



FCM Travel Brand Profile – South Africa

Discover the alternative in business travel



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About FCM Travel

FCM Travel South Africa was established in May 2013. We are a level 1 BEE organisation that truly resonates with companies' wants and needs. FCM Travel balances state-of-the-art technology offerings with highly skilled people in our field of expertise. We are fast becoming the go-to, alternative Travel Management Company for leading brands, large organisations and multinational corporations around the world.

The alternative

What makes us the alternative?

We make business travel a pleasure.
Don't just 'get there'. Connect globally.
Think differently. Travel better. Give yourself the flexibility
to do corporate travel on your own terms, customised
to your company's – and travellers' – unique needs.
Leverage our experience across every industry sector
to simplify and streamline your travel programme. Take
advantage of our global buying power to secure the
best rates and fares available, not to mention exclusive
deals and traveller perks. Level-up your duty of care with
traveller tracking. Implement cutting-edge technology
and world-class booking solutions.

Awards



Travel Partner of the Year - Global TMC
Business Travel Awards 2022

Europe's Leading TMC
10 years running, World Travel Awards

**UK - Travel Team of the Year with RSA
Insurance**
Business Travel Awards 2020

**UK - Reservations Team of the Year -
FCM Medical Repatriations Team**
Business Travel People Awards 2020

Africa's Leading Travel Management Company
World Travel Awards 2016-2020

**Great Place to Work® Middle East Certification
for Great Place to Work (2018-2019) and Best
Workplaces for Women in the GCC 2020**

**Middle East's Leading Travel Management
Company**
World Travel Awards 2012-2018

UK - Best Sales Account Management Team
Business Travel Awards 2019

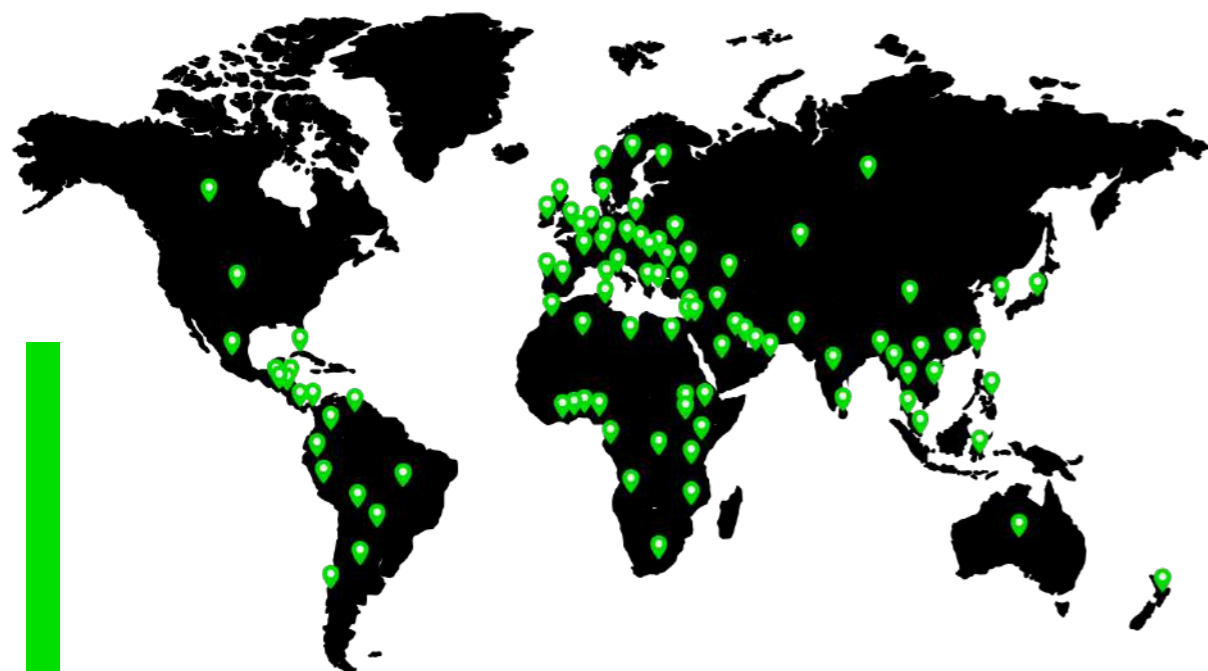
UK - Best UK TMC (Over £200m turnover)
Business Travel Awards 2018

Global reach. Local insight

FCM has a solid global footprint. This means a home ground advantage in over **95 countries worldwide**. What do we mean by home ground advantage?

