



D.C./ International Press Office



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## Iberia today

Iberia was founded 77 years ago, on June 28<sup>th</sup>, 1927. The airline began scheduled services in December of the same year. In 2002 Iberia celebrated the 75<sup>th</sup> anniversary of its founding.

Since then **more than 575 million passengers** have flown with Iberia, situating this company among the five largest European airlines, and making Iberia the unrivalled leader on routes connecting Spain with the rest of Europe, and Europe with Latin America. It is one of the **most profitable airline in Europe**.

In this period Iberia has been a pioneer in launching innovative products and services. In **1946** it became the **first European airline to fly to South America**, and in **1974** it launched Europe's first **walk-on shuttle service**, linking **Madrid and Barcelona**. That same year it established the "**Serviberia**" telephone information service, the precursor of today's popular **call centers**, as well as the "**Red Jackets**", uniformed ground staff with the mission of providing special service to customers and to resolve any problems that might arise.

In 1991 Iberia set up Europe's **first international airline Frequent-Flyer program, Iberia Plus**, and in 1996 the airline launched the [www.iberia.com](http://www.iberia.com) website, which is still the Spanish leader in online sales. Later on, the **E-ticket, auto check – in machines or the "Puente Aéreo" credit card** were introduced by Iberia to improve its service to the customers.

The year **2001** was a watershed year for Iberia, when privatization was completed and Iberia shares were **listed on stock exchanges**. Thus Spain's flag carrier, which was a public sector enterprise for most of its history, regained its earlier status as a private company.

**Today**, Iberia is more than an airline. It is an international transportation group, operating in **38 countries, employing more than 24,000 people**.

The Iberia Group encompasses one franchise carrier, **Iberia Regional/Air Nostrum**. In addition to transporting passengers and freight, Iberia carries out many related activities, such as aircraft maintenance, handling in airports and IT systems. Iberia is a member of the **prestigious oneworld airline alliance**.

Today Iberia Group airlines fly to **101 destinations in 40 countries**. Via code-sharing agreements with other carriers, it offers flights to other additional **83 destinations in 33 countries**. With a fleet of about 200 aircraft, it operates about 1,000 flights each day. In 2004, Iberia carried **30.5 million passengers (\*)** and **238,142 tonnes of freight**.

In addition, Iberia is one of the world's most highly-qualified **aircraft maintenance** companies, servicing its own fleet and those of another 50 companies, including some leading European airlines. Iberia is **the leading supplier of handling services** (assistance to aircraft and passengers) at all Spanish airports, **its airline clients number more than 250**.

Iberia is also a **founding partner** in the world's leading computerized air ticket reservation system, **Amadeus**, in which **it holds an 18.28% stake**. Iberia supplies express parcel shipment services through Cacesa.

Iberia's alliance with American Airlines and with British Airways, along with its membership in **oneworld**, places the company in one of the large airline groups that are now taking shape with a view to future competition into a global market.

(\*) Total figure of passengers carried by Iberia and Iberia Regional / Air Nostrum

# IBERIA GROUP

## ***Equity Distribution***

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### **Iberia Air Lines**

Passenger transport  
Freight  
Assistance in airports (handling)  
Aircraft maintenance  
Systems

### **Iberia's Shareholders**

British Airways	9%
American Airlines	1%
Caja Madrid	10%
BBVA	7,3%
Logista	6,7%
El Corte Inglés	3%
Ahorro Corporación	3%
Floating	60%

### **Iberia's Subsidiaries**

### **Iberia's share**

Amadeus	18.28%
Savia (Amadeus NDC)	66 %
Cacesa (freight & fast parcel service)	74.5%
Adquira	10%
Opodo	9.14%
Iberia Cards	40%
Joint venture with CAE for flight simulator training	20%

## ***Board of Directors***

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Chairman and CEO: **Fernando Conte**  
Vice-president: **Miguel Blesa**  
Chief Operating Officer: **Ángel Mullor Parrondo**

Members:

**Roger Maynard**  
**Lord Tristan Garel-Jones**  
**Gregorio Villalabeitia Galarraga**  
**Pablo Isla Alvarez de Tejera**  
**Jorge Pont**  
**José B. Terceiro**  
**José Pedro Pérez Llorca**  
**José Manuel Fernández Norniella**  
**Antonio Masa**

