>Total professional services</b>	<b>0.1</b>	<b>0.2</b>
<b>Total</b>	<b>1.8</b>	<b>1.4</b>

## 21.2 Number of employees

The average number of employees and Board of Directors members of the Company during 2020 and 2019, is 1,021 and 1,012, respectively. Distribution by category and gender, is as follows:

	Year 2020		Year 2019	
	Female	Male	Female	Male
Board of Directors	3	10	2	11
Key Management and Vice Presidents	3	10	3	10
Directors	14	31	12	32
Managers	230	235	215	203
Disabled managers	1	-	1	-
Rest of personnel	280	197	300	215
Rest of disabled personnel	5	2	6	2

The number of employees and Board of Directors members of the Company as of December 31, 2020 and 2019, is 979 and 1,035, respectively. Distribution by category and gender, is as follows:

	December 31, 2020		December 31, 2019	
	Female	Male	Female	Male
Board of Directors	3	10	2	11
Key Management and Vice Presidents	3	11	3	9
Directors	14	29	12	32
Managers	231	234	223	218
Disabled managers	1	-	1	-
Rest of personnel	258	178	304	213
Rest of disabled personnel	5	2	5	2

## 21.3 Off-balance sheet commitments

At December 31, 2020 and 2019, the Company has guarantees issued to cover certain obligations entered into by Group companies and received from third parties, as per the following detail:

	December 31, 2020	December 31, 2019
Other guarantees and bank guarantees	33.7	25.1
Guarantees over office buildings and equipment	6.0	10.0
Bank guarantees on commercial contracts	1.9	1.4
<b>Total</b>	<b>41.6</b>	<b>36.5</b>

At December 31, 2020 and 2019 the guarantees undertaken by the Company, in the form of comfort letters, amount to €1.9 million and €1.9 million, respectively.

## 22. ENVIRONMENTAL INFORMATION

Given its activity, the Company has no responsibilities, expenses, assets, liabilities or contingencies of an environmental nature that may have a significant impact on its equity, financial position or results. Therefore, no specific disclosures relating to environmental issues are included in the current notes to the annual accounts.

## 23. SUBSEQUENT EVENTS

On February 2, 2021, the Company has issued a bond for a nominal amount of €500.0 million. The bond has a maturity of 2 years, although the Company has the option of total early redemption within 374 days from the closing date since the issuance. It has a quarterly payable coupon with a variable interest rate of three-month Euribor plus 65 basis points. The amount issued will be used for general corporate financing needs.

## APPENDIX

The subsidiaries of the Company as of December 31, 2020 and 2019 are:

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
<i>Group companies</i>							
Amadeus Airport IT Americas, Inc. (4)	Inc.	U.S.A.	5950 Hazeltine National Drive, Suite 210. Orlando, Florida. 32822.	Software development	100%	100%	21.04.15
Amadeus Airport IT GmbH	GmbH	Germany	Berghamer Str. 6 85435, Erding-Aufhasen.	Software development	100%	100%	11.06.12
Amadeus Albania sh.p.k	sh.p.k.	Albania	Bulevardi Deshmoret e Kombit, Tirana.	Distribution	100%	100%	15.04.16
Amadeus América S.A. (5)	Sociedad Anónima	Argentina	Ingeniero Enrique Butty 240, 4° piso. C.A.B.A. CP 1001AFB.	Regional support	100%	100%	28.04.00
Amadeus Americas, Inc.	Inc.	U.S.A.	3470 NW 82nd Avenue Suite 1000 Miami, Florida 33122.	Regional support	100%	100%	17.04.95
Amadeus Argentina S.A.	Sociedad Anónima	Argentina	Ingeniero Enrique Butty 240, 4° piso. C.A.B.A. CP 1001AFB.	Distribution	95.50%	95.50%	06.10.97
Amadeus Asia Limited	Limited	Thailand	21st, 23rd and 27th Floor, Capital Tower. 87/1 All Season Place. Wireless Road, Lumpini, Pathumwan. 10330 Bangkok.	Regional support	100%	100%	24.11.95
Amadeus Austria Marketing GmbH	GmbH	Austria	Dresdnerstrasse 91/C1/4, 1200 Wien.	Distribution	100%	100%	13.02.88
Amadeus Benelux N.V.	N.V.	Belgium	Medialaan, 30. Vilvoorde 1800.	Distribution	100%	100%	11.07.89

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
Amadeus Bilgi Teknolojisi Hizmetleri A.Ş.	Anonim Şirketi	Turkey	İstanbul Havalimanı Serbest Bölgesi Plaza Ofis No: 1401 Kat: 14 34830 Yesilköy, İstanbul.	Software development	100%	100%	03.04.13
Amadeus Bolivia S.R.L.	S.R.L.	Bolivia	Equipetrol Norte. Calle J. Edificio 'Rolea Center' Piso 1. Oficinas E&D. Santa Cruz.	Distribution	100%	100%	14.03.02
Amadeus Bosna d.o.o. za marketing Sarajevo	d.o.o.	Bosnia and Herzegovina	Midhat Karic Mitke 1, 71000 Sarajevo.	Distribution	100%	100%	01.06.01
Amadeus Brasil Ltda.	Limited	Brasil	Rua das Olimpíadas 205 – 5 andar, Sao Paulo 04551-000.	Distribution	83.51%	83.51%	30.06.99
Amadeus Bulgaria EOOD	Limited	Bulgaria	1, Bulgaria Square, 16th Floor. Triaditza Region. 1463 Sofia.	Distribution	55.01%	55.01%	17.11.98
Amadeus Capital Markets, S.A., Sociedad Unipersonal	Sociedad Anónima Unipersonal	Spain	Calle Salvador de Madariaga 1, 28027, Madrid.	Financial activities	100%	100%	28.04.08
Amadeus Central and West Africa S.A.	S. A.	Ivory Coast	7, Avenue Nogues 08 BPV 228 Abidjan 01.	Distribution	100%	100%	03.10.01
Amadeus Content Sourcing, S.A., Sociedad Unipersonal	Sociedad Anónima Unipersonal	Spain	Calle Salvador de Madariaga 1, 28027, Madrid.	Intermediation	100%	100%	11.06.14
Amadeus Corporate Business, AG	AG	Germany	Berghamer Strasse 6. D-85435. Erding. Munich.	Holding of shares	100%	100%	01.04.14
Amadeus Customer Center Americas S.A.	Sociedad Anónima	Costa Rica	Oficentro La Virgen II.Torre Prisma, Piso 5, Pavas, San José.	Regional support	100%	100%	29.06.09

