

DISCOVER

OUR **VISION**
OF **TRAVEL**



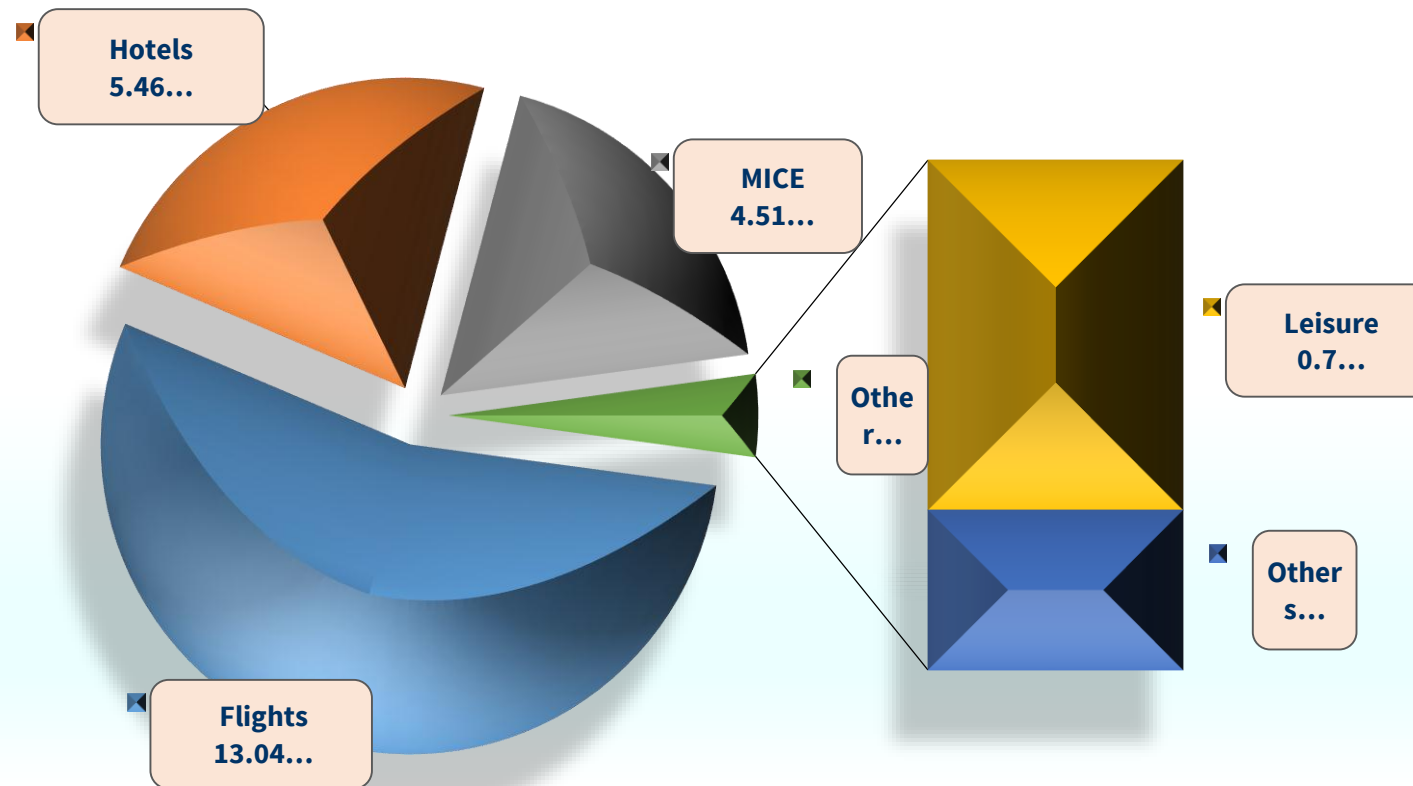
WHO WE ARE

OUR JOURNEY

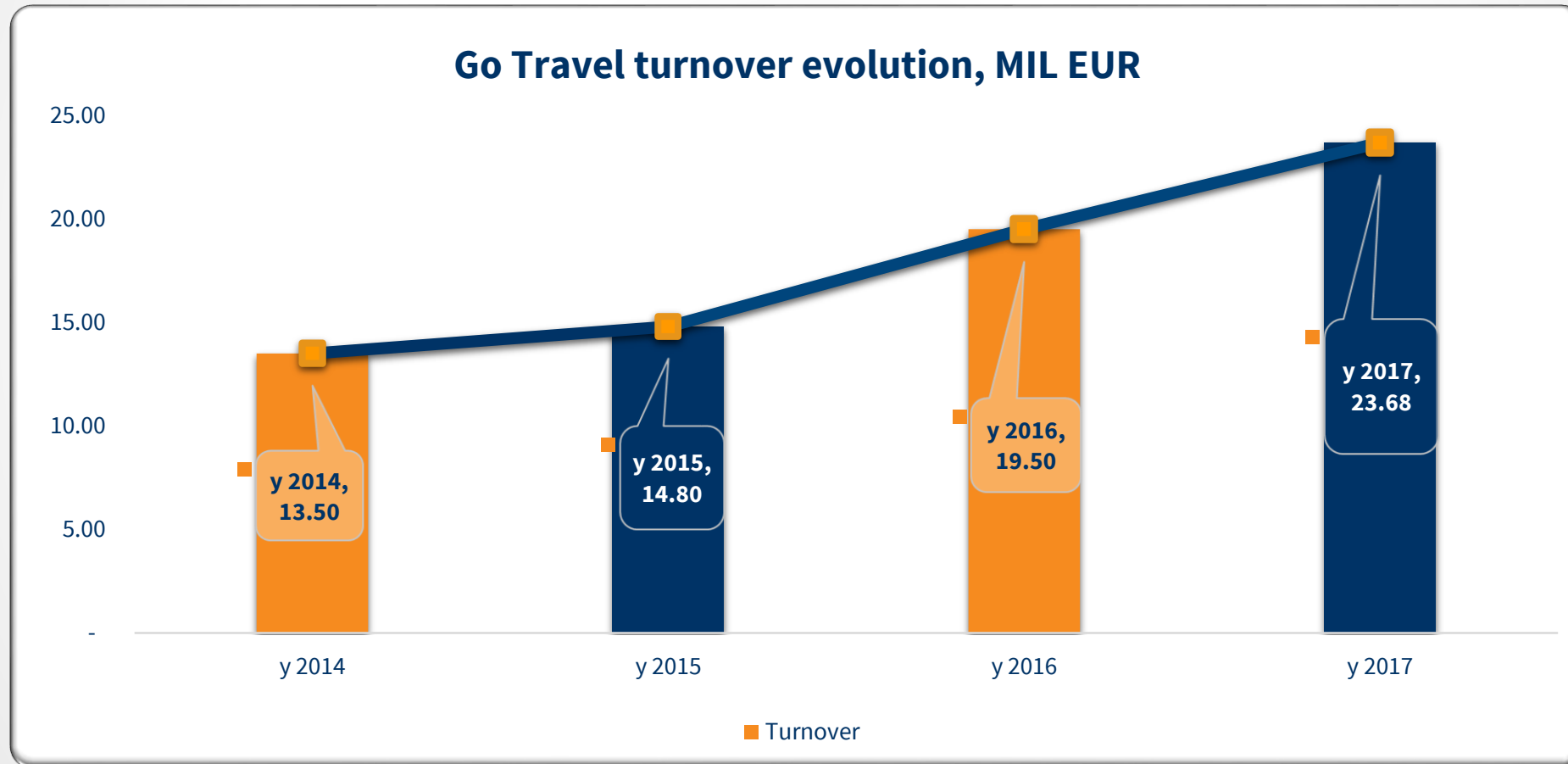
- Founded in 1991
- First travel company in Romania to use Amadeus GDS/CRS System
- First TMC to implement and (still) run travel implant services
- One of the first 8 TMC's to receive IATA licensing in Romania
- More than 2 decades' market presence
- 2 branches in 2 countries (RO and MD): Bucharest and Chisinau.
- Over 320 active corporate clients on local, regional and global levels
- Over 60 highly-skilled, senior travel management consultants
- 75,000 flight segments and over 110,000 room nights in 2017
- ISO 9001, 14001, 27001 certified

