6 November 2019

TECHNOLOGY PRESENTATION

Attached is a copy of a presentation to be delivered by Corporate Travel Management Limited today, Wednesday 6 November 2019.

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Welcome.

Introduction to CTM

1994...

Value Proposition

- Highly personalised service

- Compelling technology that adds value

- Return on investment methodology

...2019

ctm

CTM Technology

Date: 6 November 2019

Presenters:

Timmo Rol
Peter Wiseman

www.travel**ctm**.com

Compelling Technology.

Regional tech hubs.

Goal : Accelerate speed to market and tailor client development, in-region.

Region	Tech hub location
ANZ	Sydney, Australia
EMEA	Hale, Europe
NA	Los Angeles, California
ASIA	Hong Kong

Experienced Developers

Agile Processes

Feedback Loops

Leading Edge Technology
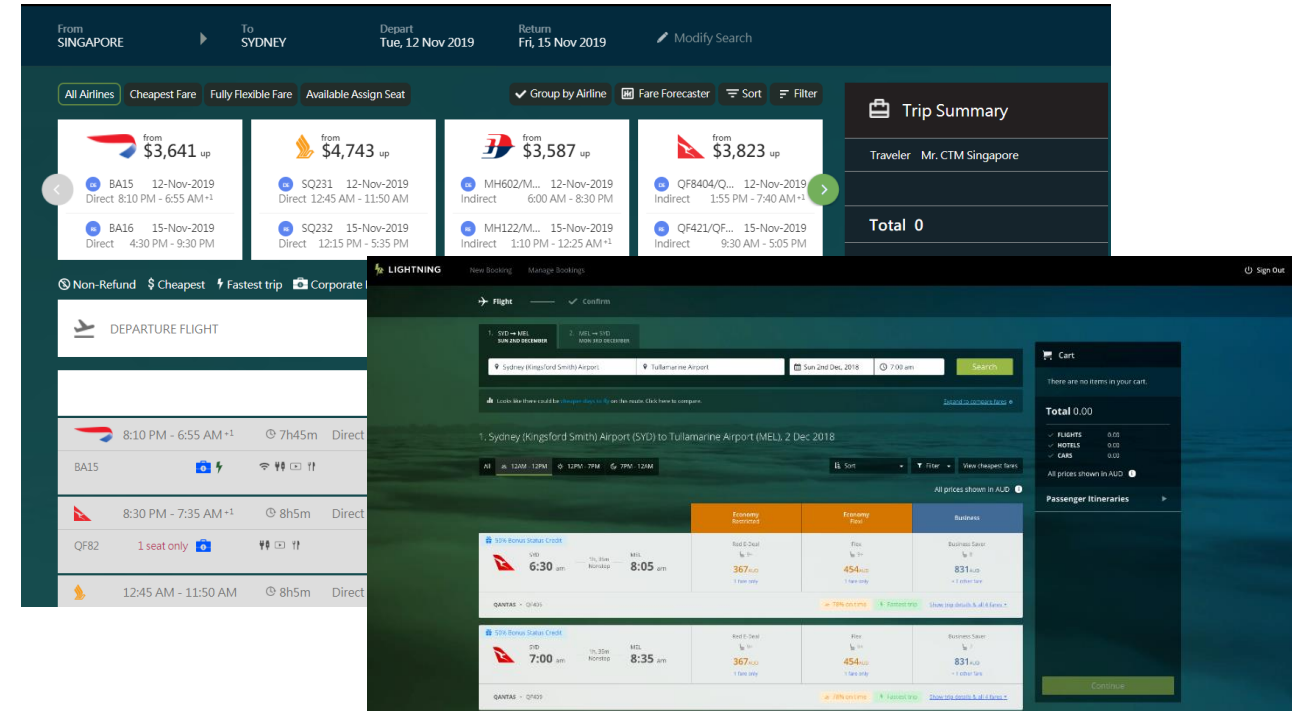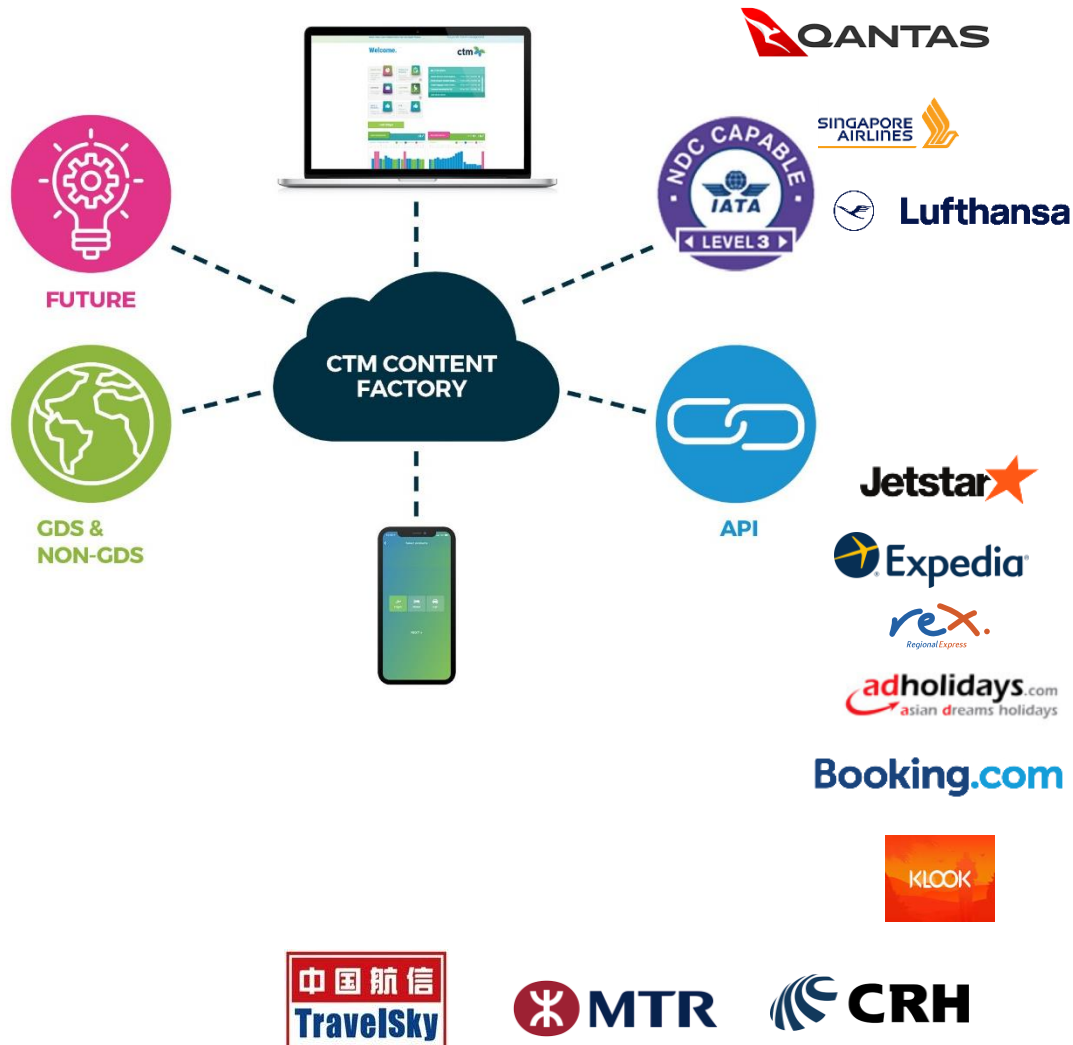

