



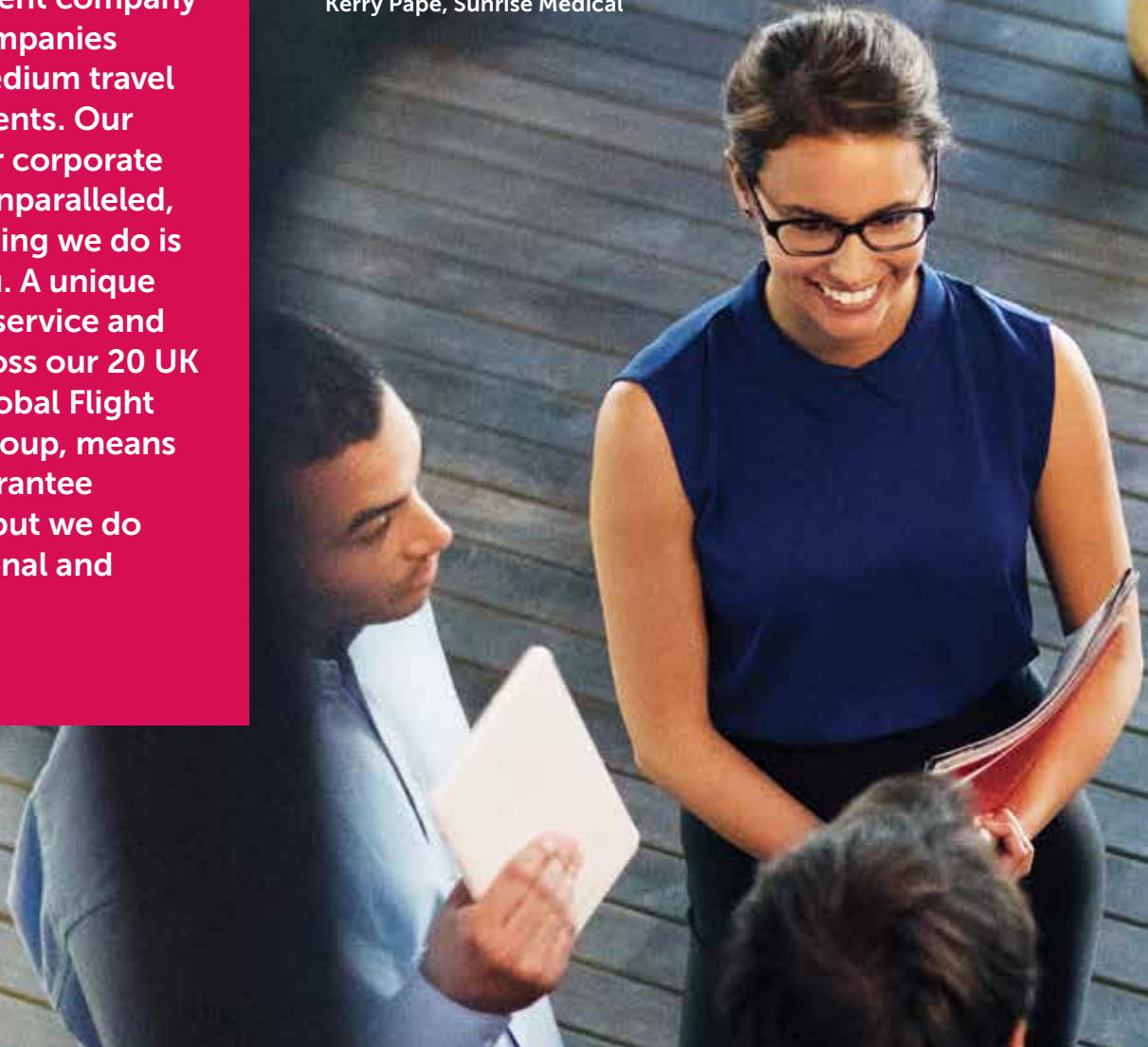
**Business travel,
powered for you**

Who are we?