## ***Management Board***

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**Fernando Conte**  
**Angel Mullor**  
**Enrique Donaire**  
**Luis Díaz Güell**  
**Enrique Dupuy de Lôme**  
**José María Fariza**  
**Juan Losa**  
**Lourdes Máiz**

**Elvira Herrero**  
**Sergio Turrión**  
**Juan Bujía**  
**Félix García Viejobueno**  
**Manuel López Colmenarejo**  
**Ricardo Génova Galván**  
**Manuel L. Aguilar**  
**Antonio Bugallo**  
**Fernando Sarmentero**  
**Alfonso Fuertes**  
**Martin Cuesta**  
**Victor Sánchez**  
**Francisco Sánchez Arranz**

Chairman and CEO  
COO  
General Director of the Airline  
Corporate Communications Manager  
Financial Manager  
Control and Administration Manager  
Shared Services Project Manager  
Legal Affairs Manager and Board Secretary  
International Relations Manager  
Human Resources Manager  
Production Manager  
Customer Relations Manager  
Commercial Manager  
Operations Manager  
Maintenance Manager  
IT Systems Manager  
Airports Manager  
Freight Manager  
Internal Audit and Quality Manager  
On board Services Manager  
Chairman's Cabinet and Protocol Manager

## IBERIA GROUP IN FIGURES

❖ <b>Fleet</b>	219 aircraft
❖ <b>Destinations</b>	101 destinations in 40 countries 83 additional destinations via code-sharing
❖ <b>Employees</b>	24,783
❖ <b>Average number of flights daily</b>	1.000
❖ <b>Seats supplied daily</b>	123,000
❖ <b>Passengers carried in 2004</b> (both Iberia and Iberia Regional / Air Nostrum passenger figures included)	30.5 million
❖ <b>Revenue in 2004</b>	4.805 billion €
❖ <b>Profits in 2004</b>	220 million €
❖ <b>Freight Tonnes carried in 2004</b>	238,142

## IBERIA'S STRONG POINTS

- More than 575 million customers since it started flying 77 years ago
- First to fly between Europe and South America in 1946. Today Iberia is the leading airline in the Europe - Latin America market
- One of Europe's most profitable airline
- One of the world's most prestigious companies in aircraft maintenance, serving 50 customer airlines
- The largest air shuttle service (Madrid - Barcelona) with up to 44 daily flights in each direction
- Iberia Plus, Europe's first Frequent Flyer programme, with more than 2,000,000 cardholding members.
- Founding partner of Amadeus, the world's largest travel reservation system.
- One of Europe's most modern fleets
- Iberia.com, Spain's busiest commercial web site, on which more than 206,5 million € in 2004 were sold
- Founding member of the oneworld alliance of airlines from all over the world. Every five seconds an oneworld member aircraft takes off or lands
- Leading handling operator in all Spanish airports
- A model of social commitment. An active contributor to numerous NGO's (Mano a Mano, APMIB, Special Olympics, Organización Nacional de Trasplantes)



## ***Aircraft***

In 1999, Iberia undertook the largest fleet renewal program in its history, and in 2001 it concluded the replacement of its entire short- and medium-range fleet. In January 2003, the airline decided to replace its Boeing B747 with aircraft Airbus A340 / 600, one of the most modern aircraft with the best features, that will allow a more efficient utilisation of the fleet. The Spanish airline just decided to replace its MD80 fleet with aircraft of the Airbus A320 family

One of the program's aims was to make the fleet more homogeneous and increase capacity use. In the last years Iberia has retired its DC-10s, DC-9s, Boeing B-727s, and its Airbus A-300s.

