

# SUPPORTING OUR CUSTOMERS

THROUGH COVID-19



## CUSTOMER SUPPORT

Providing round-the-clock service and support to our customers during the COVID-19 pandemic has been, and remains, our number one priority.

We are extremely proud of the expertise, passion and dedication displayed by our teams across Australia, New Zealand and around the world during this unprecedented time.

Some of our key achievements include:



**38,000**

British nationals repatriated to the UK on behalf of the UK Foreign & Commonwealth Office



Risk Alerts and Traveller Tracking

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Customer contract extensions, new customer wins and implementations



### Round-the-clock travel support

During April/May 2020 our after-hours travel team:

- managed **thousands of emergency** travel requests
- answered **70% of calls in less than 30 seconds**



Travel policy review and redesign: helping hundreds of customers optimise their travel program



Unused ticket credits: identify, manage, redeem valuable credits

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## EDUCATION & TRAINING

Our teams have been pro-actively engaging with customers throughout the COVID-19 travel 'downtime' to provide essential training and resources to **build knowledge, confidence, safety and efficiency** as they prepare for a return to business travel.

**16**

customer webinars

**850**

attendees

- Navigating business travel post-COVID-19
- Data-driven travel policy
- Risk management strategies
- Traveller wellbeing
- Utilising ticket credits for budget optimisation
- Hotel programs reviewed
- Traveller reporting
- Travel technology deep-dive
- Optimising the business travel experience and more!

For the latest business travel insights and news...

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and follow CTM...



Business Travel Survey Results

[VIEW](#)

Path to Flying Again Playbook

[DOWNLOAD](#)

More COVID-19 travel resources

[VIEW ALL](#)

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### TECHNOLOGY

CTM's Australia / New Zealand Tech Hub has responded quickly to the evolving needs of our customers by prioritising the development and delivery of innovative solutions that drive **safety, confidence and duty of care** for our customers and their travellers.



**100+**

**airlines' reassurance features** integrated into the Lightning OBT, showcasing COVID-19 related health and safety features within the booking process

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CTM Mobile app daily **check-in feature** to verify traveller safety



Launched new **Traveller Wellbeing** reporting tool in CTM SMART Data

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Launched **CTM Climate+** carbon reporting tool and carbon offset program.

[LEARN MORE](#)

COMING SOON...

**New CTM Portal**, including:

- **'Track'** - new proprietary **traveller tracking** tool identifies travellers by location, itinerary and risk rating
- **'Approve'** - new proprietary **pre-trip approval** tool

### INDUSTRY ENGAGEMENT

Our teams have maintained regular contact with travel suppliers to identify and influence changes to services, booking conditions and availability for the benefit of our customers.



**300+**

global customer survey respondents share their insights to influence future travel services

[VIEW SURVEY RESULTS](#)



Federal and state/territory government liaison



Monitoring changes to services, schedules, booking conditions



Supplier benchmarking and forecasting



Virtual product training for travel consultants

We're back to business as usual and ready to assist you with your travel needs. **Contact CTM today to discuss your travel program objectives.**