



CAPABILITY STATEMENT

Corporate Travel

About CTM

Corporate Travel Management (CTM) is an award-winning global provider of innovative and cost-effective travel management solutions to the corporate market. We understand the complex travel needs of businesses large and small in every global market and are committed to developing tailored travel solutions that drive results.

With more than 30 years in business travel, CTM is proud to support the travel needs of a diverse customer portfolio spanning geographies, industries, and business size. This breadth of travel management experience and expertise enables our customers to leverage extensive knowledge, insights and tried-and-tested solutions from similar and differing businesses, to maximize their program optimization strategies.

COMPANY SNAPSHOT

- Founded in Australia in 1994. CTM has grown from a two-man start-up to a global leader in travel management. Estimated fourth largest travel management company (TMC) globally.^[1]
- Publicly listed since 2010 (ASX:CTD). **Visit the CTM Investor Center here**
- Owned operations across four continents, with a global network spanning over 100 countries.
- Commitment to sustainability and CSR. **Read the CTM Sustainability Report here**

FINANCIAL PERFORMANCE

- Read the CTM Annual Financial Report **here**
- CTM has a financial position that supports ongoing service excellence and innovation. **Learn more**

^[1] Based on publicly available financial performance data.



MULTI-AWARD-WINNING FOR SERVICE AND TECHNOLOGY INNOVATION GLOBALLY

At CTM, we pride ourselves on going above and beyond industry benchmarks and customer expectations. We consistently strive to set new standards and to demonstrate our commitment to excellence and continuous improvement.

As such, CTM has been recognized around the world as leaders in their field. Such recognition from customers, suppliers, industry peers, and employees inspires our team to continually define new levels of excellence.



OUR MOST RECENT AWARDS INCLUDE

2024 Business Travel Sustainability Awards Europe

- Achievement in Sustainability: Corporate Booking Platform (Lightning)

2024 TTG Travel Awards

- Best Corporate Travel Agency, Asia (awarded 3 times)

2024 World Travel Awards

- Asia, Oceania, Australia & New Zealand's Leading Travel Management Company

2023 Australian Travel Industry Association (ATIA) – National Travel Industry Awards (NTIA)

- Most Outstanding Global Travel Management Company
- Sustainability Award – Business
- Most Outstanding Business Events Travel Agency

2023 Business Travel Sustainability Awards Europe

- Corporate Booking Platform (Lightning)

2022 Australian Federation of Travel Agents (AFTA) Awards

- Best National Travel Management Company awarded 14 times

2022 World Travel Awards

- North America's Leading Travel Management Company

2021 Business Travel Awards Europe

- Best Corporate Booking Platform

2021 SmartBrief Awards

- Innovation Award for Travel Management

The Butterfly Philosophy

SUPPORTING YOUR EVOLVING TRAVEL NEEDS

Since inception in 1994, CTM has strived to challenge the status quo and transform the business travel experience for the benefit of our customers around the world. Throughout our 30+ years in business travel, we have consistently demonstrated an ability to adapt quickly and strategically to a rapidly changing travel environment. Combining experienced leadership with strong financial foundations and an innovation mindset, CTM continues to demonstrate the ability to support our customers' business continuity through times of change and uncertainty.

CTM's reputation for innovation and continuous improvement is a testament to the spirit of our people. In successfully navigating the impacts of disruptive global events, including SARS and avian flu outbreaks, the global financial crisis, and the COVID-19 pandemic, CTM's entrepreneurial spirit ensures our solutions and services continue to evolve to support

our customers' business travel needs today and into the future. We call it the "Butterfly Philosophy" – represented in our brand story of transformation, diversification, and adaptability; a culture and mindset that ensures we continue to adapt to market needs and opportunities, to ensure we're by your side whenever and wherever you need us.

Travel does not sit still and nor does CTM. Businesses are looking for the peace of mind that comes with partnering with a future-proof travel management company, one that is financially strong, future-focused, and with demonstrable leadership experience to navigate periods of disruption and uncertainty. Our customers are seeking a partnership capable of delivering the right blend of personalized service with intuitive technologies to drive efficiency, safety, value, and more strategic policy development to reduce their risk exposure and support their business growth plans.