KEY NUMBERS

Services split, consolidated, 2017, MIL EUR



KEY NUMBERS



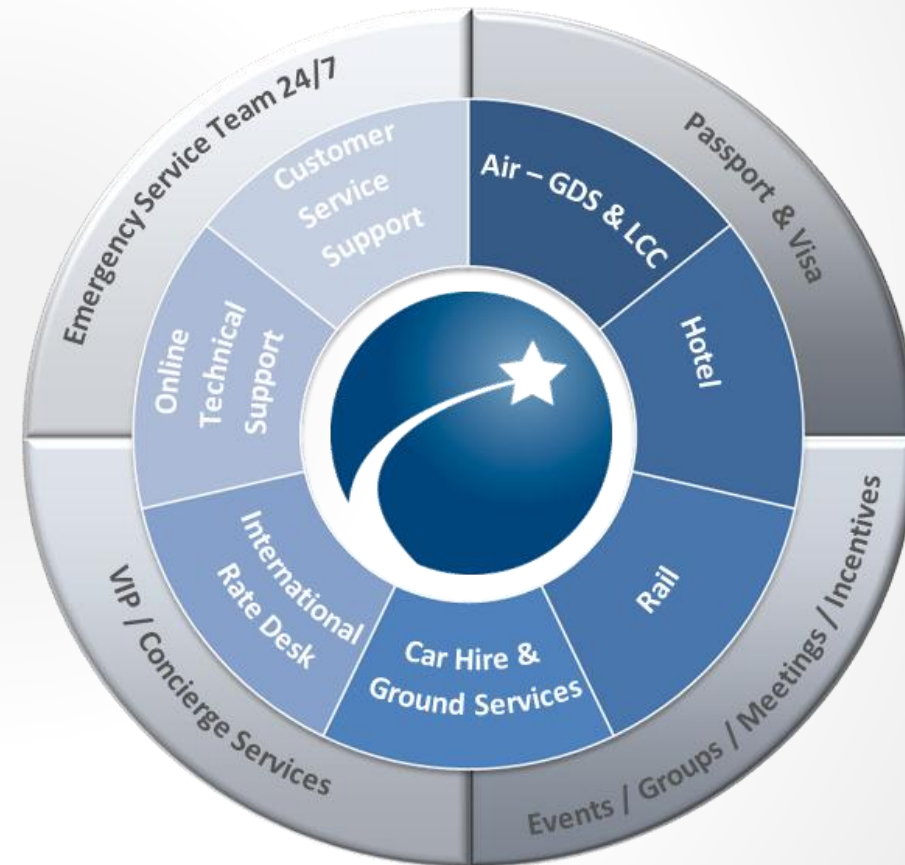
GLOBALSTAR PARTNER

Global approach, local impact - About GlobalStar



END-TO-END TRAVEL SERVICES INTEGRATED IN AN UNIQUE VALUE CHAIN

GlobalStar is a worldwide travel management company owned and managed by local entrepreneurs, worldwide. Over 85 market leading enterprises, representing over US\$14 billion in sales, combine their local expertise, strength and commitment with our global organization to deliver cohesive, multinational solutions through an innovative technology platform.



