



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 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 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 customization, 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 program's ongoing 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:** Our travel team seamlessly integrates expertise with cutting-edge technology, ensuring highly personalized service that not only meet but exceed customer expectations, 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.
- **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 customizable workflows – no paper-based processes.
- **Risk management:** Global traveler tracking, risk identification, and emergency communications.
- **Sustainable travel:** CTM's Climate+ program 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 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.
- **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.
- **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:**  
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:**  
Global travel program consolidation

[VIEW CASE STUDY](#)



**Case Study:** Complex travel program 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 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 on 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 over 100 countries.
- 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**
- CTM has a financial position that supports ongoing investment in service excellence and innovation. **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 the global recognition, standing as a testament to our unwavering commitment to excellence in service and technology innovation. Our continued pursuit of excellence has earned multiple industry awards, solidifying our position in the industry. 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

---

### 2024 Business Travel Sustainability Awards Europe

- Achievement in Sustainability: Corporate Booking Platform (Lightning)

---

### 2023 Business Travel Sustainability Awards Europe

- Corporate Booking Platform (Lightning)

---

### 2023 Business Travel Sustainability Awards Europe

- Corporate Booking Platform (Lightning)

---

### 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 TTG Travel Awards

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

---

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

- Best National Travel Management Company awarded 14 time

---

### 2022 World Travel Awards

- United States Leading Travel Management Company

---

### 2021 World Travel Awards

- Leading Travel Management Company (Australia and North America)

---

### 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 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 industry 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, 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 program 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 utilize sustainable travel suppliers, and offset carbon emissions generated by travel.
- **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 program optimization to drive cost savings, reduce risk, and enhance traveler well-being.
- **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 program 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 optimize our customers' travel program 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 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**





# 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, 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 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:

- Displays 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 flights, 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 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 the service provider
- CO<sup>2</sup> emissions by fare class.

# 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.

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.

## 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.

## 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 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.



“Our local Account Management and Operational teams’ work collaboratively with our customers to deliver outcomes that are aligned to travel program objectives and drive business success.”

— **Maureen Brady, CTM Chief Commercial Officer - 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 SMART TECHNOLOGY SUITE >





NORTH AMERICA  
AUSTRALIA  
NEW ZEALAND  
ASIA  
EUROPE

# 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](https://us.travelctm.com)

PUBLISHED MAY 2024