Experts in business travel

CTM has a large and diverse customer portfolio across global markets, with dedicated local account management and travel consulting teams who understand the unique challenges and opportunities that face each of our customers. Building on our extensive travel expertise, CTM's customers also benefit from our cross-industry experience, by way of leveraging insights from successful travel program strategies that have been deployed across other "like" organizations.

We don't believe in a one-size-fits-all approach to travel management. We work with your team to design a tailored travel program, utilizing proven strategies, innovative AI solutions, and leveraging big data, to deliver strategic outcomes which align with your business's unique travel program needs and priorities.

CORE COMPETENCIES

– **Personalized travel management:** CTM provides a highly personalized service to its customers, adapting travel programs to

meet the specific needs of their business and employees - whether a small business, regional, multi-national or global organization. We foster strong customer relationships which allow us to tailor our travel management strategies and deliver a positive ROI for our customers.

- **Innovative technology solutions:** CTM's ecosystem of travel tools simplifies the travel process and optimizes efficiency for businesses and travelers. Via one portal, customers can manage bookings, monitor spend, and access data insights in real-time, helping them make better travel decisions and improve the traveler experience.
- **Delivering a return on your investment (ROI):** CTM delivers significant cost savings and a measurable ROI through strategic sourcing and global buying power, intuitive technology that drives adoption and program compliance, and the expertise of our dedicated account management, and travel consulting teams.
- **Experts in strategic events management:** CTM Meetings & Events provide logistics, concept creating, venue sourcing, event production, and technology development for corporate events and group travel. [Learn more](#)

DIFFERENTIATORS

- **Entrepreneurial spirit:** CTM's entrepreneurial spirit ensures our solutions and services continue to evolve to support our customers' business travel needs today and into the future. We commit to collaboration, accountability, agility, and a willingness to do things differently.
- **Personalized service:** Our travel team seamlessly integrates service expertise with cutting-edge technology, ensuring highly personalized solutions that not only meet but exceed expectations.
- **Local teams and expertise:** CTM provides regionally designed travel programs, serviced by local in-house travel experts and supported by regionally designed technology solutions that meet the needs and nuances of your local market.
- **Sustainable travel:** CTM's Climate+ program provides market-leading carbon reporting supported by sustainable booking features in the Lightning online booking tool to encourage more sustainable travel.
- **Well-being insights:** Enabling you to identify behaviors and trends that could impact the performance of your team.
- **Proprietary & agnostic technology:** We build our own technology and own the development roadmap, ensuring fast and responsive new technologies. We can seamlessly integrate a wide range of travel tools into a bespoke travel management solution that meets your needs and preferences, including CTM's award-winning Lightning online booking tool or a range of third party solutions.
- **Lightning online booking tool:** The first corporate online booking tool to replicate the consumer travel experience, driving greater efficiency, adoption, and compliance.
- **CTM Scout:** The AI-powered virtual travel assistant helps travel arrangers and travelers self-manage bookings online 24/7, driving efficiencies, and a heightened customer experience.
- **CTM Sleep Space:** An accommodation contracting and distribution platform that delivers tailored accommodation content to CTM customers exclusively via their preferred booking method.
- **Reporting:** Powerful, aggregated travel program reporting across air, accommodation, and ground transport and dissectible by region, cost center, traveler, and more.
- **Travel fare forecasting:** Empowering travel bookers to make more informed and efficient decisions about the most cost-effective time to travel.
- **CTM Ride-share:** Notifies traveling colleagues of ride-sharing opportunities to reduce the cost of taxi/car rental spend.
- **New distribution capability (NDC):** CTM's Lightning online booking tool is NDC-ready in all CTM regions, providing customers with access to greater content and more relevant offers and ancillary options.



Experts in travel management

CTM has a proven track record in developing strategic travel programs. This experience, coupled with extensive travel expertise across our account management and travel consulting teams, ensures solutions that meet the specific needs and evolving opportunities for your industry. Your dedicated CTM travel team keeps abreast of industry developments, new opportunities and challenges, as well as advancements in technology and supplier relationships to ensure ongoing value and optimization across every aspect of your travel program.

Our travel experts work collaboratively and proactively with your travel team to identify ongoing program refinement strategies that could enhance benefits to your business and traveling workforce through additional savings, improved efficiencies, and safety.