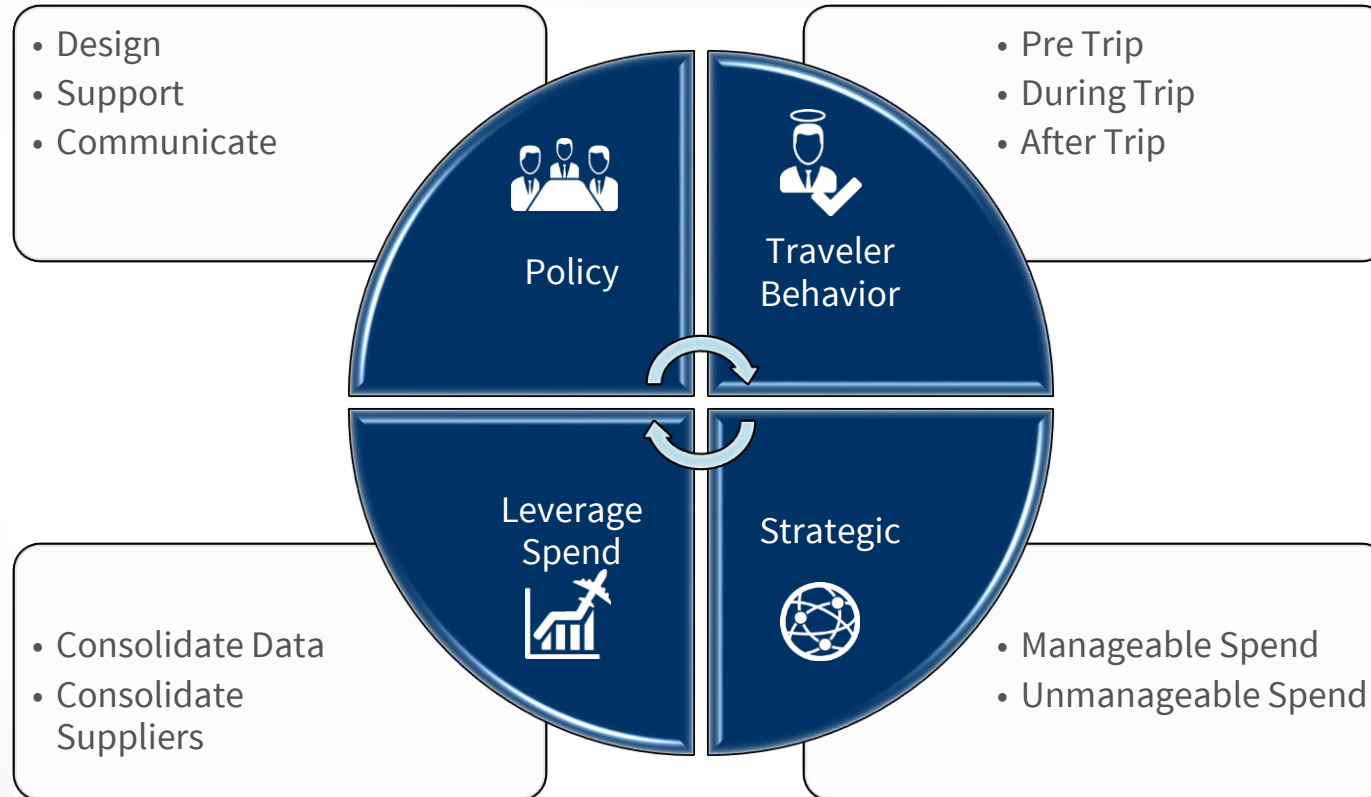
WE DELIVER ON **OUR PROMISE**

Strategic Benefits of a Consolidated Travel Management Program



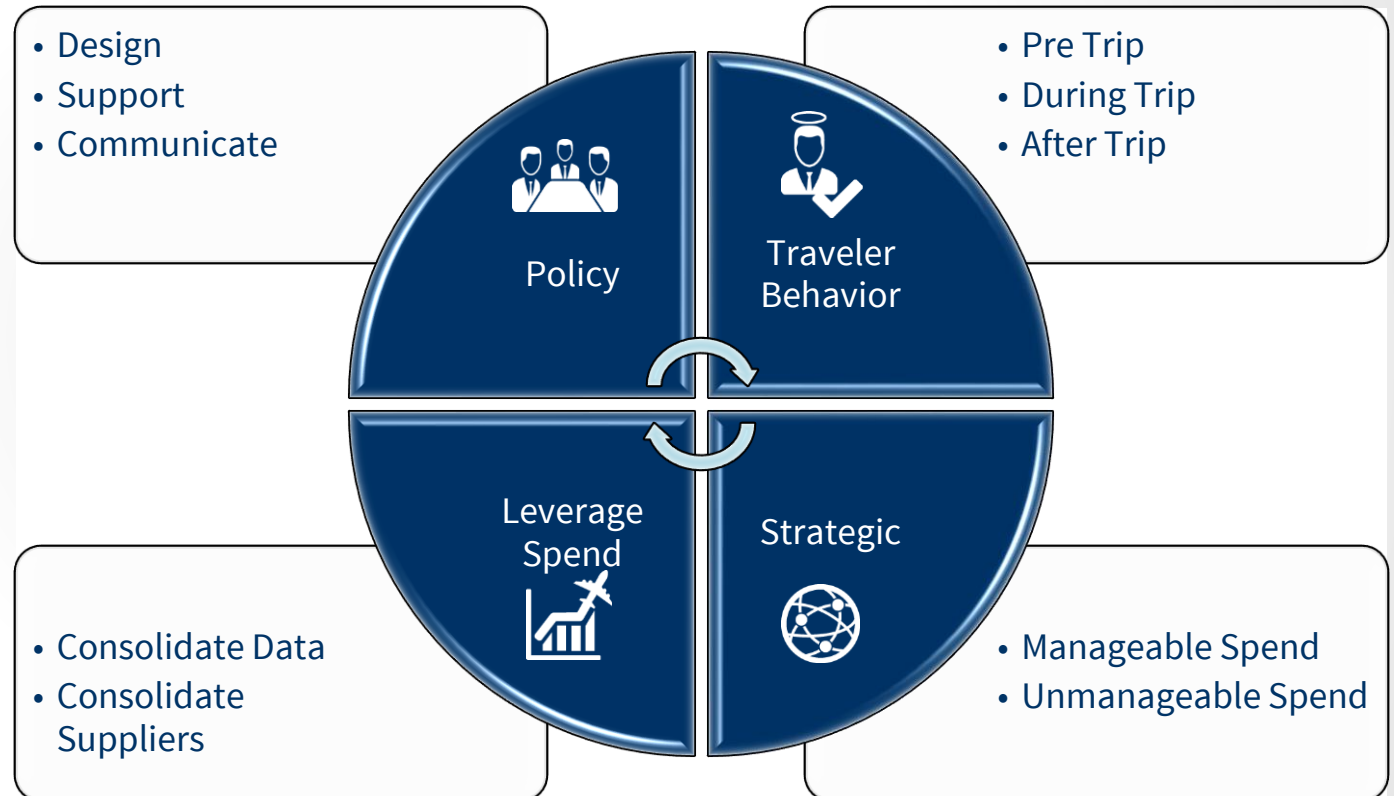
Program Optimization

Elevating
your
program
to
'best in class'



Strategic Benefits of a Consolidated Travel Management Program

- Cost savings through improved supplier negotiation
- Cost savings through increased usage of preferred vendors
- Consistent level of service to travelers
- Consistent application of travel policy
- More effective implementation of travel initiatives across the organization
- Improved tracking of employees for risk management