The companies making up the Iberia Group fly the following aircraft:

		<b>Iberia</b>	<b>IB Reg / Air Nostrum</b>
Fokker 50			<b>3</b>
ATR-72			<b>7</b>
CRJ-200			<b>32</b>
DASH-8 Q300			<b>19</b>
<b>MD-87 Family</b>	MD-87	<b>24</b>	
	MD-88	<b>14</b>	
B-747/300		<b>2</b>	
B-747/200		<b>1</b>	
B-747/400		<b>2</b>	
B-757		<b>13</b>	
<b>A-320 Family</b>	A-319	<b>7</b>	
	A-320	<b>58</b>	
	A-321	<b>11</b>	
A-340 / 300		<b>18</b>	
A-340 / 600		<b>8</b>	
<b>TOTAL</b>		<b>158</b>	<b>61</b>

**TOTAL AIRCRAFT:            219**

In addition to that Iberia has leased two aircraft DC – 8 F to operate freight flights

Here follow some additional details about the Iberia Group fleet:

Type of aircraft	Manufacturer	Engine Manufacturer	Range (km)	Seats
<b>ATR-72</b>	ATR Consortium	Pratt & Whitney	1,500 1,700	68 64
<b>Fokker 50</b>	Fokker	Pratt & Whitney	2,252	50
<b>CRJ-200</b>	Bombardier Aerospace	General Electric	1,825	50
<b>Dash 8 Q-300</b>	Bombardier Aerospace	Pratt & Whitney	1,511	52
<b>Airbus 319</b>	Airbus Industrie	CFM International	1,900	113
<b>Airbus 320</b>			3,200	150
<b>Airbus 321</b>			3,700	187
<b>Airbus 340 / 300</b>	Airbus Industrie	CFM International	1,700	249
<b>Airbus 340 / 600</b>	Airbus Industrie	CFM International	12,700	342
<b>Boeing 747</b>	Boeing Company	Pratt & Whitney Rolls Royce	13,000	408
<b>Boeing 757</b>	Pratt & Whitney	Rolls Royce	3,700	200
<b>MD-88</b>	Douglas Aircraft Co.	Pratt & Whitney	2,900	155
<b>MD-87</b>			2,900	109

## DESTINATIONS

The Iberia Group offers flights to 101 destinations in 40 countries, plus 83 addition flights to 33 countries in code-sharing arrangements with other airlines.

Of these destinations, Iberia regards as especially strategic its domestic routes, it links with Western Europe and its transatlantic routes to the Americas.

IBERIA' DESTINATIONS				
IBERIA GROUP			CODE - SHARE FLIGHTS WITH OTHER CARRIERS	
101 destinations in 40 countries			83 destinations in 33 countries	
Spain		Iberia Group: 35 destinations		
Albacete	Alicante	Almería	Asturias	Badajoz
Barcelona	Bilbao	Fuerteventura	Gran Canaria	Granada
Ibiza	Jerez	La Coruña	Lanzarote	La Palma
León	Logroño	Madrid	Malaga	Majorca
Melilla	Menorca	Murcia	Pamplona	Reus
Santander	Santiago C.	Seville	S. Sebastián	Tenerife
Valencia	Valladolid	Vigo	Vitoria	Zaragoza
Europe		Iberia Group: 36 destinations		
		(*) Code - share: 21		
Austria	Vienna			
Belgium	Brussels			
Czec Rep.	(*) Prague			
Denmark	Copenhagen			
Finland	(*) Helsinki, Oulo, Kuopio, Vaasa			
France	Lyon, Marseilles, Nice, Paris, Strasbourg, Toulouse, Bordeaux			
Germany	Berlin, Dusseldorf, Frankfurt, Hanover, Munich			
	(*) Hamburg, Nuremberg			
Greece	Athens			
Holland	Amsterdam			
Hungary	(*) Budapest			
Ireland	Dublin			
Italy	Bologna, Milan, Naples, Rome, Sardinia, Turin, Venice, Verona, Pisa - Florence			
	Florence			
Lithuania	(*) Vilnius			
Luxembourg	Luxembourg			
Norway	(*) Oslo			
Poland	(*) Warsaw			
Portugal	Lisbon, Porto			
Romania	(*) Bucharest			
Russia	Moscow			
Sweden	Stockholm (*) Gothenburg			
Switzerland	Geneva, Zurich, (*) Basel			
Turkey	Istanbul			
Ukraine	(*) Kiev			
United Kingdom	London (*) Aberdeen, Birmingham, Edinburgh, Glasgow, Manchester, Newcastle			

