



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 over 100 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.

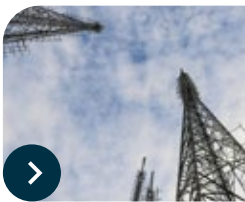
## Core Competencies

- **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.
- **Experts in strategic events management:** Event Travel Management (ETM), a part of the CTM group of businesses, provide logistics, concept creation, venue sourcing, event production, and technology development for corporate events and group travel. [Learn more](#)

## Differentiators

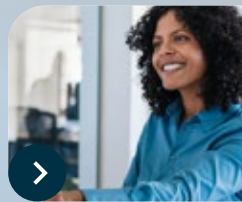
- **Personalized service:** Your dedicated global travel team is centrally managed by a Global Travel Program Manager, providing one point of contact for all program performance, optimization and policy development needs, and serviced by a dedicated team of regional travel experts in every market your business operates in, delivering a return on investment (ROI).
- **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'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.
- **CTM Scout:** The intelligent travel assistant helps Travel Arrangers and travelers with booking support online 24/7, driving efficiencies, and a heightened customer experience.

## Proven Track Record



**Case Study:**  
Global travel program consolidation

[VIEW CASE STUDY](#)



**Case Study:**  
Pre-trip approval

[VIEW CASE STUDY](#)



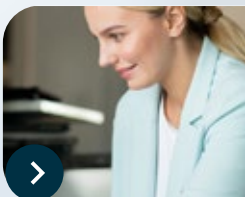
**Case Study:** Global implementation

[VIEW CASE STUDY](#)



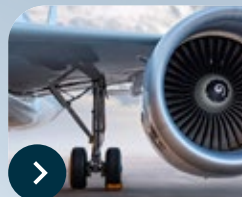
**Case Study:**  
Virtual payment solution

[VIEW CASE STUDY](#)



**Case Study:**  
Online adoption

[VIEW CASE STUDY](#)



**Case Study:**  
Repatriation

[VIEW CASE STUDY](#)

# ABOUT CTM

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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 30 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.<sup>[1]</sup>
- Publicly listed since 2010 (ASX:CTD). **Visit the CTM Investor Center here**
- Owned operations across four continents, with a global network spanning more than 100 countries. **Learn more**
- Commitment to sustainability and CSR. **Read the CTM Sustainability Report here**
  - CTM sustainable booking solutions. **Learn more**

