

GLOBAL TRAVEL
powered
BY **ne**

ONE PROGRAM, ONE PLATFORM, ONE TEAM



Global travel, done differently

When you partner with CTM, you'll enjoy the experience of global travel done differently – a uniquely designed global travel program, built with you and for you, consistently and expertly delivered in every region you operate in.

We design travel programs that drive strategic results for every part of your business and every member of your team, in every corner of the world.

That's the CTM difference.

THE UNEQUIVOCAL SPIRIT OF ENTREPRENEURSHIP

CTM was founded on the principle of challenging the status quo, asking questions and designing solutions that simply make business travel better. This commitment to continuous improvement ensures our customers' travel programs are always evolving and adapting to the opportunities that lie ahead.

What makes CTM unique is the culture which underpins how we do business. This culture is deeply rooted in our origin story and the unequivocal spirit of entrepreneurship; work hard, embrace the opportunity, keep things simple, and always act with integrity and a smile. This spirit transcends geographical borders, cultures and industries to deliver long-lasting partnerships and meaningful results for our customers across the globe.

“the unequivocal spirit of entrepreneurship; work hard, embrace the opportunity, keep things simple, and always act with integrity and a smile”

CTM embraces a culture of empowerment and accountability, flexibility and agility, connectivity, and collaboration in everything we do. These values are what make CTM think and act as one, with a laser-focus on being the best travel management partner for our customers, employees and partners in every corner of the globe.



Why CTM?

YOUR NUMBER ONE TRAVEL PARTNER

At CTM, we're focused on being the best at what we do to ensure we are your number one choice of travel partner.

When it comes to global travel programs, we believe size comes fourth to service, innovation, and savings. As the world's fourth-largest travel management company* (TMC), CTM has the scale to deliver maximum value, the spread to provide local market expertise and service wherever your travels take you, and the agility to design for tomorrow's travel needs today.

*At August 2021, based on publicly available financial performance data.

DESIGNED FOR SIMPLICITY, CONSISTENCY, AND FLEXIBILITY

We know global travel programs are complex, driven by global objectives and underpinned by regional needs and nuances. That's why we take a highly consultative and curated approach to designing your global travel program, to ensure a solution that will meet your business's unique goals, challenges, and opportunities today and into the future.

A PROGRAM AS UNIQUE AS YOUR BUSINESS AND THE PEOPLE WHO POWER IT

No matter how large, diverse, and complex your business or travel needs, we're committed to designing simple, safe and sustainable solutions that deliver measurable results.

We work with your team to source and select the right solutions for your business and people in every market you operate in and package them up into one program, accessed through one platform and supported by one team, to give your global business travel program a place to call "home."

One Team

GLOBAL SERVICING, DELIVERED CONSISTENTLY
AND EXPERTLY IN EVERY REGION YOU OPERATE IN

CTM's global travel programs are powered by a carefully crafted team of global travel experts, identified for their expertise and experience in delivering results where your business needs them.

Your dedicated global travel team is centrally managed by a Global Travel Program Manager, providing one point of contact for all program performance, optimization, and policy development needs, and serviced by a dedicated team of travel experts in every region.

NO MATTER WHERE OR WHEN YOU NEED US, WE'RE WITH YOU

At CTM, we believe that service should feel familiar wherever you are in the world. Calling your travel team should feel like calling an old friend who knows your needs and can be trusted to deliver on them.

Your dedicated CTM travel team is with you every step of the way, at every hour of the day. Whether you're catching up with colleagues in New York, securing a deal in London, attending an event in Singapore or anywhere in between, you're only one call or one click away from an expert who knows you by name and understands your every need.



“We use big data to drive personalized experiences at every customer touchpoint, so you never get lost in the crowd”

THE POWER OF ONE DRIVES THE PERFORMANCE OF MANY

No matter the size of your business or travel program, we understand the importance of every individual to the success of your program.

We take pride in making every business traveler, travel advisor, and travel program stakeholder feel like they're the only one, by providing highly personalized solutions that empower your people to perform.

We use big data to drive personalized experiences at every customer touchpoint, so you never get lost in the crowd. From understanding your booking trends and unique preferences, to customized interface experiences and omni-channel support, we understand that it's the power of one that drives the performance of many.

CTM Elite

SERVICE LIKE YOU'RE
THE ONLY ONE

CTM Elite is an optional premium tailored VIP service solution to meet your unique organizational and executive travel needs. Delivered via a dedicated expert team of VIP travel professionals, CTM Elite offers VIP travelers exclusive, personalized customer service experiences layered with expert local market knowledge and supplier influence anytime, anywhere.

