

CWT Publishes New Edition of *Effective Travel Management*

Booklet updates eight key levers to optimize a travel program

PARIS, August 13, 2008 — Carlson Wagonlit Travel (CWT), the leading travel management company, has released the second edition of *Effective Travel Management*, a 36-page booklet featuring eight key levers companies can use to optimize their travel program. Since the first edition was published in 2005, several updates and enhancements have been made to reflect the evolving priorities of travel managers and buyers. These include integrating demand management and corporate social responsibility into the travel program, as well as exercising greater control over ground transportation spend. Findings and best practices from in-depth research conducted by the CWT Travel Management Institute provide new insights into online booking, program consolidation, and travel policy and compliance.

CWT recommends a comprehensive approach to travel management that delivers value to companies and their travelers. The eight key levers to effective travel management remain focused on savings, service and security while addressing more recent concerns over environmental protection, duty of care and sustainability. They are:

1. Provide the right services and assistance to travelers and optimize transaction processing
2. Tackle hotel spend in a disciplined and professional manner
3. Continue to drive air and ground transportation savings
4. Increase policy compliance and optimize demand management
5. Further consolidate travel programs
6. Address security needs and corporate social responsibility
7. Integrate meetings and events into the travel program to control and optimize the related spend
8. Develop executive dashboards and actionable performance measures

Christophe Renard, CWT vice president, Business Intelligence, said, "In an increasingly complex environment where globalization, rising prices, multiple distribution channels and higher risk are commonplace, a well-managed travel program can help companies meet their overall objectives. To that end, CWT offers clients a regular flow of business intelligence, actionable insights and best practices. *Effective Travel Management* is a prime example of our ongoing effort."

The complete text of *Effective Travel Management* and a white paper summarizing the booklet are available on www.carlsonwagonlit.com.

About Carlson Wagonlit Travel

Carlson Wagonlit Travel (CWT) is a global leader specializing in business travel management. Present in more than 150 countries, CWT serves companies of all sizes, as well as government institutions and non-governmental organizations. By leveraging both the expertise of its people and leading-edge technology, CWT helps clients derive the greatest value from their travel program in terms of savings, service and security, and provides best-in-class service and assistance to travelers. CWT services and solutions comprise four lines of business: Traveler & Transaction Services, Program Optimization, Safety & Security, and Meetings & Events. CWT has 22,000 employees worldwide. In 2007, sales volume for wholly owned operations and joint ventures totaled US\$25.5 billion. For more information, please visit www.carlsonwagonlit.com.

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