KEY TRAVEL PROGRAM OBJECTIVES

We see several common and recurring travel program objectives for businesses. These typically include:

- **Access to relevant, agile and future-focused technology** - to manage the unique and fast-changing travel needs of your business and the travel landscape, including reliable integrated travel risk information, integrated and customizable pre-trip approval workflows, global traveler tracking and emergency communications tools, digital payment solutions, budget forecasting, compliance reporting, and AI tools that provide fast and efficient self-service solutions for high volume requests.
- **Return on investment** - the delivery of a travel program that maximizes cost savings while driving efficiency gains.
- **Commitment to sustainable travel** – having access to in-depth carbon emission reporting and travel tools to encourage more environmentally responsible booking and travel behavior.
- **Consultative account management and personalized service** - an experienced, in-house local travel team that knows your business, people and

travel program objectives, and works collaboratively with you to unlock new and ongoing opportunities for travel program optimization to drive cost savings, reduce risk, and enhance traveler well-being.

- **Complex travel support** - the comfort of 24/7 in-house travel assistance to support complex, fast-changing travel requirements.
- **Remote and hybrid workforces** - delivering flexible travel solutions, real-time data access, and streamlined booking tools, ensuring employees can easily manage their travel needs from any location while maintaining cost control and policy compliance.

Of course, all customers have unique challenges and requirements based on their industry and business objectives that require expert travel management solutions. These may include:

- **Cultural sensitivities** - ensuring travel policies and programs comply with local regulations and accommodate for regional nuances.
- **Challenging and remote work locations** - being able to cost effectively mobilize and accommodate single and group travelers in regional and remote sites.
- **Matter code management** - ensuring the accuracy of matter numbers/GL coding for efficient expense management.
- **Billable travel** - the ability to track the life of a ticket to ensure accurate billing against projects.
- **Expat travel** - the management of billing based on the host country and type of travel (repatriation, expatriation, and business).

We take a highly consultative approach to understanding our customers' specific challenges and objectives, which enables us to design **bespoke travel solutions in a highly collaborative manner** – ensuring the right solution for each customer. Our dedicated account management and travel consulting team structure enables ongoing review and refinement of those strategies based on demonstrable results, industry benchmarking data, and new and emerging solutions to continuously optimize our customers' travel program performance.

Opportunities for program optimization

CTM's travel analysis teams continuously analyze booking data across our customer portfolio to identify best practice booking behaviors and emerging trends that will deliver continuous improvement to your travel program.

CTM designs for the future travel environment, seeking new opportunities, efficiencies and process improvements for our customers based on the latest market trends, technology advancements, and our customers' evolving goals and objectives.

BOOKING BEHAVIOR OPTIMIZATION

Our travel experts keep on top of your industry news, market developments, risks, and opportunities. Travel booking behavior trends are actively monitored and compared to other industries to identify changes or opportunities based on best practice insights, benchmarking data and travel industry forecasts.

CTM's dedicated account management team provides detailed user training as part of the implementation process, regular detailed travel

program performance reports, and can provide ongoing training to support your team's evolving needs and program optimization strategies.

Our approach is not just to identify trends, but to proactively steer your team to achieve strategic program evolution and adoption goals throughout the lifetime of our partnership.

STAKEHOLDER ENGAGEMENT

We believe taking a holistic approach to travel program development is key to driving program compliance and engagement. That means incorporating company-wide feedback into program development and optimization strategies including your operations, finance, procurement, travel bookers, data security, sustainability, and the executive team. This collective approach ensures solutions are designed to deliver value for every stakeholder within the travel program, increase transparency and open lines of communication to drive engagement, compliance, adoption, and complete alignment to your company's objectives.



“Through close collaboration with our customers, our account management, product innovation, and operational experts, CTM ensures tailored solutions that align with travel program priorities and support overall business growth.”

—— **Anita Salvatore, CTM CEO, North America**

PROVEN TRACK RECORD



Case Study:
Cost savings

[VIEW CASE STUDY](#)



Case Study:
Fare forecasting
technology

[VIEW CASE STUDY](#)



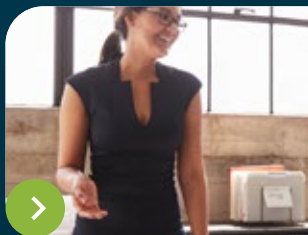
Case Study: Successful
implementation in 6
weeks

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Case Study:
Global travel program
consolidation

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Case Study: Complex
travel program
implementation

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Case Study: Customer
insights - a travel
management journey

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“Downer appointed CTM as our preferred TMC. They were immediately tasked with combining all of Downer’s eight communities from two TMCs, tailoring each community’s individual requirements such as separate financial payment systems, individual reporting requirements, and decentralized vs. centralized travel bookings.

