

News Release



CWT Operations Working Overtime to Accommodate Business Travellers Impacted by Volcanic Ash that is Disrupting Travel to and From Europe

"Our operations haven't been impacted like this since the tragic events of 9/11."

PARIS, April 16, 2010 — Carlson Wagonlit Travel (CWT), a global leader specializing in business travel management, is keeping many of its business travel centres in Europe and North America open over the weekend to help travellers who may be impacted by airport closures, flight delays and cancellations resulting from a high-altitude cloud of volcanic ash from Iceland make alternate plans.

According to Håkan Ericsson, CWT president, EMEA and Latin America, "Exceptional measures are in place to effectively handle the incredibly high call volume and inform and assist travellers. We have increased our front-line personnel, extended our working hours, and are rerouting calls to on-duty travel consultants to handle as many requests as possible while minimizing waiting time."

Mr. Ericsson added, "Our operations haven't been impacted like this since the tragic events of 9/11. Closing air space is not an everyday phenomenon."

About Carlson Wagonlit Travel

Carlson Wagonlit Travel (CWT) is a global leader specializing in business travel management. Present in more than 150 countries, CWT serves companies of all sizes, as well as government institutions and non-governmental organizations. 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 Optimization, Safety & Security, and Meetings & Events. In 2009, sales volume for wholly owned operations and joint ventures totalled US\$21.4 billion. For more information, please visit our global Website at www.carlsonwagonlit.com.

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