



CAPABILITY STATEMENT

global travel management



TRAVEL EXPERTS IN GLOBAL TRAVEL MANAGEMENT

Corporate Travel Management's global customers enjoy the experience of **global travel done differently** – a uniquely designed global travel program, built with you and for you, consistently and expertly delivered in every region you operate in.

We design travel programs that drive strategic results for every part of your business and every member of your team, in every corner of the world.

With CTM offices spanning four continents and supported by an extensive Global Partner Network servicing more than 130 countries, our global customers enjoy the consistency of servicing and technology in every market their travel program operates within. Our international network is underpinned by compatible systems, processes, seamless data aggregation and top quality service cultures to deliver maximum savings, efficiencies and program compliance. Building on our extensive global travel expertise, our customers also benefit from CTM's 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 source and select the right solutions for your business and people in every market you operate in and package them up into one program, accessed through one platform and supported by one team, to give your global business travel program a place to call "home".

Whether you're accessing CTM's network in Paris, Seattle, Sydney or Taiwan, rest assured you're working with a leader in travel management who truly understands your organization's travel needs and objectives.

Core Competencies

- **Global travel management expertise:** Proven track-record servicing global customers across the Americas, EMEA and Asia-Pacific markets and managing complex travel needs.
- **Proprietary in-house technology:** CTM's investment in building proprietary technology offers unbeatable speed-to-market, agility, and customization, founded on a global technology architecture and customized regionally for local market needs and nuances.
- **Local people and expertise, everywhere you go:** Dedicated expert global travel teams in every global market offer local market expertise and accountability for your travel program's performance. No outsourced servicing.
- **Global buying power:** Approximately US\$9bn (AU\$12bn) TTV on a pro-forma FY19 basis.
- **Experts in strategic events management:** Event Travel Management (ETM), a part of the CTM group of businesses, provide logistics, concept creating, venue sourcing, event production, and technology development for corporate events and group travel.

[Learn more](#)

Differentiators

- **Proprietary technology:** We build our own technology and own the development roadmap, ensuring fast and responsive new technologies and third-party integration capabilities.
- **Agnostic approach:** We can tailor a technology suite to suit your specific business needs and preferences, blending CTM's proprietary tools with third-party solutions and layering sophisticated integration capabilities to enable a seamless flow of data and user experience.
- **Global travel portal:** One travel portal for all your global tools, providing a single, customized, and highly configurable "home" for your travel program.
- **Award-winning online booking technology - Lightning:**
 - A consumer-grade booking experience for maximum adoption
 - Fully configurable to policy and traveler requirements
 - Reduce risk with increased compliance to HR and logistics policy
 - Traveler profile management tools capture traveler information and syncs with back-office tools.
- **Pre-trip approval:** Integrated, automated pre-trip approval tool with customizable workflows – no paper-based processes.
- **Risk management:** Global traveler tracking and risk identification.
- **Sustainable travel:** CTM Climate+ program provides market-leading carbon reporting and carbon offset solutions, supported by sustainable features in the Lightning online booking tool to encourage more sustainable travel.
- **Reporting:** Powerful, aggregated travel program reporting across air, accommodation, and ground transport and dissectible by region, cost center and traveler.
- **Travel forecasting:** Empowering travel bookers to make more informed and efficient decisions about the most cost-effective time to travel.
- **Well-being insights:** Enabling you to identify behaviors and trends which could impact the performance of your team.
- **New distribution capability (NDC):** CTM was the first travel management company in Australia to deliver live NDC content to corporate travelers and its 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.

Proven track record:



Case Study: Global consolidation

[VIEW CASE STUDY >](#)



Case Study: Cost savings and online adoption

[VIEW CASE STUDY >](#)



Case Study: Fare forecasting

[VIEW CASE STUDY >](#)



Case Study: Pre-trip approval

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Case Study: Implementation

[VIEW CASE STUDY >](#)



Case Study: Reporting and insights

[VIEW CASE STUDY >](#)

ABOUT CTM

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 in every global market and are committed to developing tailored travel solutions that drive results.

