


Corporate Overview – UK & Ireland

Simplifying and streamlining the business of travel



BCD Travel anticipates and acts upon the evolving needs of our customers and partners, responding to them with excellence in our people, processes and technologies.



Operational overview

Vision Statement Anticipate and act upon the evolving needs of our customers and partners, responding to them with excellence in our people, processes and technologies.

Mission Statement Simplifying and streamlining the business of travel.

Corporate Profile The expert in travel for a growing global work force, BCD Travel is the world's third largest corporate travel management company. Our integrated and global technology infrastructure provides intelligent analysis of travel data, allowing corporations to set foundations for efficiency and return on travel investment. Our consistent service delivery provides travellers with a broad range of resources to help them stay satisfied, productive and focused on their business objectives. BCD Travel is a privately held company of BCD Holdings N.V.

History BCD Travel was founded on Jan. 3, 2006, when BCD Holdings N.V. announced its decision to purchase TQ3 Travel Solutions Management Holding GmbH as well as a majority interest in The Travel Company, and to unite these two companies with WorldTravel BTI under one ownership and management structure. The company formally began trading under its new brand on March 31, 2006.

Global Sales US\$14 billion

Global Employees 13,000

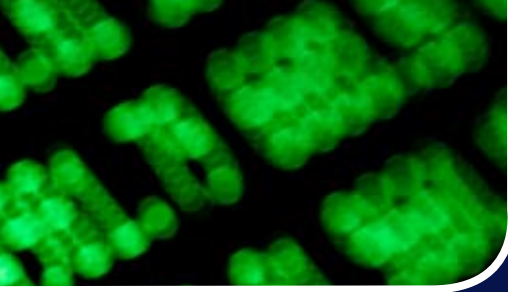
Global Reach BCD Travel operates in more than 90 countries on six continents.

Headquarters	Global	Utrecht, The Netherlands
	Americas	Atlanta
	Asia Pacific	Singapore
	EMEA	Utrecht
	UK & Ireland	London

Experience BCD Travel in the UK & Ireland has a wealth of experience to draw upon within this key European region following the merger of two leading corporate travel management companies – The Travel Company and TQ3 Travel Solutions Management Holdings GmbH – and the addition of our wholly owned operations in Ireland. By uniting the strengths, knowledge, expertise, best in class service and proven record of delivery of all three, BCD Travel delivers a market offering that truly excels.

Our diverse base of clients across the corporate, banking, legal, media, entertainment and consumer goods industries have honed our ability to provide the specialist degree of understanding and service necessary to fulfil the unique requirements of corporations across multiple sectors.





BCD Travel operates from over 30 locations across the region. Major business travel centres include:

Service leadership

Online Continued investment in technology solutions to streamline service provision allows BCD Travel to offer a balanced approach combining traditional corporate travel services with cutting-edge tools to meet our client requirements. We continue to assist a growing number of clients in the successful implementation of online booking solutions, along with researching, monitoring and evaluating the latest tools and options available to the industry on an ongoing basis.

Cultural Awareness As a global organisation employing over 13,000 professionals in more than 90 countries, we pride ourselves on being knowledgeable and sensitive to cultural differences. Our wide-ranging client base and global footprint also provide a unique insight into different working practices, helping to shape our flexible approach to achieving multinational corporate goals based on mutual understanding and best practice.

Accountability Mutually agreed service levels, along with regular reporting and reviews ensure we are accountable for the service we deliver. Our flat management structure means that clients have access to senior management when needed and that our staff are able to deal quickly, efficiently and effectively with any situation.

Value We understand that each of our clients have individual needs and develop cost-effective, efficient and tailored solutions to meet their unique requirements. Our specialist Supplier Relations department, global purchasing leverage, exceptional industry relationships and a comprehensive account management programme ensure that we are able to offer the best fares, rates and service to each of our clients.

Services

- Air reservations (including low cost carriers)
- Special Air-Fares Team (I-Fare)
- Hotel reservations
- Domestic rail
- International rail
- Eurostar reservations
- World-wide car hire
- Chauffeur services
- Ferry reservations
- Emergency Services (24/7)
- Meet & Greet / Airport Services
- T/Cheques & currency
- Itinerary planning
- Passport & visas
- Security & health advice
- Lost baggage assistance
- Account Management
- Relief Team
- Disaster Recovery
- Risk Management
- Online Authorisation
- Online Traveller Profiles
- Online Booking
- Online Itineraries
- Online Traveller Tracking
- Online Invoicing
- Online Management Information
- Online Security & Risk Management



Business lines and ownership

Consulting

Our consulting practice, Advito, brings BCD Travel's reputation for business acumen to life by offering advisory and project management services designed to optimise strategic and operational performance. We listen first, and then prescribe a programme that is customised to the unique needs of an organisation's travellers, culture and strategic goals. We help our clients manage the impact of industry dynamics and take control of their programme's overall performance. Our pragmatic approaches, measurable outcomes and efficient stakeholder management create clear blueprints for success.

Meetings & Incentives

Whether clients require a turnkey registration tool, travel planning and operations management, a memorable corporate event, or a strategically managed meetings solution, our BCD Meetings & Incentives experts offer a full continuum of services. We meet customer demand for a meetings and incentive organisation that acts globally, aligns regionally and services locally.

Whether large or small, meetings generate mountains of data: locations, registrations, itineraries, catering, communications and more. BCD Meetings & Incentives is the only meetings and incentive company to align and deploy a global, integrated meeting management technology platform. Our experts put this technology to work for clients, allowing them to access, analyse and act on the dynamic data their meetings are producing – and to leverage future negotiations and track total return on investment.

About BCD Holdings N.V.

BCD Holdings N.V., a family-owned company founded in 1975 by John Fentener van Vlissingen, is a market leader in the travel industry. The BCD Holdings' companies are: BCD Travel (global corporate travel management), Park 'N Fly (off-airport parking), TRX (travel transaction processing and data integration services) and Airtrade (leisure travel). The company employs approximately 15,000 people and operates in more than 90 countries with total sales, including franchising, of US\$15.6 billion (2008). For more information visit: www.bcd-nv.com.



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