



PRESS RELEASE WORLDWIDE

Carlson Wagonlit Travel further strengthens its global organization

Paris & Minneapolis – October 4, 2004 –

Hubert Joly, President & CEO of Carlson Wagonlit Travel (CWT) worldwide since July 2004, today announces three major appointments that further strengthen the company's global organization.

- **Liliana Frigerio is appointed Executive Vice President CWT Global Account Management and Solutions Group** with the responsibility of overseeing and supporting global accounts, and with direct oversight over a global Solutions Group, CWT's consulting arm. Ms. Frigerio was formerly in charge of this activity at the European level. In her new role, she will partner with Martin Warner in his capacity as EVP Global Sales & Marketing, and with Loren Brown, CWT's Chief Information Officer, to further expand CWT's relationships with global companies of various sizes and deploy common tools around the world. These steps further enhance CWT's leadership position and capabilities in the global market.
- **Richard Lovell becomes Chief Operating Officer CWT Europe, Middle East & Africa (EMEA)**, with the overall responsibility for the region. Richard Lovell is also responsible for CWT hotel organization on a global scale. Richard Lovell was formerly Executive Vice President, EMEA, in charge of geographical zones and operations. **Jack O'Neill**, appointed Chief Operating Officer CWT North America last August, and **Geoffrey Marshall**, President CWT Asia Pacific & Latin America, are in charge of the other regions.
- **Philippe Vinay becomes Executive Vice President CWT Human Resources on a global level**. He has been in charge of Human Resources for the EMEA region for the past four years. The creation of this worldwide position is aimed at further enhancing the alignment and mobilization of CWT's resources regarding key business priorities around the world.

Hubert Joly underlined: *"CWT is already today one of the most global and technologically advanced travel management companies in the world. With the creation of the Global Account Management team, we are further strengthening our ability to serve customers globally and to deliver them bottom*

line results. Moreover, our geographic structure will continue to allow us to provide great service to local companies whatever their size.”

Carlson Wagonlit Travel (CWT) is one of the world's leading travel management companies. Its core business is to help companies of all sizes to optimize their corporate travel expenditure. CWT designs and implements optimal performance travel management programs for clients, based on recognized consulting expertise, strong purchasing power, technological know-how, and recognized quality of service. Over the last few years, CWT has also introduced many technological and business innovations, including the development and implementation of online booking systems, - an area where CWT has leading expertise -, and the first Pan-European eCenter, opened in Poland in 2003. Present throughout the world, CWT has 12,500 employees, 11,000 reservation terminals and processes over 20 million reservations annually.

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Liliana Frigerio – Executive Vice President CWT Global Account Management & Solutions Group

Appointed Executive Vice President Global Account Management and Solutions Group in September 2004, Liliana Frigerio is in charge of overseeing corporate clients for Carlson Wagonlit Travel worldwide. She reports to Hubert Joly, President & CEO worldwide. Ms. Frigerio was formerly EVP EMEA in charge of Account Management and Solutions Group for EMEA, and also the head of CWT Italy. She began her career with the Nestlé Group and later went on to join CWT in 1990, as Head of Sales and Marketing in Italy. Liliana Frigerio has been several times honored as one of the most powerful women of the travel industry in Europe and worldwide.

Richard Lovell – Chief Operating Officer CWT Europe, Middle East & Africa

Appointed Chief Operating Officer, Europe, Middle East and Africa in September 2004, Richard Lovell has overall responsibility for Carlson Wagonlit Travel in the region. Richard Lovell is also responsible for CWT hotel organization on a global scale. He reports to Hubert Joly, President & CEO worldwide. Lovell was previously Executive Vice President for Europe, Middle East & Africa, in charge of geographical zones and operations. Having been with Carlson Wagonlit Travel since 1991, he has held leading positions in the UK and Northern Europe. Lovell entered the travel sector in 1987, assuming managing positions for Pickfords Business Travel. He began his career with the Royal Dutch Shell Group of Companies. Lovell is currently Chairman of the Guild of Business Travel Agents in the United Kingdom.

Philippe Vinay – Executive Vice President CWT Human Resources at global level

Appointed Executive Vice President Human Resources at global level in September 2004, Philippe Vinay is responsible for directing, structuring, mobilizing and overseeing human resources of Carlson Wagonlit Travel worldwide. He reports to Hubert Joly, President & CEO worldwide. He joined the company in 2000 as Executive Vice President of human resources for Europe, Middle East & Africa.

Prior to joining CWT, Vinay held leading human resources positions with major international companies, including Vinci and cosmetics company Yves Rocher.

For more detailed biographies, please visit [Our Leaders](#) section.