

News Release



CWT Survey Shows Travel Managers Remain Focused on Savings

Higher priorities for 2010 include hotel spend, compliance and online booking

PARIS, February 1, 2010 — Optimising hotel spend, improving traveller compliance, optimising simple bookings, and driving air and ground transportation savings are the top four areas of higher priority for travel managers in 2010, according to a recent report published by Carlson Wagonlit Travel (CWT), a global leader specialising in business travel management. The report also offers a full range of best practices for deriving greater value from managed travel programmes.

Travel Management Priorities for 2010: Decisive Opportunities for Success presents findings from a survey of 169 travel managers worldwide that was conducted by CWT in the fourth quarter of 2009. When presented with a list of initiatives for managing their travel programme and asked which of them would become a higher priority in 2010 compared to 2009, 50-60 per cent cited the four areas previously mentioned. Further consolidating the travel programme and developing key performance indicators came next for more than one-third of those surveyed. The complete list follows:

Which of the following areas will become a higher priority in your 2010 travel programme compared to 2009?	
Optimising hotel spend	60%
Improving traveller compliance	55%
Optimising simple bookings	50%
Driving air and ground transportation savings	50%
Further consolidating the travel programme	37%
Developing key performance indicators	36%
Optimising the travel policy	34%
Enhancing the traveller experience	33%
Tackling meetings and events	32%
Addressing safety and security needs	26%
Making the programme environmentally friendly	13%

Commenting on the survey findings, Cathy Voss, Executive Vice President, Global Programme Solutions, said: "Driving savings was the mandate for travel managers throughout 2009. Often, this meant reducing business travel. It also meant applying the fundamentals of smart travel management more diligently than ever. This will be the case in 2010 as well, even as the economy improves and business travel picks up."

Looking at the year ahead, CWT anticipates a decline in negotiated hotel rates; little, if any, demand for dynamic hotel pricing from travel managers and buyers; higher average ticket prices for air travel as industry consolidation and capacity reduction continue; and the reinforcement of ancillary fees. Furthermore, competition for rail travel will increase and car rental companies will continue to control costs while increasing rates and no-show fees. CWT also foresees efforts to enhance the traveller experience through mobile services, paperless boarding passes, and wireless Internet for air and rail travel.

The full report *Travel Management Priorities for 2010: Decisive Opportunities for Success* can be downloaded at www.carlsonwagonlit.com.

About Carlson Wagonlit Travel

Carlson Wagonlit Travel (CWT) is a global leader specialising in business travel management. Present in more than 150 countries, CWT serves companies of all sizes, as well as government institutions and non-governmental organisations. By leveraging both the expertise of its people and leading-edge technology, CWT helps clients derive the greatest value from their travel programme in terms of savings, service, security and sustainability. The company is also committed to providing best-in-class service and assistance to travellers. CWT services and solutions comprise four lines of business: Traveller & Transaction Services, Programme Optimisation, Safety & Security, and Meetings & Events. In 2008, sales volume for wholly owned operations and joint ventures totalled US\$27.8 billion. For more information, please visit www.carlsonwagonlit.com.

Media Contact:

Christine Fischer
Carlson Wagonlit Travel, UK
+44 (0)20 3353 1113
cfischer@carlsonwagonlit.co.uk

