



etm overview

At etm, we are committed to building a mutually beneficial partnership with our clients and endeavour to seek ongoing cost reductions, improvements and deliver exemplary service.



etm group of companies

etm is 100% Australian owned and was formed in 2001 by three directors – Jan Upton, Leon Burman and David Hummerston after realising that there was a gap in the market for a boutique-style, service orientated corporate travel and event management company. All three directors work within the business and to year end 2007/2008 the company turned over \$65M. etm employs 70 full time staff and everyone is committed to providing a unique level of service to our clients. We pride ourselves on providing clients with creative solutions using cutting edge technology, talented staff and transparent reporting systems.



etm is a diverse company that offers more than corporate travel. Our business encompasses the following products and services:

- etm corporate travel
- etm leisure travel
- etm conferences, events & incentives
- etm strategic consulting
- meetings xpress
- blue orange creative services

In addition to recruiting the best staff, strong relationships have been formed with suppliers to ensure clients are provided with the most comprehensive pricing. etm is committed to giving our clients the personalised resources they require to ensure a full understanding of their needs and tailoring corporate travel solutions to enable them to compete effectively in their respective markets.



Clients will benefit from the following business offerings when working with etm as we can address your business needs through:



understanding of your business, etm understands the requirements to manage corporate travel and events. etm was created and exists to service accounts of your size and make up



personalised account management, resulting in a level of service unsurpassed in the Australian travel industry

- initial "meet and greet" of your dedicated travel consultant & Client Relations team
- annual "face to face" catch ups with your consultant team
- ongoing information and education sessions for all travellers



attention to detail by our consultants as well as their "outside the square" thinking for your benefit



etm online booking engine (OBE) called tramada web-res, providing full on-line domestic booking capability all set within your travel policy guidelines



financial transparency through detailed online “real-time” management information reporting, allowing analysis of your specific corporate travel spend; maximising travel policy compliance, cost control monitoring and benefiting supplier negotiations, at no extra cost to you, including assistance from etm finance team

an easy to use and reconcile payment process, under a transaction fee or management fee arrangement and also the ability to utilise the co-branded American Express card offering Qantas Frequent Flyer points and a rebate on Qantas (domestic and international) spend

safety and security, Australia-wide operations, supported outside normal working hours by etm 24/7, a dedicated 24 hour emergency service available exclusively to all of your travellers. Access to passenger location reports to ensure client safety and ability to locate in emergency situations

dedicated client relations management team, with over 30 years experience in the travel industry providing well developed processes and technologies including:

- quarterly meetings with your Client Relations Management team
- assistance with designing your internal travel policy
- assistance in negotiating your airfares and rates with all suppliers
- ongoing analysis and recommendation on your travel trends & spends
- adherence to customised service level agreements and key performance indicators

supply of personalised easy to use travel manuals for all travel bookers outlining; etm as a company, your travel policy, etm contact cards, your company profile, traveller profiles, airline fare rules, preferred supplier details, transaction fee schedule, service level agreement and key performance indicator schedule, reporting examples and extra information such as passport & visa processes and procedures

access to all etm departments, having the ability to take advantage of the diverse products and services made available ranging from leisure travel, event management and strategic consulting services

corporate social responsibility, including etm travel green program, ability to provide reporting on your companies carbon footprint and etm ongoing commitment to the long term partnership with the Starlight Children’s Foundation

In summary, etm vision is to; “think differently, act as one and honour our values” of;

- respect
- honesty
- courage
- fun
- care
- innovation
- commercial ownership

Our commitment to clients is to live our vision and values in our everyday working relationship.