



# Corporate Traveller Brand Profile: South Africa



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# About Corporate Traveller

The Corporate Traveller story began more than 30 years ago when the brand was launched as Flight Centre Travel Group's (FCTG) first-ever business travel operation in Melbourne. In 1999, the first South African Corporate Traveller operation started in the back of the Sandton retail store in Johannesburg.

Now, we're a team of over 1,300 people globally, with 6 locations across South Africa. Corporate Traveller is founded on the principle of making business travel easier for all our customers. Building personal relationships and offering refreshingly human services blended with effective technology sets us apart from other travel management companies (TMCs).

# Refreshingly different business travel

Corporate Traveller tackles the challenges of business travel from a different angle than the tech-only or high-touch approach that is common in the market these days. We do this in 3 simple ways.



## Simple and fast

Our services are built for the needs of SME businesses, making every journey, meeting, and connection feel refreshingly easy. We'll join forces with you and work to increase savings, reduce time spent, and enhance the travel experience for all your business travellers.



## An unbeatable service experience

With a dedicated Travel Manager who understands your business and intuitive, personalised travel technology that gets your people moving. It's a refreshing approach to service that our customers love.



## The best choice of content

Add superior choice, value, and savings to your bottom line. Get unrivalled access to NDC (New Distribution Capability) content that's relevant to your business while enjoying exclusive deals courtesy of Corporate Traveller's global network. Our global product team has preferred partnerships spanning over 46,000 hotels in 5,405 cities and 210 countries.

**PRO TIP:** NDC content delivers practical, effective, and meaningful outcomes for your travel programme. Our NDC solution provides rigorously tested, relevant content from trusted partners. We work closely with the majority of leading global NDC carriers and validate each offering through extensive testing, ensuring it integrates smoothly into your booking and servicing systems. This results in consistent service, enhanced efficiency, and content that adds real value to your business.





# Global locations

Corporate Traveller offices are found in various locations around the world, including the UK, USA, Canada, South Africa, Australia, and New Zealand.

As a B-BBEE level 1 partner with over 20 years in South Africa, we know what it takes to deliver value. Corporate Traveller is proud of our local team of travel experts, who have an average industry experience of seven years.

# Meet the Corporate Traveller national management team



**Herman Heunes**  
General Manager



**Esethu Matikinca**  
Revenue Management &  
Pricing Strategy Leader



**Justin Wessels**  
Financial Controller



**Rategang Moroke**  
Operations Manager



**Lance Nkwe**  
Corporate Marketing Manager



**Anneke Bornman**  
Head of Onboarding



**Belinda Bronner**  
Operations Manager



**Kerry-Lee Bovey**  
Financial Controller  
(Accounting Operations)



**Alzeth De Aveiro**  
Head of Productivity



**Michelle Compton**  
Head of Acquisition and Retention

# Discover dedicated support 24/7

The Corporate Traveller team approaches your business with energy and enthusiasm that you won't see anywhere else. More than anything, they are 100% dedicated to making business travel easier for you and your business.

## Optimise your onboarding



The onboarding team delivers an efficient and successful transition for seamless business travel. Corporate Traveller's diverse customer base requires an adaptable onboarding framework that streamlines the change management process, regardless of industry.

Using the experience of our staff and extensive customer feedback, we have created a consultative process that efficiently matches best-practice travel solutions to a customer's business objectives.



## Untangle travel management

Tricky travel situations? Don't worry! Our highly experienced Travel Managers will open the door to our global network of rates and fares, connecting you with tech that makes life easier in and out of the office. Each Travel Manager has a minimum of five years of travel experience and is available between 8:30 – 17:00, Monday to Friday and is backed by our 24/7 emergency support team.



## Experience proactive customer success management

In addition to your Travel Manager, you'll have a dedicated contact who will look at your programme holistically and use a strategic approach to set a plan to achieve significant, measurable efficiencies and savings. We can review your traveller experience and interpret business data to plan for your ongoing success.





