

CWT Energy Services Group

| Travel-related services for energy-related industries

Available: **Worldwide**

Your needs are unique

Not every travel management company is equipped to effectively manage your company's travel.

You require a partner that understands your business as well as theirs. A team with the expertise and global resources to understand complexities and logistics required to travel to and from remote areas of the world where no one would likely travel except for oil and gas exploration.

You need someone who knows geography is more than just a flat map—and anything from weather to politics can impact that geography in a flash. You need to have confidence in travel agents who are specifically trained to support multinational crew rotation and remote field operations logistics. And you need a travel management team that can negotiate and manage complex contracts, including marine and offshore specialty fares, and deliver a programme that is forward-thinking, cost-effective and practical.

That's where *CWT Energy Services Group* comes in.

WE'RE EXPERTS IN OUR BUSINESS...WITHIN YOUR BUSINESS

CWT Energy Services Group (ESG) excels in a niche market comprised of clients in energy-related fields, including: oil and gas services; maritime and drilling exploration; and wind and alternative energy.

CWT ESG provides multinational crew rotation support and personalised consulting for more than 75 oilfield and marine companies. *ESG* also encompasses *Marine & Oilfield Travel Logistics International (MOTLI)* our wholly owned consolidator company that offers oilfield and marine, offshore, and crew specialty contracts with discounts of up to 75 percent off published fares.

Our specialised teams around the globe are networked to "follow the sun," providing seamless 24/7 operations and support to ensure your travel is uninterrupted.

The *CWT Energy Services* division has managed marine and energy services travel for multinational personnel for more than two decades.

BENEFITS

- **Talent you can trust**

Our skilled, dedicated teams are knowledgeable about—and committed to—your business. Among the most tenured in the industry, our travel consultants average 12 years' industry experience; our international staff, 18 years; and our managers have an average of 25-plus years' of business and energy know-how.
- **Protecting your assets**

Because your most valuable resources are your employees, *CWT Energy Services Group* interacts with your risk and crisis management teams to anticipate needs and be fully prepared to provide emergency response and support services during crisis situations—anywhere, any time.
- **Financial opportunities**

Capitalising on CWT's buying power, *Energy Services Group* combines volume to negotiate supplier contracts to benefit all, and by providing *MOTLI* contract options to augment or supplement your corporate negotiated contracts. In addition, *CWT ESG* acts as a liaison between you and third-party suppliers to ensure on-time, on-budget, on-target deliverables.
- **Increased efficiency**

Simplified reporting makes it easier for you to have the information you need about your budgets, field operations logistics/spend, and safety and security. With CWT focused on your travel needs, you can focus on your core competencies.

INCREASED TRAVELLER SATISFACTION, OPERATIONAL EFFICIENCIES AND SAVINGS

- **Travel fulfilment**—Our reliable reservation process supports your policy and includes queue management and quality control, credit card utilisation, point-of-sale billing, ticket/invoice issuance and unused ticket management, maintenance of traveller profiles and more.
- **Peer-group benchmarking**—With our large energy client base, CWT is in the unique position to benchmark *ESG* clients against their peers to gauge effectiveness of negotiated contracts specific to their business, travel policies and protocol.
- **Analysis/Reporting**—CWT provides contract analysis and support to ensure clients receive the greatest value through a combination of negotiated contracts and *MOTLI* and CWT contracts. What's more, we provide savings reports specific to the type of contract for further negotiations or benchmarking.
- **Multinational crew rotation support**—Collaborative planning, plus anticipating your needs for rig moves, startups and budgets, provides effective and efficient crew rotation trip models that meet your schedules and needs.
- **Dedicated crew rotation specialist**—Supporting seamless service for your multinational business 24 hours a day.
- **Visa and immigration services**—We work in tandem with both your internal and third-party visa providers to handle unique visa needs for crew rotation travel, from offshore work permits and support for third-country nationals (TCNs) to scheduling visas and other visa/immigration challenges specific to your industry.
- **Advance planning for safety, risk mitigation**—Our energy services clients routinely travel to high-risk destinations on land and at sea. Our management team will work with your risk management and crisis management teams to:
 - Plan and execute comprehensive emergency preparedness and business continuity plans for global operations
 - Participate in emergency response drills and actual crisis response to provide consultation and support
 - Provide rig evacuation, logistics, hotel accommodations and support due to weather issues (hurricane, typhoon) or other
 - Provide specialised emergency response support to move travellers out of danger at the first hint of trouble.