<b>Africa</b>		<b><i>Iberia Group: 8 destinations</i></b>
		<b><i>(*) Code - share: 10</i></b>
Egypt	Cairo	
Equatorial Guinea	Malabo	
Kenya	(*) Nairobi	
Morocco	Casablanca, Tangier, Marrakech (*) Agadir, Fez, Oujda, Ouarzazete, Leayoune	
Nigeria	Lagos	
Senegal	Dakar	
South Africa	Johannesburg, (*) Cape Town, Durban, Port Elizabeth	
Zimbabwe	(*) Harare	
<b>The Americas</b>		<b><i>Iberia Group: 20 destinations</i></b>
		<b><i>(*) Code - share: 45</i></b>
Argentina	Buenos Aires	
	(*) Mendoza, Cordoba	
Brazil	Rio de Janeiro, Sao Paulo	
Canada	(*) Montreal, Toronto, Vancouver	
Colombia	Bogota, (*) Cali, Cartagena de Indias, Medellin, Pereira	
Costa Rica	San José	
Cuba	Havana	
Chile	Santiago	
	(*) Punta Arenas, Puerto Montt, Concepción, Antofagasta, Easter Island	
Ecuador	Quito, Guayaquil	
El Salvador	(*) San Salvador	
Guatemala	Guatemala City	
Honduras	(*) San Pedro Sula	
Mexico	Mexico D.F., (*) Acapulco, Cancun, Guadalajara, Merida, Monterrey, Oaxaca, Puerto Vallarta, Veracruz	
Nicaragua	(*) Managua	
Panamá	Panama	
Paraguay	(*) Asuncion	
Perú	Lima	
Puerto Rico	San Juan	
Dominican Rep.	Santo Domingo	
Uruguay	Montevideo	
USA	Miami, New York, Chicago	
	(*) Atlanta, Boston, Cleveland, Dallas, Denver, Detroit, Philadelphia, Houston, Las Vegas, Los Angeles, Minneapolis, New Orleans, Orlando, Phoenix, San Diego, San Francisco, St Louis, Seattle, Washington Dulles	
Venezuela	Caracas	
<b>Near and Far East</b>		<b><i>Iberia Group: 2 destinations</i></b>
		<b><i>(*) Code - share: 7</i></b>
China	(*) Hong Kong	
Israel	Tel Aviv	
Japan	(*) Tokyo	
Jordan	(*) Amman	
Lebanon	Beirut	
Singapore	(*) Singapore	
Syria	(*) Damascus, Aleppo	
UAE	(*) Dubai	
Thailand	(*) Bangkok	

## **PRODUCTS AND SERVICES**

### ***ROUTES***

#### ***Leader in Spain and Latin America***

58 year ago Iberia started to fly to Latin America –Madrid - Buenos Aires, 15 October, 1946— Iberia today is the Latin American market leader, with the largest number of destinations and non-stop flights. Non other European carrier offers such a complete network and such a quality service as Iberia.

Every week Iberia makes about 214 flights to 18 destinations, most of them are non-stop. The airline flies to another 23 Latin American cities under code – sharing with other airlines.

Iberia has an 18 per cent market share in the European – Latin American routes. Its share of the Business Class market on those flights is even higher: 19 per cent. In 2005, Iberia will launch its new Business Plus Class: space, comfort, and care are assured, as well as new and improve customer service.

#### ***Madrid-Barcelona Shuttle Service***

##### ***30 Years Linking Madrid and Barcelona***

The Madrid-Barcelona *Puente Aéreo* (“air bridge”) is one of the world’s first and most successful air shuttle services, with up to 44 flights per day in each direction, available to passengers with or without reservations.

##### ***Fly as You Arrive***

- Up to 44 daily flights in each direction,
- Flights:
  - Every 15 minutes (from 06:45 h. until 09:15 h. and from 15.00 until 16.00)
  - Every 30 minutes (from 16:00 h. until 21:50 h.)
  - Every hour (from 09:50 h. until 13:50 h.)
- Aircraft: Today this route is covered usually by A320 aircraft (150 - 162 seats) and B - 757 (185 - 200 seats). When seat demand requires, other Iberia aircraft may fly the shuttle service, including the MD87 (119 - 126 seats) and the Airbus 340 (249 – 260 seats)
- Duration of flight: 55 minutes.
- More comfort in Business Class (free centre seat)
- Separate terminal facilities for shuttle passengers

## **Iberia Plus, the Value of Trust**

In 1991, Iberia started offering its customers free membership in the *Iberia Plus* Frequent Flyer programme, Passengers can collect points from Iberia, its subsidiaries and other programme partners, and exchange them for flights or other services. The programme now has about 2,000,000 members, 350,000 of them have registered themselves on Iberia Plus Online. There are four different Iberia Plus cards: Classic, Silver, Gold and Platinum.