Think local knowledge; on-the-ground support from dedicated travel managers; and after-hours assistance wherever you find yourself in the world.

Whether you have regular international travel needs, take single trips at the last-minute, or wish to consolidate your business travel services and costs across multiple countries - FCM's global network has the experience, reach and negotiating strength.



FCM National Management Team



BONNIE SMITH
FCTG Corporate General Manager



LANCE NKWE
Corporate Marketing Manager



ALZETH DE AVEIRO
Technology Product Manager



MUMMY MAFOJANE
Operations Director



RAYLENE PIENAAR
Leader of Retention



LEBOGANG NTOAGAE
Corporate Supply & Distribution Director



KERRY-LEE BOVEY
Financial Controller

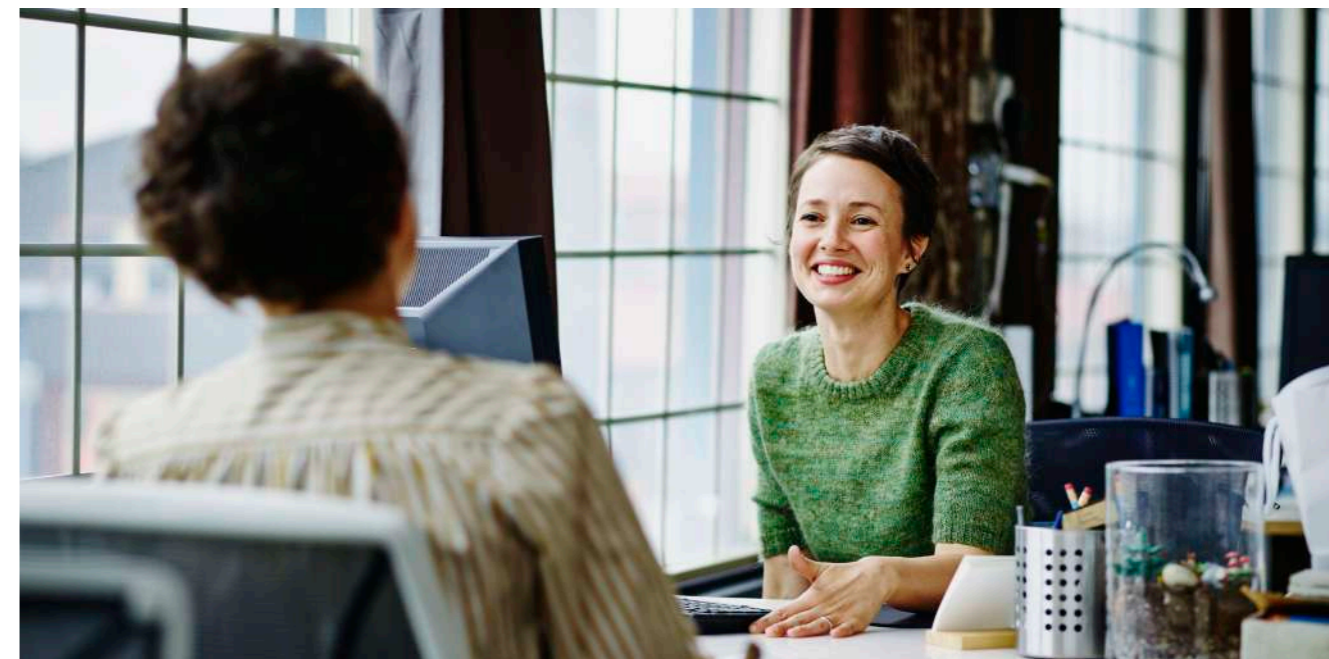


JUSTIN WESSELS
Financial Controller



KAMOGELO MAERMAN
National Sales Leader

Our Brands



FCM

FCM is driven by an unconventional mindset, our people are out-of-the-box thinkers dedicated to making your journey a smooth one. With the combination of advanced travel technology and a global network of experts, we deliver world-class solutions to enterprise-level customers.