The implementation project ran by CTM was highly organized and detailed, involving a project team encompassing internal stakeholders as well as the relevant CTM staff. Training was conducted around the country including via Skype and was delivered on time with the go-live day running smoothly. The complexity of this transition, as well as moving from two TMCs to one, was originally a concern for our business but our fears were allayed as the implementation project proceeded.

I highly recommend CTM to any organization that is considering a TMC that understands their customer’s needs, provides the attention to detail during implementation phase, and is looking for that strategic direction in a travel program.”

——— **Sandra McCormack – National Procurement Manager, Downer New Zealand**

End-to-end technology ecosystem

INTEGRATED, AUTOMATED TRAVEL TECHNOLOGY

Delivering your team with the most contemporary, seamlessly integrated travel management tools relevant to your unique needs is key to delivering improved efficiencies, savings and safety to your business. Whether you're a travel program manager, travel booker or business traveler, you can rely on CTM to deliver the most enjoyable, user-friendly, future-focused travel tools that make business travel better; simpler, faster, safer, and more sustainable than ever before.

Paper-based and unintegrated travel processes are a thing of the past. CTM's integrated approval, booking, risk management, and reporting tools are designed to provide your team with seamless travel management that supports a great user experience and drives higher technology adoption. These tools promote policy compliance and reduce errors for employees while delivering enhanced cost savings and risk mitigation for your company.



[LEARN MORE ABOUT CTM'S TECHNOLOGY SUITE >](#)

Innovation & automation

CTM is committed to enhancing the customer experience through its significant investment in technology innovation and automation. Central to this effort is Scout, our AI-powered virtual travel assistant, which automates thousands of service requests monthly, including bookings, cancellations, visa inquiries and FAQs. Scout also automates email processing, reducing response times and allowing our travel consultants to focus on more complex travel needs of our customers.

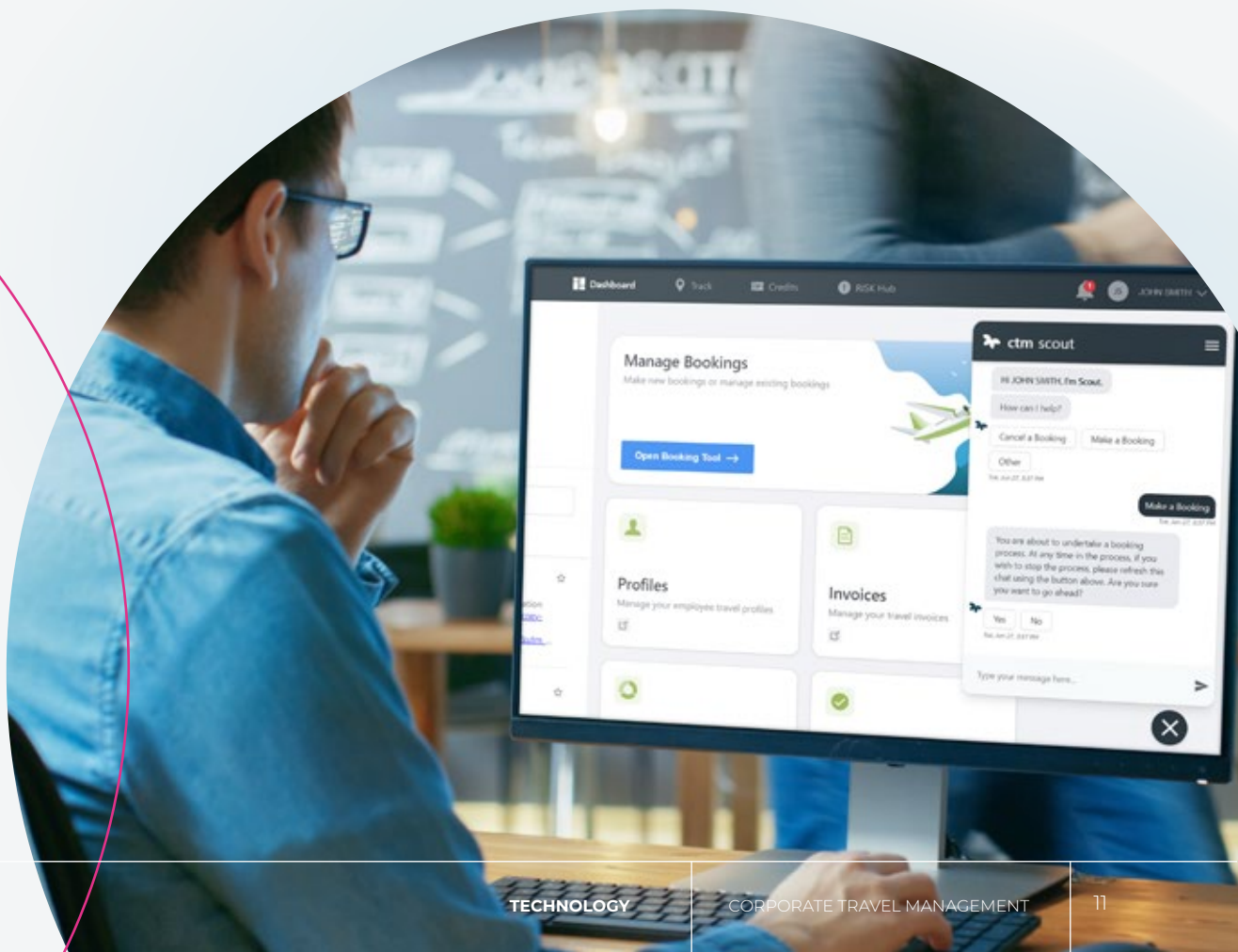
By streamlining tasks and simplifying the booking process, our automation tools improve efficiency, personalize service and reduce decision-making time for travelers and travel consultants alike.