Since 1 September, 1999, when Iberia joined the **oneworld** alliance, *Iberia Plus* members can earn and spend points when they fly with Aer Lingus, American Airlines, British Airways, Cathay Pacific, Finnair, Iberia, LAN or Qantas. Other partners are Swiss Airlines, SN Brussels and Mexicana de Aviación. Hotel chains, car rental companies and credit cards are, as well, members of the Iberia Plus programme

### **To obtain the Iberia Plus Card**

Just fill out the form available at Iberia offices, travel agencies, or airports, or download it from the Iberia website: [www.iberia.com](http://www.iberia.com). For additional information, ring to your local IB Plus call center or e-mail to [ibplus@iberia.com](mailto:ibplus@iberia.com)

## **Iberia Online (<http://www.iberia.com>)**

Iberia was the first Spanish airline to take its business online, launching a corporate web site, [www.iberia.com](http://www.iberia.com), in 1996. In addition to corporate information, the site displays flight schedules, fares, seat availability, and special offers. Visitors can make reservations and buy tickets online. New features, such as information for Investors and shareholders and a Press Center have been just included on Iberia's website.

Iberia has become Spain's leader in electronic commerce, with a larger online sales volume than any other company. In 2004, Iberia sold 206.5 million € on [iberia.com](http://www.iberia.com), 32 per cent more than the previous year.

The design, quality, content, and interactive services of the Iberia site have earned it numerous distinctions.

### **IBERIA ON THE INTERNET IN FIGURES IN THE YEAR 2004**

Web visitors	about 150,000
Total pages visited daily	1,100,000
Online sales revenues in 2004	206,5 Million €
Booking and Sales available on Iberia.com in the following countries	Argentina, Austria, Belgium, Chile, Colombia, Denmark, France, Germany, Greece, Ireland Israel Italy

	Holland, Luxembourg, Portugal, Puerto Rico, Sweden, Switzerland, United Kingdom, USA and Uruguay
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## CLOSER TO THE CUSTOMER

### *The Cyberticket*

Early in the year 2000 Iberia launched a new type of air ticket, in which flight coupons became electronic entries in a data base, instead of the classic paper ticket. The "Cyberticket" is issued like the classic one, but is not printed on paper. Passengers will be given a boarding card either at the airport of departure or via home delivery, sparing them, time and trouble. In addition, the "Cyberticket" can never be lost or stolen.

### *Serviberia: 30 years of attention by phone*

Since 1974, Iberia has supplied information by telephone to the public, first through Inforiberia and since 1997 through its Serviberia service. Today the **SERVIBERIA** staff of more than 200 people is ready to furnish the **latest information about flights, fares, and special offers, to take reservations, and to sell and arrange for the home delivery of air tickets.** Serviberia provides a 24 - hour - a - day and 365 - day - a - year service.

In 1998 the company established the **Serviagencias** service to supply information, advice, and special services to about 6,340 travel agencies.

On January 22<sup>nd</sup>, 2002, Iberia launched a special web page for travel agencies ([iberiaprofesional.com](http://iberiaprofesional.com)), featuring greater simplicity and speed.

Iberia launched its European Call Center in September 2000, which centralises phone calls coming from United Kingdom, Ireland, Portugal, France, Belgium, Italy, Germany, Austria, Switzerland and the Netherlands through a diversion system.

### *Service Points for Best Customers*

In February, 2004, Iberia opened new counters to provide preferential, exclusive, and differentiated service to its best customers. Iberia's new service makes it possible to reduce waiting time and to speed all procedures including the purchase of air tickets, connections, or information about luggage.

