

# Travel Daily

## CORPORATE UPDATE

### Aussie travellers defy policy

**AUSTRALIAN** business travellers are more likely to reject the requirements of their corporate travel policies than many counterparts overseas, according to a survey by Egencia. The worldwide poll of 5,545 Egencia users found only 68% of Australian business travellers always booked within the bounds of their travel policy, compared to 82% internationally.

Indian travellers were the most likely to stick to policy with 97% compliance, while US were the

least diligent at just 62%.

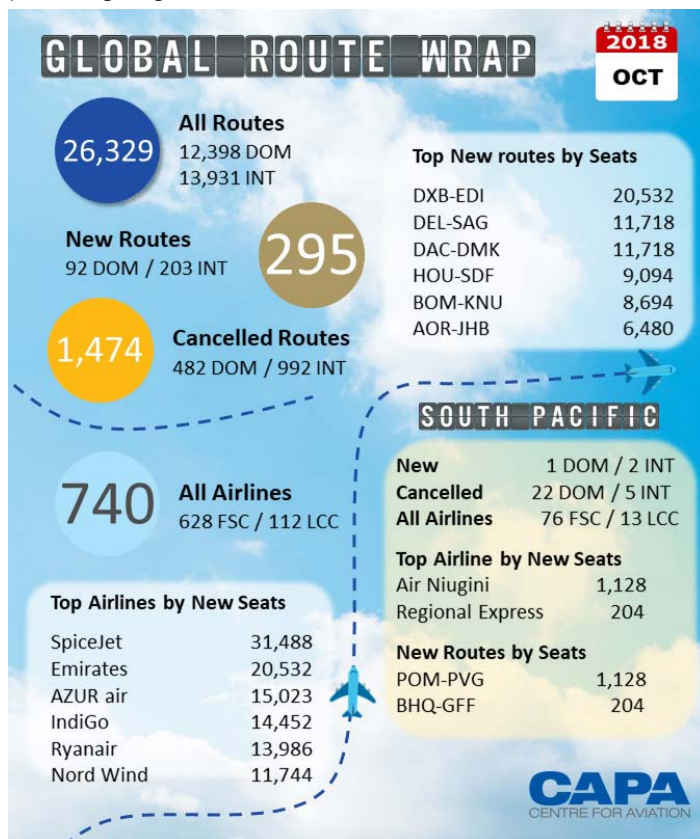
The survey by the Expedia brand found 90% of respondents enjoyed travelling for business.

It also showed travellers preferred convenient travel times, hotel locations and direct flights over personal comforts such as flying in Business class or earning loyalty points.

Forty-eight percent of respondents said the most important element of a travel program was the ability to control bookings themselves.

## CAPA INSIGHTS

**CAPA** Centre for Aviation today offers its latest exclusive infographic, presenting insight from its own data and external sources.



**IN THIS** week's CAPA Insights, we once again delve into the growing aviation market around the world. This month, the number of available seats has increased by 1.1% over Sep and 6.1% from Oct last year. While the number of routes is down 3.1% from last month, this is in fact a growth of 5% from the same time last year. In the South Pacific, Papua New Guinea and China will see the first service launched between the two countries with Air Niugini's Port Moresby-Shanghai service this month.

## CORPORATE CHATTER

with Sharon Stanley

### More than price and service

**WHEN** it comes to requests for TMC proposals, in addition to proving you will deliver value for money and the required services and technology, companies are interested in knowing much more. Many are particularly interested in two areas: how you approach business disruption and what type of global corporate citizen you are.

Companies are increasingly savvy around the questions they ask with regards to how TMCs manage risk. They want to know you have a written business continuity and disaster recovery plan in place, and in most cases they want to see it.

They want to know you've identified potential risks, developed mitigation strategies and planned how to address an issue should it occur. They also want to know you're constantly reviewing, planning and testing your processes and scenarios.

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implemented steps to ensure continuity of service and to minimise disruption, then you're a risk to their business. You're also taking a risk with the wellbeing of your staff and, ultimately the health of your business.

Putting the right plan in place is all about prevention, preparation, response and recovery. Start by identifying the risks and build your strategy and plans from there. If you can prevent it from

happening, do it. If you can't, how can you reduce the chance or lessen the impact? How do you respond to an incident and then recover from it? Document it, test it and ensure everyone in the business knows what to do.

At the end of the day, whether you're responding to a request for proposal or not, it makes good business sense to have a robust business continuity plan in place.

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### ATPI appointments

**THE** ATPI Group has appointed Ian Davies as its new UK Business Development Manager.

Davies, who has over 20 years of senior TMC experience, reports to Richard Viner, Director Global Sales UK and Europe.

The group has also appointed Victoria Eagling to the newly created role of Academy Content Training Manager, which will see ATPI's internal online training program roll out globally.

She will work with local training teams to develop tailored courses for specific roles, which will feature in the relaunched ATPI Academy along with international standard corporate programs.

Locally ATPI Voyager has offices in Sydney, Melbourne and Perth.

### DL customised sites

**DELTA** Air Lines has announced new "personalised company sites" which will allow individual corporate travellers to stay up-to-date on the benefits they receive due to their company's DL Corporate Sales Agreement.

The sites will allow road warriors and travel managers to easily access all of their Delta benefits, and will be available to US-based accounts next month.

DL's corporate push also includes personalised company-specific welcome greetings when travellers check in online or via kiosk, trip-level operational reporting and one-on-one consultations with managers regarding seat-product costs and value on specific routes.