# Corporate Traveller Lifestyle

**Overdue for a holiday?** Corporate Traveller Lifestyle is a concierge travel service designed to offer companies, executives and employees a gateway to exclusive travel destinations and luxurious holiday packages.

Our years of expertise in leisure travel, strategic supplier partnerships, and global buying power enable us to offer you the widest range of local and international holiday deals, accommodation, flights and car rental - at the best possible prices. Take a look when planning your next holiday.





# Tap into technology

## All you need in one place

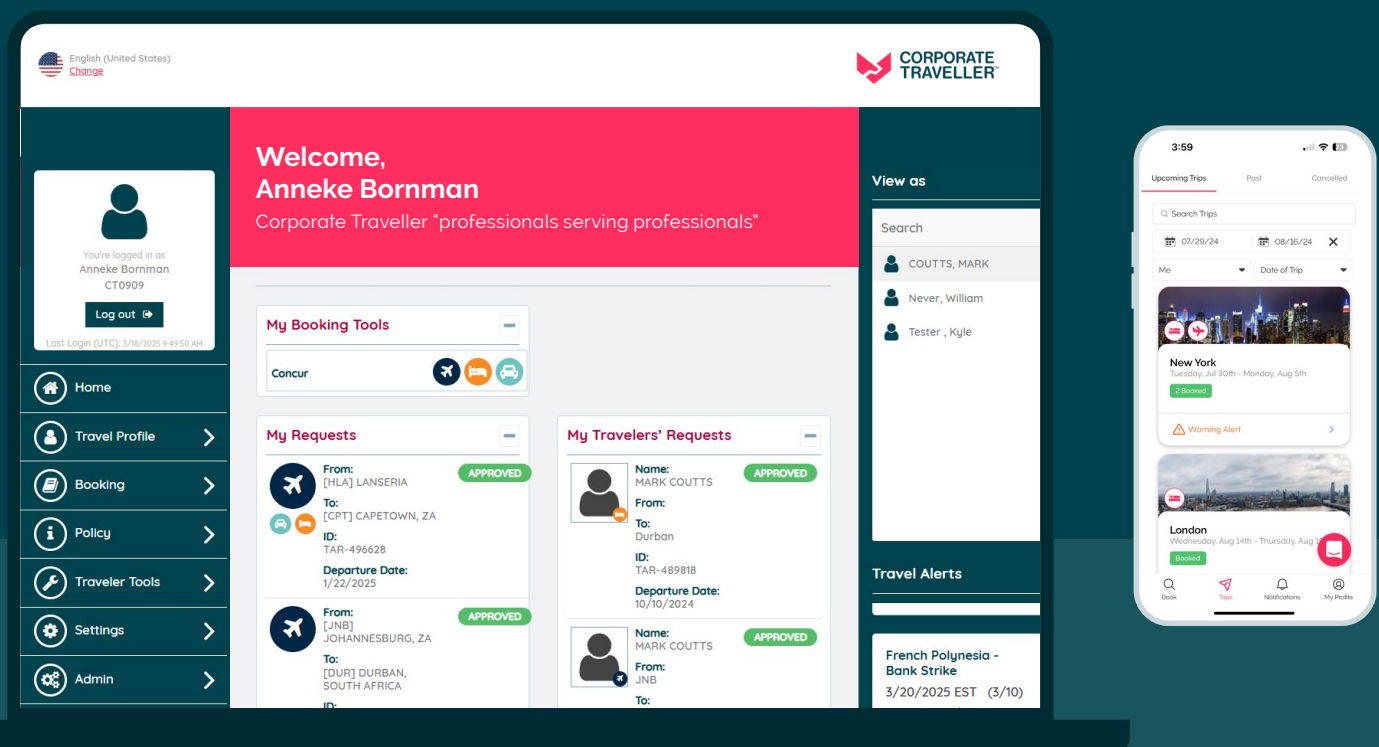
An integrated technology suite like YOUR.CT provides a simple way for travellers to research, get approval, and book their travel. Businesses have one simple platform with access to customised dashboards and relevant information for the booker, traveller, or manager.