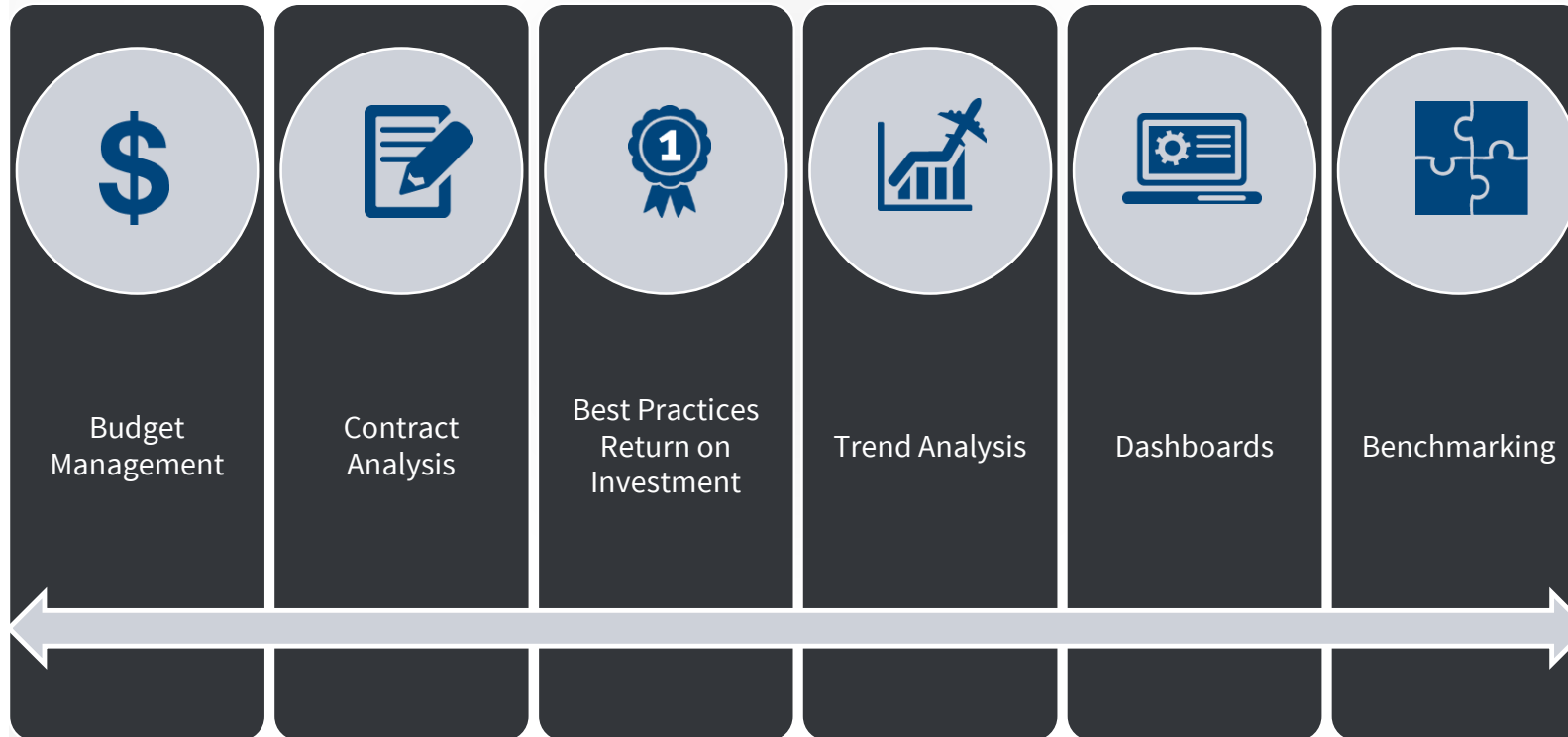
Key Service Elements

Measured Performance, tailored specifically to each customer requirements and aimed to achieve cost-saving and corporate objectives



Consolidated Data

Consolidated globally to enable actionable results



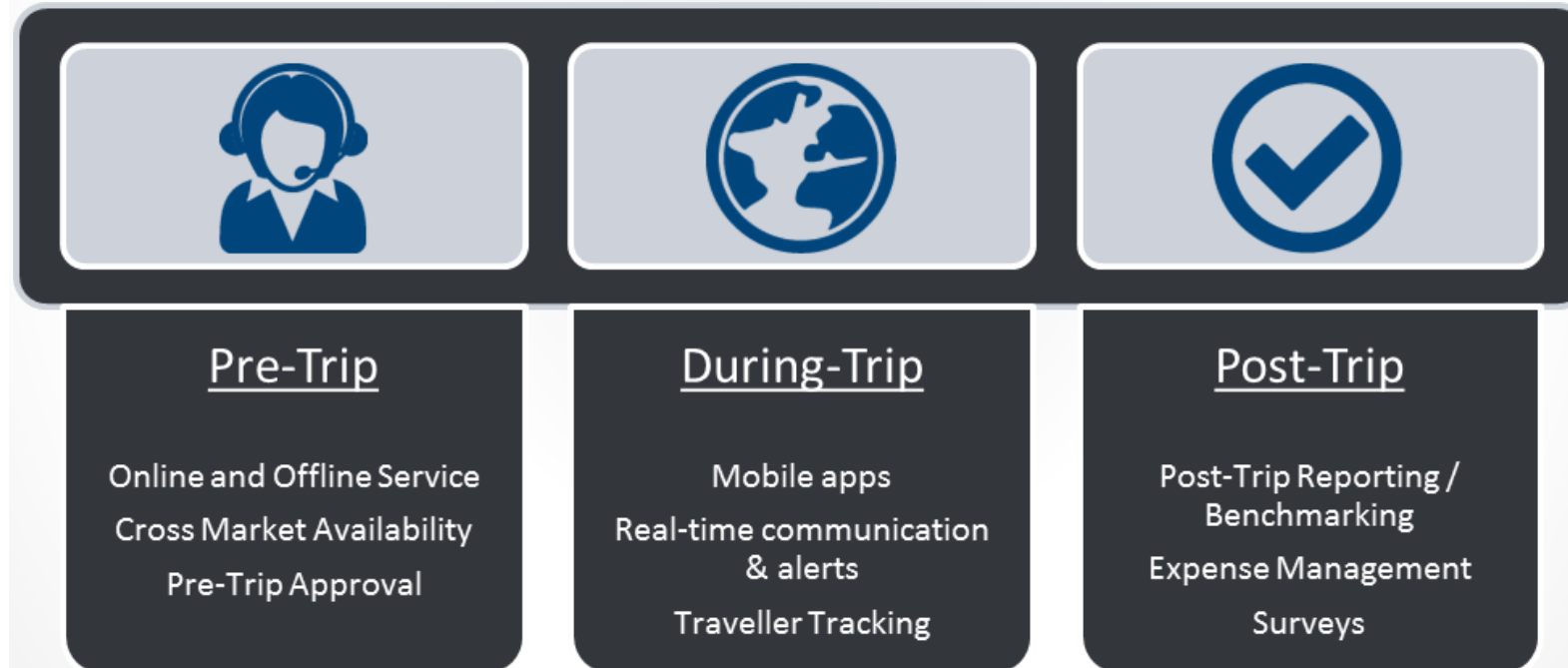
INNOVATIVE TECHNOLOGY

Cost containment, efficiency and quality service through the application of innovative technology is at the heart of our long-term commitment and underpins all of our services



Innovative Technology

To increase adoption, drive compliance and increase service.