The 65 new Service Points are located in arrival halls, sales offices and transit counters in the airport of Madrid and Barcelona, as well as sales offices in Spanish cities and/or airports of Madrid, Barcelona, Bilbao, Majorca, Ibiza, Seville, Malaga, Alicante, Santiago, Gran Canaria and Tenerife, and foreign locations such Brussels, Milan, Paris, Rome, Lisbon Porto, London, Zurich, Geneva, Bogota, Havana, Mexico City, Lima, San Juan de Puerto Rico, Santo Domingo, Buenos Aires, Sao Paulo, Rio de Janeiro, Guatemala, San José de Costa Rica, San Salvador, Tegucigalpa, Managua, Panama City, Quito, Guayaquil, Asuncion and Caracas.

## **OTHER BUSINESSES AND GROUP COMPANIES**

### ***Freight***

Iberia Cargo handles the transport of freight, merchandise and mail in the cargo holds of passenger aircraft, which are supplemented by two freighter aircraft and a fleet of trucks. It boasts large freight terminals and a worldwide, modern and efficient computer system, as well as sales points throughout Iberia's route network, and a staff of more than 1,100 people. Iberia carried 238,142 Tonnes of freight in 2004

Iberia Cargo operates its own freight terminals in the United States (Miami), Mexico (Mexico City), Peru (Lima), Colombia (Bogota), Venezuela (Caracas), the Netherlands (Maastricht) and Cuba (Havana), where a new transit cargo terminal has just been opened.

Iberia has been awarded with the ISO 9000 Certificate by Aenor for its cargo related activities according to the UNE – EN – ISO – 9002 norm.

### ***Cacesa***

Founded in 1987, Iberia's Cacesa subsidiary is in charge of door-to-door delivery of airfreight and urgent parcels. In April 2002, Cacesa obtained the ISO 9001 / 2000 certificate awarded by Aenor.

Cacesa's **IBEXPRESS** service can guarantee pickup, shipment and delivery of parcels on the same day, and offers a variety of options to customers, as follows: Ibexdia, Ibexnoche, Ibexpuente and Ibexpress International

### ***Aircraft Maintenance***

In its service, Iberia has earned a reputation for reliability, thanks to the exhaustive quality control procedures carried out by its technical staff. This staff now numbers about 4,000 people and services Iberia's own fleet and those of another 50 companies. Iberia's aircraft maintenance standards have earned its certification not only from Spain's Civil Aviation authorities but also from the FAA



(Federal Aviation Administration) of the United States, among many others. It was awarded with the certificate ISO 9001 – 200 by Aenor in 2003.

Iberia's maintenance staff carries out both scheduled and unscheduled maintenance and repair activities. To keep aircraft in perfect operating condition and, when necessary, to restore them to the maximum levels of reliability, Iberia adheres to a strict programme which complies with all civil aviation regulations. The programme encompasses online inspections and maintenance, minor maintenance, and major overhauls, all at set intervals.

The synergies arising from in-house fleet maintenance allow Iberia to offer these services to third parties. Iberia's technical resources and know-how make its maintenance services highly competitive internationally.

### **Major Overhauls**

Iberia conducts major overhauls of its own aircraft and those of other airlines. These overhauls involve the inspection of 100% of aircraft systems and structures. When an aircraft resumes services following such an overhaul, it is regarded as having logged zero hours, i.e.: as brand new

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## ***Airport Handling***

The Iberia group is Spain's largest operator in the field of airport handling (baggage handling and other ground services to passengers and aircraft belonging to all the companies) using Spanish airports. At the airports serving more than a million passengers each year, Spain's airport authority AENA has accepted bids from other companies interested in providing these services. These airports are Madrid, Barcelona, Palma de Mallorca, Tenerife, Gran Canaria, Arrecife, Fuerteventura, Málaga, Ibiza, Alicante, Santiago de Compostela, Seville, Valencia and Bilbao.

Iberia handles more than 90 million passengers and 500,00 aircraft of 250 airlines every year.

### **Spain's Largest Vehicle Fleet**

12,000 separate pieces of equipment are dedicated to Iberia's handling business. This equipment includes movable steps, buses, electrical equipment, lifting platforms, air conditioning units, water tanks, vans, trailers, etc.

