

Business travel expertise and support for **Corio** Generation



2x

Staff since onboarding started in 2022

4

Countries, soon grew to more

0

Negative feedback

About Corio

Corio Generation is an offshore wind developer. A subsidiary of Macquarie Bank, this renewable energy firm operates with a start-up mentality, with support and guidance from its banking parent.

Business travel at Corio is coordinated by Office Manager Jeanine Schouwenaars, who describes office management as “the Times Square of an office”. “It’s a role that requires stepping into all these different departments and helping everyone as the centralised point. There were lots of systems and procedures to consider in a short amount of time, and travel was just one of them,” she explained.

Initially, Corio’s travel requirements covered:

- Travel between the main hubs in London, South Korea and Taiwan
- Travel to wind farms in remote locations
- Teams attending internal conferences

Importance of local teams and languages

After going to tender, Jeanine and the team selected FCM Travel as their travel management company (TMC). One major factor was language and local teams, as Jeanine explained:

“What we thought was very strong about FCM is that they were able to operate in different languages and set up those local offices in South Korea and Taiwan. Under our parent company’s TMC, they used a team based in Eastern Europe which lead to issues and language barriers, it wasn’t ideal. So the fact we could use local travel teams was the biggest reason we went to FCM.”

-JEANINE SCHOUWENAARS

Setting up Corio for success

Onboarding began in April 2022. Due to its structure, Jeanine had some basic principles to stick to, but it also felt like building a company from scratch with no policies, procedures or knowledge of travel volumes. Initially, the onboarding began with:

- Building out the **travel policy**, with guidance from FCM, who sent examples and guidelines of what to include when drafting a policy.
- **Technology** configured to Corio’s needs, including FCM Platform which meant travel bookings, reporting and duty of care dashboards all in one place. “There are all these features built into the platform that really help us as a company. Technology wise, everything is running smoothly,” says Jeanine.
- Ensuring **duty of care** processes are set up and integrating with International SOS so travellers receive guidelines and support for high risk locations. “That’s where the added **value** of FCM comes in, with regards to the traffic concentration risk, the hybrid countries and being able to pull reporting to see where our people are at that point in time. For safety purposes, it’s essential they book with FCM,” said Jeanine.
- **Strategy with hotels** including enabling Booking.com content in FCM Platform so Corio’s teams could access a broader range of hotels in remote locations. With FCM’s support, Jeanine also negotiated with five properties for exclusive deals, started a blacklist of hotels, and worked with FCM Meetings & Events for block bookings for workshops.
- Rapidly **adding countries to onboard** as the team expanded around the world.
- **Adjusting cost centres** and project codes in FCM Platform when Corio changed its accounting structure.

“FCM just gave me the impression that they had everything under control. There was a strict timeline during the whole implementation phase that kept everything on track. They were just so helpful in every single way,”

-JEANINE SCHOUWENAARS



Making waves with future growth

When FCM first partnered with Corio, the company had 120 staff. Fast forward to mid-2023 and it has 250, and by the end of the fiscal year that's expected to grow to more than 375. Growth is worldwide, including locations across Asia, Americas and Australia. Jeanine is aware that she needs to continue to make tweaks as the company grows, including:

- Replacing cytric with **Concur Travel** to help streamline with Concur Expense and save time and money.
- A **new travel and expense policy** that focuses on sustainability as well as cost reduction, despite growth.
- Improved communication to maintain **compliance** to the travel policy, with messaging focused on safety and risk.

Confidence in travel services

Corio is confident with its travel services and technology configuration. It's all positive from Jeanine and the team as they start to carve their own path, backed by Macquarie's guidance and robust centralised reporting that will drive future decisions. As Jeanine said:

“FCM is quite a big company, but it always feels like I'm the only client. They're working with me to have everything work for Corio specifically. I can't give you any negative feedback. It's all running smoothly, I'm very happy with the service.”

“The FCM team has been so helpful. We get very positive feedback because our team get instant responses and everyone is so knowledgeable.”

-JEANINE SCHOUWENAARS