FCM South Africa offers corporate travel services including:

- Widest choice of content, including air, accommodation, car hire, transfers, rail, and much more..
- 24/7 emergency assistance
- Best in market technology
- Corporate travel policy advice
- Global travel buying power
- Group bookings, and charter services
- Local and multinational support
- Payment solutions
- Traveller safety and security services
- VIP executive service
- Visa, passport and travel insurance assistance

FCM CONSULTING

Our FCM Consulting Team is made up of industry leaders in travel, finance, and procurement, experienced in working with clients from small enterprises through to global corporations. The services include supplier sourcing, contract performance management, outsourcing, travel policy design, benchmarking, data intelligence, and more. With a bespoke approach, our team's value lies in its ability to enhance and optimise your programme in a way that suits your company's culture and objectives.

FCM MEETINGS & EVENTS

FCM Meetings & Events provide the creativity, innovation and the tools to reimagine meetings and corporate event management, conferencing, group and incentive travel, production and events. From virtual to hybrid events, to in-person immersive experiences and unconventional showstoppers, we do it all..Our specialties include:

- Event & production management
- Group & event travel management
- Venue sourcing
- Event technology
- Strategic meetings management (SMM)



Technology



Rocket fuel for business travel

FCM's platform is inspired by the needs of our customers, we've developed proprietary technology to tackle the most common challenges facing business travel today. Delivering flexibility and agility through plug-and-play capability, we help make booking and managing corporate travel a breeze.



Omni-channel approvals

Allows you to gather all your travel approvals in one unified dashboard - no matter the booking tool, no matter the device.



Seamless integration

Redefine how your business travels with the best rates and content, all in one place.



24/7 365 traveller support

All your communication needs, united. Help your travellers stay connected with 24/7 chat support from real-life agents and award-winning AI-powered assistance.



Smarter fare shopping

Preserve your travel budget with automated global re-shopping, even after purchase. This gives travellers the best choices – at unbeatable rates.



AI-powered reporting

Pioneered by us, AI-powered reporting now produces predictive analytics and actionable insights, powered by our Intelligent Data Platform.



Go greener

Real-time impact reporting and actionable guidance to achieve your sustainability KPIs.

FCM **L**LIFESTYLE

FCM lifestyle is a concierge travel service designed to offer corporates, executives and employees a gateway to exclusive travel destinations and luxurious holiday packages.



Our years of expertise in corporate and leisure travel, strategic supplier partnerships and global buying power enable us to offer you the widest range of local and international holiday deals accommodation, flights and car rental - at the best possible prices.

Corporate Social Responsibility



FCM's Travel Supplier Empowerment Programme

FCM understands the impact & importance of B-BBEE and the need for a strong domestic travel industry. Real results can only be achieved if established TMCs invest in empowering small and upcoming travel providers. So, we're on a mission to support and nurture South Africa's travel economy through our Travel Supplier Empowerment Programme.

How does it work?

As part of the Flight Centre Travel Group, FCM leverages 3 integrated solutions:

- Room8
- Transport Hub
- Local Hotels

Greater visibility for SME suppliers means better reach and more business opportunities

Local Projects

FCM has a long history of working with organisations committed to upskilling people with disabilities. Post Covid, we partnered with SSD Training to offer youth with disabilities a scholarship to study business administration.

Aside from the bursaries offered for the business course, FCM invested in the youth by covering travel expenses and meals so they could take full advantage of this educational opportunity.

The programme also prepares youth for the job market by including interview training and resume writing. Mpho Mofokeng, one of the nine participants who benefited from the programme, said:

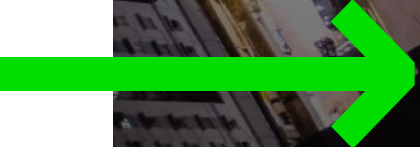
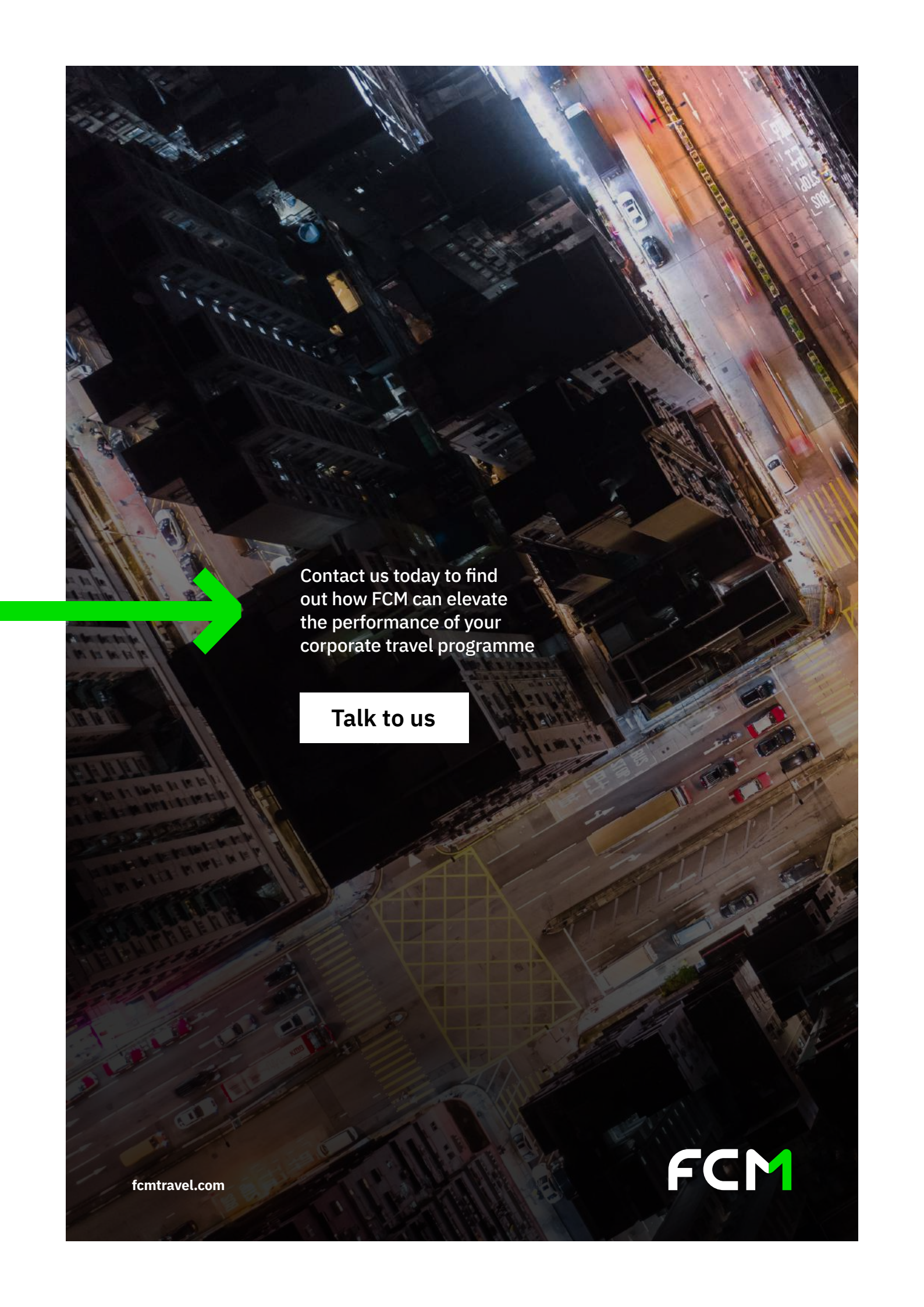
“This means growth for me as an individual and a chance for me to have a better opportunity to work.”

Greener Journeys

FCM Travel is actively committed to addressing our corporate footprint by seeking out 'green' initiatives to reduce waste, emissions and energy consumption. At the same time, we look to partner with suppliers that share our values in these key areas, supporting a brighter future for all.

This love for the environment has followed our team back to the office. Be it energy-efficient sensor lighting, waste reduction, or donating our old computers and mobiles to charities for reuse, we're always on the lookout for a way to make our offices greener.





Contact us today to find
out how FCM can elevate
the performance of your
corporate travel programme

Talk to us

fcmtravel.com

FCM