

CWT Publishes New Edition of *Effective Travel Management* *Booklet updates eight key levers to optimise a travel programme*

PARIS, 11, 2008 — Carlson Wagonlit Travel (CWT), the leading travel management company, has released the second edition of *Effective Travel Management*, a 36-page booklet featuring eight key levers companies can use to optimise their travel programme. Since the first edition was published in 2005, several updates and enhancements have been made to reflect the evolving priorities of travel managers and buyers. These include integrating demand management and corporate social responsibility into the travel programme, as well as exercising greater control over ground transportation spend. Findings and best practices from in-depth research conducted by the CWT Travel Management Institute provide new insights into online booking, programme consolidation, and travel policy and compliance.

CWT recommends a comprehensive approach to travel management that delivers value to companies and their travellers. The eight key levers to effective travel management remain focused on savings, service and security while addressing more recent concerns over environmental protection, duty of care and sustainability. They are:

1. Provide the right services and assistance to travellers and optimise transaction processing
2. Tackle hotel spend in a disciplined and professional manner
3. Continue to drive air and ground transportation savings
4. Increase policy compliance and optimise demand management
5. Further consolidate travel programmes
6. Address security needs and corporate social responsibility
7. Integrate meetings and events into the travel programme to control and optimise the related spend
8. Develop executive dashboards and actionable performance measures

Christophe Renard, CWT vice president, Business Intelligence, said, "In an increasingly complex environment where globalisation, rising prices, multiple distribution channels and higher risk are commonplace, a well-managed travel programme can help companies meet their overall objectives. To that end, CWT offers clients a regular flow of business intelligence, actionable insights and best practices. *Effective Travel Management* is a prime example of our ongoing effort."

The complete text of *Effective Travel Management* and a white paper summarising the booklet are available on 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 and security, and provides 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. CWT has 22,000 employees worldwide. In 2007, sales volume for wholly owned operations and joint ventures totalled US\$25.5 billion. For more information, please visit www.carlsonwagonlit.com.

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