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
Amadeus Czech Republic and Slovakia s.r.o.	s.r.o.	Czech Rep	Meteor Centre Office Park Sokolovská 100 / 94 Praha 8 - Karlín 186 00.	Distribution	100%	100%	19.09.97
Amadeus Data Processing GmbH	GmbH	Germany	Berghamer Strasse 6. D-85435. Erding. Munich.	Data processing	100%	100%	15.04.88
Amadeus Denmark A/S (6)	A/S	Denmark	Lufthavnsboulevaden 14, 2770 Kastrup.	Distribution	100%	100%	31.08.02
Amadeus Eesti AS	AS	Estonia	Tuukri 19. 10152 Tallin.	Distribution	100%	100%	27.12.13
Amadeus Finance B.V.	B.V.	The Netherlands	Jupiter Building. Herikerbergweg 88. 1101 CM Amsterdam.	Financial activities	100%	100%	23.10.14
Amadeus France, S.A.	S.A.	France	Le Seine Saint Germain Bâtiment C, 2- 8 Ave. Du Bas-Meudon. F-92445 Issy- Les-Moulineaux Cedex.	Distribution	100%	100%	27.04.98
Amadeus GDS LLP	LLP	Kazakhstan	48, Auezov Str., 4th floor, 050008, Almaty.	Distribution	100%	100%	08.01.02
Amadeus GDS (Malaysia) Sdn. Bhd.	Sdn. Bhd.	Malaysia	Suite 1005, 10th Floor. Wisma Hamzah-kwong Hing. n° 1 Leboh Ampang. Kuala Lumpur 50100.	Distribution	100%	100%	02.10.98
Amadeus GDS Singapore Pte. Ltd.	Pte. Ltd.	Singapore	1 Wallich Street #27-00 Guoco Tower, Singapore 078881.	Distribution	100%	100%	25.02.98
Amadeus Germany GmbH	GmbH	Germany	Zentrale Finanzen SiemensstaBe 1, 61352. Bad Homburg.	Distribution	100%	100%	07.08.99



Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
AMADEUSGLOBAL Ecuador S.A.	Sociedad Anónima	Ecuador	República del Salvador N35- 126 y Portugal, Edificio Zanté; piso 2 oficina 206, Quito.	Distribution	100%	100%	12.01.96
Amadeus Global Operations Americas, Inc. (4)	Inc.	U.S.A.	Corporate creations, Network Inc, 3411 Silverside Road #104 Rodney building, Wilmington, Delaware 19810. New Castle County.	Data processing	100%	100%	10.02.15
Amadeus Global Travel Distribution Ltd.	Limited	Kenya	P.O. Box 6680-00100, 14, Riverside off Riverside Drive, Grosvenor suite 4A, 4th Floor, Nairobi.	Distribution	100%	100%	03.07.03
Amadeus Global Travel Israel Ltd.	Limited	Israel	14 Ben Yehuda St. 61264, Tel Aviv.	Distribution	100%	100%	23.03.00
Amadeus GTD (Malta) Limited	Limited	Malta	Birkirkara Road. San Gwann. SGN 08.	Distribution	100%	100%	17.02.04
Amadeus GTD Southern Africa Pty. Ltd.	Pty. Limited	South Africa	Turnberry Office Park. 48 Grosvenor Road, Bryanston. 2021 Johannesburg.	Distribution	100%	100%	01.01.03
Amadeus Hellas Electronic Travel Information Services Single Member Societe Anonyme	S.A.	Greece	Sygrou Ave. 157. 17121 N. Smyrni – Athens.	Distribution	100%	100%	02.02.93
Amadeus Honduras, S.A. (4)	Sociedad Anónima	Honduras	Edificio El Ahorro Hondureño. Cía. de Seguros, S.A. 4to Nivel - Local B. Av. Circunvalación. San Pedro Sula.	Distribution	100%	100%	17.03.98
Amadeus Hong Kong Ltd.	Limited	China	3/F, Henley Building nº 5 Queen’s Road. Central Hong Kong.	Distribution	100%	100%	21.08.03
Amadeus Hospitality Americas, Inc. (4)	Inc.	U.S.A.	75 New Hampshire Ave, Portsmouth NH 03801.	Distribution and Software development	100%	100%	05.02.14

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
Amadeus Hospitality Asia Pacific Pte. Ltd. (4)	Limited	Singapore	600 North Bridge Road, #14-02 Parkview Square, Singapore 188778.	Distribution and Software development	100%	100%	05.02.14
Amadeus Hospitality Netherlands B.V.	B.V.	The Netherlands	Chasséveld 15-G 4811 DH Breda.	Distribution and Software development	100%	100%	21.07.15
Amadeus Hospitality UK Limited (4)	Limited	U.K.	Fourth Floor Drapers Court, Kingston Hall Road, Kingston-upon-Thames, Surrey KT1 2BQ.	Distribution and Software development	100%	100%	05.02.14
Amadeus Information Technology LLC	Limited Liability	Russia	M. Golovin line 5, 2nd floor 107045, Moscow.	Distribution	100%	100%	28.03.08
Amadeus Integrated Solutions Pty Ltd.	Limited	South Africa	Turnberry Office Park, 48 Grosvenor Road, Bryanston, Johannesburg.	Distribution	100%	100%	30.08.11
Amadeus IT Group Colombia S.A.S.	Limitada	Colombia	Carrera 11 No. 84 - 09 6° piso Edificio Torre Amadeus, Bogotá.	Distribution	100%	100%	25.07.02
Amadeus IT Pacific Pty. Ltd.	Pty. Limited	Australia	Level 7 180 Thomas Street 2000 Haymarket, Sydney.	Distribution	100%	100%	18.11.97
Amadeus IT Services UK Limited	Limited	U.K.	3rd Floor First Point, Buckingham Gate, Gatwick, West Sussex RH6 ONT.	Distribution and Software development	100%	100%	13.07.88
Amadeus Italia S.p.A.	Società per Azioni	Italy	Via Morimondo, 26. 20143 Milano.	Distribution	100%	100%	18.12.92
Amadeus Japan K.K.	K.K.	Japan	SPP Ginza Building 5F, 2-4-9 Ginza, Chuo-Ku, Tokio 104-0061.	Distribution	100%	100%	01.01.05

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
Amadeus Korea, Ltd.	Limited	Republic of Korea	Kyobo Securities Building-Youldo 10F. Bldg. 26-4 Youido-dong, Yongsongpo-gu, Seoul 150-737.	Software development and software definition	100%	100%	14.11.11
Amadeus Lebanon S.A.R.L.	S.A.R.L.	Lebanon	Gefinor Centre P.O. Box 113-5693 Beirut.	Distribution	100%	100%	07.05.09
Amadeus Leisure IT GmbH	GmbH	Germany	Carlo-Schmid-Straße 12, 52146, Würselen/ Aachen.	Software development	100%	100%	27.09.06
Amadeus Macedonia DOOEL Skopje	d.o.o.	Macedonia	Gradski Zid, Blok 4/8, 1000 Skopje.	Distribution	100%	100%	15.04.16
Amadeus Magyaroszag Kft	Korlatolt Felelossegu Tarsasag	Hungary	1075 Budapest. Madách Imre út 13-14. Budapest.	Distribution	100%	100%	13.10.93
Amadeus Marketing (Ghana) Ltd.	Limited	Ghana	12 Quarcoo Lane, West Airport Residential Area, Accra.	Distribution	100%	100%	14.11.00
Amadeus Marketing Ireland Ltd.	Limited	Ireland	65 Charlemont Street Dublin 2.	Distribution	100%	100%	20.06.01
Amadeus Marketing Nigeria Ltd.	Limited	Nigeria	26, Ladipo Bateye Street, G.R.A., Ikeja, Lagos.	Distribution	100%	100%	18.05.01
Amadeus Marketing Phils Inc.	Inc.	Philippines	36th Floor, LKG Tower Ayala Avenue, Makati City.	Distribution	100%	100%	09.06.97
Amadeus Marketing Romania S.R.L.	S.R.L.	Romania	246C Calea Floreasca, Sky Tower Building, 19th floor, 014476, Bucharest.	Distribution	100%	100%	22.01.03
Amadeus Marketing (Schweiz) A.G.	A.G.	Switzerland	Pfingstweidstrasse 60. Zurich CH 8005.	Distribution	100%	100%	14.06.94

