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# LETTRE DU COMITÉ D'ENTREPRISE EUROPÉEN AUX MEMBRES DE L'EXECUTIVE COMMITTEE

**Avant la réunion annuelle du Comité d'Entreprise Européen de fin Novembre 2022 avec la direction du Groupe, les représentants du personnel se sont adressés au CEO et aux membres de l'Executive Committee d'Amadeus. Voici la lettre commune adoptée à l'unanimité par les représentants de France, d'Espagne, d'Allemagne, d'Angleterre, de Pologne, de Bulgarie, de Roumanie, d'Italie, de Grèce, de Belgique, des Pays-Bas, de Suède et du Danemark.**



Dear Luis,

Dear members of the Amadeus Executive Committee,

(...) We have carefully noted the company's encouraging results for the first half of 2022 and the positive outlook, despite the uncertainties of the current economic environment. We have also taken note of the priorities that Management expressed during the presentation of the H1 results on July 29, in particular to resume the payment of dividends.

However, as representatives of Amadeus employees, we would like to alert you, and request exceptional measures. In many countries, and in particular in Europe, employees are suffering from high inflation and ever-increasing prices for food, housing, electricity, heating... The inadequate compensation for the higher cost of living translate into a real salary decrease for a majority of the employees. We know that all workers, in almost all countries, face these problems. While governments react differently depending on the region, we observe that, on the business side, wages are rising in many sectors, particularly in IT, due to inflation but also to greater pressure on the work market.

In Amadeus, resignations have soared despite increasing engagement results and continuous Top Employer reward, which in turn questions the relevance of these tools. Also, burn-outs are now widely spread. With the staff reduction initiative, much productivity and knowledge left Amadeus and was lost. This was not only "young talents" but also experienced employees who were technical pillars for the daily work. When these employees left, work and knowledge gaps were left behind where other employees had to cover, often without training or knowledge.

Additionally, employees have seen too little variation in their work, a lack of recognition for their own initiatives, and no development to learn/work in new areas. "Looking for a newly posted position in the Intranet" cannot truly be considered as "career development". Employees want to learn and grow from their current position and not start from the beginning in a new one. The lack of recognition, of real career prospects and of the feeling of always having to do more for a personal situation which is increasingly deteriorating with a fall in the real salary, has disenchanted many employees and paved the way for companies that offer better wages and opportunities.

Of course, we understand the desire of Top Management to reward top performers. Recognition of the efforts made by the employees is a widely shared concern. However, installing a policy of extreme differentiation between the employees is a major turning point in Amadeus history, which distances the company from the practices which have prevailed since its origin. These practices were intended to provide all employees with salary increases close to or above inflation, so that all workers could benefit from the growth and development of the company and improve their life conditions. This state of mind forged a common culture that made Amadeus successful for 30 years.

Today, Top management seems to have decided to radically modify this approach by further increasing differentiation at the expense of a majority of employees, who have seen their real incomes stagnate for several years, or even decrease now. This situation also creates a differentiation among employees themselves with, on the one hand, about 25% of "talents" that the company intends to remunerate and value in order to retain them, and, on the other hand, a majority of more neglected employees who feel interchangeable and easily replaceable. In our view, this vision is not compatible with the general interests of the company, its stakeholders and its customers, and will further foster open, or quiet quitting depending on the evolution of the economic environment.

The salary increases have now become the main concern and key point for the Amadeus employees in each country represented in the AEEC. We also note that this concern is widely shared in the travel industry. The recent decision announced by the management of Air France to give a general salary increase of 5% to its 38,000 employees, as well as the payment of a bonus of 1,000 euros in October, shows that the airline, which is also an important customer and founder of Amadeus - and which has no difficulty in recruiting, has decided to make a very significant effort towards its employees despite the terrible damage endured by the company since the emergence of the Covid crisis in 2020.

We believe that Amadeus is fully capable of following this movement, while adapting to the concrete and real conditions in each country, and investing in its employees to help the company continue to grow and develop. The management of Amadeus is impatiently awaited on this subject, by the employees and their representatives, to undertake all the necessary efforts to offset inflation as much as possible for all employees, be more agile in taking exceptional measures in 2022, if possible with long-term effects, without waiting for the next salary review in April 2023.

Additionally, in the context of the preparation of our annual AEEC meeting, we would like to share with you a number of concerns that could be addressed on this occasion :

to harmonize career development paths and proactively review opportunities for all employees, in each of our countries, starting with a discussion with the AEEC.

to lift the hiring freeze to relief the increasing pressure that currently drives many employees to the brink of burnout.

to start a discussion with the AEEC about all kind of "extra" that could make Amadeus more competitive such as, for instance, working time and workload, working methods, WFH policy and compensation, lunch and transportation allowances, MBO process.

Counting on your attention and commitment to all stakeholders. »

**A ce jour, nous n'avons aucune ligne à retirer à ce texte. Nous invitons la direction à tenir compte de la position unanime de tous les représentants des salariés en Europe et de tous les syndicats en France, et à proposer de réelles augmentations de salaire.**

**Nous invitons les salariés qui ne l'auraient pas encore fait à remplir notre courte enquête, anonyme, sur les salaires : <https://t.ly/ZLgH> - MERCI !**