As a CTM Elite customer, we take pride in making you feel like you're our only customer, empowering you to perform at the top of your game. Enjoy access to a dedicated team of Elite service specialists wherever your travels take you for complete peace of mind and an exclusive travel experience.

ENJOY ACCESS TO
A BROAD RANGE OF EXCLUSIVE VIP
SERVICES SUCH AS:

- 

MANAGER
REVIEW OF ALL
RESERVATIONS
- 

TRACKING OF
LOST, DELAYED OR
DAMAGED LUGGAGE
- 

RECONFIRMATION OF
ALL RESERVATION 24
HOURS IN ADVANCE
- 

SUPPLIER
NOTIFICATION OF
TRAVELERS' VIP STATUS
- 

UPGRADES WHENEVER
POSSIBLE
- 

ARRANGEMENT OF
LIMOUSINE AND OTHER
ANCILLARY SERVICES
- 

AIRPORT MEET
AND GREETINGS
- 

MANAGEMENT OF
COMPANION, SPOUSE,
PARTNER, AND FAMILY
RESERVATIONS
- 

SPECIAL REQUEST
RESERVATIONS INCLUDING
DINNER, THEATRE, SPA, AND
RECREATIONAL ACTIVITIES

Services available in select regions. Please discuss your needs with your CTM Account Manager.

One travel partner in every market

SEAMLESS SERVICE, CONTENT, AND
TECHNOLOGY EVERYWHERE YOU GO

CTM's extensive Global Partner Network provides global customers with a seamless service offering, consistent content and technology, and aggregated travel data across every market you operate in.

Our global network of agencies is underpinned by compatible systems, processes, and service cultures in every market, delivering a consistent commitment to exceptional service, maximized savings, efficiency, security, and compliance.

We partner with best-in-class independent travel management companies that complement CTM's wholly-owned operations through common service standards, consistent travel tools, seamless and secure data aggregation, and common values, to ensure you enjoy the CTM experience in every country your travel program operates in.

From Stockholm to Sao Paulo, Delhi to Durban, and everywhere in between, rest assured you're working with a leader in travel management who truly understands your travel program and people.