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
Amadeus México, S.A. de C.V. (7)	Sociedad Anónima	Mexico	Av. Paseo de la Reforma 180-1802 Juárez, Piso 18, Suite A. Col. Juárez. Delegación Cuauhtemoc. CP 06600. México DF.	Distribution	100%	100%	13.02.95
Amadeus North America Inc. (4)	Inc.	U.S.A.	3470 NW 82nd Avenue Suite 1000 Miami, Florida 33122.	Distribution	100%	100%	28.04.95
Amadeus Norway AS (6)	AS	Norway	Post boks 6645, St Olavs Plass, NO-0129 Oslo.	Distribution	100%	100%	31.08.02
Amadeus Paraguay S.R.L.	S.R.L.	Paraguay	Luis Alberto de Herrera 195 esquina Fulgencio Yegros. Edificio Inter Express - Piso 2, Oficina 202, Asunción.	Distribution	100%	100%	13.03.95
Amadeus Perú S.A.	Sociedad Anónima	Peru	Víctor Andrés Belaunde, 147. Edificio Real 5, Oficina 902. San Isidro, Lima.	Distribution	100%	100%	12.10.95
Amadeus Polska Sp. z o.o.	Sp. z o.o.	Poland	ul. Domaniewska 49, Warsaw 26-672.	Distribution	100%	100%	17.12.92
Amadeus Rezervasyon Dağıtım Sistemleri A.Ş.	Anonim Şirketi	Turkey	Barbaros Plaza İş Merkezi. Dikilitaş Mah. Emirhan Cad. No:113 Kat:18 34349 Istanbul.	Distribution	100%	100%	11.05.94
Amadeus S.A.S.	Société par Actions Simplifiée	France	Les Bouillides, 485 Route du Pin Montard. Boite Postale 69. F-06902 Sophia Antipolis Cedex.	Software development and software definition	100%	100%	02.05.88
Amadeus Scandinavia AB	Limited	Sweden	Hälsingegatan 49 6tr, Box 660 SE-113 84 Stockholm.	Distribution	100%	100%	31.08.02

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
Amadeus Services Ltd. (8)	Limited	U.K.	World Business Centre 3. 1208 Newall Road. Heathrow Airport. Hounslow TW6 2RB Middlesex.	Software development	-	100%	20.07.00
Amadeus Slovenija, d.o.o.	d.o.o.	Slovenia	Dunajska 122, 1000 Ljubljana.	Distribution	100%	100%	15.04.16
Amadeus Sofia Labs EOOD	Limited	Bulgaria	19 Dobri Voynikov Stre., apt 3, fl. 2. Lozenets region. 1164 Sofia.	Software development	100%	-	17.09.20
Amadeus Software Labs India Private Limited (9)	Limited	India	6th Floor, Etamin Block, Prestige Technology Park-II, Marathahalli-Srajapur Outer Ring Road, 560103 Bangalore.	Software development and software definition	100%	100%	21.02.12
Amadeus Software Technology (Shanghai) CO., Ltd. (4)	Limited	China	1709 You You International Plaza, No.76 Pujian Road, Pudong New Area 200127 Shanghai.	Distribution and software development	100%	100%	05.02.14
Amadeus Soluciones Tecnológicas, S.A., Sociedad Unipersonal	Sociedad Anónima Unipersonal	Spain	Calle Salvador de Madariaga 1, 28027, Madrid.	Distribution	100%	100%	23.09.98
Amadeus Taiwan Co. Ltd.	Limited by shares	Taiwan	12F, No. 77 Sec.3, Nan-Jing E. Rd. Taipei City.	Distribution	100%	100%	10.07.08
Amadeus Travel IMS, S.L.	S.L.	Spain	Paseo Isabel La Católica, 6, 50009, Zaragoza.	Software development	95%	95%	14.05.15
Amadeus Yemen Limited (10)	Limited	Yemen	Al-Zubairi Street. Aman Tower Building – 6th Floor. Sana'a.	Distribution	100%	100%	31.10.08
Argo IT México S.A. de C.V. (11)	Sociedad Anónima	México	Laguna de Términos 221, Torre A, Oficina 903, col Granada. Deleg. Miguel Hidalgo. CP 11520. Cdmx	Software development	100%	70%	24.10.18

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
Argo IT Tecnologia S.A. (11)	Sociedad Anónima	Brasil	Rua do Paraiso, No. 148, planta 13, Sao Paulo, Estado de Sao Paulo.	Computer consulting	100%	70%	24.10.18
Bratys Development Srl (4)	Srl	Romania	3 Zarii Street, 5th District Bucharest.	Information technology	100%	100%	04.10.18
Content Hellas Electronic Tourism Services S.A. (10)	Limited Liability Company	Greece	157, Syngrou Av., 3rd floor, N. Smyrni, 17121 Athens.	Distribution	100%	100%	14.09.09
Digital Alchemy, LLC. (4) (12)	LLC.	U.S.A.	8721 Airport Freeway Suite 200, N. Richland Hills, Texas.	Data processing and Information technology	-	100%	04.10.18
Enterprise Amadeus Ukraine	Limited Liability Company	Ukraine	Podil Plaza business center 30, Spasska street. 04070 Kyiv.	Distribution	100%	100%	22.10.04
ICM Airport Technics Australia Pty. Ltd. (13)	Pty. Ltd.	Australia	Unit 1, 12 Lord Street Lakes Business park, NSW 2019, Botany, Australia.	Installation of industrial machinery and equipment	100%	100%	31.05.19
ICM Airport Technics LLC. (13)	LLC.	U.S.A.	4001 Kennett Pike, Suite 302, DE 19807, Wilmington.	Installation of industrial machinery and equipment	100%	100%	31.05.19
ICM Airport Technics Singapore Pte. Ltd. (14)	Limited	Singapore	80 Airport Boulevard, #04-21, Changi Airport Terminal 1, 819642, Singapore.	Installation of industrial machinery and equipment	100%	100%	31.05.19
ICM Airport Technics UK Ltd. (14)	Limited	U.K.	Aruna House, 2 Kings Road, Haslemere, Surrey, GU27 2QA, United Kingdom.	Installation of industrial machinery and equipment	100%	100%	31.05.19

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
ICM Australia Holdings Ltd. (13)	Ltd.	Australia	Unit 1, 12 Lord Street Lakes Business park, NSW 2019, Botany, Australia.	Holding of shares	100%	100%	31.05.19
ICM Group Holdings Limited	Limited	China	15 Queen's Road Central, Edinburgh Tower, 21st floor, The Landmark, Hong Kong.	Holding of shares	100%	100%	31.05.19
i:FAO AG (15)	AG	Germany	Clemensstrasse 9 60487, Frankfurt am Main.	Holding of shares	90.02%	90.02%	25.06.14
i:FAO Bulgaria EOOD (15)	EOOD	Bulgaria	Antim Tower, Level 15, 2 Kukush Street, 1309 Sofia.	Software development	90.02%	90.02%	25.06.14
i:FAO Group GmbH (15)	GmbH	Germany	Clemensstrasse 9, 60487 Frankfurt am Main.	Distribution and Software development	90.02%	90.02%	25.06.14
Latinoamérica Soluciones Tecnológicas SPA (16)	SPA	Chile	Isidora Goyenechea 2939 P/10, Las Condes, Santiago de Chile.	Distribution	100%	100%	21.02.14
Navitaire LLC.	LLC.	U.S.A.	333 South Seventh Street Suite 1800, 55402 Minneapolis.	Software development	100%	100%	26.01.16
Navitaire Philippines Inc.	Inc.	Philippines	8767 Paseo De Roxas, Metro Manila, 16F Philamlife Tower, 1200, Makati City, Manila.	Software development	100%	100%	26.01.16
NMTI Holdings, Inc. (4)	Inc.	U.S.A.	Corporation Trust Center, 1209 Orange Street, Wilmington, County of New Castle, Registry of Delaware 19801 - Delaware 4326008.	Holding of shares	100%	100%	05.02.14



Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
Private Enterprise 'Content Ukraine' (17)	Limited Liability Company	Ukraine	Podil Plaza business center 30, Spasska street. 04070 Kyiv.	Distribution	100%	100%	23.08.06
PT Amadeus Technology Indonesia (18)	Limited Liability Company	Indonesia	UOB Plaza Floor 39, Unit 2, Jl. M.H. Thamrin No. 10, Jakarta 10230.	Distribution	100%	100%	23.02.17
Pyton Communication Services B.V.	B.V.	The Netherlands	Building Videolab. Torenallee 20. 5617 BC Eindhoven.	Distribution and Software development	100%	100%	30.06.98
Pyton Communication Services Deutschland GmbH (19)	GmbH	Germany	Kölner Straße 7A D - 51789 Lindlar.	Software development	100%	100%	21.08.15
SIA Amadeus Latvija	SIA	Latvia	8 Audeju Street, LV-1050 Riga.	Distribution	100%	100%	31.08.02
Sistemas de Distribución Amadeus Chile, S.A.	Sociedad Anónima	Chile	Marchant Pereira No 221, piso 11. Comuna de Providencia, Santiago de Chile.	Distribution	100%	100%	06.05.08
Sistemas de Reservaciones CRS de Venezuela, C.A.	C.A.	Venezuela	Av. Francisco de Miranda, Edif. Parque Cristal, Torre Este, Piso 3, Ofic 3 - 7A, Urb. Los Palos Grandes, Cod. Postal 1060, Caracas.	Distribution	100%	100%	14.11.95
The Rubicon Group, LLC. (4) (12)	LLC.	U.S.A.	101 Marietta Street, Suite 3525, Atlanta GA 30303.	Information technology	-	100%	04.10.18
Travel Audience, GmbH (20)	GmbH	Germany	Elsenstraße 106, 12435, Berlin.	E-Commerce	100%	100%	23.11.11
TravelClick Asia Pty (4)	Pty.	Australia	1/99 William Street, Melbourne VIC 3000.	Distribution	100%	100%	04.10.18

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
TravelClick Canada (4) (21)	Inc.	Canada	600-1741 Lower Water Street, Halifax, Nova Scotia, B3J 0J2.	Distribution	100%	100%	04.10.18
TravelClick Europe, S.L. (4)	Sociedad Limitada	Spain	Via Augusta, 117. Barcelona, 08006.	Distribution	100%	100%	04.10.18
TravelClick France, Eurl. (4)	Eurl.	France	12 Rue de la Chaussee D'Antin 75009, Paris.	Distribution	100%	100%	04.10.18
TravelClick, Inc. (4)	Inc.	U.S.A.	55 W 46th St 27th floor. New York, NY 10036.	Distribution and Software development	100%	100%	04.10.18
TravelClick Singapore Pte. Ltd (4)	Limited	Singapore	8 Kallang Avenue #12-05, APERIA Tower 1 Singapore 339509.	Distribution	100%	100%	04.10.18
UAB Amadeus Lietuva	UAB	Lithuania	Olimpieciu 1A-9B, LT-09200, Vilnius.	Distribution	100%	100%	31.08.02
UFIS Airport Solutions Holding Ltd. (22) (23)	Limited	Thailand	Suvarnabhumi Airport Operation Building, 999 Moo 1, Suite Z4-007, Bangna-Trad KM 15 Road, Nong Prue, Bang Phli, Samutprakarn 10540.	Holding of shares	49%	49%	24.01.14
UFIS Airport Solutions (Thailand) Ltd. (22) (24)	Limited	Thailand	Suvarnabhumi Airport Operation Building, 999 Moo 1, Suite Z4-007, Bangna-Trad KM 15 Road, Nong Prue, Bang Phli, Samutprakarn 10540.	Software development	74%	74%	24.01.14
Vedaleon Technologies Pty. Ltd. (13)	Pty. Ltd.	Australia	4 Rayville Avenue, Torquay VIC 3228, Australia.	Software development	100%	100%	31.05.19
Videopolis, S.A.S. (4)	Société par Actions Simplifiée	France	8 place du Marché, Neuilly Sur Seine, 92200.	Information technology and Distribution	100%	100%	04.10.18

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
Videopolis.com, S.A. (4)	Société par Actions	Belgium	Avenue Louise 523, 1050 Bruxelles.	Information technology	100%	100%	04.10.18
Zdirect, Inc. (4) (12)	Inc.	U.S.A.	4712 Oleander Drive Myrtle Beach SC 29577.	Information technology	-	100%	04.10.18
Zdirect.Biz Canada, Inc. (4) (21)	Inc.	Canada	6 Hamilton Avenue North, Suite 206, K1Y 4R1 Ottawa, ON.	Software development and Information technology	-	100%	04.10.18
<b>Joint ventures and associates</b>							
Amadeus Algerie S.A.R.L.	S.A.R.L.	Algeria	06, Rue Ahcéne Outaleb 'les Mimosas' Ben Aknoun.	Distribution	40%	40%	27.08.02
Amadeus Egypt Computerized Reservation Services S.A.E. (25)	S.A.E.	Egypt	Units 81/82/83 Tower A2 at Citystars. Cairo.	Distribution	100%	100%	28.03.05
Amadeus Gulf L.L.C.	Limited Liability Company	United Arab Emirates	7th Floor, Al Kazna Insurance Building, Banyas Street. P.O. Box 46969. Abu Dhabi.	Distribution	49%	49%	27.12.03
Amadeus Libya Technical Services JV	Limited Liability Company	Libya	Abu Kmayshah ST. Alnofleen Area. Tripoli.	Distribution	25%	25%	08.10.09
Amadeus Maroc S.A.S.	S.A.S.	Morocco	Route du Complexe Administratif. Aéroport Casa Anfa. BP 8929, Hay Oulfa. Casablanca 20202.	Distribution	30%	30%	30.06.98

Name	Type of company	Country	Registered Address	Activity	Investment December 31, 2020 (%) (1) (2)	Investment December 31, 2019 (%) (1) (2)	Date of acquisition or creation (3)
Amadeus Qatar W.L.L.	W.L.L.	Qatar	Al Darwish Engineering W.W.L. Building n° 94 'D' Ring road 250. Hassan Bin Thabit – Street 960. Doha.	Distribution	40%	40%	03.07.01
Amadeus Saudi Arabia Limited (25) (26)	Limited	Saudi Arabia	3 <sup>rd</sup> Floor, Diner's Square Center, King Abdulaziz Road P.O. Box no. 16196 Jeddah 21464.	Distribution	100%	100%	06.05.04
Amadeus Sudani co. Ltd.	Limited	Sudan	Street 3, House 7, Amarat. Khartoum 11106.	Distribution	40%	40%	21.09.02
Amadeus Syria Limited Liability (25)	Limited	Syria	Shakeeb Arslan Street Diab Building, Ground Floor. Abu Roumaneh, Damascus.	Distribution	100%	100%	04.12.08
Amadeus Tunisie S.A.	Société Anonyme	Tunisia	41 bis. Avenue Louis Braille. 1002 Tunis – Le Belvedere.	Distribution	30%	30%	06.09.99
Jordanian National Touristic Marketing Private Shareholding Company	Limited	Jordan	Second Floor, n°2155, Abdul Hameed Shraf Street Shmaisani. Amman.	Distribution	50%	50%	19.05.04
Qivive GmbH (10) (27)	GmbH	Germany	c/o Rechtsanwälte Amend Minnholzweg 2b. 61476 Kronberg im Taunus.	Information technology	33.33%	33.33%	26.02.03
Refundit Ltd.	Limited	Israel	30 <sup>a</sup> Gruner Dov. Street, Tel Aviv-Yaffo, 694827 Israel.	Software Development	20%	20%	19.09.19