With more than 25 years in business travel, CTM is proud to support the travel needs of a diverse customer portfolio spanning geographies, industries and business sizes. 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 more than 130 countries.
- Commitment to sustainability and CSR. [Read the CTM Sustainability Report here](#)
 - CTM Climate+ program. [Learn more](#)

- CTM sustainable booking solutions. [Learn more](#)
- CTM supports Delta Sustainable Aviation Fuel. [Learn more](#)
- Multi-award winning for service and technology innovation globally:
 - Australian Federation of Travel Agents (AFTA) Awards – Best National Travel Management Company awarded 14 times
 - World Travel Awards 2021 - Leading Travel Management Company 2021 (Australia and North America)
 - World Travel Awards 2022 - United States Leading Travel Management Company
 - Australian Financial Review - Most Innovative Companies List
 - Business Travel Awards Europe 2021 - Best Corporate Booking Platform
 - TTG Travel Awards 2022 - Best Corporate Travel Agency (Asia)
 - SmartBrief Awards 2021 - Innovation Award for Travel Management.

Financial performance

- Read the CTM Annual Financial Report [here](#).
- Strong financial liquidity. CTM did not need to capital raise during COVID-19 pandemic. [Learn more](#)

^[1]At August 18, 2021, based on publicly available financial performance data.

EXPERTS IN GLOBAL TRAVEL MANAGEMENT

CTM provides an extensive, reliable and flexible travel management solution for multi-national businesses who require quality local market expertise and support underpinned by consistent technology and consolidated reporting.

CTM's global travel programs are powered by a carefully crafted team of global travel experts, identified for their expertise and experience in delivering results where your business needs them.

Your dedicated global travel team is centrally managed by a Global Travel Program Manager, providing one point of contact for all program performance, optimization, and policy development needs, and serviced by a dedicated team of travel experts in every region your travel takes you.

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 global organizations. These typically include:

- **Partnerships** – a long-term partnership with a travel management company that can support travel program evolution in line with your growth and diversification goals
- **Global travel solutions** – consistent program solutions, technologies and services across multiple markets
- **After hours service** – 24/7 support for global business travelers in all regions
- **Personalized service** – Travel Consulting teams that can anticipate the customer's needs and be proactive in times of disruption. High touch VIP services ensuring accurate traveler profile set up and timely turnarounds

meeting agreed on service level agreements for all requests

- **Sustainability** – travel tools to better understand and measure the carbon impact of travel and solutions to support climate neutrality goals
- **Business intelligence** – real-time consolidated global reporting ensuring full visibility of travel data and program performance
- **Account management** – global program governance, strategic insights, and recommendations for travel program optimization to ensure a positive return on investment
- **Travel program compliance** – booking behavior optimization to enable better visibility of spend, support duty of care measures, preferred supplier adoption for negotiation power and maximized cost savings
- **HR data feeds** – automated traveler profile creation and updates
- **Duty of care** – risk management solutions to identify risks, track and communicate with travelers to meet the organization's duty of care requirements
- **Technology solutions** – intuitive future-focused technology that is user friendly for a broad range of stakeholders.

Of course, all our global customers bring several unique objectives that they are striving to achieve and unique challenges, which may include:

- **Global data** – accuracy of populated travel expense data into custom fields for reconciliation purposes
- **Industry capabilities** – the ability to service industries with specialized requirements (workforce management tools, route and supplier deals, remote locations, endemic cultural sensitivities, confidential travel, relocation services, charter coordination, and emergency management)

- **Meetings and events** – global meetings and events support (conferences, strategic meetings, social events, team building, and virtual training sessions)
- **Cost mitigation** – reduction of tickets on hold through automating airline credit refunds, or redemption on new flights
- **Travel credit management** – tracking the validity of airline credits and ensuring they are utilized by project code, cost center or department.
- **Billable travel** – the ability to track the life of a ticket to ensure accurate billing against projects for reconciliation purposes
- **Private transfers** – reliable service, traveler safety, and well-being.

We take a highly consultative approach to understanding our global 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 Global Travel Team structure enables us to continually review and refine those strategies based on demonstrable results, industry benchmarking data, and new and emerging solutions to continuously optimize our customers' travel program performance.