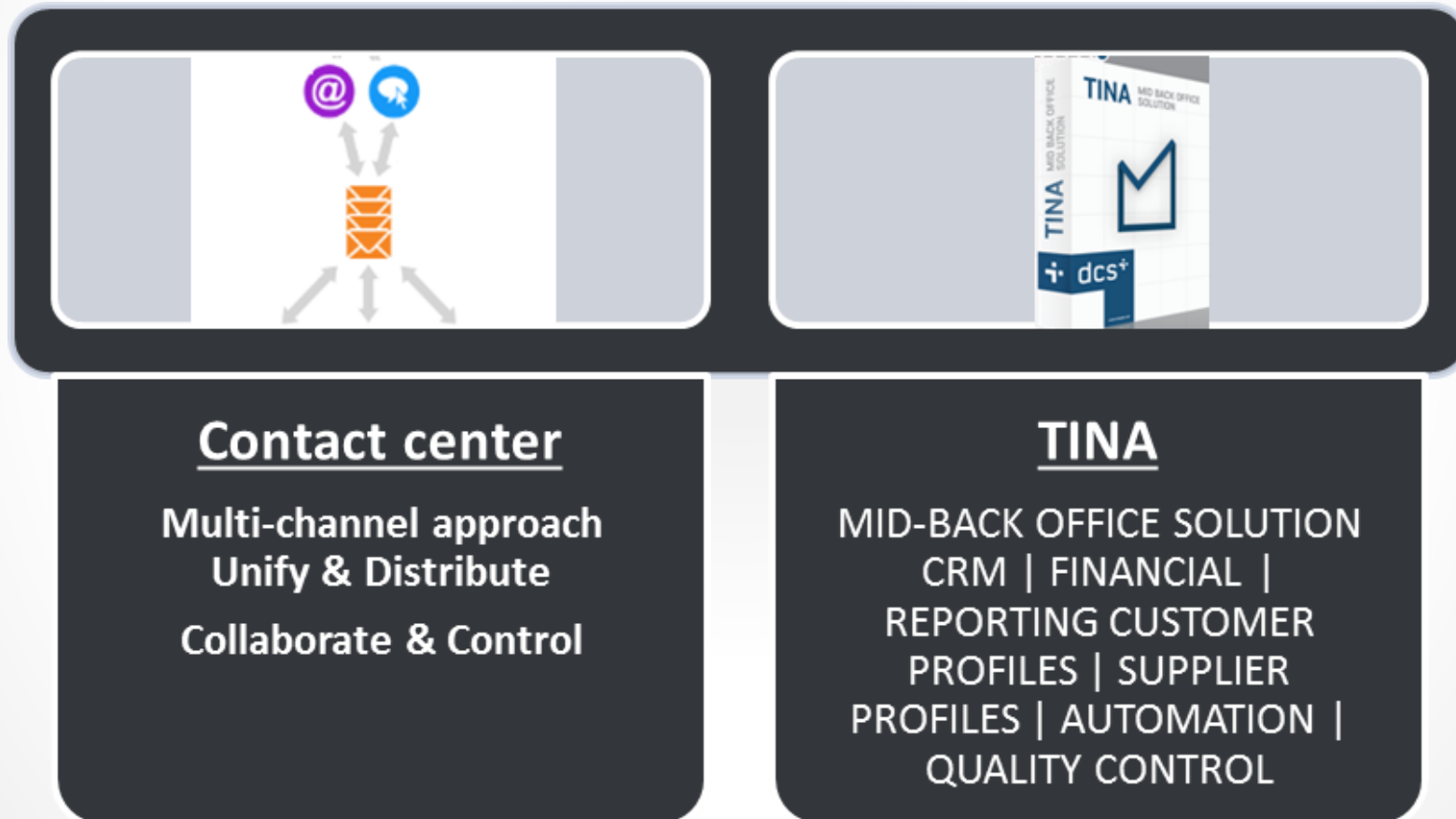
INNOVATIVE TECHNOLOGY – MID-BACK OFFICE

Unified communication platform integrated with the ERP



Innovative Technology

To increase adoption,
drive compliance
and increase service



Contact center

Multi-channel approach
Unify & Distribute
Collaborate & Control

TINA

MID-BACK OFFICE SOLUTION
CRM | FINANCIAL |
REPORTING CUSTOMER
PROFILES | SUPPLIER
PROFILES | AUTOMATION |
QUALITY CONTROL

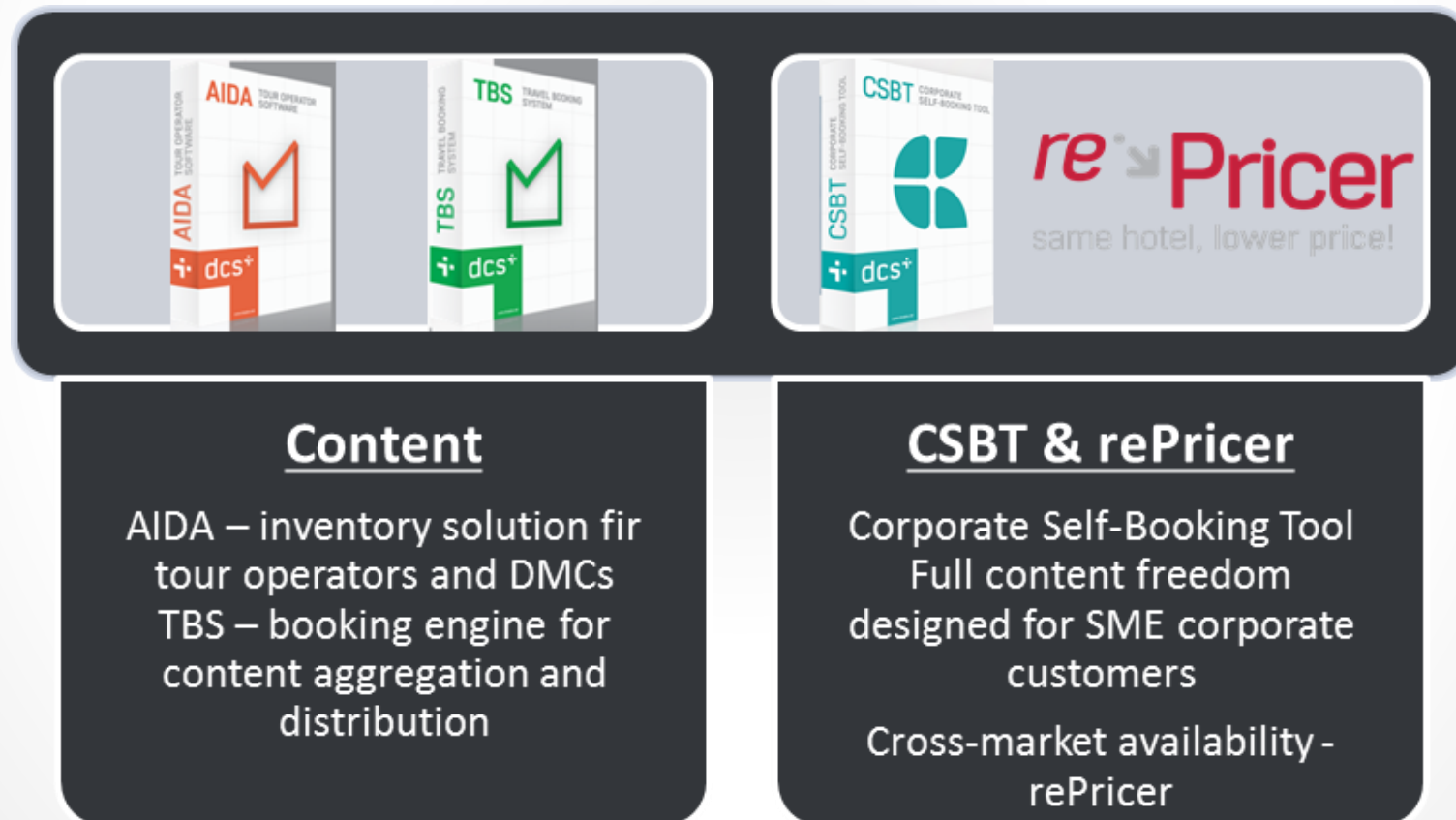
INNOVATIVE TECHNOLOGY – PRE-TRIP SOLUTIONS

Online and Offline Service; Cross Market Availability
Pre-Trip Approval



Innovative Technology

To increase adoption, drive compliance and increase service.