What's more, with YOUR.CT you can view itineraries, confirm bookings, manage profiles, and make pre-trip approvals.

## Melon Mobile

Say hello to Melon Mobile, the Corporate Traveller mobile app. It's intuitive, powerful, and tailored for the modern business traveller with a host of useful features:

- A smooth, user-friendly experience
- Real-time travel alerts
- Single-sign-on access
- Safety alerts for your trips and the travellers you manage
- Reliable trip sync and automatic updates when changes are made



YOUR.CT tech tools	Benefits
Booking	Powered by Concur, our intuitive online booking tool provides access to low-cost and scheduled airlines as well as negotiated fares. Options can be preferenced according to your travel policy.
Reports	Use our benchmark reports to track your policy compliance, analyse your travel patterns and identify new opportunities to save.
Traveller Finder	With travel bookings and itineraries in one place, bookers and your travel manager can easily identify business travellers based on risk type, location, and flight number.
Approve & Request	Requesting approval through YOUR.CT removes the need for back and forth emailing, saving time for both requester and approver.
Profile Management	Create staff traveller profiles, including passport details, frequent flyer numbers and dietary preferences. Save your travel bookers from requesting the same information each time they make a booking.

# Corporate social responsibility



We're excited to share just a few of the ways we're making a difference through our corporate social responsibility programmes and projects.

## Empowering small travel businesses to thrive

Corporate Traveller understands the impact & importance of B-BBEE and the need for a strong domestic travel industry. Strong results can be achieved if established TMCs invest in empowering small and upcoming travel providers.

So, we're on a mission to support and nurture South Africa's travel economy through our Travel Supplier Empowerment Programme.

How does it work?  
As part of FCTG,  
Corporate Traveller  
leverages three  
integrated solutions:

- Room8
- Transport Hub
- Local Hotels

Greater visibility for SME suppliers means better reach and more business opportunities.

## Local projects

Corporate Traveller is dedicated to creating a positive impact in South Africa through several local social initiatives.

## Supporting education for disadvantaged students

Education continues to be a key priority for us, both as a business and as a nation. Through our partnership with Northcliff Primary, we support the education of over 20 students by contributing to their school fees, helping families who are currently facing financial challenges

Kids with unique needs matter to us. Continuing our ongoing support, this year we donated a R5000 food voucher to Siyathanda Stimulation Centre for kids with disabilities. Plus, we're backing Seven Steps Academy for the Deaf with school supplies and assistant teachers.

## Getting our employees involved

We're reviving Corporate Social Investment days with enthusiasm. Our team can use their Corporate

Responsibility Day to lend a hand to those in need. We've encouraged them to organise CSI Days in their regions, joining hands to make positive changes in their communities.

As a team, we have collection drives for items like blankets, sanitary towels, stationery, clothes, and toys, to donate to those in need. These efforts help support LIV Lanseria, a life-giving village for vulnerable children.

## Supporting sustainability

We are part of one of the planet's largest travel groups. We don't just see the bigger picture. We're part of it.

Our goal? To play a meaningful role in building a sustainable tourism industry that'll be thriving for generations to come.

## You can't manage what you can't measure

Your TMC can help support and drive your sustainability journey. For example, Corporate Traveller can supply customers with reports on CO2 emissions from car hire and flights. This data can help your company set achievable sustainability goals and track progress towards reducing your carbon footprint.

## Exploring greener business travel

Business travel unavoidable? Sure. Kind to the planet? Not so much. But what if you could plant trees to erase all those air miles?

Offset travel emissions with Corporate Traveller and Trees4Travel.

Turn trips into trees! We'll plant trees for every flight, hotel stay, rental car, and train ride booked through Corporate Traveller to offset those emissions.

At Corporate Traveller, we've been living and breathing corporate travel for over 30 years. Let us take care of the details so you can focus on what really matters: running your business.

