

CAPABILITY STATEMENT

corporate travel





EXPERTS IN BUSINESS TRAVEL

Corporate Travel Management (CTM) has a strong 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 programme strategies that have been deployed across other 'like' organisations.

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

Core Competencies

- **Proprietary in-house technology:** Built in regional CTM Tech Hubs, our technology offers unbeatable speed-to-market, agility and customisation, founded upon a global technology architecture and developed regionally for local needs and market nuances.
- **Local people and expertise, everywhere you go:** CTM's Regional Leadership, Account Management, and Travel Consulting teams offer local market expertise and accountability to drive your travel programme's ongoing performance. No outsourced servicing.
- **Global buying power:** AU\$12b TTV (pro-forma FY19).
- **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.
- **Lightning online booking tool:** The first corporate online booking tool to replicate the consumer travel experience, driving greater efficiency, adoption, and compliance.
- **Pre-trip approval:** Integrated, automated pre-trip approval tool with customisable workflows – no paper-based processes.
- **Risk management:** Global traveller tracking and risk identification.
- **Sustainable travel:** CTM's Climate+ programme provides market-leading carbon reporting and carbon offset solutions, supported by 'green choice' features in the Lightning online booking tool to encourage more sustainable travel.
- **Reporting:** Powerful, aggregated travel programme reporting across air, accommodation and ground transport and dissectible by region, cost centre, and traveller.
- **Travel forecasting:** Empowering Travel Bookers to make more informed and efficient decisions about the most cost-effective time to travel.
- **Wellbeing insights:** Enabling you to identify behaviours 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 travellers 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 travel programme consolidation

[VIEW CASE STUDY >](#)



Case Study: Cost savings

[VIEW CASE STUDY >](#)



Case Study: Fare forecasting technology

[VIEW CASE STUDY >](#)



Case Study: Successful implementation in 6 weeks

[VIEW CASE STUDY >](#)



Case Study: Complex travel programme implementation

[VIEW CASE STUDY >](#)



Case Study: Customer experience one year on

[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 large and small 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 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 maximise on their programme optimisation 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 Centre 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+ programme. [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 raise capital during the COVID-19 pandemic. [Learn more](#)

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

EXPERTS IN TRAVEL MANAGEMENT

CTM has a proven track record in developing strategic travel programmes. 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 optimisation across every aspect of your travel programme.

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

Key Travel Programme Objectives

We see several common and recurring travel programme 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 industry and the travel landscape, including reliable, integrated travel risk information, integrated and customisable pre-trip approval workflows, global traveller tracking and emergency communications tools, digital payment solutions, budget forecasting, and compliance reporting
- **Increased focus on duty of care** - ensuring robust duty of care policies and solutions are in place and adhered to across the travel programme to support safety, confidence, reduce risk, and disruption
- **Commitment to sustainable travel** – providing

access to in-depth carbon emissions reporting, the ability to identify and utilise sustainable travel suppliers, and offset carbon emissions generated by travel

- **Consultative Account Management and personalised service** - an experienced, in-house local travel team that knows your business, people and travel programme objectives, and works collaboratively with you to unlock new and ongoing opportunities for programme optimisation to drive cost savings, reduce risk, and enhance traveller wellbeing
- **Complex travel expertise** - the comfort of 24/7 in-house travel assistance to support complex, fast-changing travel requirements.

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

- **Travel programme consolidation**
- **Increase travel policy compliance**
- **Increase online booking adoption**
- **Challenging work locations and complex travel requirements**
- **Cultural sensitivities**

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 optimise our customers' travel programme performance.



“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 decentralised vs. centralised travel bookings.

The implementation project ran by CTM was highly organised 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 organisation 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 programme.”

Sandra McCormack – National Procurement Manager, Downer New Zealand

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 personalised 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, 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 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 personalised 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 wanted to call out exceptional customer service from CTM during the recent challenge of relocating a recruit from the UK. We have had quarantine issues, country restrictions, cancellations, exorbitant costs, last-minute rule changes, and so on. Our CTM Travel Consultant sourced alternative options, researched international quarantine restrictions, confirmed COVID-19 requirements for various airports, and other complications. They dealt with all of these complications with promptness, efficiency, and good humour. We (hopefully) have now found a workable, and financially acceptable solution."

CTM construction industry customer.

TRAVEL INSIGHTS

CTM's travel analysis teams continuously analyse booking data across our customer portfolio to identify best practice booking behaviours and emerging trends that will deliver continuous improvement to your travel programme, including cost savings and efficiencies for your team.

For the ERM industry, there is now a greater focus on:

- Accountability of **travel expenditure**
- Robust **pre-trip approval** mechanisms
- Modernising the user experience through **technology adoption**; single booking and approval workflows, and mobile apps

- **Sustainable travel** via carbon offsetting and reporting
- Enhancing **traveller wellbeing** and **duty of care**.

Technology integrations are a rising trend as more than ever our customers look to digitally transform their travel programmes. Whether a result of systems upgrades, M&A integrations, 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 programme and strategically aligned TMC partnership.

CTM CUSTOMER TRAVEL TRENDS

CTM conducted a 2022 Global Customer Survey^[2] and identified the following trends which influence our ongoing travel programme optimisation strategies for our 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 customers are most looking forward to achieving from business travel

The power of face-to-face connectivity to 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

THE TOP FOCUS FOR TRAVEL PROGRAMMES – 2022

- **Customer service** for Global Programmes (3+ continents)
- **Cost reduction** for Regional Programmes (1 continent)

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 programme in the coming 12 months, our customers are placing higher importance on health & wellbeing, and community & social impact beyond the more traditional areas of environmental impact and carbon footprint:

1. Health, safety & wellbeing
2. Community & social impact

^[2] CTM Global Customer Survey - May 2022

OPPORTUNITIES FOR PROGRAMME OPTIMISATION

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.



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 Programme Manager, Travel Booker or business traveller, 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.

PRE-TRIP TOOLS



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



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



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



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

IN-TRIP TOOLS



CTM Lightning Mobile – book domestic and international air and hotel on-the-go.



CTM Traveller Tracker – pinpoints your travellers on an interactive global map at any point in time, by date-range, country or risk level.



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

POST-TRIP TOOLS



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



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



CTM Wellbeing – identify behaviours and trends which could impact the performance of your team.



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

Booking Behaviour Optimisation

Our travel experts keep on top of your industry news, market developments, risks, and opportunities. Travel booking behaviour 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 programme performance reports, and can provide ongoing training to support your team's evolving needs and programme optimisation strategies.

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

User Engagement

We believe taking a holistic approach to travel programme development is key to driving programme compliance and engagement. That means incorporating company-wide feedback into programme development and optimisation strategies including your Operations, Finance, Procurement, Travel Bookers, and the Executive team. This collective approach ensures solutions are designed to deliver value for every stakeholder within the travel programme, increase transparency and open lines of communication to drive engagement, compliance, adoption, and complete alignment to your company's objectives.



“We know the importance of understanding what our customers want to achieve from their business travel. Delivering a travel programme that not only can be optimised to meet evolving trends and technology but delivers results for long-term business success is what we do best.”

Molly Choi, CTM Head of Client Value Management – Asia

Connect with an expert

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

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

Contact our team to discuss your travel needs today.



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Published February 2023

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