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## ***Systems: IT à la carte***

Iberia's Systems Management Department supplies IT and communications systems and services to the Iberia Group and other air transportation companies. Of the total revenues of €94,7 million booked by the Department in 2003, the Iberia Group itself accounted for €72 million.

Last July the department was granted ISO 9001:2000 quality certification by AENOR, the Spanish standards bureau, for its work in developing, implementing and maintaining IT systems.

## **Iberia Regional Air Nostrum**

### ***The first regional airline in Spain***

Air Nostrum was founded on May 23<sup>rd</sup>, 1994. In December 1994, it began its scheduled operations flying from Valencia to Bilbao. In May 1997, it signed a franchise agreement with Iberia and changed its name to Iberia Regional Air Nostrum. Since its founding, it has grown steadily, carrying 260,000 passengers in 1995 and 3.827 million in 2004. It now operates a fleet of 61 aircraft.

Iberia Regional Air Nostrum was awarded with the prestigious Mercury Award for its excellent on board service in 1998. It has been designated the 'Best European Carrier' both in 2003 / 2004, 2002/2003 and 1999/2000 by the European Regional Airline Association (ERA) In June 2003, Iberia's franchised airline was awarded with the "Aerospace Industry Awards" for the Best Airline by the magazine Flight International. Iberia Regional / Air Nostrum obtained Aenor ecological certification ISO 14001 in April this year.

## **Amadeus**

### **The world's most important reservations system**

Amadeus is one of the principal distribution systems (GDS) and technology suppliers, focusing on the sales, marketing and distribution needs of the holiday, travel and tourism industry around the world. Its extensive networks and databases are among the largest of their kind in Europe, and serve more than 60,000 travel agencies and more than 10,000 airline ticket sales offices in 215 markets.

Amadeus is a leading provider of community IT services (ASP) to airlines, Today, 150 airlines use the Amadeus ticket sales system to give customers a more complete service at a lower cost. Amadeus' new generation of passenger management systems, which includes all systems relating to inventory management and flight departure control.

e-Travel, Amadeus' electronic commerce solutions business unit, is world leader in online travel technology and solutions for managing business travel. e-Travel supplies its services to travel agencies in 90 countries and its technology is used on the web sites of more than 260 companies and more than 60 airlines and hotels.

Amadeus, founded in 1987, and fully operational since 1992, is based in Madrid, though its data centre is in Germany and its development offices are in France. Its staff numbers about 5,000 people around the world. Amadeus was listed on the stock market in 1999. In 2004 the company reported income of

2.05 billion euros. Its data centre is located in Erding, near Munich, and its development centre is in Sophia Antipolis, near Nice.

## ***Savia***

SAVIA Amadeus, 66%-owned by Iberia and 34% by Amadeus, is a travel reservations company and wholesaler of holiday packages.

This company markets Amadeus' services in Spain, while also supplying technology to travel agencies. In 2004, about 32 million bookings were made through it. At the close of 2004 more than 8,000 travel agencies were linked to its system.

### **A oneworld company**

Iberia is a founding member of one of the world's largest airline alliances: **oneworld**. Since then Iberia works hand in hand with seven of the world's most important carriers, and can offer its customers the best of all of them. This alliance encompasses more than 602 destinations in 134 countries. It means better connections and better service to Iberia passengers throughout the world. oneworld was chosen "Best Airline Alliance" by the Business Traveller readers in 2004, as it was two years ago

### ***A World-wide Network***

oneworld	
Companies in the alliance	Iberia, Aer Lingus, American Airlines, British Airways, Cathay Pacific, Finnair, LanChile, Qantas
Destinations	602
Countries	134
Passengers	228.9 million
Employees	236,400
Fleet	1,855
Daily flights	7,526
VIP Lounges	392
Internet address	<a href="http://www.oneworldalliance.com">www.oneworldalliance.com</a>

#### **More advantages for the client**

- Passengers being members of the airlines' Frequent Flyer programmes can earn and/or spend points when flying with the eight partners, as well as their subsidiaries and associated carriers
- More than 236,000 people are behind **oneworld** counters all over the world
- 392 VIP lounges available at airports around the globe

## **IBERIA'S SOLIDARITY**

Throughout its history, Iberia has cooperated actively and disinterestedly with humanitarian and relief organisations, and has often taken the initiative in providing help when and where it is needed.