GLOBAL NETWORK

130+ countries

CTM OFFICES IN

4 continents

award-winning
IN EVERY REGION

GLOBAL TRAVEL
local experts

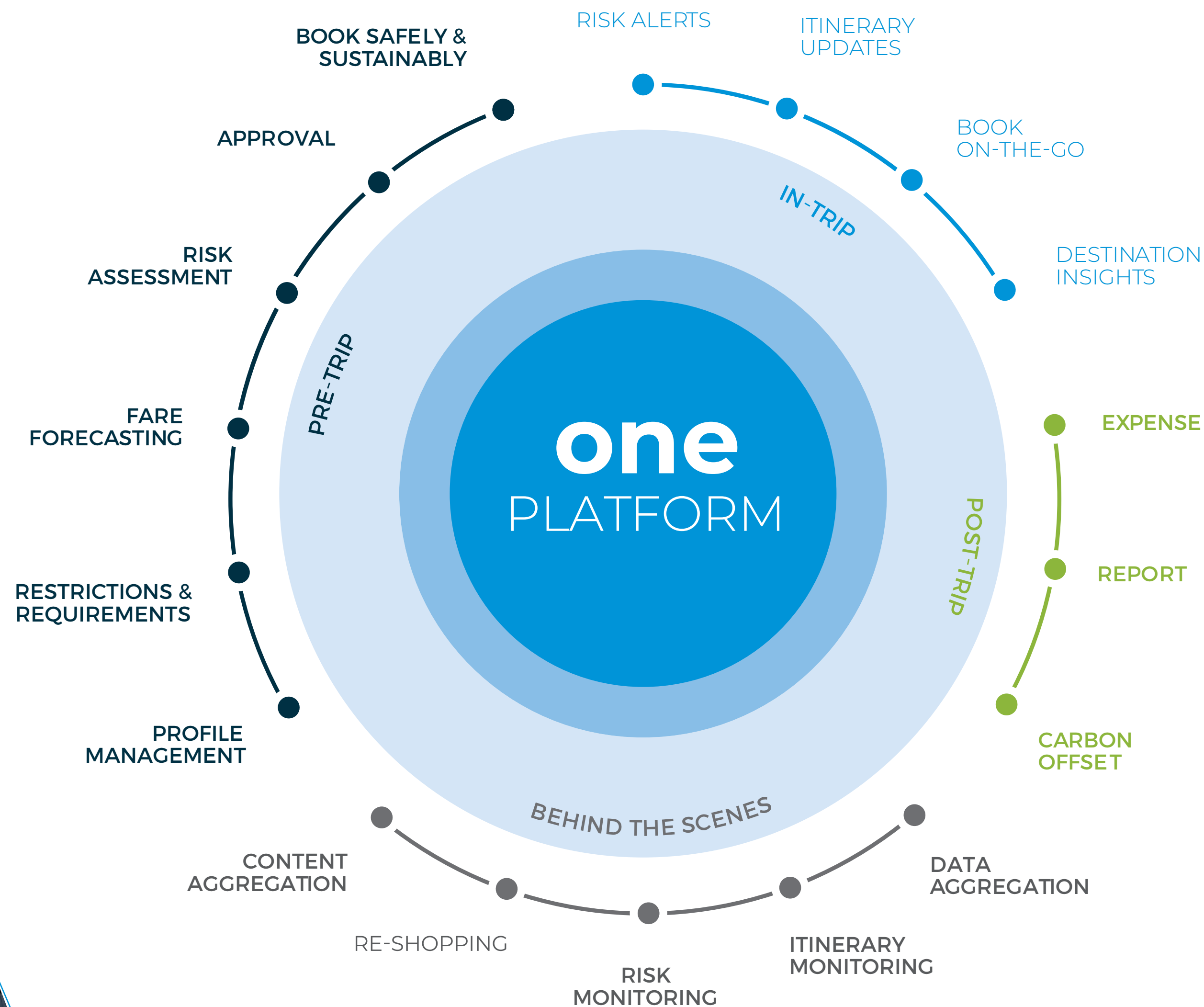
one platform

ONE TRAVEL PLATFORM, DESIGNED SPECIFICALLY FOR YOUR UNIQUE PROGRAM NEEDS

The tools you need to travel are as unique as your business and people. That's why CTM takes an agnostic approach to sourcing, selecting, and integrating the most powerful and relevant tools in the market to deliver a bespoke, singular technology solution that meets your business needs and preferences.

CTM's proprietary technology framework enables us to seamlessly integrate a broad range of tools into one travel portal, providing our global customers with a single, customized, and highly configurable platform that meets the needs of every user for maximum adoption, compliance, and user-experience.

TECH





TRAVEL TOOLS BUILT WITH YOU, FOR YOU

As a CTM customer, your feedback steers our product development process. From Client Advisory Groups to beta testing new features via the CTM Userlabs, surveys and in-product reviews, we listen to your needs and experiences to ensure you're benefiting from the most relevant and powerful solutions at maximum speed.



ONE CLICK TO FASTER, MORE EFFECTIVE, MORE POWERFUL GLOBAL BUSINESS TRAVEL

CTM's proprietary technology ensures you're just one click away from more effective travel outcomes. From the fastest, most intuitive booking tools, 24/7 multi-channel servicing, integrated safety and risk management, sustainability insights and carbon offsets, to consolidated global travel data, you're only one click away from faster, more effective, and more powerful global business travel.

“

“we own our technology and our development roadmap, ensuring our customers’ needs are our number one priority”

TECH

#1 FOR INNOVATION

We live in a diverse and fast-changing world. Developing future-fit travel programs requires outside-the-box thinking, a challenger mindset and a culture of empowerment to deliver fast, effective solutions for tomorrow’s business challenges.

CTM is committed to leading the travel industry through continuous improvement, by challenging the status quo and designing transformative solutions that deliver real and meaningful results for our customers.

This culture and commitment to innovation ensure our customers benefit from tomorrow’s travel solutions today, with first-to-market tools and services that transform the way we travel.

#1 FOR SPEED

No more technology built for the 90s. No more waiting in line for attention. At CTM, we own our technology and our development roadmap, ensuring your needs are addressed as our number one priority.

As a CTM customer, you’ll get your hands on the latest travel tools and features first. From product testing to implementation and iteration, our customers enjoy the fastest release cycles and priority response to their ongoing technology needs.

