

CONSULTING

*Fresh thinking
that delivers results*

EUROPEAN TRAVEL MANAGER AIR SURVEY RESULTS 2009

A man in a blue shirt and striped tie is shown in profile, looking at a tablet. He is standing in a field of tall grass with mountains in the background under a clear sky. A red curved bar is at the bottom of the image.

HRGTM

THE CORPORATE TRAVEL SECTOR HAS EXPERIENCED MANY CHANGES IN 2009.



In the first half of 2009 HRG Consulting conducted a survey of 400 Travel and Procurement Managers in six major European markets to evaluate opportunities and challenges in optimizing corporate travel costs. The markets in which Travel Managers were surveyed are as follows:

- **Austria**
- **France**
- **Germany**
- **Italy**
- **Switzerland**
- **United Kingdom**

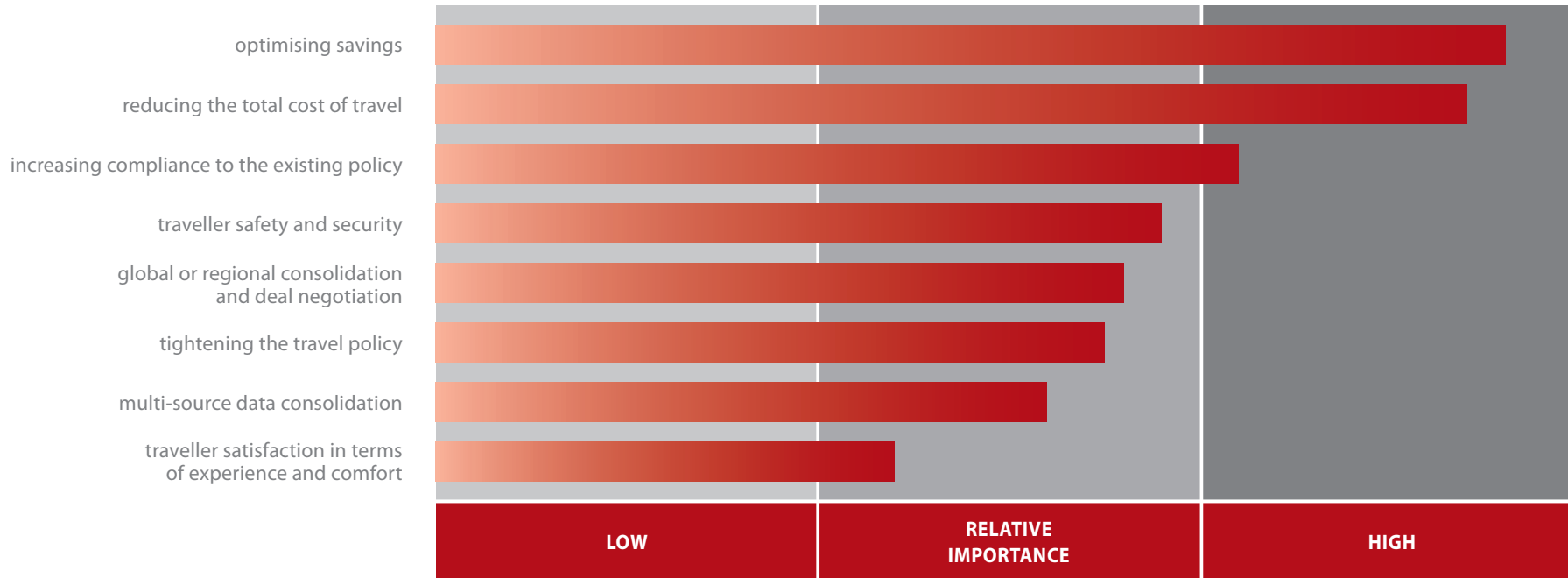
The responses were given by corporations in all industry sectors. The results of this survey - confirmed and supported by HRG Consulting's experience in negotiating airline agreements on behalf of the corporate clients - are summarized in this document. HRG Consulting is an independent business unit within the Hogg Robinson Group (HRG), working under the strictest terms of non-disclosure and confidentiality. HRG Consulting has a proven record of success in working with leading organizations towards evaluating and renegotiating their T&E programme across the world. The HRG Consulting team consists of independent travel procurement specialists providing the most innovative and professional services in corporate supplier programme management and travel & expense policy and procedure.

HRG Consultants have expertise at senior management level in the airline, hotel, online and/or T&E Card industry. Experience in project facilitation, procurement and change management is a further valuable asset. The findings below are intended to serve as an overview or possibly even guideline and may assist you in determining further measures for optimizing your corporate travel expenditure.

THE KEY FINDINGS OF THE SURVEY ARE:

- Travel Managers in Europe currently focus on air travel when optimizing their T&E spend followed by hotel and travel policy optimization.
- Travel Managers expect to achieve additional savings in the current market situation and many of them have already implemented these savings.
- The supply of air seats is expected to decline significantly as demand falls. This has already proven to be correct.
- Travel Managers are reducing their air travel in terms of trip volume and the "quality of travel", but not all corporations are reducing their air travel in 2009.
- Measures taken by European Travel Managers to achieve savings are driven by cost-saving opportunities supported by an adjustment of travel policy.
- When sourcing air travel, the price of the ticket becomes significantly more important than traveller service and convenience.
- In-flight comfort is less important than mobile check-in services.
- The focus on, and usage of restricted tickets has increased, more advanced bookings are being called for by Travel Managers.
- Travel Managers are changing the travel policy towards economy to increase savings.

Travel Management Objectives 2009



The overall objectives and consideration across the six major European markets are focusing on optimising savings and reducing the total cost of travel. The actions implemented to achieve those objectives are supported by often significant changes in the travel policy, but more than ever before supported by senior management. The two

major objectives are expected to be even more successful by driving compliance of the existing policy and globalising the travel policy as well as the air programme. Even though the traveller satisfaction is not a main priority (which is not surprising as travel managers tend to tighten the travel policy), safety and security are still key.