INNOVATIVE TECHNOLOGY – DURING TRIP SOLUTIONS

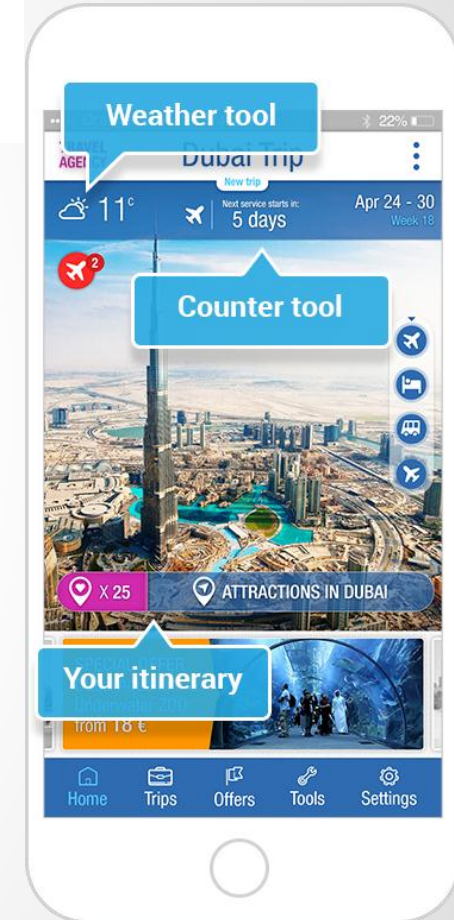
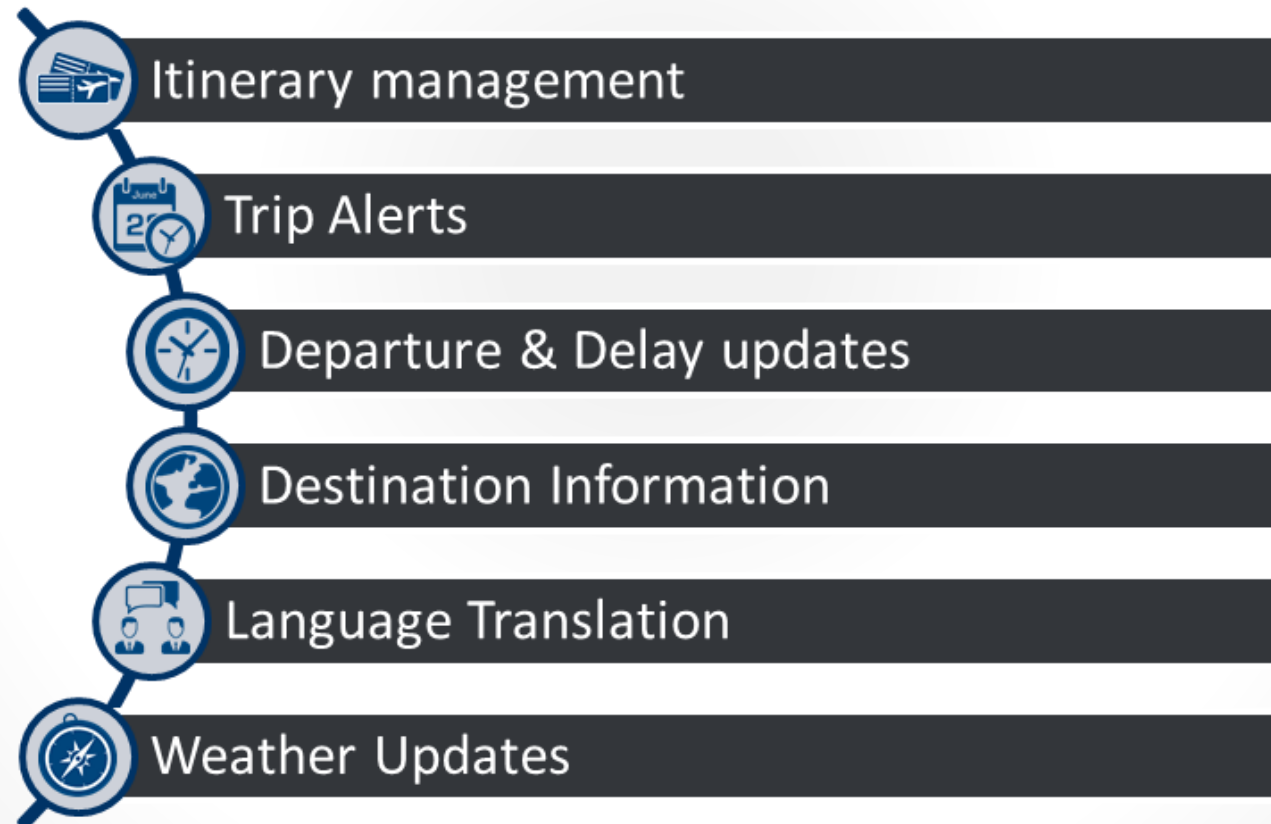


Traveler Wellbeing

Travelers are at the center of your program so we put them first



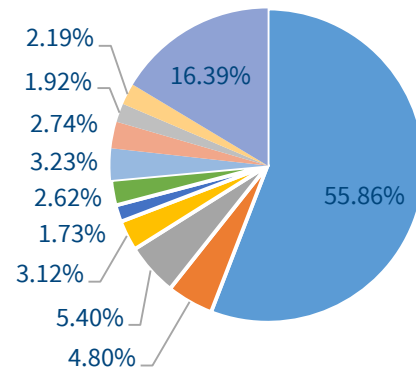
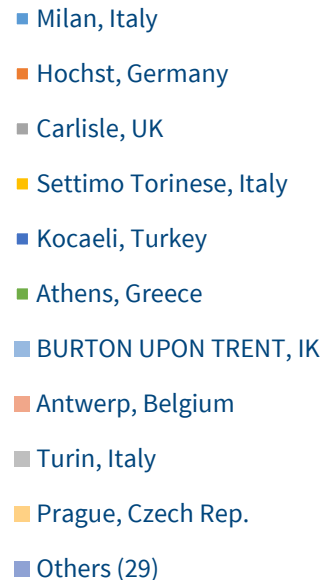
TravList Mobile app; Real-time communication & alerts;
Traveller Tracking