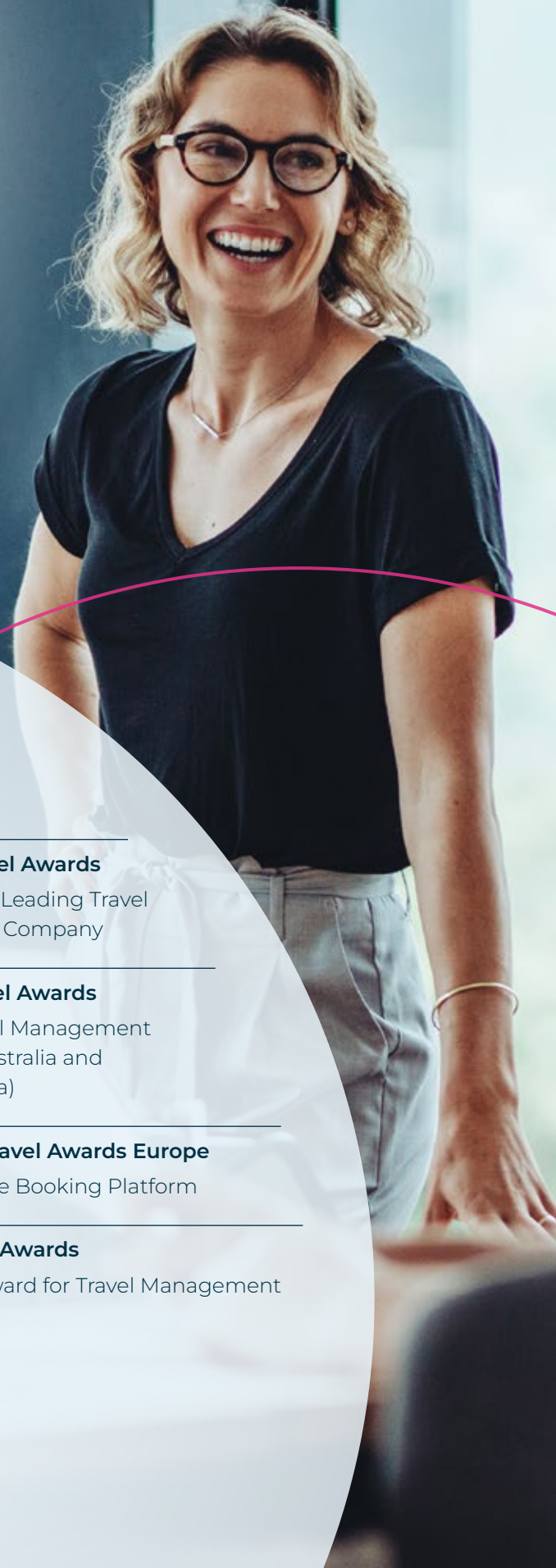
## Financial Performance

- Read the CTM Annual Financial Report **here**
- Strong financial liquidity. **Learn more**

<sup>[1]</sup> At August 23, 2023, based on publicly available financial performance data.

# Multi-award-winning for service and technology innovation globally

CTM is proud of its global award-winning reputation, standing as a testament to our unwavering commitment to excellence in service and technology innovation. These awards not only highlight our dedication to providing exceptional services but also underscore our expertise in pushing the boundaries of technology - showcasing our commitment to innovation. As a multi-award-winning company, CTM continues to set new benchmarks, driving positive change and delivering unparalleled solutions to our customers worldwide.



## Our most recent awards include

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### 2023 Business Travel Sustainability Awards Europe

- Corporate Booking Platform (Lightning)

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### 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

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### 2023 TTG Travel Awards

- Best Corporate Travel Agency, Asia (awarded 2 times)

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### 2022 Australian Federation of Travel Agents (AFTA) Awards

- Best National Travel Management Company (awarded 14 times)

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### 2022 World Travel Awards

- United States Leading Travel Management Company

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### 2021 World Travel Awards

- Leading Travel Management Company (Australia and North America)

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### 2021 Business Travel Awards Europe

- Best Corporate Booking Platform

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### 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 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 deliver 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:

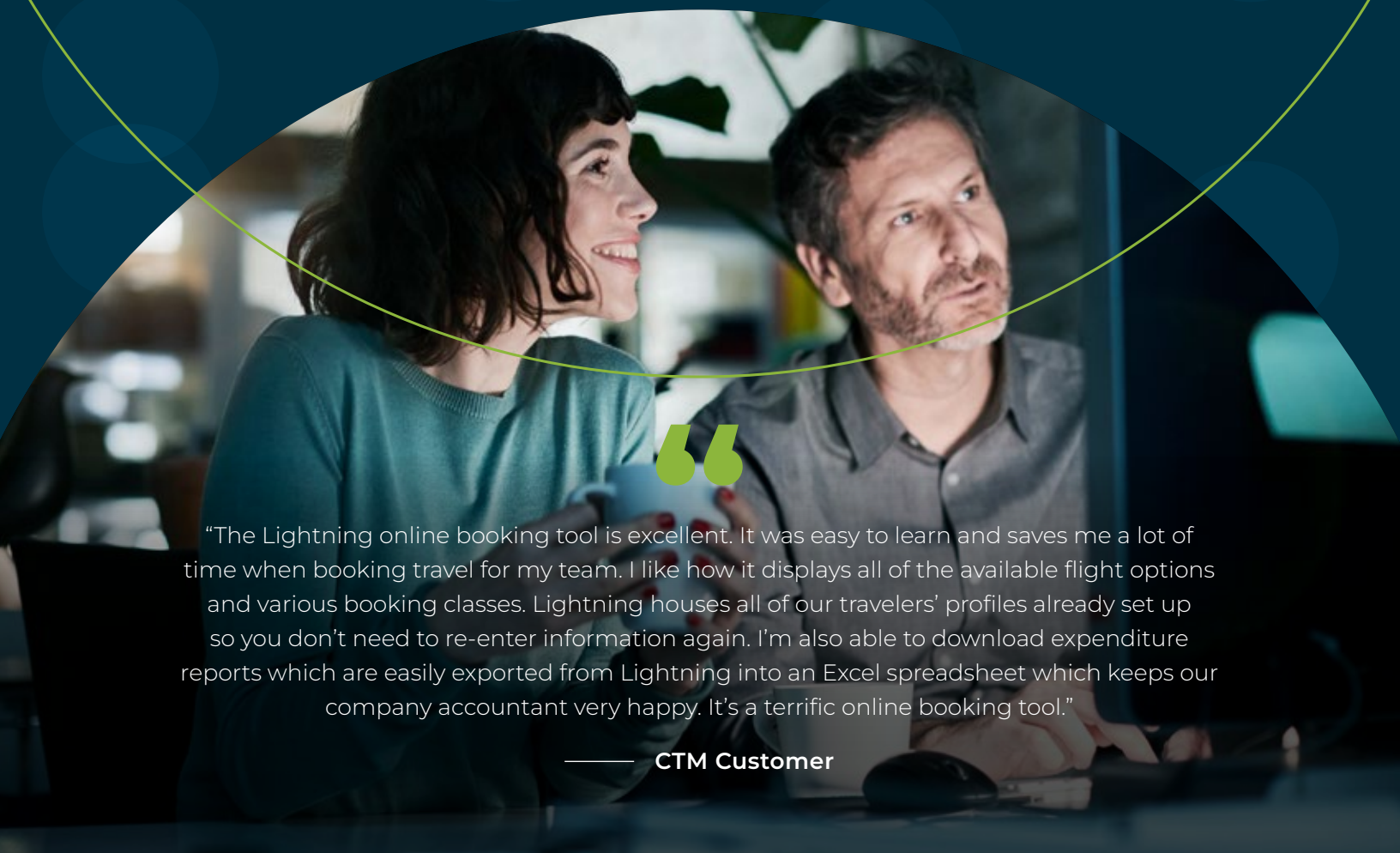
- **Partnerships** – a long-term partnership with a travel management company that can support travel program evolution in line with your growth and diversification goals.
- **Global travel solutions** – consistent program solutions, technologies and services across multiple markets.
- **After hours 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 service delivering expert support for executives and talent level travelers. Consistently meeting service level agreements for service response times.
- **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 deliver a positive return on investment.
- **Travel program compliance** – booking behavior optimization to maximize savings, support duty of care measures, and support preferred supplier adoption for negotiation power.
- **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 ticket credits through automating airline credit refunds, redemption on new flights or tax reclamation.
- **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, support 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



# TRAVEL INSIGHTS

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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 offset, 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. Maximizing the value of all partnerships to include value adds and amenities.
- **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 spend 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 before, 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.



# SUSTAINABILITY

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

Sustainable travel practices reach beyond carbon footprint and can enhance an organization's reputation and build stronger business relationships with industry partners, employees, 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 you, 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.

## 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
- Ability to filter and preference car results for EV and Hybrid vehicles
- Sort and filter, hotels and cars by lowest emissions.



## 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+ sustainable travel 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.

## 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 CO<sup>2</sup> emissions by month
- Average CO<sup>2</sup> emissions per trip and per traveler
- CO<sup>2</sup> emissions by service type (air/hotel/car/rail) and by service provider
- CO<sup>2</sup> emissions by fare class.

# 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.

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.

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.
- **User experience** - travel technology that delivers a seamless solution and optimizes efficiency of travel management.



## Booking Behavior Optimization

Our global travel experts keep on top of your industry's 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.

## Training & Reporting

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.

## 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, and Executive team. This collective approach ensures our 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.



“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.”

——— **Maureen Brady, Chief Commerical Officer,  
CTM North America**

# 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 arm your team with frictionless travel management that supports a great user experience, higher technology adoption, policy compliance, and reduced errors for your employees while delivering enhanced cost savings and risk mitigation for your company.



LEARN MORE ABOUT CTM'S TECHNOLOGY SUITE >



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EUROPE  
ASIA  
AUSTRALIA  
NEW ZEALAND

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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