

Press Release

CWT signs MOU with Amadeus to explore outsourcing of some of CWT's technologies and reinforces distribution relationship with long-term agreement

Madrid, Spain and Paris, France, 23 February 2010: Carlson Wagonlit Travel (CWT), a global leader specializing in business travel management, has signed a memorandum of understanding (MOU) to explore the outsourcing of some of its mid- and back-office transaction technologies to Amadeus, a leading travel technology partner and transaction processor for the global travel and tourism industry, the companies announced today.

This announcement comes after the recent signature of a new long-term global GDS agreement reinforcing both companies' longstanding relationship.

Commenting on the move, CWT's Andrew Winterton, President, Suppliers, Products & Technology, said: "Outsourcing certain elements of our mid- and back-office technology to Amadeus would free up our internal resources to focus on more value-added services that drive client satisfaction. Instead of reinventing the technology wheel every time there's a change that impacts the travel community as a whole, we would rely on Amadeus to develop what is needed.

"Furthermore, we would continuously convey our clients' specific needs to Amadeus to ensure their technology meets the highest-level of customer service requirements. We see this as a win-win opportunity, offering greater operational efficiency and flexibility for CWT and added value for our clients," he said.

Philippe Chérèque, Executive Vice President, Commercial, for Amadeus, added, "CWT's exploration of outsourcing reflects their commitment to focus on what matters most to their clients, namely productivity and smart travel management solutions. It also shows



the increasingly important role Amadeus has as a technology provider to the travel industry. We look forward to the possibility of working with CWT on this initiative.”

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Notes to the editors

Amadeus is the chosen technology partner and transaction processor for the global travel and tourism industry. The company provides distribution and technology solutions to help its customers adapt, grow and succeed in the fast changing travel industry. Customer groups include **travel providers** (airlines, hotels, car rental companies, railway companies, ferry lines, cruise lines, insurance companies and tour operators), **travel sellers** (travel agencies) and **travel buyers** (corporations and travellers).

Amadeus operates under a **transaction-based business model** that offers IT solutions to virtually all players in the travel industry. The Amadeus system processed more than 670 million billable travel transactions in 2009.

Amadeus has central sites in Madrid (corporate headquarters & marketing), Nice (development) and Erding (Operations – data processing centre) and regional offices in Miami, Buenos Aires, Bangkok and Dubai. At market level, Amadeus maintains customer operations through 72 local Amadeus Commercial Organisations covering 195 countries.

The company is majority owned by WAM Acquisition, whose shareholders are BC Partners, Cinven, Air France, Iberia and Lufthansa. The Amadeus group employs over 9,300 employees worldwide, with 123 nationalities represented at the central offices.

More information about Amadeus is available at: <http://www.amadeus.com>

About Carlson Wagonlit Travel

Carlson Wagonlit Travel (CWT) is a global leader specializing in business travel management. Present in more than 150 countries, CWT serves companies of all sizes, as well as government institutions and non-governmental organizations. By leveraging both the expertise of its people and leading-edge technology, CWT helps clients derive the greatest value from their travel program in terms of savings, service, security and sustainability. The company is also committed to providing best-in-class service and assistance to travelers. CWT services and solutions comprise four lines of business: Traveler & Transaction Services, Program Optimization, Safety & Security, and Meetings & Events. In 2009, sales volume for wholly owned operations and joint ventures totaled US\$21.4 billion. For more information, please visit our global Website at www.carlsonwagonlit.com.

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