INNOVATIVE TECHNOLOGY – POST-TRIP

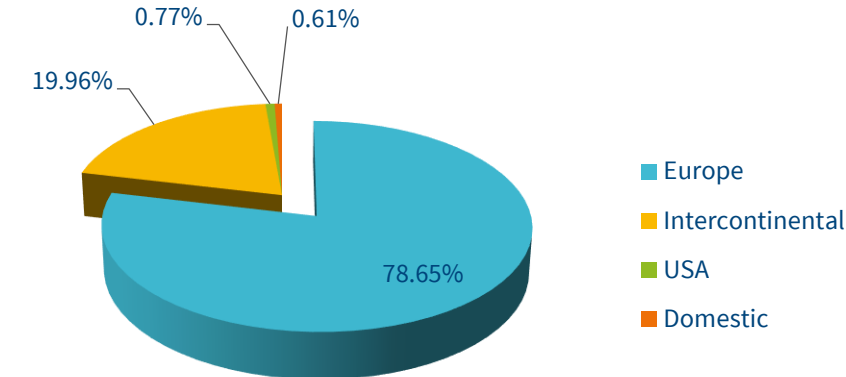
Reporting / Benchmarking; Expense Management; Surveys

Top 10 external destination breakdown per total expenses



- Transactions and expenditure by vendor and/or by service type
 - Top destinations
 - Top travelers
- Average ticket price by cost center and department
- Cost savings achieved and rejected
- Airline route deal performance tracking
- Usage of preferred suppliers
 - Travel policy adherence

Global Destination breakdown per invoiced value (EUR, w/o VAT)



THE PROMISE WE DELIVER

By keeping in close contact with clients, we clearly understand their travel management needs and help achieve their objectives.



THE PROMISE WE DELIVER

Travel policy and budget control

- For the mid-sized company, implementing a standardized travel policy can account for the largest gains: 20-25%
- Generally there are three key objectives in most travel policies:
 - Maximize identified costs saving opportunities
 - Enhance employee productivity & satisfaction
 - Monitor compliance and improve control by pre-trip approvals and post-trip reporting

Identifiable savings

- Increase advance purchase
- Use non-refundable fares
- Consider departure windows
- Accept connections
- Consider alternate airports

Supplier negotiations

- In-depth analysis of travel patterns in order to identify potential savings and preferred suppliers
- Preferred rates for specific destinations
- Incentive programs for corporate clients
- Frequent flyer benefits

THE PROMISE WE DELIVER

Service Level Agreement

- E-mail multi-quotes on all air and non-air itineraries (where applicable) within 30 minutes
- Written response to a complaint within 48 hours of receipt
- Travel Management Reports to be produced on monthly basis
- Quarterly meetings with the Account Manager

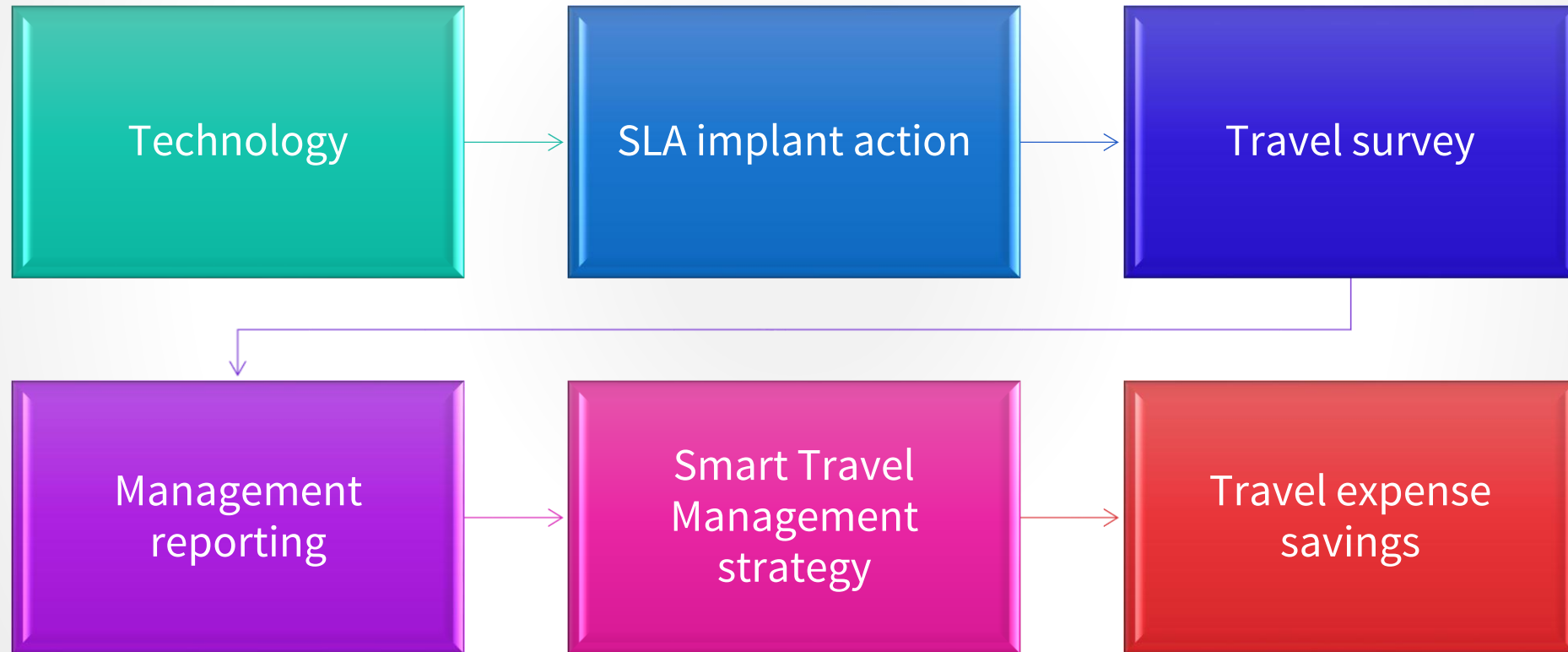
Emergency Travel

- In case of last minute, after-hour changes and emergencies while travelling,
- Go Travel provides 24 / 7 / 365 support, through **emergency phone numbers**.
- Emergency requests are:
 - Trips in the same day or the first part of the next day
 - Requests in week-ends and Holidays
 - Changes of the itineraries that have already started

