



CAPABILITY STATEMENT

# Corporate Travel

# About CTM

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Corporate Travel Management (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 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 maximise their program 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.<sup>[1]</sup>
- Publicly listed since 2010 (ASX:CTD).  
**Visit the CTM Investor Centre [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](#)**

## FINANCIAL PERFORMANCE

- Read the CTM Annual Financial Report **[here](#)**
- CTM has a financial position that supports ongoing service excellence and innovation. **[Learn more](#)**

<sup>[1]</sup> Based on publicly available financial performance data.



# MULTI-AWARD-WINNING FOR SERVICE AND TECHNOLOGY INNOVATION GLOBALLY

At CTM, we pride ourselves on going above and beyond industry benchmarks and customer expectations. We consistently strive to set new standards and to demonstrate our commitment to excellence and continuous improvement.

As such, CTM has been recognised around the world as leaders in their field. Such recognition from customers, suppliers, industry peers and employees inspires our team to continually define new levels of excellence.



## OUR MOST RECENT AWARDS INCLUDE

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### **2024 Business Travel Sustainability Awards Europe**

- Achievement in Sustainability: Corporate Booking Platform (Lightning)

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### **2024 TTG Travel Awards**

- Best Corporate Travel Agency, Asia (awarded 3 times)

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### **2024 World Travel Awards**

- Asia, Oceania, Australia & New Zealand's Leading Travel Management Company

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### **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

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### **2023 Business Travel Sustainability Awards Europe**

- Corporate Booking Platform (Lightning)

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

- Best National Travel Management Company awarded 14 times

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### **2022 World Travel Awards**

- North America's Leading Travel Management Company

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### **2021 Business Travel Awards Europe**

- Best Corporate Booking Platform

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### **2021 SmartBrief Awards**

- Innovation Award for Travel Management

# The Butterfly Philosophy

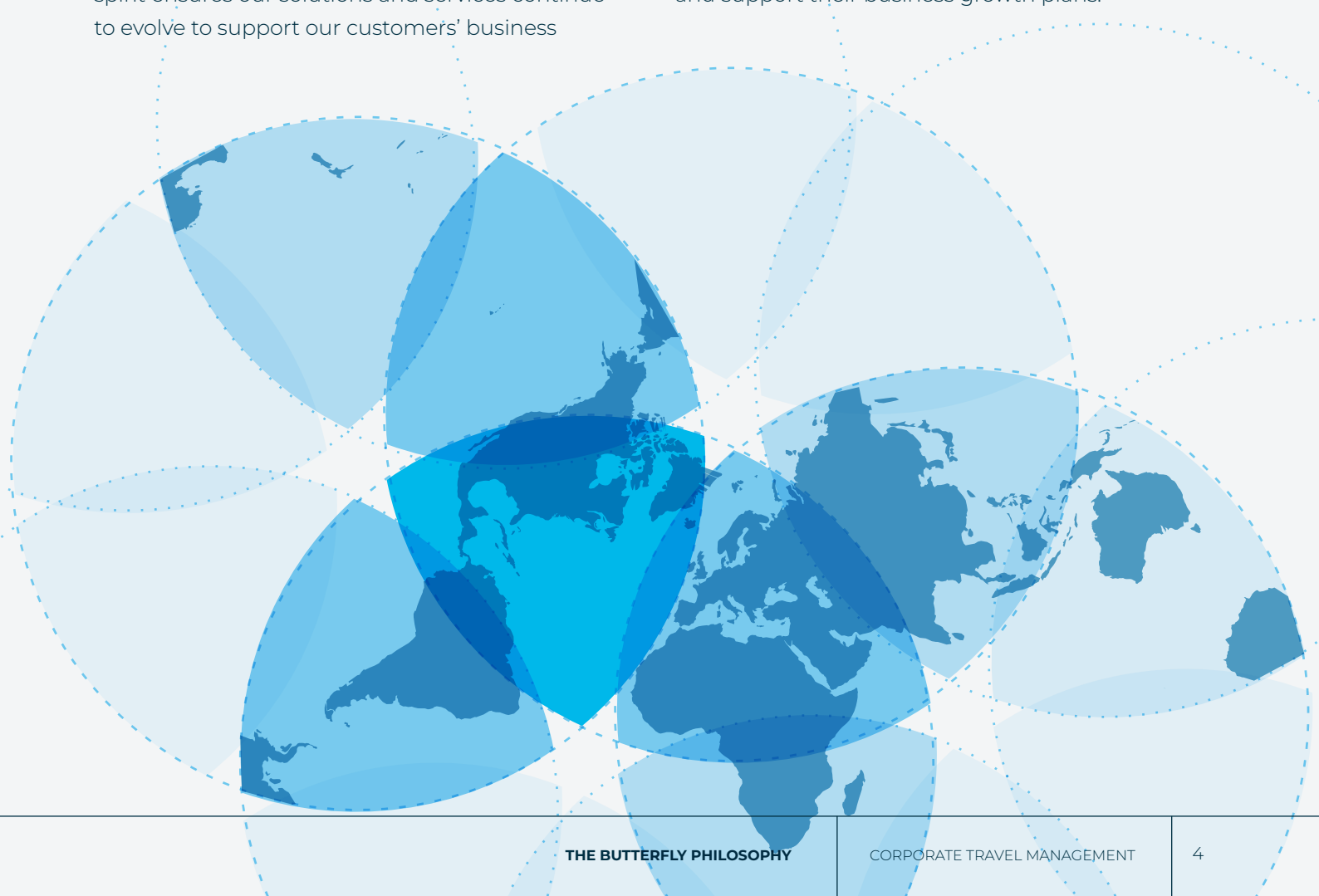
## SUPPORTING YOUR EVOLVING TRAVEL NEEDS