SEAMLESSLY INTEGRATED
**tools, data
& content**



TECH

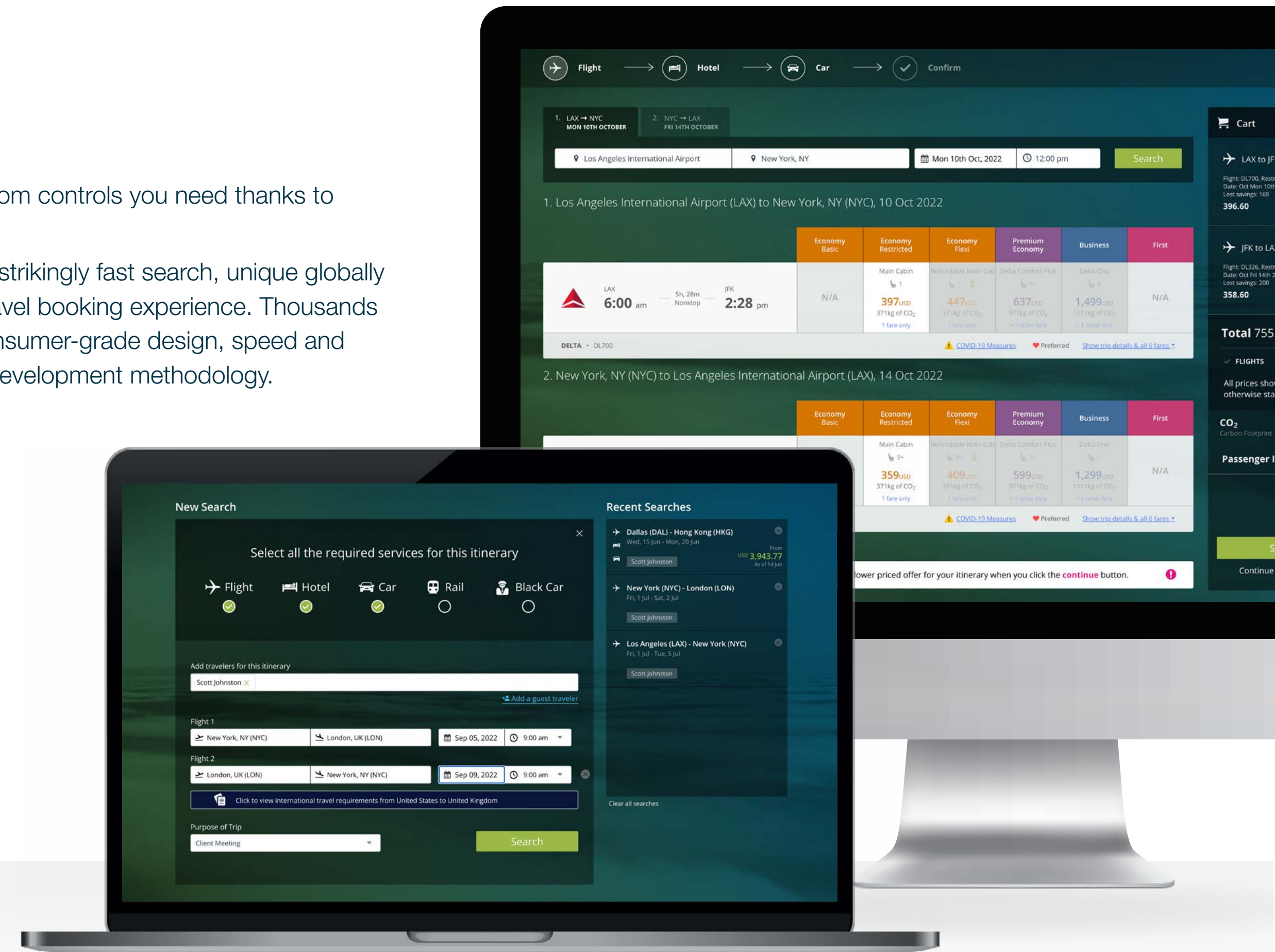
Lightning

TRAVEL BOOKING AT THE
SPEED OF LIGHTNING

Book the best local fares and rates in seconds while keeping the custom controls you need thanks to CTM's award-winning global online booking tool, Lightning.

Lightning is CTM's proprietary online booking platform that combines strikingly fast search, unique globally sourced content, and flexible approval flows to create an unrivalled travel booking experience. Thousands of travelers around the world use Lightning every day thanks to its consumer-grade design, speed and intuitiveness that's continually improved thanks to our agile software development methodology.

- **NDC, GDS, and LCC. OMG.**
Lightning includes all the latest and greatest travel content.
- **Say goodbye to unused tickets.**
We automatically remind you when they apply.
- **Can't fly without Wi-Fi?**
Fare results with airline seat pitch, in-flight extras, and more.
- **It's greener on this side.**
Compare carbon emissions for each fare at the point of search.
- **Policy controls you'll approve of.**
In and out of Lightning, with unlimited variables.



SEAMLESSLY INTEGRATED
**tools, data
& content**



TECH

CTM Portal

GET SERIOUS ABOUT A SIMPLER WAY TO
MANAGE GLOBAL BUSINESS TRAVEL

Effortlessly manage your entire global program from one place. Thanks to our integrated architecture, CTM Portal quickly tells you who's traveling, what disruption they're facing, who's spending what on travel and what's in the queue to be approved, all within a couple of clicks. We know travel is never one-size-fits-all, which is why CTM Portal intelligently adapts to user roles and locations so you can have the best of both worlds: global control and regional relevance.