1. In certain cases, companies are considered to be wholly-owned subsidiaries, even though local statutory obligations require them to have more than one shareholder or a specific percentage of the capital stock owned by citizens and/or legal entities of the country concerned. These shareholders are not entitled to any economic right.
2. Unless otherwise stated, all share percentages are direct.
3. In the case of various investments or capital increases, the date of acquisition or creation refers to the first one.
4. The share percentage in these companies is held through Amadeus Americas, Inc.
5. The share percentage in this company is 95% direct and 5% indirect, through Amadeus Soluciones Tecnológicas, S.A., Sociedad Unipersonal.
6. The share percentage in these companies is held through Amadeus Scandinavia AB.
7. The share percentage in this company is 98% direct and 2% indirect, through Amadeus Soluciones Tecnológicas, S.A., Sociedad Unipersonal.
8. This company has been liquidated during 2020.
9. The share percentage in this company is 99.99 % indirect, through Amadeus S.A.S. and 0.01% through Amadeus Asia Limited.
10. These companies are in the process of being liquidated.
11. The share percentage in these companies is held through Amadeus Soluciones Tecnológicas, S.A., Sociedad Unipersonal.
12. On July 1, 2020, these companies were merged into TravelClick, Inc. The resulting company was named TravelClick, Inc.
13. On May 29, 2020, the share percentage in these companies was sold to the company Amadeus IT Pacific Pty. Ltd.
14. The share percentage in these companies is held through ICM Group Holdings Limited.
15. The share percentage in these companies is held through Amadeus Corporate Business, AG.
16. The share percentage in this company is held through Sistemas de Distribución Amadeus Chile, S.A.
17. The share percentage in this company is held through Enterprise Amadeus Ukraine.
18. The share percentage in this company is 99% direct and 1% indirect, through Amadeus Asia Limited.
19. The share percentage in this company is held through Pyton Communication Services B.V.
20. On December 31, 2020, the share percentage in this company was sold to the holding company Amadeus IT Group, S.A.
21. On August 1, 2020, the companies TravelClick Canada and Zdirect.Biz Canada, Inc. were merged. The resulting company was named TravelClick Canada.
22. The control of these companies is held through Amadeus Asia Limited.
23. The Company controls 79.35% of the voting rights of this company.
24. The share percentage in this company is 49% indirect, through Amadeus Asia Limited and 25% indirect, through UFIS Airport Solutions Holding Ltd. The Group controls 89.47% of the voting rights of this company.
25. Although the share percentage in this company is 100%, the Company has no control over them as there are some Board members named by airlines with veto rights for some relevant decisions, which prevent having control. There are no restrictions for transferring funds.
26. The share percentage in this company is 95% direct and 5% indirect, through Pyton Communication Services, B.V.
27. The share percentage in this company is held through Amadeus Germany GmbH.

# Amadeus IT Group, S.A.

Directors' Report for the year ended December 31, 2020

This English version is a free translation performed by Amadeus IT Group, S.A., under its sole responsibility, and it should not be considered official or regulated financial information

Given the structure and operative processes of Amadeus Group, the Management considers that the Group Directors' Report shows a more adequate overview of the Group activity than the standalone financial information of Amadeus IT Group, S.A. The aforementioned report is part of the consolidated annual accounts.

## 1. INTRODUCTION

The management team continued its focus on strengthening the value proposition for our clients. On one side, securing the most comprehensive content for our travel agency subscribers and on the other, widening our global reach via market share gains and building our product portfolio and functionalities, both in the distribution and the IT solutions businesses. We continue to invest in order to maintain our technology leadership position and our competitive edge and aim to strengthen our leadership position in all of our businesses whilst expanding our reach, particularly in our new initiatives in the IT solutions businesses.

The following are some selected business highlights for 2020:

### 1.1 Air distribution

- Continue broadening and enhancing our content offering for our customers remains one of our priorities. During 2020, we signed 67 new contracts or renewals of distribution agreements with airlines, including Air New Zealand, Fiji Airways, Frontier Airlines and Icelandair.
- Since October, and following our agreement with Southwest Airlines, the airline's complete offer for business travel is available through the Amadeus Travel Platform.
- In September, we announced a strategic and innovative NDC distribution agreement with Air France-KLM Group thanks to which the group's NDC offers will be made available for travel agents through the Amadeus Travel Platform. Finally, in December, we announced that Singapore Airlines will start offering its NDC content through Amadeus from January 2021.
- In 2020, we signed our first distribution agreement with Priceline, one of North America's leading online travel agencies and a subsidiary of industry giant Booking Holdings Inc.
- Our customer base for Amadeus merchandising solutions for the travel agency channel continued to expand. At the close of the year, 116 airlines had signed up for Amadeus Fare Families and 173 airlines had contracted Amadeus Airline Ancillary Services.

### 1.2 IT Solutions

#### 1.2.1 Airline IT

- At the close of 2020, 206 customers had contracted either of the Amadeus Passenger Service Systems (Altéa or New Skies) and 195 customers had implemented either of them.
- Among the key deals of the year, we announced a 40m PB carrier, and three African carriers, Air Senegal, Air Burkina and Uganda Airlines that contracted for the Altéa PSS. Also, Jeju Air, the first and largest South Korean low-cost airline, signed up for New Skies PSS. Etihad Airways contracted Altéa Departure Control System Flight Management to support its ongoing mission to transform the overall travel experience while improving operational capabilities and efficiencies.
- Mauritania Airlines, Air Tahiti, Azerbaijan Airlines, TAAG Angola, Air Senegal and STARLUX Airlines completed their migration to the Altéa platform, while JSX was implemented to New Skies.



- Alaska Airlines became the first airline in the world to implement Amadeus Revenue Management as a non-Altéa passenger service system carrier. Additionally, Alaska Airlines is among the first airlines in the world to benefit from a new revenue forecast model created by Amadeus - Active Forecast Adjustment (AFA). The model helps airlines adapt their revenue management systems to fluctuating air travel demand as it adjusts forecasts across all departure dates based on the latest live sales data.
- We remained active on our upselling efforts during 2020. In April, All Nippon Airways (ANA) announced that it had implemented Amadeus Airline Cloud Availability. ANA is also the first airline to take advantage of Interactive Codeshare through Amadeus Cloud Availability solution, which means that it can process availability interactively with codeshare partners. In August, we signed an agreement with Turkish Airlines to improve their digital shopping experience. The airline, an Amadeus Flex Pricer customer, has signed for additional shopping solutions from Amadeus' Offer Suite, including Amadeus Massive and Instant Search and Amadeus Ticket Changer Reissue, Shopper and Refund. In December, Gulf Air, contracted for Amadeus Rich Merchandising. Qantas successfully implemented Personalized Merchandizing and Personalized Servicing as part of its implementation of Amadeus Customer Experience Management.