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 personalised 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 business travel

CTM has a large and diverse 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' 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 program, utilising proven strategies, innovative AI solutions and leveraging big data, to deliver strategic outcomes which align with your business's unique travel program needs and priorities.

## CORE COMPETENCIES

- **Personalised travel management:** CTM provides a highly personalised service to its customers, adapting travel programs to

meet the specific needs of their business and employees - whether a small business, regional, multi-national or global organisation. We foster strong customer relationships which allow us to tailor our travel management strategies and deliver a positive ROI for our customers.

- **Innovative technology solutions:** CTM's ecosystem of travel tools simplifies the travel process and optimises efficiency for businesses and travellers. Via one portal, customers can manage bookings, monitor spend and access data insights in real-time, helping them make better travel decisions and improve the traveller experience.
- **Delivering a return on your investment (ROI):** CTM delivers significant cost savings and a measurable ROI through strategic sourcing and global buying power, intuitive technology that drives adoption and program compliance, and the expertise of our dedicated account management and travel consulting teams.
- **Experts in strategic events management:** CTM Meetings & Events provide logistics, concept creating, venue sourcing, event production and technology development for corporate events and group travel. [Learn more](#)



## DIFFERENTIATORS

- **Entrepreneurial spirit:** 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 commit to collaboration, accountability, agility and a willingness to do things differently.
- **Personalised service:** Our travel team seamlessly integrates service expertise with cutting-edge technology, ensuring highly personalised solutions that not only meet but exceed expectations.
- **Local teams and expertise:** CTM provides regionally designed travel programs, serviced by local in-house travel experts and supported by regionally designed technology solutions that meet the needs and nuances of your local market.
- **Sustainable travel:** CTM's Climate+ program provides market-leading carbon reporting supported by sustainable booking features in the Lightning online booking tool to encourage more sustainable travel.
- **Wellbeing insights:** Enabling you to identify behaviours and trends that could impact the performance of your team.
- **Proprietary & agnostic technology:** We build our own technology and own the development roadmap, ensuring fast and responsive new technologies. We can seamlessly integrate a wide range of travel tools into a bespoke travel management solution that meets your needs and preferences, including CTM's award-winning Lightning online booking tool or a range of third party solutions.
- **Lightning online booking tool:** The first corporate online booking tool to replicate the consumer travel experience, driving greater efficiency, adoption and compliance.
- **CTM Scout:** The AI-powered virtual travel assistant helps travel arrangers and travellers self-manage bookings online 24/7, driving efficiencies and a heightened customer experience.
- **CTM Sleep Space:** An accommodation contracting and distribution platform that delivers tailored accommodation content to CTM customers exclusively via their preferred booking method.
- **Reporting:** Powerful, aggregated travel program reporting across air, accommodation and ground transport and dissectible by region, cost centre, traveller and more.
- **Travel fare forecasting:** Empowering travel bookers to make more informed and efficient decisions about the most cost-effective time to travel.
- **CTM Ride-share:** Notifies travelling 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.



# 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 optimisation 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 travelling 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 business 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, compliance reporting and AI tools that provide fast and efficient self-service solutions for high volume requests.
- **Return on investment** - the delivery of a travel program that maximises cost savings while driving efficiency gains.
- **Commitment to sustainable travel** – having access to in-depth carbon emission reporting and travel tools to encourage more environmentally responsible booking and travel behaviour.
- **Consultative account management and personalised 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 travel program optimisation to drive cost savings, reduce risk and enhance traveller wellbeing.

- **Complex travel support** - the comfort of 24/7 in-house travel assistance to support complex, fast-changing travel requirements.
- **Remote and hybrid workforces** - delivering flexible travel solutions, real-time data access and streamlined booking tools, ensuring employees can easily manage their travel needs from any location while maintaining cost control and policy compliance.

Of course, all customers have unique challenges and requirements based on their industry and business objectives that require expert travel management solutions. These may include:

- **Cultural sensitivities** - ensuring travel policies and programs comply with local regulations and accommodate for regional nuances.
- **Challenging and remote work locations** - being able to cost effectively mobilise and accommodate single and group travellers in regional and remote sites.
- **Matter code management** - ensuring the accuracy of matter numbers/GL coding for efficient expense management.
- **Billable travel** - the ability to track the life of a ticket to ensure accurate billing against projects.
- **Expat travel** - the management of billing based on the host country and type of travel (repatriation, expatriation and business).

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 program performance.

# Opportunities for program optimisation

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 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.

## 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

program performance reports and can provide ongoing training to support your team's evolving needs and program optimisation strategies.

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.

## 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 optimisation strategies including your operations, finance, procurement, travel bookers, data security, sustainability 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.

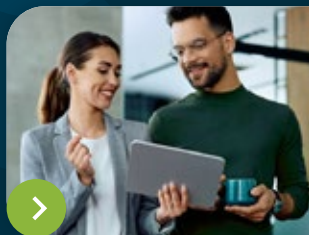


“Our strategic account managers, travel consulting and product development teams work closely with our customers across multiple levels of their organisation. By understanding what motivates our customers, we create a travel program that not only evolves over time but is also optimised for all areas of their business.”

—— **Chris Rose, CTM General Manager  
Queensland, Australia**



## PROVEN TRACK RECORD



### **Case Study:** Cost savings

[VIEW CASE STUDY](#)



### **Case Study:** Fare forecasting technology

[VIEW CASE STUDY](#)



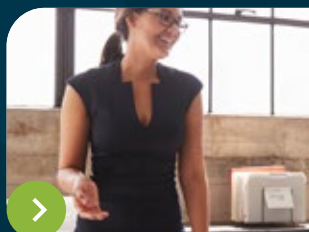
### **Case Study:** Successful implementation in 6 weeks

[VIEW CASE STUDY](#)



### **Case Study:** Global travel program consolidation

[VIEW CASE STUDY](#)



### **Case Study:** Complex travel program implementation

[VIEW CASE STUDY](#)



### **Case Study:** Customer insights - a travel management journey

[VIEW CASE STUDY](#)

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“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 program.”

—— **Sandra McCormack – National Procurement Manager,  
Downer New Zealand**

# 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 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 provide your team with seamless travel management that supports a great user experience and drives higher technology adoption. These tools promote policy compliance and reduce errors for employees while delivering enhanced cost savings and risk mitigation for your company.



LEARN MORE ABOUT CTM'S TECHNOLOGY SUITE >

# Innovation & automation

CTM is committed to enhancing the customer experience through its significant investment in technology innovation and automation. Central to this effort is Scout, our AI-powered virtual travel assistant, which automates thousands of service requests monthly, including bookings, cancellations, visa inquiries and FAQs. Scout also automates email processing, reducing response times and allowing our travel consultants to focus on more complex travel needs of our customers.

By streamlining tasks and simplifying the booking process, our automation tools improve efficiency, personalise service and reduce decision-making time for travellers and travel consultants alike.

CTM integrates these innovations securely within our proprietary systems, enhancing data security and productivity without replacing the human touch.



“I just wanted to pass on that I have been absolutely loving the consultant chat! It saves so much time as I am able to smash out work while waiting for a consultant (rather than listening to hold music) and the ladies have been incredible on it! It’s an awesome feature.”

— CTM mining & resource customer





# Sustainability

At CTM, we understand that sustainability has become an increasingly important consideration for organisations when it comes to travel. By incorporating carbon data visibility during the booking process to encourage sustainable booking behaviours and utilising Climate+ reporting to provide insight into carbon footprints, organisations can effectively reduce their environmental impact and showcase their dedication to corporate social responsibility.

Sustainable travel practices reach beyond carbon footprint; they can enhance an organisation's reputation and build stronger business relationships with industry partners and stakeholders who value sustainability. We have witnessed sustainability becoming a priority for organisations, recognising 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 your business, 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.

## THE CLIMATE+ ECOSYSTEM

Business travel is important to an organisation's performance and a physically connected world can drive greater cultural understanding, cohesion and collaboration which enables communities and organisations to prosper. The CTM Climate+ 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.



## LIGHTNING ONLINE BOOKING TOOL

CTM's proprietary online booking tool, Lightning, puts the user front and centre of the travel booking process, empowering them to make more sustainable travel decisions with:

- displayed carbon emissions for air, hotel and car (using industry-leading granular calculation methods)
- the ability to filter and preference car results for EV and hybrid vehicles
- filters to sort flights, hotels and cars by lowest emissions.

## CTM DATA HUB

CTM's Data Hub reporting tool gives you visibility of your travel program's carbon footprint. Our at-a-glance summary snapshots can be dissected down to individual traveller, trip and supplier levels.

- Total CO<sup>2</sup> emissions by month
- Average CO<sup>2</sup> emissions per trip and per traveller
- CO<sup>2</sup> emissions by service type (air/hotel/car) and by the service provider
- CO<sup>2</sup> emissions by fare class.



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Don't let your business or  
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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.**

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