



# Case Study

## Global Oil and Gas Company

### Travel Program Customisation

In partnership with FCM since

2017

Travellers

180

“This project is testament to our team’s ability to support the unique requirements of our energy, resource and marine customers. Our people worked closely with this client to understand their business and what they needed from their travel program. The collaborative partnership helped our team to deliver high quality travel management and program logistics support for this operation. Additionally, our ability to provide a business model specific to their needs combined with the passion our team has, to work cohesively with our clients and to get the job done, also contributed to the success of the project.”

MELISSA ELF  
GENERAL MANAGER, FCM

### Background

In 2019, FCM Australia was appointed to manage the travel and logistics for a new offshore drilling project. The project was being undertaken by a global super-player in the oil and gas sector. The company deemed FCM Australia the right ‘professional fit’ for this specific drilling program. Prior to this, FCM Australia had been working with the client as part of a broader travel partnership that started in 2017.

For this specific project it was FCM’s in-depth knowledge of oil and gas assets, vast experience managing fly-in fly-out (FIFO) rosters for air travel, FIFO offshore accommodation inventory, charter bookings, crew changes and remote travel services, that ensured all of the client’s charter and helo bookings could be met. FCM’s proven ability to manage travel risk and minimise disruption for their travellers, also was viewed favourably by this client.



## Approach

FCM provided the client with customised travel services to support the specific requirements of this offshore drilling project. As part of this, FCM appointed a dedicated Project Travel Coordinator to manage the project. The Travel Coordinator sat in the FCM team and was 100% dedicated to the project. The Travel Coordinator was responsible for ingraining FCM in the project and the customer's operational team. They were also responsible for ensuring traveller and client expectations for travel and logistics services were met.

The Project Travel Coordinator provided:

- Management and implementation of all travel arrangements for fixed wing and helicopter bookings, transfers and accommodation
- Management of the crew rotation for all personnel on board (POB)
- Management of the company's passenger manifests via an offshore logistics tool
- Duty of care analysis for the client, which included a continuous review of process procedures to ensure a seamless, safe and reliable service.

## Outcome

FCM provided a high level of travel support for the 180 travellers involved in this drilling project. Additionally, FCM's experience in facilitating travel into this particular drilling region helped the client to minimise costs and effectively manage risk during the challenging cyclone seasons. Key to the success of the project partnership has been FCM's ability to:

- Minimise any disruptions for travellers
- Provide travel strategies to minimise costs for the project including assistance with charter negotiations and hotel rate negotiations
- Share information, communicate regularly with the project's drilling supervisor and integrate its travel team with the client's operational team
- Operate a 'down manning procedure' during a cyclone, whereby FCM successfully transported 180 passengers to a designated location close-by.

**Together, FCM and the client developed an industry leading travel program for the energy, resources and mining sector.**