- **One Portal for your entire team, worldwide.**
Powerful personalization is here.
- **"Know me, know my people."**
Globally synced traveler profiles, no messy HR files.
- **Choice wins, every time.**
Connect your choice of OBT solution.
- **See it, share it, support it.**
Get a global view of traveler locations and risks.
- **You approve this message.**
Decide the who, what and when of travel approvals.



SEAMLESSLY INTEGRATED
**tools, data
& content**



TECH

CTM Data Hub

BETTER INSIGHTS FROM YOUR TRAVEL
DATA FOR FASTER DECISIONS

Data is only as powerful as the person who wields it. CTM Data Hub makes it easy for you to make fast decisions with your travel data thanks to intuitive, insightful analytics that tells you where you can save, what needs to change and where you'll get the most leverage whether you're looking to drive online adoption, advance purchases, or policy compliance.

Travel program needs continue to evolve. That's why CTM Data Hub is not just about what's been spent, where and who by, but how your program might perform in future, how your travelers' well-being is impacted, and the sustainability of your program.

- **Better benchmarks for success.**
Peer comparisons and forecasting is just the start.
- **Built for global programs.**
Go granular or see the view from the mountain of your data.
- **Delightful dashboards.**
Smart analysis of routes, travelers, and forecasts in just one click.
- **A window to traveler well-being.**
Support peak traveler performance and banish burnout.
- **Green travel goes global.**
One worldwide view of travel emissions and offsetting projects.



SEAMLESSLY INTEGRATED
**tools, data
& content**



TECH

CTM Risk Hub

KEEPING YOUR BUSINESS TRAVELERS
SAFE SHOULDN'T BE COMPLICATED

Duty of care shouldn't be complicated. By bringing real-time risk data and combining it with our proprietary traveler itinerary monitoring, CTM Risk Hub gives you the full picture of emerging risks and disruptions facing your people. We make it easy for you to find and contact individual travelers when they're at risk, even letting you see into the future by scanning forward in time to see who's traveling and where so you can better protect your business travelers.

- **Real-time traveler mapping.**
See who's at risk and why, wherever they are worldwide.
- **Gauge every type of risk.**
Environmental, conflict, health, protests, and crime in one view.
- **COVID-19 overview.**
Entry criteria, travel restrictions, documentation, and infection risk.
- **Click to contact travelers.**
Warn affected travelers to keep them safe and support them.
- **See future trip risks.**
See upcoming travel to proactively alert employees before they fly.