“The Lightning online booking tool is excellent. It was easy to learn and saves me a lot of time when booking travel for my team. I like how it displays all of the available flight options and various booking classes. Lightning houses all of our travelers' profiles already set up so you don't need to re-enter information again. I'm also able to download expenditure reports which are easily exported from Lightning into an Excel spreadsheet which keeps our company accountant very happy. It's a terrific online booking tool.”

CTM customer

BUSINESS CONTINUITY

CTM has the experience, proven track record and leadership expertise to ensure our business can withstand significant disruption and to support the business continuity needs of our customers. Examples of this include successfully navigating the impacts of SARS and Avian Flu outbreaks, the Global Financial Crisis and the COVID-19 pandemic. The ability to support our customers to maintain their business continuity through periods of significant disruption, coupled with our ability to position our own business for recovery, hinges on a combination of strong financial foundations, a long-standing value proposition, and strategic decisions made throughout our 28+ years in business.

Having been a significant travel provider in Asia during the Avian Flu, CTM knew that accelerating our response to the COVID-19 pandemic would enable us to mitigate risk for our customers. We adapted our operating framework early while ensuring we could continue to deliver on our customer value proposition of highly personalized service, intuitive proprietary technology and proven return on investment – elements we knew would be critical to our customers' needs

throughout the pandemic and beyond. We maintained high customer service levels, continued to invest in developing new customer-facing technologies, and implemented new automation capabilities and partnerships to support the fast-changing needs of our customers, employees, and the evolving travel environment.

Navigating disruptive global events has provided CTM with invaluable experience and the opportunity to continually evolve our business to meet the needs of the future. Travel does not sit still, and nor does CTM. Now more than ever, businesses are looking for the peace of mind that comes with partnering with a future-proof TMC, 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's growth plans.



"I would like to extend my gratitude to you and all your staff who have supported our Repatriation Charter Program in response to the COVID-19 pandemic. The scale of this repatriation effort was unprecedented for all parties. CTM's ability to find solutions against tight deadlines, and to work in close partnership with the FCO, was critical to our ability to operate a series of complex flights. I am grateful for the speed and flexibility with which CTM responded, and for your creativity and commitment throughout. Thanks to your efforts, we have successfully brought over 38,000 travelers back home. Thank you for being our partner in this historic event."

CTM customer - Foreign Commonwealth and Development Office

TRAVEL INSIGHTS

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, including cost savings, and efficiencies for your team.

For global customers, there is now a greater focus on:

- **Sustainability** – opportunities to reduce and quantify their environmental impact across air, hotel, car and rail travel, and corporate events
- **Preferred suppliers** – ensuring they align to organizational **corporate social responsibility** and **sustainability** goals while meeting traveler needs
- **Travel program compliance** – all bookings to be made via the TMC for duty of care obligations, expense management and maximizing negotiated corporate supplier agreements
- Online tools to identify and **mitigate risk**
- A streamlined online process through **technology adoption**

- **Traveler well-being** – optimizing travel behavior for enhanced duty of care
- Visibility of spending through **expense management** tools
- **Travel policy evolution** – a holistic and strategic approach
- **Purposeful travel** – reporting on spend and reasons for travel to help evaluate the return on investment by the purpose of travel.

Technology integrations are a rising trend as more than ever our customers look to digitally transform their travel programs. Whether a result of systems upgrades, or a risk mitigation exercise, your TMC's ability to design and build complex technology solutions with a long-view to future trends and emerging opportunities will be key to ensuring a future-proof travel management program and strategically aligned TMC partnership.

GLOBAL CUSTOMER TRAVEL TRENDS

CTM conducted a 2022 global customer survey^[2] of which **38% of respondents operate across 3+ continents**.

We identified the following trends which influence our ongoing travel program optimization strategies for our global customers.

Travel demand has increased significantly since 2021, with **nearly 80% of total survey respondents globally saying they expect to travel more or the same amount in the coming 12 months** compared to their pre-pandemic travel activity. Additionally, **59% of respondents expect to attend more face-to-face meetings** in the coming 12 months.

