



CAPABILITY STATEMENT

Energy, Resources and Marine Travel

Experts in energy, resources and marine travel management

Corporate Travel Management (CTM) has a proven track record in developing strategic travel programs for companies in the energy, resources and marine (ERM) industry (oil and gas, resource, mining, energy, marine and fisheries). 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 of the ERM industry.

CTM's specialised teams of experts mobilise quickly and adjust to the unpredictable. We understand the demands of the ERM customers and provide high-touch services to ensure safe and reliable crew rotational movements. 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 program.

TAILORED TRAVEL SOLUTIONS

Our comprehensive travel management services are designed to meet the unique objectives of ERM businesses. These include:

- **Offline Support:** Coordinating charters and regional accommodation for remote locations.
- **Remote/regional hotel sourcing:** This might include securing lodgings close to work sites or arranging temporary housing solutions like portable cabins or camps.
- **Specialised fares:** Negotiation of airfares to support regional locations for mining projects and both offshore and onshore energy exploration and maritime operations.
- **Risk management tools:** Global traveller tracking, risk identification and emergency communications.
- **Online booking tool:** Integration capabilities with HR, expense and workflow management systems.
- **24/7 emergency support:** Last-minute changes due to weather, operational needs, or project timelines. This requires highly flexible travel arrangements that can be adjusted or cancelled with minimal penalty.
- **Crew rotation management:** Managing the rotation of crew members is critical and must accommodate the cyclical nature of crew changes, ensuring that personnel arrive on time for their shifts.

- **Emergency response and support:** In the event of an emergency, such as natural disasters or accidents, we deliver rapid response travel solutions to evacuate staff or bring in specialised personnel.

We recognise that every ERM business has distinct goals and challenges and CTM can support those such as:

- **Charter coordination:** Managing seasonal group movements efficiently.
- **Workforce management solutions:** Integrating third-party tools to centrally manage crew travel effectively. Experience supporting large-scale crews, company employees and contractors, industry processors and ancillary staff.
- **Remote and challenging destinations:** Travel often involves remote and difficult-to-access locations, such as offshore rigs, mines and exploration sites. These destinations require specialised transportation arrangements, including charter flights and specialised vehicles.



Crew movements made simple

LIGHTNING GROUP BOOKING TOOL

Streamline your booking process for crew movements, groups or bulk booking requirements with the Lightning Group Booking Tool; CTM's policy-compliant bulk booking solution for crew movements and large groups with complex itineraries.

- **Unlimited travellers and routes:** No limit to the number of passengers and no requirement to have a consistent itinerary across bookings.
- **Easily search for flight schedules:** Check flight schedules within the tool and retrieve all required flight information.
- **Self-manage bookings online:** Easily self-manage individual bookings via Lightning, including changes and cancellations.

ACCOMMODATION ALLOTMENTS

CTM offers specialised management of accommodation allotments, ensuring that you have reliable access to safe, comfortable, and conveniently located accommodation. Given the demanding nature of ERM projects, particularly in remote locations, we provide flexible solutions that are tailored to the unique schedules and sizes of your crew. Whether managing short-term assignments, rotational work, or long-term project teams, CTM ensures that room availability, location and amenities meet the needs of your crew, helping maintain productivity and wellbeing.

Room allotments: Comprehensive end-to-end management of room allotments supported by CTM's proprietary accommodation distribution platform - Sleep Space.

Integrated booking process: Integrated room allotments into the Lightning OBT booking system, simplifying the process for both travel managers and travellers.

Live reporting: Real-time live reporting on accommodation inventory usage which helps support supplier negotiations for right-sizing agreements.

AIRCRAFT CHARTERS

With expertise in the ERM industry, CTM is positioned to negotiate, coordinate and manage complex charter fleet requirements. We understand the critical need for reliable and flexible charter solutions to support remote and high-demand project locations, ensuring seamless travel that aligns with your operational schedules and workforce needs. From securing competitive rates to managing on-the-ground logistics, CTM provides end-to-end charter management tailored to the ERM industry.

- **Centralised management of charter requirements:** Streamlined coordination of all charter needs for remote and high-demand locations.
- **Strategic charter negotiation:** Leveraging CTM's extensive supplier network to secure competitive rates and optimal fleet availability.
- **Expert coordination of chartered aircraft fleets:** Ensuring seamless management of aircraft logistics, tailored to the specific requirements of the ERM industry.
- **Management of flight manifests:** Ensuring accurate management of passenger details and flight information to support smooth logistics, compliance and alignment with project schedules.

EVACUATION MANAGEMENT

In emergency situations, swift action is essential to ensure the safety of your crew. When disaster strikes, CTM's proven experience and established processes ensure that your staff are quickly evacuated to safety. With experience in crisis management and evacuations, we help you navigate through high-pressure situations with confidence.

- **Proven experience in evacuations:** Expert handling of emergency situations, ensuring a rapid and effective evacuation.
- **Strong supplier relationships:** Access to a wide range of resources and inventory, thanks to established partnerships with key suppliers.
- **Traveller tracking tools:** Quickly locating and communicating with your crew.
- **24/7/365 emergency assistance:** Round-the-clock support to manage and coordinate evacuation efforts whenever needed.



Proven track record

REGIONAL ACCOMMODATION SOLUTIONS

1,175 room nights secured within days

Navigating the unique accommodation challenges of regional Queensland, often defined by its capacity constraints, becomes an even greater feat when tasked with securing accommodation for over 1000 room nights at short notice. A CTM customer faced significant accommodation hurdles to facilitate a track closure in regional Queensland, requiring 1,175 room nights. Aware of the region's room availability issues, CTM swiftly crafted a dedicated team, enabling proactive collaboration between the customer, Network Operations Leaders and CTM, to deliver an effective solution. A dedicated CTM Travel Consultant surpassed all expectations by swiftly obtaining room allocations, including chargebacks, in just over a week.



“This has far exceeded my expectations, and I wanted to call out the significant support and collaboration of CTM and our teams. I would also like to recognise Tess for all her help in providing me with all my reporting requests over the last 2 months as we reviewed the network’s travel programme performance. Her knowledge, patience and support over this time has been truly appreciated.”

MINING EVACUATION

550 mining personnel successfully evacuated within 24 hours

When a sudden Yellow Alert cyclone warning was issued off the coast of Western Australia, a CTM mining customer faced the urgent need to evacuate 550+ personnel from remote locations. The situation was complicated by the region's limited transportation options, unpredictable weather and a public holiday. CTM quickly assembled a dedicated team, continuously tracked weather developments and leveraged their strong supplier relationships. Notably, CTM rerouted a scheduled Qantas flight, ensuring the evacuation of 87 additional personnel when other airline options were exhausted. Within 24 hours, CTM successfully evacuated all 550+ personnel, securing emergency accommodation and ensuring their safety despite the challenges.



“Our company had the huge task of reducing the number of personnel at our mine sites in four weeks due to cyclones. On both occasions, we contacted CTM for assistance with minimal notice, requiring a large number of personnel to be evacuated to Perth and eastern state ports. CTM provided a dedicated team to manage the process, ensuring we met our tight deadlines. CTM always goes above and beyond to meet our travel needs and they have proven that they will go one step further when we need emergency assistance. Our team can always rely on them, and they always provide fantastic service.”



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NEW ZEALAND
NORTH AMERICA
ASIA
EUROPE

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 program to a new
level of performance.

**Contact our team to
discuss your travel
needs today.**