Welcome to Corporate Traveller, the UK's largest travel management company dedicated to companies with small to medium travel spend requirements. Our expertise in your corporate travel needs is unparalleled, because everything we do is powered for you. A unique blend of expert service and technology, across our 20 UK locations and global Flight Centre Travel Group, means we not only guarantee exclusive rates, but we do this with a personal and seamless touch.

"We've been with Corporate Traveller for many years. They know our business needs and go the extra mile to provide what we need in a friendly, helpful and cost effective manner."

Kerry Pape, Sunrise Medical



Global strength



Our parent company, Flight Centre Travel Group, is one of world's largest travel companies, listed on the Australian Stock Exchange with:

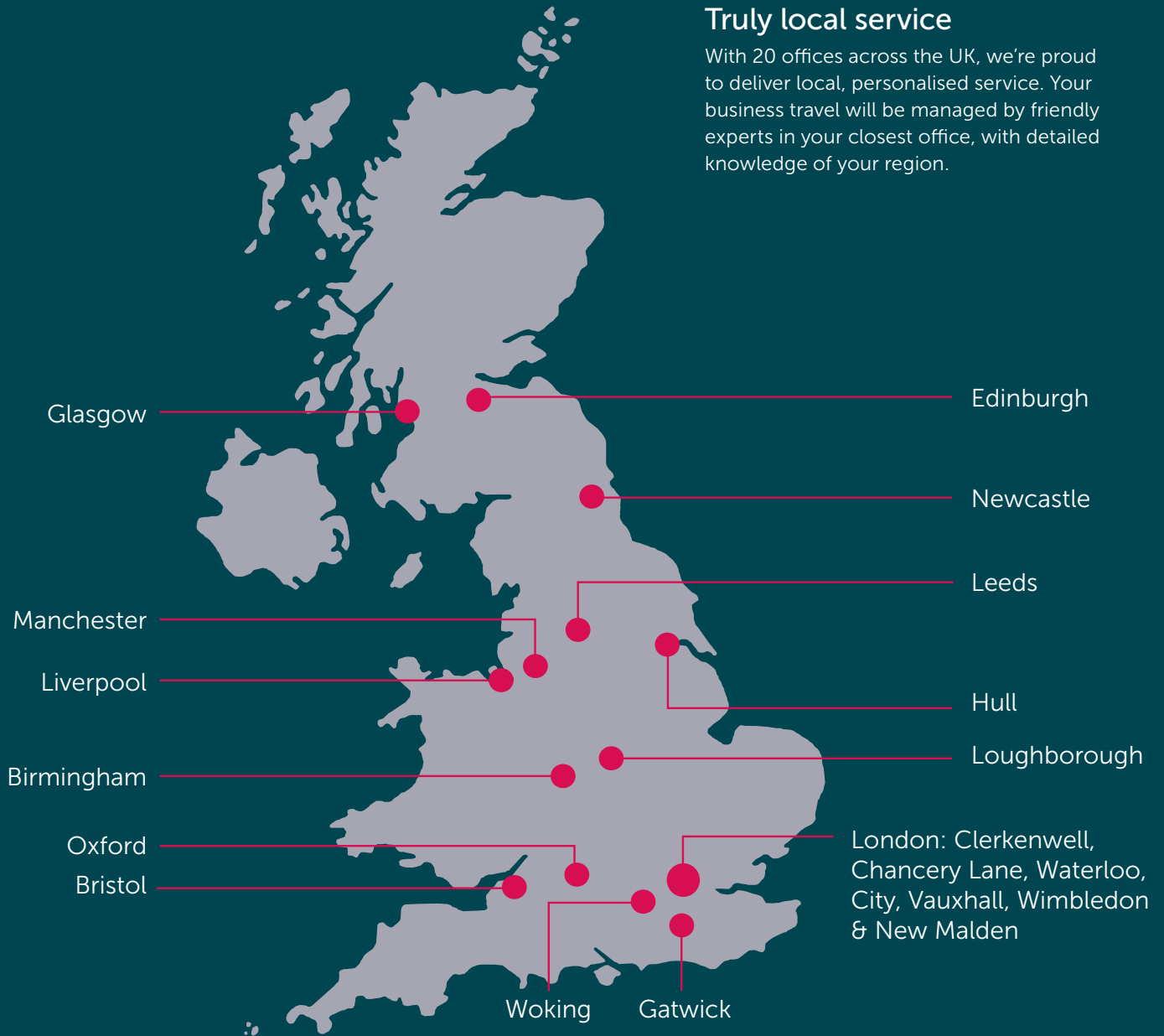
20,000
Staff worldwide with
turnover of
AU\$20bn