Innovation & Disruption

Customer Focused UX

CTM AU & NZ Technology Hub - Sydney

- One of the largest Corporate Travel **Technology teams** in ANZ region
- **Agile Mindset = Speed** to market
- **Innovation** driven roadmaps
- **CTM UserLabs** a key feedback loop

NDC & Future Content – "Content is King"

IATA Representative
- Global Travel Executive Council
- AIR Think Tank
- NDC Implementers Forum

First AU/Asia TMC Certified
We are the first TMC in the southern hemisphere to be NDC Level 3 certified

SQ, QF & LH NDC Content
Transacting live with tailored NDC content and offers

Sabre Beyond NDC
Part of the Sabre Beyond NDC Program & FareLogix preferred partner program

NDC & Future Content

"The latest Qantas NDC offer is providing our company with airfare pricing that is more competitive than we have seen under our standard agreement.

As a CTM customer, it's reassuring to know that our company can access the best available content that meets our travel policy and traveller preferences, whether that's NDC offers, GDS content or via an API, and within a completely seamless booking experience."

CTM Customer, September 2019

CTM Technology
Live Demonstration.

ANZ version only

Welcome. Peter

Traveller Tracker

Lightning Hotel Features

CTM Ride Share

CTM SMART Portal

CTM Mobile   **Lightning Online Booking Tool**

SMART Ride.

Ride Share Opportunity

Your company has opted to take advantage of CTM SMART Taxi Sharing and asks that, if appropriate, you make contact with the following colleagues that are arriving at a similar time to your flight to Melbourne which is scheduled to arrive at 07:35 on Wed 18th February.