SEAMLESSLY INTEGRATED
tools, data
& content



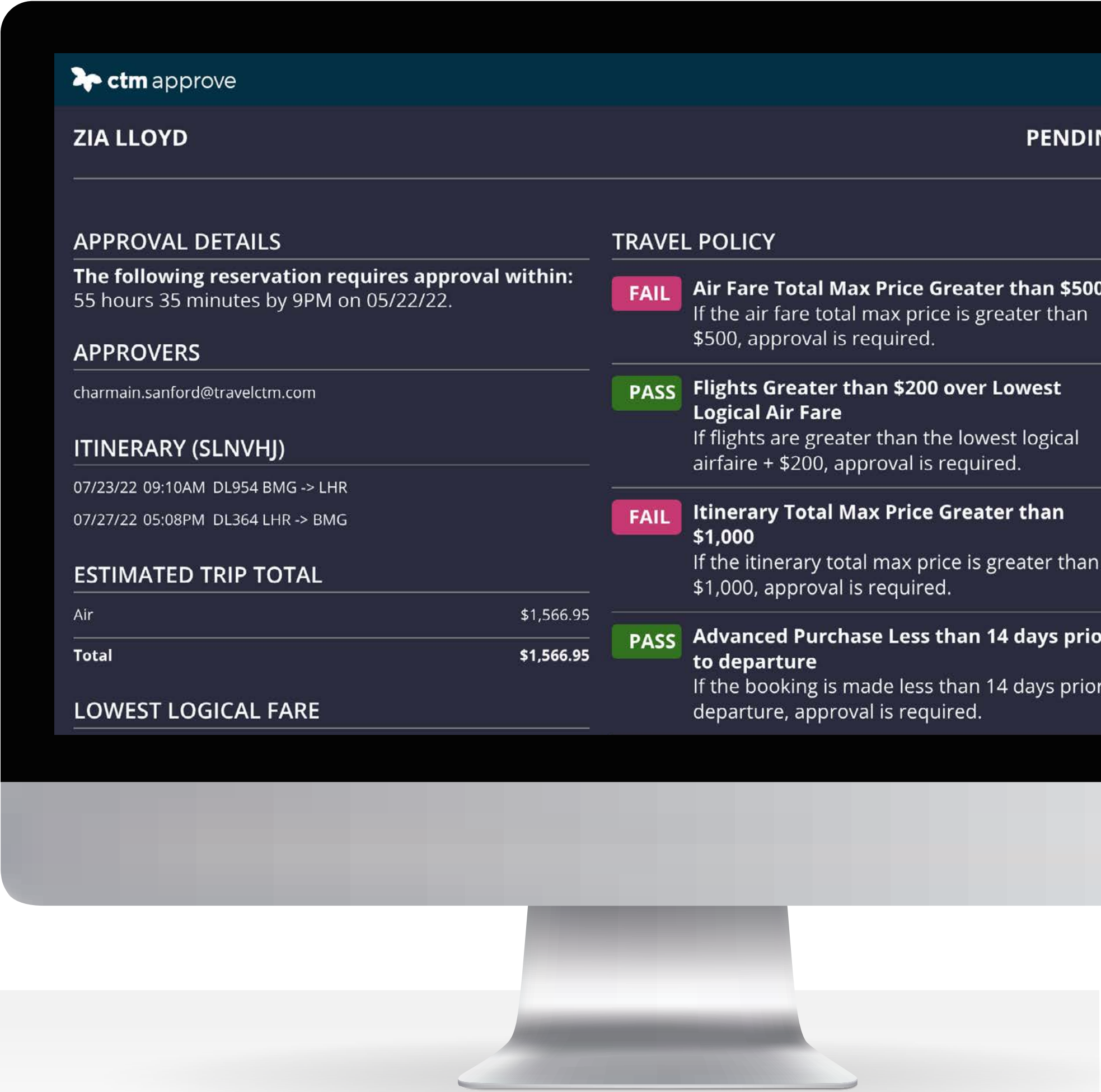
TECH

CTM Approve

UNLIMITED VARIABLES, UNLIMITED
APPROVERS, ZERO COMPROMISES

Your travel program spans borders, company divisions and local departments. To succeed, your travel policy and approval process need to be as unique as your business, not a cookie-cutter template. CTM Approve’s multivariate technology lets you customize overlapping parameters like traveler status, location, destination risk, full itinerary cost, or even advance purchase window. By setting different approvers and even cascading groups for different types of approval (such as risk level or cost), you can empower your people to reap the rewards of your careful planning and processes while removing bottlenecks.

- **1,000 policies in your pocket.**
Zero compromises with unlimited multivariate approvals.
- **Approve the when.**
Encourage advance booking with approval for last-minute bookings.
- **Approve the how.**
Drive online booking with offline approval for point to point.
- **Approve the who.**
Simply define the hierarchy of who needs approval and who by.
- **Approve the what.**
Set airfare, hotel rate, full itinerary limits, or a combination of all three.



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**tools, data
& content**



TECH

CTM Alerts

GET THE RISK ALERTS THAT MATTER
SO YOU CAN TAKE ACTION

Your company needs to know when and where disruption strikes and who's impacted. CTM Alerts constantly monitors worldwide risks that span immediate safety and security, environmental, political, and transportation-based issues like strikes or airport IT failures. We know your time is precious, so we only send you the alerts that directly impact your people and we let you know who's impacted so you're never left without the answers you need to help your HR and Risk teams keep travelers and employees safe, wherever they are in the world.

- **Safety & security comes first.**
High-risk alerts for armed conflict and terrorism.
- **Environmental emergencies.**
Hurricanes, earthquakes, and everything in-between.
- **Transportation trouble.**
Don't let airline pilot strikes, blocked routes, or protests slow you.
- **Delays & cancellations.**
Inform travelers directly so we can rebook instantly.
- **Alert who needs to know.**
Share data with dedicated risk partners and HR and Risk teams.