This social conscience was made institutional about ten years ago, when Iberia signed an agreement with the Spanish Ministry of Labour and Social Affairs whereby NGOs and their personnel are granted special facilities for travel. Within Spain, Iberia also cooperates with the National Organ Transplant Organisation by helping get organs from donors to recipients, transporting an average of 150 kidneys and livers each year, thanks to our comprehensive coverage of the territory and to the available to Iberia ground and flight staff day and night. In January 2001 the National Organ Transplant Organisation honoured Iberia for its continuous and disinterest cooperation.

On board our international flights Iberia invites passengers to donate their leftover foreign coins to the **Special Olympics**, an NGO that organises international sports competitions for people with disabilities.

Iberia is also an active supporter of Spain's Association of parents of Disabled Children, which provides vocational training and operates health centres for some 1,800 young people, while providing employment for nearly 500 of them. These young people help with the packaging of the salt, sugar and pepper containers, tableware, earphones and other items supplied to Iberia passengers aboard our flights. Others work in gardens, printshops, or as messengers.

In addition to these institutional activities, in the past three years Iberia has subsidised the transportation of **400 tons of humanitarian aid supplies** to countries stricken by disasters such as hurricanes or earthquakes. Iberia furnished seven aircraft to help aid personnel and supplies to reach Sudan, Nicaragua, Honduras, Colombia, Mauritania and El Salvador. In all these instances our flight and ground crews volunteered their services freely, accepting no remuneration.

Lastly, special mention is due to **Mano a Mano**, ["Hand to Hand"], an NGO created spontaneously by Iberia employees to bring humanitarian aid supplies to needy individuals, schools, hospices, health centres, and poor neighbourhoods, by making use of all available space in cargo holds, crew luggage, etc.

## IBERIA's Humanitarian Flights

**1998-2004**

<b>Sudan</b>	September 14, 1998	30.000 kg. for the Red Cross. Iberia pilots paid for the fuel..
<b>Dominican Republic</b>	October 31, 1998	65,000 kg. At the initiative of Iberia employees, with the collaboration of the comedy team.
<b>Nicaragua</b>	November 7, 1998	51,000 kg. for the Red Cross. At the initiative of the Telecinco television network, with Iberia volunteers
<b>Nicaragua, Honduras</b>	December 14, 1998	41,000 kg. At the initiative of Mano a Mano, the NGO established by Iberia employees, and with the collaboration of the entire company.
<b>Colombia</b>	February 5, 1999	30,000 kg. At the initiative of Mano a Mano, the NGO established by Iberia employees, and with the collaboration of the entire company.
<b>Honduras</b>	November 27, 1999	52,000 kg. and the delivery of 23 houses (in San Pedro Sula) of the 105 built at Iberia's expense. At the initiative of Mano a Mano, the NGO established by Iberia employees, and with the collaboration of the entire company.
<b>Mauritania</b>	November, 2000	12,000 kg. of aid and transportation of the Ruta de la Luz expedition of opticians and ophthalmologists who tested the eyesight of thousands of people, donating 2,000 pairs of glasses, and performing 170 cataract operations. At the initiative of Ruta de la Luz and Mano a Mano.
<b>El Salvador</b>	March - April 2001	20,000 kg. At the initiative of Mano a Mano, the NGO established by Iberia employees and with the collaboration of the whole company.
<b>Argentina</b>	2002	Together with Mano a Mano, 23,000 kgs of medicines, food, school and medical equipment
<b>Peru</b>	2002	In cooperation with Mano a Mano, food, school and medical equipment were sent
<b>Peru</b>	November 2003	In cooperation with Mano a Mano, Iberia donated €6,000 to build a Girls Centre
<b>Haiti and Dominican</b>	October 2004	In cooperation with Spain' International Cooperation Agency and Red Cross, 45,000

<b>Republic</b>		kg were sent for hurricane's victims in September 2004
<b>Peru</b>	October 2004	In cooperation with Mano a Mano, 40,000 kg of food, medical equipment, clothes and books were sent
<b>Ecuador</b>	October 2004	Opening of a kindergarten in Chambo in cooperation with Mano a Mano