What CTM global customers are most looking forward to achieving from business travel in 2022

The power of face-to-face connectivity for engaging and retaining customers remained unwavering, retaining the top position in 2022, followed by engaging partners and suppliers.

1. Servicing and retaining customers
2. Engaging with partners and suppliers
3. Generating new sales
4. Engaging and retaining employees
5. Training and developing employees

2022 top focus for global travel programs:
Customer service

The biggest motivator for our global customers when booking business travel is:

1. Price
2. Efficiency (on-time performance, trip duration)

Sustainability

72% of respondents said access to information about supply chain sustainability strategies would be important to very important in the coming 12 months and **57% said they seek environmental sustainability features/ services when selecting an airline, hotel or car rental provider**.

When considering sustainability within the business travel program in the coming 12 months, our customers are placing higher importance on health & well-being, and community & social impact beyond the more traditional areas of environmental impact and carbon footprint:

1. Health, safety & well-being
2. Community & social impact

[2] CTM global customer survey data – global program 3+ continents – May 2022

OPPORTUNITIES FOR PROGRAM OPTIMIZATION

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

Opportunities identified for global customers when reviewing travel programs include:

- **Expense management** – moving away from in-house, manual systems towards an integrated solution for a more streamlined, efficient process. Visibility of travel spend to identify areas of non-essential expenditure
- **Approval process** – moving away from internal manual processes toward integrated, automated pre-trip approval solutions to eliminate missed ticketing time limits
- **Increase online adoption** – driving booking behavior optimization and cost savings through efficiencies and usability of CTM's online booking technology
- **Traveler compliance and satisfaction** – traveler focused programs with preferred supplier selections which meet organizational standards as well as the expectations and preferences of the traveler to drive ongoing compliance
- **Meetings and events** – utilizing the services of CTM's specialist event management division, ETM, for conferences, meetings and events - leveraging consolidated corporate and events buying power, intuitive technology, and event management expertise
- **Streamlined technology** – interconnected and highly intuitive travel tools to enhance the travel management experience for every stakeholder.



Integrated, Automated Travel Technology

Delivering your team with the most contemporary, seamlessly integrated travel management tools relevant to the unique needs of global customers is a core opportunity to deliver improved efficiencies, savings, and safety to your business. Whether you're a Travel Program Manager, Travel Booker or traveler, you can rely on CTM to deliver the most enjoyable, user-friendly, future-focused travel tools that make travel better; simpler, faster, safer and more sustainable than ever before.

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

PRE-TRIP TOOLS



CTM Portal – access all your travel tools, all in one place.



CTM Risk Hub – centralized access to real-time global travel intelligence.



CTM Approve – a sophisticated, integrated, multi-level trip authorization tool for ultimate budget and risk control.



Lightning – CTM's proprietary, award-winning online booking tool.

IN-TRIP TOOLS



CTM Mobile – your intuitive travel companion, putting all your itinerary information and travel bookings at your fingertips 24/7.



CTM Traveler Tracker – pinpoints your travelers on an interactive global map, by date range, country, or risk level.



CTM Alerts – automated real-time risk identification and communications.

POST-TRIP TOOLS



CTM Data Hub – aggregated travel program data, reports, and actionable insights.



CTM Climate+ – a suite of “green travel” solutions to deliver on your business's sustainability objectives.



CTM Well-being – identify behaviors and trends which could impact the performance of your team.



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

Booking Behavior Optimization

Our global 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.

User 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, and Executive team. These collective approach 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.

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“Our global customer solutions team know the importance of understanding what global customers want to achieve from their business travel and are at the core of our service delivery. Our Account Management, Travel Consulting, and Product Development teams work collaboratively with key stakeholders to deliver travel programs that provide valuable outcomes, evolve with organizational growth and are aligned to drive business success.”

Eve White, CTM Vice President, Global Customer Solutions

Connect with an expert in global travel management

Don't let your business or travelers get left behind. Find out how CTM's travel management solutions will take your travel program to a new level of performance.

Contact our team to discuss your travel needs today.



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