SEAMLESSLY INTEGRATED
**tools, data
& content**



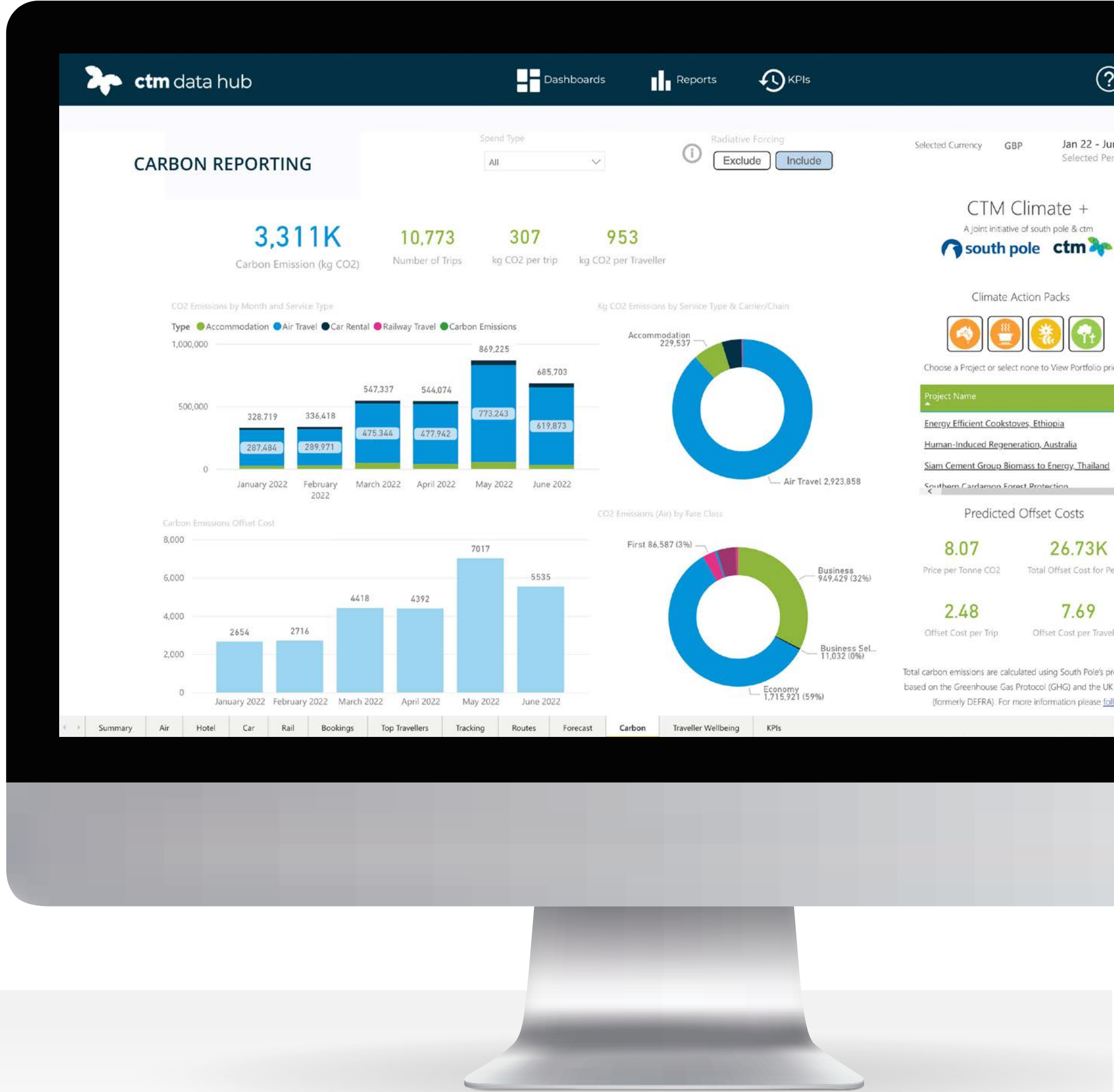
TECH

CTM Climate+

TRAVEL DOESN'T HAVE
TO COST THE EARTH

Positively influencing the environmental impact of your global travel program is simple with CTM. Our booking technology enables you to easily compare CO₂ emissions by service provider and route at the point of sale, we also enable you to take a complete view of your emissions in CTM Data Hub, and dissect data by travel type, supplier, class of cabin, route, traveler and more. Our global partnership with South Pole also enables you to offset your program's emissions by supporting a range of global sustainability projects.

- **One planet, one purpose, one view.**
Understand, influence and offset your global emissions in one simple program.
- **Influence behavior.**
CO₂ data at the point of search helps influence greener choices.
- **Climate action.**
Invest in biomass energy, land regeneration, forest protection and more.
- **Forecast offset costs.**
We show you the market costs per CO₂ ton, trip or traveler.
- **Carbon by the cabin.**
Understand how different classes of travel impact your emissions.



Global Hotel Program

GREATER CHOICE, BETTER RATES,
MORE INCLUSIONS

The CTM Global Hotel Program provides customers with access to negotiated corporate room rates and a wide range of value-added experiences at more than 45,000 properties in over 170 countries around the globe.

From independent boutique hotels to the most popular global hotel chains, from urban cities to rural and remote locations, our extensive global portfolio of properties ensures your business travelers and travel arrangers enjoy maximum choice at the best prices via a single booking source - saving you time and money.

By leveraging the CTM Group's consolidated global buying power and influential regional partnerships, the CTM Global Hotel Program delivers unbeatable value for corporate travel programs and enhanced experiences for every business traveler.