30 brands
Retail, corporate and
wholesale brands

7 markets
Corporate Traveller
operates across 7
markets including
the UK, USA,
Canada, South
Africa, Australia, New
Zealand and India

Truly local service

With 20 offices across the UK, we're proud to deliver local, personalised service. Your business travel will be managed by friendly experts in your closest office, with detailed knowledge of your region.



Our business travel experience

300

Staff with 2018/19 turnover of

£340M

200,000

We look after approximately 200,000 business travellers each year

2000

We partner with over 2000 UK clients

94%

Client retention rate

95%

Customer satisfaction

Dedicated, flexible service

Building personal relationships with our clients and offering 'refreshingly human' service set us apart from other travel management companies. We're here for you, your travellers and your needs because we believe travel should always feel great.



Through our dedicated Travel Consultants, we truly get to know your business, offering experience powered by the right technology. It's our blended approach to travel management.

"I cannot recommend Corporate Traveller enough and can undoubtedly say, if you are looking for a Travel Management Company that provides a fantastic, professional and friendly service then look no further."

Tammy Robinson, Qioptiq Photonics

Dedicated Expert Travel Consultant

Your enthusiastic Expert Travel Consultant understands your needs and acts as an extension of your business, offering you and your travellers a personal, VIP, travel booking service.

No contract, unless you require one

We will never bind you to a fixed term contract, unless you require one. This means we're only as good as our last booking which maintains our excellent service standards.

Transparent fee approach

Pay one clear fee with no hidden extras.

Flexible payments

Pay on credit card or account to best suit your needs.

Duty of care

We can help support your duty of care with proactive traveller tracking and full emergency assist around the clock.

24/7 emergency assistance

Operating 24 hours a day, 365 days a year, our Emergency Assistance team are always on-hand to help, wherever you are in the world.

Account management

Your Corporate Traveller Account Manager works in partnership with you to help you achieve your travel objectives, providing regular reporting and identifying areas for cost savings.

Reporting

To ensure you're getting the best return on your travel investment, your travel bookings are recorded and regularly reviewed. We will provide you with monthly reporting and recommendations to streamline your travel programme further.

Service level agreement

You'll receive three travel options within two hours (three hours for complex itineraries). We answer the phone in 3-5 rings and reply immediately to emails, so you'll never be kept waiting.

One simple platform

The single access point to all your travel needs

Complex systems and tools are worth little if they're not adopted by your travellers; it's about the right technology in one simple place. Our expertise in small to medium travel spend requirements means we know exactly what's right for your business, from profiles to approval, reporting and the essentials in between, we have you covered.

One simple connection

From origin to destination, and everywhere in between, YOUR.CT is the simple, single access point to all your travel technology needs.

Whether you're a booker, manager or traveller there is a customised dashboard for you.

YOUR.CT

ONE SIMPLE PLATFORM

Profile Management

Booking

Travel Policy

Approve & Request



Invoice data

Traveller Tracking

Reports

Travel Alerts

YOUR.CT Assistant

Meet Sam:]

Whether you are on the move or away on a business trip, you can be confident that Sam can handle everything...

Sam is the 24-hour pocket assistant dedicated to making the lives of millions of business travellers easier.