Traveller	Arrival Time	Airline	Terminal (If Applicable)	Number	Car Rental Booked?
You	07:35	(VA) 0800	TERMINAL 3	+61 4XXXXXXXX	Yes
Colleague 1	07:35	(VA) 0252	TERMINAL 3	+61 4XXXXXXXX	Yes
Colleague 2	07:35	(VA) 0800	TERMINAL 3	+61 4XXXXXXXX	No
Colleague 3	07:40	(JQ) 0473	TERMINAL 1	+61 4XXXXXXXX	Yes
Colleague 4	07:40	(JQ)	TERMINAL 1	+61 4XXXXXXXX	No

SMART Ride is a unique messaging service developed by CTM for organisations that want to go the extra mile for their travellers. This tool alerts travellers to ride-sharing opportunities with colleagues, significantly reducing ride share and car rental expenditure and minimising carbon footprint.
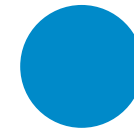
Target Audience
Travellers, Managers

Objective
Inform travellers of ride-share opportunities to reduce cost and carbon footprint

Core functions
Sends SMS/email notifications for potential ride share opportunities

SMART Risk

Real-time global travel risk alerts

Adverse weather triggers closure of Townsville Airport in Queensland - Update

Australia / 03 February 2019

Alert Severity Rating: Moderate

AUSTRALIA: Adverse weather triggers closure of Townsville Airport in Queensland - Update

Airport officials indicated that Townsville Airport (TSV/YBTL) was shut down and all flights were cancelled during evening hours local time, due to adverse weather conditions triggered by persisting rainfall. Dozens of roads were flooded, hundreds of people were evacuated and power supplies were disrupted in parts of northern Queensland.

ADVICE: Anticipate disruptions to flights through Townsville Airport until further notice. Contact airline representatives for updates

For more information please contact your dedicated CTM consultant or Client Value Manager.

This is an automated message, please do not reply.

SMART Risk provides pre-trip and in-trip risk assessments by automatically alerting you to incidents, issues and alerts that could affect your travellers' safety. Linked to individual travel itineraries, alerts can be sent by SMS and/or email, and can be personalised to ensure the information received is relevant and timely.
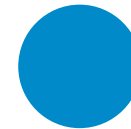
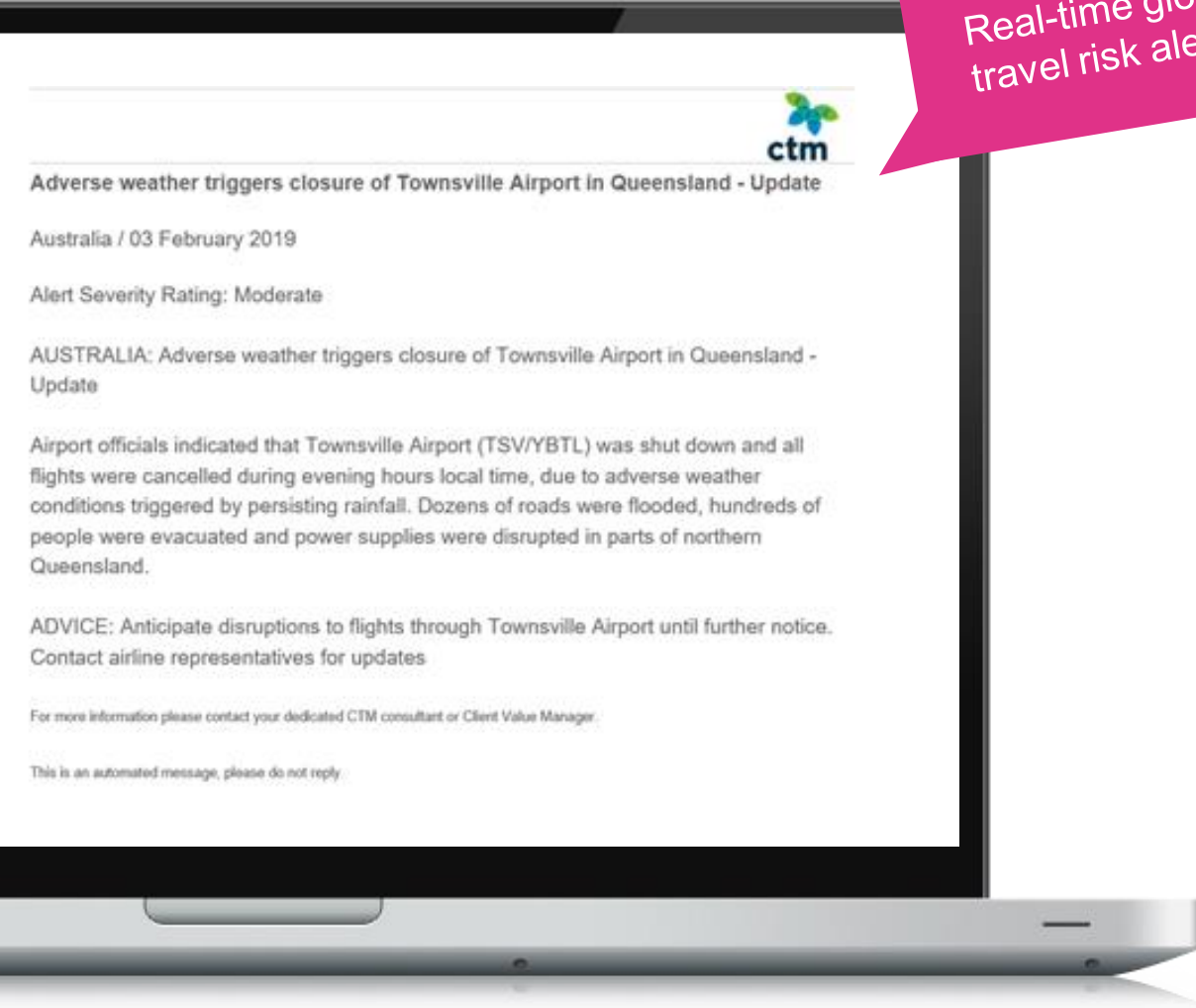## Target Audience
Managers / Travellers

Objective
Enhanced duty of care and traveller safety

Core functions

- Highly customisable (to debtor, department and cost centre) multi-tiered risk platform

- Real-time alerts sent 24/7/365 via SMS/email based

- Linked to individual's itineraries

- Multiple gateway failover system

Innovative Technology - ROI.

- **CTM Global Data Warehouse –** Single source of data

- **Global reporting platform** with regional customisations

- **User Friendly interface and customisable dashboards**

- **ROI reporting** with complete visibility of travel spend from multiple sources

- **Customer forecasting reports** through trend analysis and real-time 'what if' scenarios

- **Valuable benchmarking** against customer budget, industry data and supplier data

- **Identify cost savings pre-ticketing** to reduce spend

Interactive dashboards and exportable reports

for quicker, more meaningful insights

Upgraded November 2018!
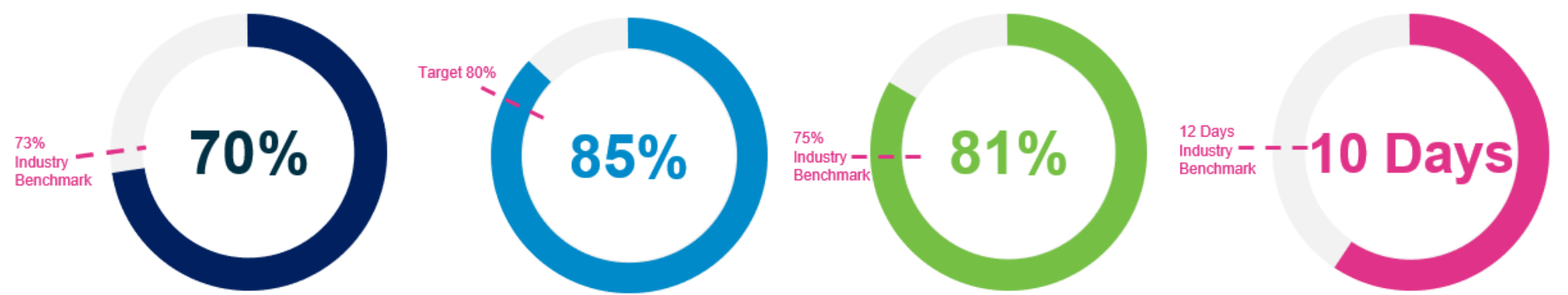
Visualise and dissect complex data

in a single click, across every aspect of travel spend

Travel Strategy and Planning Meetings – Driving ROI for Clients

Key Performance Indicators. Driving Booking Behaviour

70% — 73% Industry Benchmark

85% — Target 80%

81% — 75% Industry Benchmark

10 Days — 12 Days Industry Benchmark

Online Adoption

Domestic Uptake of Lightning Booking Tool **saving $5,181.**

Airline Market Share

Current domestic market share with Virgin.

Restrictive Fare Purchasing

Restrictive vs Flexible Fare Mix. 3.1% down on last quarter.

Booking Lead Time

Increasing booking lead time generates point of sale savings.

50% of bookings within 7 days

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Questions?

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