## 1.2.2 Hospitality

- We continued to expand our portfolio of customers for our Hospitality solutions, while also expanding the collaboration with existing ones. In November, we signed an agreement with Meeting Point Hotels, which is part of the FTI Group, to adopt the new Amadeus Integrated Booking Suite, which includes Amadeus' iHotelier Central Reservations System, Guest Management Solutions and Web.
- We also expanded our strategic partnership with Accor hoteliers to include the use of Demand360. With this new agreement, Accor will recommend Demand360 for use in its properties and work with Amadeus to increase adoption across the organization's brand portfolio, which includes more than 5,000 hotels and 39 brands across 110 countries.
- In October, we also renewed and expanded of our business intelligence partnership with Hilton. The hotel chain will continue to recommend Amadeus Demand360, Rate360 and Agency360 to its properties. Also, as part of the new deal, Demand360 will be the exclusive provider of forward-looking data integrated into the Hilton Revenue Management System (GRO). Finally, the hotel chain will also encourage hotels in their portfolio to use Amadeus GDS Advertising services.
- In December 2020, we renewed our partnership with InterContinental Hotels Group. IHG will continue using Amadeus industry-leading Hotelligence360 Business Intelligence solutions and will extend the recommendation for hotels to use Demand360, Agency360 and RevenueStrategy360 which have been enhanced with additional solution capabilities, including access to the new Amadeus Recovery Insights tool for corporate users.
- We also signed an agreement with Sunway Hotels & Resorts, one of Asia's most prominent international hotel groups, for Amadeus' iHotelier Central Reservation System, Guest Management Solutions and Website Management Solutions. Grupo Posadas contracted our web services solution for 33 of its properties.
- In December, we partnered again with Booking.com and Conferma Pay to allow business travelers to simplify the checkout payment process. Thanks to this alliance, when business travel is arranged through Amadeus Hotel Billback solutions, the business travelers will not have to pay with their credit card. Conferma Pay automatically generates a virtual card number, which Booking.com then sends on to the property. At checkout, the property charges the booking to the virtual card, and the booking and payment data is then reconciled. Amadeus facilitates and enables the communication between Conferma Pay and Booking.com. The number of Booking.com properties available to be paid following this procedure has increased from 20% to 80%.

## 1.2.3 Airport IT

- We had several contract wins in our Airport IT business during 2020, particularly related to touchless technology, which is helping our airport customers adapt to the new social distancing rules. Fort Lauderdale-Hollywood International Airport, a customer of our airport suite, contracted for Amadeus Biometric Boarding.
- In July, we announced that Avinor, the firm operating Norway's 44 state-owned airports, contracted touchless check-in and bag drop technology from the ICM Amadeus portfolio for several its properties.
- Stuttgart Airport completed a successful migration to the Amadeus Airport Cloud Use Service (ACUS) platform, at more than 200 check-in counters and self-boarding gates, as well as the installation of 30 Amadeus self-service check-in kiosks, for a smoother check-in experience. The airport has also adopted Amadeus' technology for payments.
- Nashville International Airport, an Amadeus Airport Operational Database and Resource Management System customer, implemented airline agent-facing common use passenger processing technology and Common Use self-service kiosks.
- Salt Lake City Airport chose Amadeus to help it manage the current flow of traffic at its extended facilities, while also adapting to future demand. The airport contracted Airport Operational Database, Resource Management Systems, Flight Information Display System, EASE Common Use check-in boarding and Self-Service Kiosks.
- Payments.
- In December, we announced a new currency conversion module, the first of the solutions from a suite of new foreign exchange (FX) services called 'FX Box'. The solution allows travel agencies and airlines to offer customers the possibility to see ticket prices in the currency of their choice. For many travel companies today, currency conversion is handled by third parties in the payment chain. By re-engineering the way payments are presented and managed from authorization to settlement, FX Box can help to empower travel suppliers to internalize the proceeds of a cross-currency payment and generate significant savings. Amadeus is currently working to add more foreign exchange providers so that travel companies can select their preferred partner, with Citibank being the first available on the platform.

## 1.3 Other announcements

- In November, it was announced that for the ninth consecutive year Amadeus IT Group, S.A. had been selected as an index component of the Dow Jones Sustainability Europe and World Indices. Our long term continuity in the index is proof of Amadeus commitment to ESG.
- During 2020, we made some changes to our Executive Committee. In September, we announced the appointment of Mr. Till Streichert as new Chief Financial Officer (CFO), replacing Ana de Pro. In December we announced that Mr. Stefan Ropers, Senior Vice-President Strategic Growth Business, will take up a new role outside of Amadeus in 2021 and Ms. Julia Sattel, Senior Vice-President Airline IT, after a 25-year career in the Company, will leave Amadeus effective December 31, 2020, to continue focusing on activities related to the tourism industry. The functions of both executives have been assumed by the other members of the Executive Committee.

## 2. ECONOMIC RESULTS

### 2.1 Results of operations

#### 2.1.1 Operating revenue

Trade revenue for the year ended December 31, 2020 was €1,540.5 million, while for the same twelve-month period ended December 31, 2019 was €4,737.7 million, which represents a decrease of 67.5%.

The Company's revenue comes mainly from the distribution and IT solutions areas.

Revenue from the Distribution area was €510.4 million for the year ended December 31, 2020 which represents a 33.1% of the total trade revenue. The amount of this kind of revenue registered in the same twelve-month period ended December 31, 2019 amounted to €2,861.6 million, with a decrease of 82.2%.

Revenue from the IT Solutions area was €1,030.1 million for the year ended December 31, 2020 which represents a 66.9% of the total trade revenue. The amount of this kind of revenue registered in the same twelve-month period ended December 31, 2019 amounted to €1,876.1 million, with a decrease of 45.1%.

The total air travel agency bookings net of cancellations registered in the year ended December 31, 2020 was €107.6 versus €580.4 million bookings registered the same twelve-month period ended December 31, 2019, with a decrease of 81.5%

#### 2.1.2 Operating expenses

Operating expenses for the year ended December 31, 2020 amounted to €2,278.1 million, while for the same twelve-month period ended December 31, 2019 were €4,441.9 million, which represents a decrease of 48.7%.

The most significant amounts are the distribution fees, product development, data processing, communications and administration expenses. During the year ended December 31, 2020 these fees amounted to €1,777.8 million, whereas for the same period ended December 31, 2019 were €3,921.2 million, registering a decrease of 54.7%.

Operating expenses, other than the ones mentioned above, include mainly the following concepts:

- Personnel expenses (salaries and social costs), that for the year ended December 31, 2020 amounted to €126.6 million, whereas for the same twelve-month period ended December 31, 2019 amounted to €127.4 million, registering a decrease of 0.6%.
- Amortization expenses, which passed from €303.2 million for the year ended December 31, 2019 to €267.4 million for the year ended December 31, 2020, registering a decrease of 11.8%.
- External services expenses, which include, among others, general and administrative expenses, central activities of publicity, public relations and conventions, as well as consultancy services. External services expenses for the year ended December 31, 2020 amounted to €56.5 million whereas for the same twelve-month period ended December 31, 2019 were €68.8 million, registering a decrease of 17.9%.

#### 2.1.3 Operating profits and net results

Operating profit decreased from €446.5 million for the twelve-month period ended December 31, 2019, to an operating loss of €630.0 million for the same period ended December 31, 2020.

Finally, during financial year ended December 31, 2020 the Company has registered a net loss after taxes amounting to €191.3 million, whereas for same twelve-month period ended December 31, 2019, the net profit after taxes amounted to €643.4 million.