- **Emergency Response Service and Support**—CWT Energy Services Group has a crisis management team averaging 25 plus years' experience ready to support clients and their risk management teams through any emergency. In combination with CWT's global resources and third-party resources such as iJet, ISOS, Control Risk and Air Security, we are prepared to provide consultation and support through any crisis or event.
- **Local control with global reach and support**—While CWT ESG has global scope and resources, management is controlled locally to ensure responsiveness and support at your headquarters' level. This way, CWT improves compliance of your global initiatives, policies and protocol.
- **Capable and trained travel consultants** —In addition to standard training, our ESG agents are trained on oil and gas-specific geographies. Because crew rotation travel is different from traditional travel, our consultants are specifically trained to read, analyse and "book out" or project various types of crew rosters. Safety, security, emergency training and client-specific protocol and training ensure quality service and support.
- **Best value**—Standard account services include monthly travel reporting; supplier analysis and support; ongoing operations liaison; continual compliance to contracts and settlement monitoring and review; liaison and support between client and other CWT global resources for implementations, expansions, rig moves, and more.
- **Communications package**—Practical and relevant communications for travel managers and travellers: increase awareness and control; help you anticipate trends and proactively manage your travel programme; and improve traveller satisfaction and productivity.

ADDITIONAL SUPPORT

All *CWT Energy Services Group* clients have access to:

- **CWT Oilfield Services Emergency Response Centre**—Companies that require multinational crew rotations and upgraded support can use *Oilfield Services Emergency Response Centre OFS24*, available to *CWT Energy Services* clients. With dedicated crew specialists and resources, OFS24 provides expanded services and support not traditionally offered through after-hours services.
- **Marine & Oilfield Travel Logistics International**—MOTLI contracts are specifically designed to supplement our clients' negotiated programmes for marine and offshore travel, offering:
 - Deep discounts (45%–75% off published unrestricted)
 - One-way or roundtrip, bidirectional, network-to-network trips—these global contracts encompass the entire global airline network, allowing your travellers to originate from, and travel to, anywhere the airline flies
 - Flexibility—all fares are refundable and changeable, and free of advance purchase restrictions, change fees and prepaid fees

CAPITALISING ON CWT ENTERPRISE-WIDE STRENGTH

Beyond products and services provided by the *CWT Energy Services Group*, you also can take advantage of:

- **CWT Meetings & Events**—By integrating meetings and events with your managed travel programme, you can tap into savings by tracking spend and combining supplier strategies
- **CWT Hotel Programme**—In addition to your ability to take advantage of CWT's buying power, you can be prepared for emergencies, such as by prepaying rooms or blocking space for hurricane evacuations
- **Travel policy** development and tools to boost compliance
- **Programme optimisation**—Using our *CWT Solutions Group*® analytics to ensure your programme takes advantage of every opportunity for excellence

CASE STUDY

Exceptional service during exceptional circumstances

CWT stands ready to do whatever it takes to ensure continuity of high-quality service for clients in face of emergency—not only for affected areas, but for multinational operations which require ongoing support.

For example, as Hurricane Ike approached the Texas coast, CWT evacuated some of its *Energy Services* team to a remote location to continue 24/7 operations. As a result, even as the entire city of Houston was evacuated and shut down, clients experienced no service disruption and 98 percent of calls were answered in fewer than 30 seconds.

During the 2008 hurricane season which included Eduardo, Ike, Fay and Gustav, *CWT ESG* evacuated 10,000-plus personnel from the Gulf of Mexico, finding alternative housing or transporting them home.

CONTACT

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