Check-in reminders



Weather & traffic reports



Flight booking & changes



City guides



Chat



Travel alerts

Find out more at corptraveler.co.uk/meet-sam



**Our travel
content, the
power of one**

We're part of one of the world's largest travel companies, Flight Centre Travel Group, with the biggest force in people dedicated to creating the best for your business travel.

1. Travel expertise

2. Widest choice

3. Power of negotiation

4. Unique offerings



To deliver cost savings to your bottom line, we work tirelessly to give you the best value travel content in the market – from airfares to hotels, car hire to rail – whatever you need, we've got it.

We achieve this through our four pillars:

1. Travel expertise

- A global procurement team of 500 experts
- Specialist airfare teams
- Consultants in hotel/air programmes
- Acknowledged by our suppliers as industry-leading

= Expertise & passion

2. Widest choice

- Every destination, every airline, every seat



- Airfares sourced outside of the UK
- One place for all your hotel sourcing:



- Choice of bill back or pre-paid hotels

= Choice & flexibility

3. Power of negotiation

- Access to FCTG negotiated rates in over 65,000 hotels
- Specialist airfares for a wide range of industries
- Relationships and influence with every major airline
- Access over 1 million hotel properties

= Confidence & savings

4. Unique offerings

- Unique SmartSTAY offers – 3 traveller benefits, such as free breakfast, room upgrades and early check in/late check out at 3000 city centre hotels worldwide at no extra cost
- Unique SmartFLY offers – traveller benefits such as free lounge passes, upgrades and bonus air miles



- FCTG directly contracted leisure rates at 13,000 hotels
- We run our own hotels and destination management networks globally


= Value & exclusivity

Unique
offerings



CTloyalty

A rewarding relationship



The CT loyalty programme is designed to enhance our relationship with you and your business while rewarding you for your ongoing support. The principle of CT loyalty is simple: the more bookings your company makes with us at Corporate Traveller, the more CT loyalty points your company will earn, and the greater variety of rewards you can redeem. With CT loyalty you get even better value for your travel spend.

CT loyalty

Benefits

By joining the CT loyalty Programme your benefits include:

- The opportunity to earn a percentage of your total spend back in CT loyalty Points
- The opportunity for your company to earn quality rewards
- Bonus point opportunities for booking travel during promotional months

How it works

It's simple! Reward points are earned for every booking made with Corporate Traveller whether it's flights, accommodation, car hire or transfers. Every £1000 spent earns 30 reward points.

Rewards include:

- Gift cards
- Entertainment items
- Lifestyle experiences
- Kitchen gadgets

Leisure travel

Receive exclusive access to Flight Centre VIP for booking personal holidays.

When you work with Corporate Traveller, you'll receive exclusive access to discounts on leisure holidays through Flight Centre VIP, as well as the expertise of Flight Centre's dedicated Travel Experts.

Perks for you and your employees include:

- A dedicated team of our most experienced Travel Experts
- £200 off every tailor-made Journey, £100 off every beach Escape holiday*
- Access to the world's widest choice of airfares
- Access to our huge range of tailor-made holidays
- Exclusive holiday and airfare sales
- 24/7 emergency travel assistance
- ABTA and ATOL protection

*Money off applies to new bookings made on Journeys and Escapes. Only redeemable with Flight Centre VIP, non-transferable or to be used in conjunction with any other offer. No cash alternative.





Meetings
and events

We create
experiences that
engage and inspire

Meetings

Complete venue sourcing service.

Our venue source team has access to a large portfolio of global hotels & venues ranging from traditional hotel spaces through to unique and quirky solutions.

We can integrate your preferred product into the venue source process as well as your internal meeting space.

We can ensure that you get excellent venues, with strong negotiations on cost and robust reporting.

Group travel

Group travel management.

Our Group Travel teams bring together all the elements of your group travel requirements for meetings, conferences and events. With our global resources and negotiating strength, we arrange competitive group travel itineraries for 10 to 1000 people.

Your dedicated group travel expert creates a long lasting relationship that you can rely on, giving you peace of mind that your travel logistics are taken care of. Whether we are managing one, some, or all of your group travel requirements, we are the perfect extension to your team.