## 2.2 Headcount

From a year-end perspective, the Amadeus staff and Board of Directors members as at December 31, 2020 amounted to 979 FTEs, whereas for 2019 amounted to 1,035 FTEs. The average FTEs during 2020 amounted to 1,021, while for 2019 amounted to 1,012, registering an increase of 0.9%.

## 3. FINANCIAL RISK AND CAPITAL MANAGEMENT

The Company has exposure, as a result of the normal course of its business activities, to foreign exchange, interest rate, own shares price evolution, credit and liquidity risk. The goal of the Company is to identify, measure and minimize these risks using the most effective and efficient methods to eliminate, reduce, or transfer such exposures. With the purpose of managing these risks, in some occasions, the Company enters into hedging activities with derivatives and non-derivative instruments.

### 3.1 Foreign exchange rate risk

The Company uses the Euro as its functional currency. As a result of the multinational orientation of its business, the Company is subject to foreign exchange rate risk derived from the fluctuations of different currencies. The Company's exchange rate hedging strategy aims to protect the EUR value of cash flows denominated in foreign currency. The instruments used to achieve this goal depend on the currency in which the operating cash flow to be hedged is denominated:

- The strategy used to cover US Dollar (USD) exposures is based on the use of natural hedges and derivatives. This strategy aims at reducing the exposure created by the USD denominated net operating cash inflows of the Company with the USD payment of principal of the USD denominated debt and with derivatives. Although as of December 31, 2020, there is USD denominated debt with Group companies, this debt has not been designated as hedge instrument. As at December 31, 2020, there was a significant amount of short-term financial investments denominated in US Dollars, these investments were fully hedged.
- Aside from the USD, the main foreign currency exposures are expenditures denominated in a variety of foreign currencies. The most significant of these exposures are denominated in Sterling Pounds (GBP), Indian Rupees (INR), Australian Dollars (AUD) and Singapore Dollars (SGD). For these exposures, a natural hedge strategy is not possible. In order to hedge a portion of the aforementioned short exposures, the Company enters into derivative contracts with financial entities, basically currency forwards, currency options and combinations of currency options.

### 3.2 Interest rate risk

The objective of the Company in terms of interest rate risk management is to reduce the volatility of the net interest flows payable. At December 31, 2020 and 2019, approximately 78.3% and 65.1%, respectively, of the Company's borrowings were at fixed interest rate. Given the high proportion of fixed rate debt as of December 2020 and 2019, no interest rate hedges were hedging the outstanding debt as of these dates.

During 2020 there has been a significant increase in the sensitivity of the EUR denominated debt to the movements of the interest rate curve with respect to the previous year. This increase has been produced by the new debt issues which have taken place during 2020 in order to reinforce the liquidity position of the Company. These new debt issues have significantly increased both the amount and the average life of the debt outstanding, thus, increasing the sensitivity of this debt to changes in the level of interest rates.

In the case of the floating interest rate debt, the spread payable on this debt is fixed and therefore its fair value is sensitive to changes in the level of interest rates.

### 3.3 Treasury shares price evolution risk

The Company has three different remuneration schemes for managers and employees which are referenced to Company's shares: the Performance Share Plan (PSP), the Restricted Share Plan (RSP) and the Share Match Plan (SMP).

According to the conditions of these plans, at their maturity, the beneficiaries will receive a number of shares, that for the plans granted, will depend on the achievement of certain performance conditions. The Company will use treasury shares to cover these remuneration schemes.

On February 28, 2020, the Company's Board of Directors agreed to carry out a share buy-back program for a maximum amount of €72.0 million and up to a maximum of 900,000 shares, representing 0.21% of the share capital to meet obligations related to the remuneration plans of shares for employees, managers and CEO of the Group for the years 2020, 2021 and 2022.

On March 23, 2020, the Company's management agreed to modify this share buy-back program up to a maximum investment of €28.0 million and up to a maximum of 350,000 shares, representing 0.081% of the company's share capital, to serve obligations related to the share compensation plan for employees, managers and CEO of the Group for the year 2020.

The Company reached the maximum investment under this Program with the purchase of 350,000 shares on March 23, 2020.

### 3.4 Credit risk

Credit risk is the risk that a counterparty to a financial asset will cause a loss for the Company by failing to discharge an obligation.

The cash and cash equivalents of the Company are deposited in major banks based on the diversification and the credit risk offered by the different available investment options.

In 2020 the Company has made some short-term financial investments in order to invest part of the liquidity raised through the several financings undertaken during the year. These short-term investments are denominated in USD and are fully hedged from foreign exchange variations. These investments consist of a tri-party repo amounting to USD 755.0 million and a Trade Finance Fund amounting to USD 350.0 million. We consider that these investments have a low credit risk since:

- The tri-party repo could be liquidated at the end of March 2021 and it has the double guarantee of a diversified portfolio of financial instruments acting as underlying and the bank acting as the counterparty of the transaction. The counterparty bank is a prime investment grade global bank. The portfolio of assets underlying is valued by a third party (Euroclear) and matched on daily basis in order to reach at least 75% of the value of the investment.
- In the case of the Trade Finance Fund, this fund is invested in a diversified portfolio of receivables shorter than 3 months being the obligors US investment grade companies.

The credit risk of the customer accounts receivable of the Company is mitigated by the fact that the majority are settled through the clearing houses operated by International Air Transport Association ('IATA') and Airlines Clearing House, Inc. ('ACH'). These systems guarantee that the cash inflows from customers will be settled at a certain fixed date, and partially mitigate the credit risk by the fact that the members of the clearing houses are required to make deposits that would be used in the event of default. Moreover, the customer base of the Company is large and unrelated which results in a low concentration of the credit risk.

### 3.5 Liquidity risk

The Company is responsible for providing the cash needed by all the companies of the Group. In order to perform this task more efficiently the Company concentrates the excess of liquidity from the subsidiaries and channels it to the companies with cash needs.

This allocation of the cash position among the companies of the Group is mainly made through the following agreements:

- Cash pooling agreements with most of the subsidiaries located in the Euro area.
- Through bilateral treasury optimization agreements between the Company and its subsidiaries.

The Company monitors the Group's cash position through rolling forecasts of expected cash flows. These forecasts are performed by all the companies of the Group and consolidated in order to examine both the liquidity situation and prospects of the Group.

Additionally, the Company has access to a 'Revolving Credit Facility'. This facility has a notional of €1,000 million and can be used to cover working capital needs and general corporate purposes.

At December 31, 2020, this facility for a total amount of €1,000 million was fully unused. At December 31, 2019, no amount was used either.

### 3.6 Capital management

The Company manages its capital to ensure that the Group companies will be able to continue as a going concern while continuing to generate returns to shareholders and to benefit other stakeholders through the optimization of the leverage ratio.

The Company bases its capital management decisions on the relationship between the earnings and free cash flows and its debt amount and debt service payments.

The credit rating granted to the Company by the agency Standard & Poor's Credit Market Service Europe Limited has changed from 'BBB' to 'BBB-', with negative outlook. The credit rating granted to the Company by the agency Moody's Investors Service España, S.A. is 'Baa2', changing from stable outlook to negative outlook.

The Company considers that the ratings awarded, would allow access to the markets, if necessary, on reasonable terms.