CTM integrates these innovations securely within our proprietary systems, enhancing data security and productivity without replacing the human touch.



“I just wanted to pass on that I have been absolutely loving the consultant chat! It saves so much time as I am able to smash out work while waiting for a consultant (rather than listening to hold music) and the ladies have been incredible on it! It’s an awesome feature.”

— CTM mining & resource customer



Sustainability

At CTM, we understand that sustainability has become an increasingly important consideration for organizations when it comes to travel. By incorporating carbon data visibility during the booking process to encourage sustainable booking behaviors and utilizing Climate+ reporting to provide insight into carbon footprints, organizations can effectively reduce their environmental impact and showcase their dedication to corporate social responsibility.

Sustainable travel practices reach beyond carbon footprint; they can enhance an organization's reputation and build stronger business relationships with industry partners and stakeholders who value sustainability. We have witnessed sustainability becoming a priority for organizations, recognizing the benefits it can bring both for the environment and their business.

We understand and embrace our sustainability responsibilities and are committed to developing initiatives that provide practical benefits to your business, the environment and local communities. CTM is proud to play its part in supporting the long-term sustainability of our planet by reducing the impact of business travel on the environment with sustainable travel initiatives.

THE CLIMATE+ ECOSYSTEM

Business travel is important to an organization's performance and a physically connected world can drive greater cultural understanding, cohesion and collaboration which enables communities and organizations to prosper. The CTM Climate+ program consists of an "ecosystem" of services and technology solutions that help you improve the sustainability of your travel program by:

- making more informed travel decisions
- understanding the impact of these travel decisions
- making a difference to people, communities, and the environment.



LIGHTNING ONLINE BOOKING TOOL

CTM's proprietary online booking tool, Lightning, puts the user front and center of the travel booking process, empowering them to make more sustainable travel decisions with:

- displayed carbon emissions for air, hotel, and car (using industry-leading granular calculation methods)
- the ability to filter and preference car results for EV and hybrid vehicles
- filters to sort flights, hotels, and cars by lowest emissions.

CTM DATA HUB

CTM's Data Hub reporting tool gives you visibility of your travel program's carbon footprint. Our at-a-glance summary snapshots can be dissected down to individual traveler, trip, and supplier levels.

- Total CO² emissions by month
- Average CO² emissions per trip and per traveler
- CO² emissions by service type (air/hotel/car) and by the service provider
- CO² emissions by fare class.



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Connect with an expert

Don't let your business or travelers get left behind.

Find out how CTM's travel solutions will take your travel program to a new level of performance.

**Contact our team to
discuss your travel
needs today.**

us.travelctm.com

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