Reporting

- Reports can be produced on a monthly, quarterly or yearly basis and include:
- Transactions and expenditure by vendor and/or by service type
- Top destinations
- Top travelers
- Average ticket price by cost center and department
- Cost savings achieved and rejected
- Airline route deal performance tracking
- Usage of preferred suppliers
- Travel policy adherence

Go Travel tools for improving policy and compliance

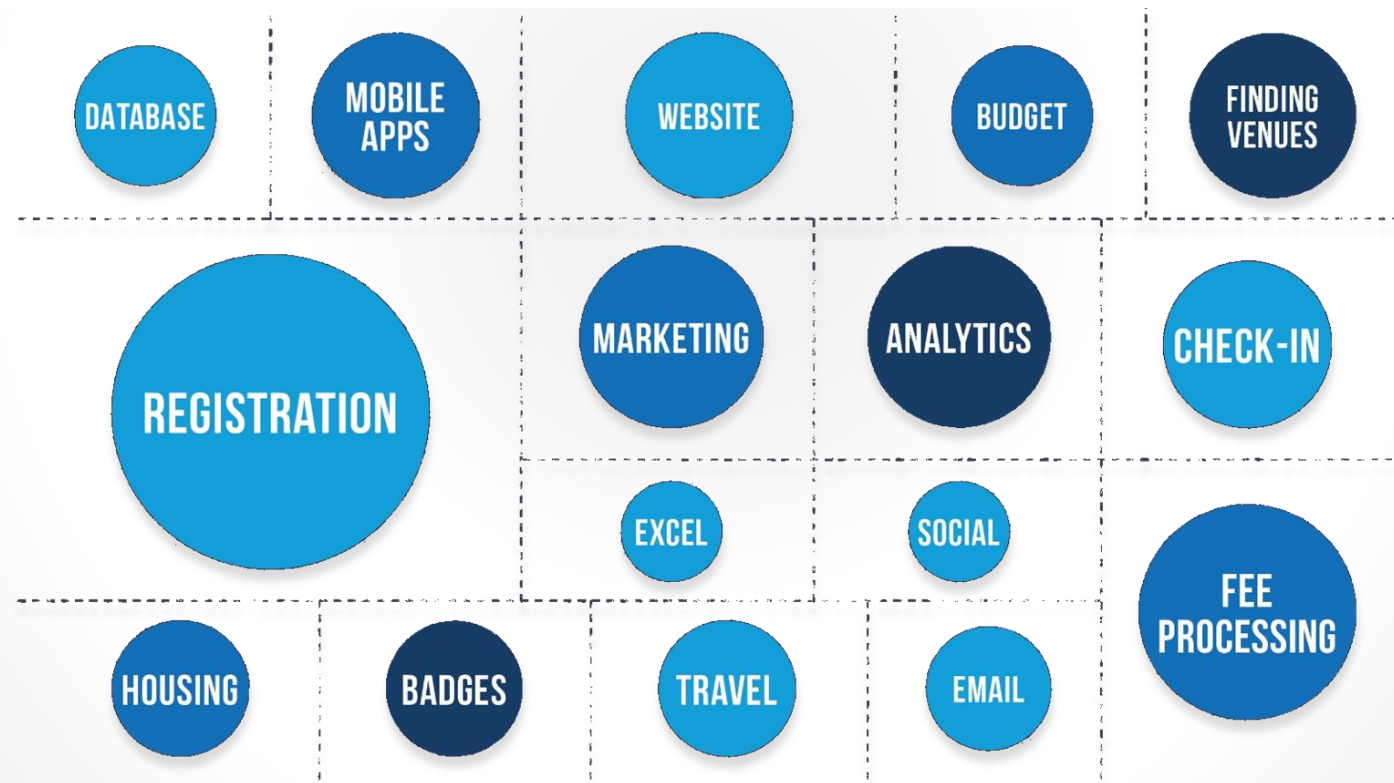


MICE

MEETINGS, INCENTIVES, CONGRESSES, EVENTS

ENGAGEMENT AS A CORNERSTONE

More than 700 events, worth more than 4.5 million Euros, organized nationally or internationally every year: Conferences, Meetings , Product launches, Team buildings or Group travel.



ENGAGEMENT AS A CORNERSTONE



... more than just the usual corporate events. We go further to ensure that your relaxation starts even before the event begins, by offering professional, **creative and dynamic products and services**.

We provide **unique and diversified ideas** which will transform any corporate event (in Romania or abroad) into an original and memorable experience. Most importantly, we can implement **any type of concept** for the event, in order to fit the client's requested goals, budgets and timeframes.

THE CHALLENGES AS WE TICK THEIR CUSTOMIZED SOLUTIONS



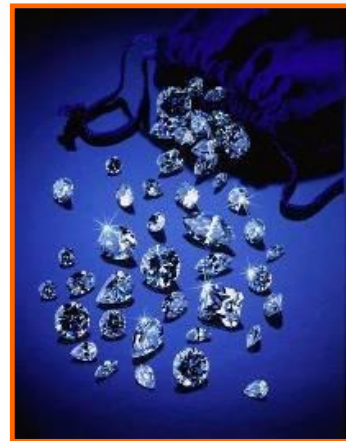
AT A GLANCE, PREVIOUS EXPERIENCE IN DELIVERABLES

Team building - **DIAMOND HEIST IN LONDON**



This is your chance to play the bad guy or girl as you and your fellow villains make a detailed plan to execute the perfect robbery!

Enjoy pure escapism and the chance to act as a criminal mastermind, the excitement of the raid, the tension within your gang, and the thrill of the getaway car. Have you got what it takes to steal the priceless diamonds or will you spend time behind bars!? Is your plan fail-safe or will you have to lose the cops?



AT A GLANCE, PREVIOUS EXPERIENCE IN DELIVERABLES

Conference – Cycle Meeting

- **Number of participants: 300**
- **Location: Alpin Hotel, Poiana Brasov**
- Included services: :
 - transport, accommodation;
 - meals, conference rooms, coffee breaks;
 - Festive dinner at Coliba Haiducilor restaurant;
 - Party at Capra Neagra club;
 - technical equipment for conference rooms.
- On site assistance: two people.



AT A GLANCE, PREVIOUS EXPERIENCE IN DELIVERABLES

Event – Christmas Party

- **Number of persons: 300**
- **Location: Alpin Hotel, Poiana Brasov**
- **Theme: Oscar Academy Awards**
- Included services:
 - Christmas gifts preparation and room assignation for employees ;
 - Info Help Desk at the hotel entrance for participants registering, event's agenda and badge with name and surname handing;
 - Transport to Poiana Brasov;
 - Pre check-in accommodation on the basis of the rooming list;
 - Conference rooms with all facilities included;
 - Coffee Break;
 - Lunch and dinner - Swedish buffet menu, drinks package;
 - Festive dinner theme: famous actors rental models, live band, MC, DJ, audio-video equipment;
 - Three people on-site assistance.



THANK YOU

Thank you for your attention