## 4. EXPECTED BUSINESS EVOLUTION

### 4.1 Macroeconomic environment

Given that Amadeus operates transaction-based business models, our operating results are highly linked to travel volumes (mainly bookings made by travel agencies connected to the Amadeus Distribution system, or passengers boarded by airlines using our IT solutions) at a global scale. Amadeus' businesses and operations are largely dependent on the evolution of the worldwide travel and tourism industry, which is sensitive to general economic conditions and trends.

In 2021, the COVID-19 pandemic will continue to have a negative impact on the economy and the travel industry, and it is difficult to predict how travel volumes will evolve during the year. An improvement on 2020 is expected, thanks to more established testing protocols and the launch of vaccination programs. However, in December 2020, the International Air Transport Association (IATA) forecasts that air traffic in 2021 will be 50%<sup>1</sup> below 2019 levels (vs. -66% in 2020 over 2019). By region, with respect to 2019, IATA estimates: Africa (-62%), Asia-Pacific (-43%), Middle East (-61%), Latin America (-50%), North America (-45%) and Europe (-56%). More recently, in February 2021, IATA published a downside risk to their forecast, indicating that 2021 air traffic could be limited to -62%<sup>2</sup> vs. 2019 levels, if more severe travel restrictions in response to new variants persist.

### 4.2 Amadeus strategic priorities and expected business evolution in 2021

Amadeus is a leading technology provider for the travel industry. Amadeus has built commercial relationships with players across the industry, including airlines, travel agencies, hotels and airports, among others, and across the globe (with presence in more than 190 countries). Amadeus has invested consistently over the years to have a unique technology offering. Having market leading technology allows us to serve our customers better, to customize more efficiently and to continue innovating.

In 2021, the performance in all our business units will depend on the evolution of the COVID -19 pandemic and the recovery of the travel industry. We expect to maintain our leadership positions in both Distribution and Airline IT, supported by our focus on R&D, local market understanding and travel industry expertise.

In Distribution, the Amadeus Travel Platform continues to bring together travel content from different sources, including NDC content, as evidenced by our recent agreement with Air France-KLM Group. In Airline IT, we will continue to enhance and expand our solutions portfolio, in areas such as NDC, revenue optimization, network planning and data analytics. In Hospitality we are further advancing with the integration of our portfolio to create a hospitality leader that offers a broad range of innovative solutions to hotels and chains of all sizes across the globe.

Investing in technology is a key pillar to our success. In 2021, while investment will be prioritized and closely managed, Amadeus will maintain investment in R&D to support long term growth, such as new customer implementations, product evolution, portfolio expansion (including non-air IT diversification) and cross-area technological projects. We will continue investing for our NDC vision, which consists of an integrated solution that can be widely adopted by both travel agencies and airlines to deliver sustainable results on a scale that matters. Also, we will progress on our shift to next-generation technologies and cloud services, as well as the application of new technologies, such as artificial intelligence and machine learning.

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<sup>1</sup> IATA Airline Industry Economic Performance - November 2020



## 5. RESEARCH AND DEVELOPMENT ACTIVITIES

Research and development (R&D) is core to the company's strategy and key to a sustainable competitive advantage. In addition, R&D activities help increase efficiency and improve the Amadeus System functionality, as well as to reduce maintenance and operating costs.

The Company is continuously investing in its systems, including the development of new products and functionalities, as well as the evolution of the existing platform, based on the latest state-of-the-art technology available. The Group has 16 development centers, including 3 regional centers and the central development sites in Nice and Bangalore.

During the year ended December 31, 2020, Amadeus Group expensed €408.3 million for R&D activities and capitalized €467.3 million (before deducting any incentives), which compares to €479.3 million and €591.5 million, respectively, in 2019.

Our R&D investment enables us to offer some of the most advanced, integrated and powerful business tools available in the market, in order to deliver a best-in-class service to airlines and travel agencies. Indeed, Amadeus offers enhanced functionalities, such as advanced search and booking engines, both for travel agencies and travel providers. In addition, our product offering addresses the Passenger Service Systems for airlines, enabling processes such as central reservation, inventory management, departure control and e-commerce, as well as providing direct distribution technologies. We are also expanding our airline IT Solutions offering and we are seeking to grow our market share within the non-airline IT Solutions markets, including the hotel, rail and airport IT markets.

## 6. TREASURY SHARES

On February 28, 2020, the Board of Director of Amadeus announced a share repurchase program for a maximum investment of €72 million, or 900,000 shares (representing 0.21% of the share capital of the Company), to meet the obligations related to the allocation of shares to employees, Senior Management and CEO of the Amadeus Group of companies for the years 2020, 2021 and 2022.

On March 23, 2020, Amadeus management agreed to modify this share repurchase program, to a maximum investment of €28 million, or 350,000 shares (representing 0.081% of the share capital of the Company), to meet the obligations related to the allocation of shares to employees, Senior Management and CEO of the Amadeus Group of companies for the year 2020.

The maximum investment under this program was reached on March 23, 2020 by the Company.

During 2020 and 2019, 13 and 48 shares have been exchanged, therefore, there are still 75,689 and 75,702 shares pending to be exchanged by the former minority shareholders of the Absorbed Company.

In accordance with the legislation in force and the announcement of the exchange ratio, the shares of the Absorbed Company not presented in the exchange before the deadline, will be substituted by shares of the Absorbing Company and will be deposited for a three years period starting from the day of the deposit's constitution, all aforementioned complies with the exchange ratio foreseen in the article 117 of the Royal Decree 1/2010, July 2, by which the wording of the Spanish Capital Companies Act is approved and should act as proceeds.

Additionally, the Company has used the treasury shares portfolio held at December 31, 2020 and 2019, to cover the remuneration schemes consisting in the delivery of shares to employees and/or managers, and also the other Group companies remuneration programs. During 2020, the Company delivered 363,499 shares to cover the remuneration schemes aforementioned.



## 7. SUBSEQUENT EVENTS

On February 2, 2021, the Company has issued a bond for a nominal amount of €500.0 million. The bond has a maturity of 2 years, although the Company has the option of total early redemption within 374 days from the closing date since the issuance. It has a quarterly payable coupon with a variable interest rate of three-month Euribor plus 65 basis points. The amount issued will be used for general corporate financing needs.

## 8. NON-FINANCIAL INFORMATION

The non-financial information is included in the Consolidated Directors' Report, which is part of the consolidated annual accounts of Amadeus Group, in accordance with the Spanish Capital Companies Act. The aforementioned report is submitted to the Commercial Registry of Madrid.

## 9. CORPORATE GOVERNANCE ANNUAL REPORT AND COMPLEMENTARY INFORMATION

The Annual Corporate Governance Report is part of the Directors' Report in accordance with the Spanish Capital Companies Act. The aforementioned report is submitted to the CNMV separately and it can be found on the website [www.cnmv.es](http://www.cnmv.es).

# AMADEUS

## BOARD OF DIRECTORS

Members of the Board of Director on the date when the annual accounts and the Directors' Report were prepared.

### CHAIRMAN

José Antonio Tazón García

### VICE-CHAIRMAN

William Connelly

### EXECUTIVE DIRECTOR

Luis Maroto Camino

### DIRECTORS

Clara Furse

David Webster

Francesco Loredan

Josep Piqué Camps

Nicolas Huss

Peter Kuerpick

Pierre-Henri Gourgeon

Pilar García Ceballos-Zúñiga

Stephan Gemkow

Xiaoqun Clever

### SECRETARY (non-Director)

Tomás López Fernebrand

### VICE-SECRETARY (non-Director)

Jacinto Esclapés Díaz

Madrid, February 25, 2021