SAVE MORE

Why waste time negotiating corporate rates with every individual hotel property when you can leverage the CTM Group's collective buying power? Enjoy access to pre-negotiated savings up to 15% off BAR (plus special offers up to 30% off BAR) across the entire CTM Global Hotel Program.

- Best Available Rates (BAR)
- Pre-negotiated corporate discounts and value-adds
- Last room availability
- Guaranteed loyalty/reward points
- Exclusive promotions

Our teams work tirelessly to negotiate the best deals at the widest range of properties across every global market, to ensure a great value experience suited to every type of traveler and travel budget.

ENJOY MORE

We understand that business travelers want safe, reliable, and enjoyable hotel experiences when they travel so they can perform at the top of their game. That's why we negotiate a range of added extras that take the business travel experience from average to exceptional. These can include:*

- Complimentary room upgrades
- Free WiFi
- Free breakfast
- Free parking
- Early check-in / late check-out
- Food and beverage credits, and more!

*Offers vary across properties and regions in the CTM Global Hotel Program. Contact CTM to explore the properties and offers available relevant to your business's travel needs.

LOOKING FOR SOMETHING EXTRA SPECIAL?

As an extension of the CTM Global Hotel Program, you can enjoy access to a carefully crafted collection of exquisite 5-star properties, boasting exceptional experiences which exceed the expectations of the most discerning travelers. We call it the "Luxury & Lifestyle Collection."

Whether you're traveling for a business meeting, corporate event or leisure escape, the Luxury & Lifestyle Collection provides you with exceptional service, competitive rates, specialized amenities, and health and safety measures.

Add a touch of luxury to your next travel experience with the CTM Global Hotel Program.

HOTEL PROGRAM



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“Having a strong connection to local hotel providers enables CTM to negotiate the best possible rates for our clients which, in turn, delivers significant savings and enhanced experiences for their travelers. These benefits and value-adds are simply not available when booking through direct channels.”

Erik Shor, CTM Chief Partnerships Officer

Global Meetings & Events

ONE PARTNER FOR ALL YOUR CORPORATE,
MEETINGS AND EVENT TRAVEL NEEDS

Meetings and events are an integral component of global business travel programs for businesses with geographically dispersed workforces. They are a critical platform to exchange knowledge, innovate and collaborate, and to establish and build upon relationships.

Partnering with one global TMC that can seamlessly manage all areas of your business travel activity, including corporate meetings and events, ensures a complete travel solution providing greater returns.

CTM's specialist meetings and events division, Event Travel Management (ETM), streamlines every aspect of your business meetings and events program to achieve more strategic outcomes – greater savings, improved efficiencies, and a more impactful attendee experience.

You'll enjoy the same exemplary service, tailored solutions, intuitive technology, and global buying power you expect from CTM. Your expert global business travel and events team work seamlessly together to design one unified travel and events program, leveraging the mutual benefits of consolidated supplier expenditure, local service expertise, common technologies, and communications platforms - driving greater cost savings, improving efficiencies, and maximizing your return on investment.

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 in every global market and are committed to developing tailored travel solutions that drive results.

With more than 25 years in business travel, CTM is proud to support the travel needs of a diverse customer portfolio spanning geographies, industries, and business sizes. 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 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 globally.*
- Publicly listed since 2010 (ASX:CTD). [Visit the CTM Investor Center >](#)
- Owned operations across four continents (North America, UK & Europe, Asia, Australia & New Zealand), with a global network spanning more than 130 countries.
- Commitment to Sustainability and CSR. [Read the CTM Sustainability Report >](#)
  - CTM Climate+ program. [Learn more >](#)
  - CTM sustainable booking solutions. [Learn more >](#)
  - CTM supports Delta Sustainable Aviation Fuel. [Learn more >](#)

- Multi-award winning for service and technology innovation globally:
  - Australian Federation of Travel Agents (AFTA) Awards – Best National Travel Management Company awarded 13 times
  - World Travel Awards 2021 – The Leading Travel Management Company 2021 (Australia and North America)
  - Australian Financial Review - Most Innovative Companies List
  - Business Travel Awards Europe 2021 - Best Corporate Booking Platform (Lightning)
  - SmartBrief Awards 2021 - Innovation Award for Travel Management.

FINANCIAL PERFORMANCE

- [Read the CTM Annual Financial Report >](#)
- Strong financial liquidity. CTM did not need to capital raise during COVID-19 pandemic. [Learn more >](#)

*At August 2021, based on publicly available financial performance data.

IT'S TIME TO **connect**

TAKE THE FIRST STEP TO BETTER
BUSINESS TRAVEL TODAY.



Contact CTM today to explore how we do global travel differently.
travelctm.com

AMERICAS | EMEA | ASIA | AUSTRALIA & NEW ZEALAND