Event Management

Event management, conference & travel incentive solutions.

Our event management teams assist our customers with every logistical element that goes with sourcing, contracting, organisation, execution, and reconciliation of meetings, conferences, product launches, road shows, travel incentives, exhibitions, symposiums, summits, AGMs, special events, award dinners and celebrations.

Our travel incentive specialists have travelled the world to garner a wealth of real world experience to give our customers the insights they seek. Each an expert in concept development, program design, teaser programs, registration, travel and destination management and on-site logistics management.

Event production

Live and screen production solutions.

Our talented production teams have the unique ability to blend their strategic business communication knowledge with their theatrical expertise to create experiences that are transformational, original and highly thought provoking.

We've got you covered, with stage set design and management, event design, AV design, technical direction, entertainment and speaker sourcing, scripting and speaker support, and full show call.


Creative services

Creative direction, design, branding and communications.

Our full-service, integrated creative studio is driven by a collective of free thinking creative teams. They live and breathe communication design which allows them to connect with the customer's brand and take them on a journey that will be unexpected, revealing and visually arresting.


From a loose sketch on a piece of paper to a fully visualised experience, the studio team love crafting everything from event strategy, delegate journey, on screen content, video production, branding and visual identity, graphic and digital production, 2D and 3D design and web development.





Production, sports
and creative

Delivering high touch
travel and logistics



"Corporate Traveller production, sports and creative are a real support for us at Harlequins. They are there with us every step of the way and understand the tight schedules, the inevitable last minute nature of our travel and the challenge of travelling as a group."

Graeme Bowerbank
Head of Rugby Operations
Harlequin Football Club Ltd

From productions and shoots to large-scale projects and sports or music tours, our specialist team delivers high touch travel and logistics.

Group travel

Our specially negotiated rates for flights, hotels and vehicle hire offer both value and flexibility.

Media baggage rates

Your experienced Travel Consultant can secure specialist media baggage rates and arrange pre-payment options to save you time and money.

On site management

Need some extra support during a project or tour? We can work on site, meaning any last-minute changes or emergencies can be dealt with on the spot.

Visa and carnet assistance

We can help source the correct visas and carnets for your projects, saving you research time.

Meet and greet services

To help with group check-ins we can arrange a meet and greet service for you, along with porter service for transporting large amounts of luggage through airports.

