Early Warning System

EIB-20220748

Amadeus RDI Innovation Programme

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Quick Facts

Countries	France
Financial Institutions	European Investment Bank (EIB)
Status	Proposed
Bank Risk Rating	U
Borrower	Amadeus IT Group SA
Sectors	Industry and Trade, Transport
Investment Type(s)	Loan
Loan Amount (USD)	$ 264.42 million
Project Cost (USD)	$ 604.98 million

Project Description

The loan will finance Amadeus' research and development activities for the 2023-2025 period. These will mainly carried out in their European development centre based in the South of France with the support of development and data centres in other EU countries.

The aim of the R&D activities is to develop a wide variety of new technologies and features, that will be used in the different software products by airlines, airports, travel agencies and railway operators.

Investment Description

- European Investment Bank (EIB)

Private Actors Description

According to Bloomberg, Amadeus IT Group SA processes transactions for the global travel and tourism industry. The Company offers transactions for airlines, hotels, rails, cruise lines and ferry operators, car rental companies, and tour companies.

Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	AMADEUS IT GROUP SA	Client	Industry and Trade

Contact Information

No project contacts available at the time of disclosure.

Client - Amadeus IT Group SA:

Address (HQ): Salvador de Madariaga 1, 28027 Madrid, Spain
Phone: +34915820100
Website: https://amadeus.com/en

ACCESS TO INFORMATION

You can submit an information request for project information at: https://www.eib.org/en/infocentre/registers/request-form/request-form-default.htm

ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address: complaints@eib.org, by completing the online complaint form available at the following address: http://www.eib.org/complaints/form via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check: http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at: http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces