



CAPABILITY STATEMENT

Government Travel

Experts in government travel management

Corporate Travel Management (CTM) stands out in the government sector by offering a comprehensive suite of tailored travel management services that meet the unique requirements of government customers in the public administration and safety industry. CTM understand the complexity and challenges that make the government sector unique. Their travel doesn't fit the traditional corporate travel mould, which is why CTM understands that implementing a highly-skilled, efficient operational service delivery model, coupled with an overarching strategic long-term focus is critical to a successful government travel program.

TAILORED SERVICE DELIVERY FOR SPECIALISED GOVERNMENT TRAVEL NEEDS

Regulatory compliance: Our expertise in navigating government travel policies and regulations ensures that all travel arrangements comply with the stringent standards set by government agencies and departments.

Secure travel solutions: CTM takes significant precautions to ensure the confidentiality, integrity, and availability of government private and corporate information. As part of this commitment, we have implemented an Information Security Management System (ISMS), certificated to ISO 27001.

By location, we reflect the same governance, such as SOC2 certification in the USA and Cyber Essentials Plus in the UK.

We are also fully compliant with Data Privacy laws and regulations in all regions in which we operate, such as the Privacy Act 1988 (Cth) in Australia and GDPR in the EEA. Our commitment to data privacy is unmatched, safeguarding both traveller information and government operations and information.

CTM has been assessed against the 'Australian Signals Directorate's Information Security Manual (ISM) under the Infosec Registered Assessors Program (IRAP).

Dedicated government travel team: Our team of specialists is fully dedicated to managing government customers and providing personalised service and managing complex projects and travel needs efficiently. This ensures that your agency/department receives the attention and expertise required to manage complex travel needs effectively.

PROVEN TRACK RECORD

CTM managed the travel requirements for both the government and the opposition across 4 weeks of an election campaign.



Case Study: Election travel

[VIEW CASE STUDY](#)



Case Study: Government implementation

[VIEW CASE STUDY](#)

We understand the complexities of government travel

CTM adds strategic value to our government customers through extensive experience and expertise in servicing the unique needs of a range of government agencies and departments around the world.

We bring extensive experience in special projects after successfully managing large-scale humanitarian assistance projects (managing displaced people and extractions at scale). Some of the work includes the Thomas Cook collapse (returning passengers stranded abroad), supporting Asylum Seekers from Ukraine, Afghanistan and Sudan, and the repatriation of UK citizens during COVID. Further, CTM has experience in delivering complex and confidential travel solutions for the government sector ranging from:

- **VVIP travel** – ministerial-level travel following confidentiality protocols
- **Emergency management** – natural disaster emergency services group movements
- **Patient travel** – including coordination of specific requirements such as wheelchairs, oxygen, and stretchers
- **Charter services** – repatriation, emergency travel and government official movements
- **Confidential travel** – witness protection, judges, and domestic violence victims
- **Educational groups** and tours
- **Specialist excess baggage** – emergency response teams and groups
- **Specialised logistics** – travelling with firearms, prisoner transfers, unaccompanied minors and travelling with service animals
- **Large-scale community events** – Commonwealth Games
- **Regional and remote travel requirements** – non-global distribution system (GDS), charter flights, buses, and ferries
- **Election travel** – incumbent, opposition and media contingents
- **Relocation services**
- **Reporting capabilities** – in line with parliamentary requests
- **Hotel allotments** – end-to-end allotment management via CTM's Sleep Space. Room allotments are integrated into the Lightning OBT booking process, with live reporting on inventory usage available through Sleep Space for right-sizing agreements and assisting with supplier negotiations
- **Government hotel program** – specialised government rates and allotments negotiated based on per diems, required locations and key service and security criteria.



“CTM Travel Consultants and Account Management are consistent with providing a high level of service across all of our 16 departments. I am in constant communication with our CTM Account Management Team and have always felt very supported with our processes and special needs.”

— Government customer

“I want to personally thank you and the team at CTM for your excellent work and dedication to bringing 21 Ukrainian children to receive cancer treatment. We are all relieved that the children and their families are now receiving specialist care from the NHS.

I am so grateful for your work to make hotel bookings for the children and their families. You were often asked to make changes at the last minute and I recognise that the day would not have run smoothly without your crucial contribution. You should be very proud of what you have achieved, working to provide life-changing support to a group of unwell children displaced from their homes under the direst of circumstances. This was an incredibly fast-moving, complex operation that was delivered with compassion. Thank you again for your outstanding service. We will continue to do all we can to support Ukraine during this time.”

— Government customer





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NEW ZEALAND
NORTH AMERICA
ASIA
EUROPE

Connect with an expert —

Don't let your organisation 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.**