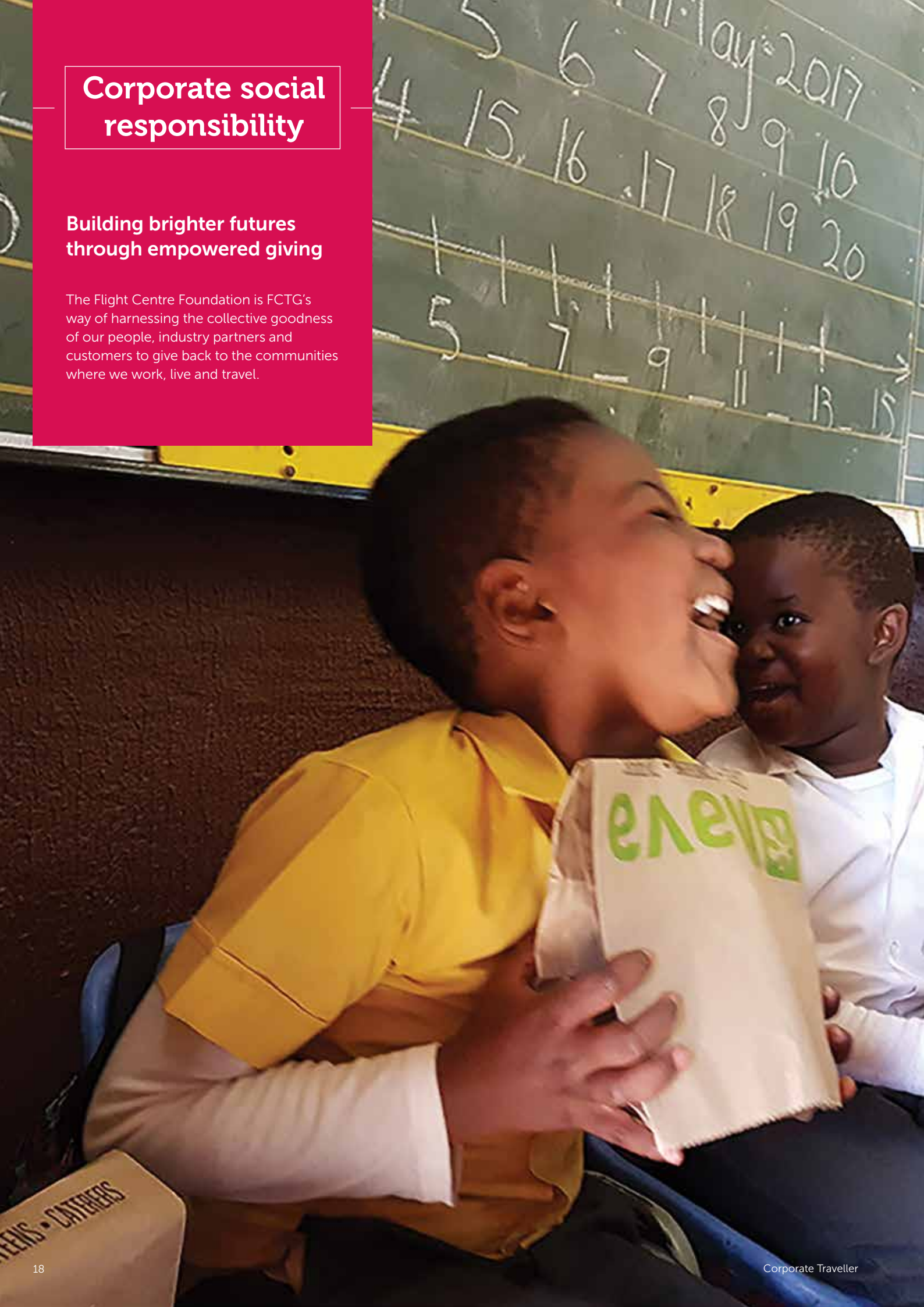
24/7 emergency assistance

Our 24/7 emergency assistance team is available for immediate support if an emergency situation occurs while you're travelling.

Corporate social responsibility

Building brighter futures through empowered giving

The Flight Centre Foundation is FCTG's way of harnessing the collective goodness of our people, industry partners and customers to give back to the communities where we work, live and travel.





Charity of the year

Each year we enter a relationship with a charity chosen by our staff. In 2017-8 our chosen charity is MIND.

Wildhearts

Through the profits from their office supplies business, our stationery provider Wildhearts fund loans to empower the poor and help them work their way out of poverty.

Recycling

Through our relationship with First Mile we are proud to say we are a zero waste to landfill business. First Mile recycle 90% of our waste. The rest will be used to generate electricity.

Green energy

Flight Centre's energy contract is made up of renewable source electricity. This comes from a combination of wind, solar, good quality CHP & tidal energy to name a few.

Carbon offsetting

We monitor our carbon footprint and the environmental impact of our business travel. We then offset the carbon emissions from all staff travel. The money from this is invested back in to carbon neutral projects such as the building of wind farms or solar power plants.

Flight Centre Foundation

- We sponsor a primary school in Soweto, South Africa, through our Flight Centre Foundation
- Over our five-year partnership, we're determined to transform the school and transform the lives of the pupils
- Every pound raised by our staff is matched pound-for-pound by Flight Centre Travel Group



FLIGHT CENTRE
FOUNDATION

Glasgow
Manchester
Liverpool
Birmingham
Oxford
Bristol
Edinburgh
Newcastle
Leeds
Hull
Loughborough
London city
Clerkenwell
Chancery Lane
Waterloo
Vauxhall
Wimbledon
New Malden
Woking
Gatwick

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