

an introduction to

MarineTravelDirect



Expertise



Specialist Fares



Duty of Care

Who are Marine Travel Direct?



*Marine Travel
Services*



Risk Management



*Dedicated Staff
Expertise*

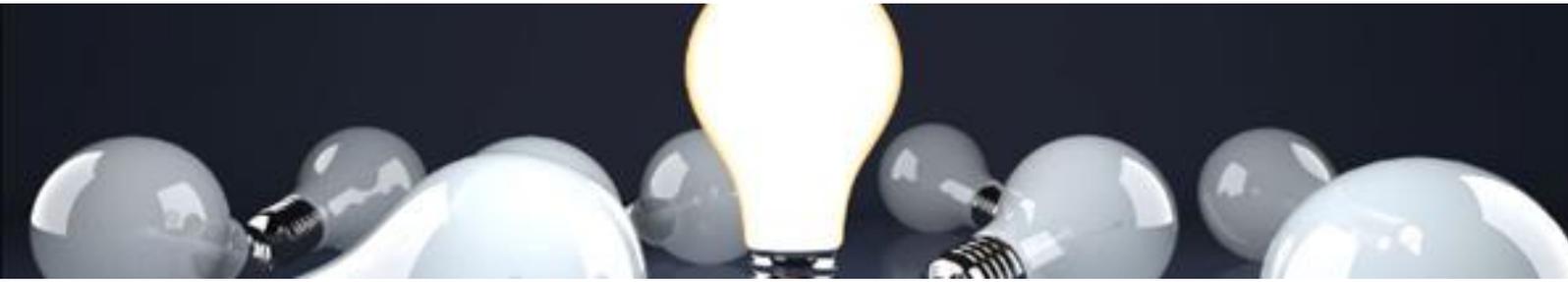
Managing the movement of crew and offshore personnel around the world is notoriously difficult. It's a highly specialised industry that involves a number of challenges and specific expertise. The UK marine industry contributes an estimated £31.7 billion to UK Gross Domestic Profit (GDP), and supports over 500,000 UK jobs. The logistics of getting crew to their respective rigs, bases, vessels and ports worldwide is an intricate and often complex process, requiring both flexibility and commitment simultaneously. Entire offshore operations are often reliant on its staff to arrive on time, safely and on budget, and therefore crew movement is critical for the maritime industry to thrive.

Marine Travel Direct is the marine arm of award-winning Travel Solution Provider, Business Travel Direct. With more than 45 years in the corporate travel industry, Business Travel Direct has worked tirelessly to develop and maintain its reputation for innovation, integrity, technology, and exceptional customer service. Whilst Business Travel Direct offered a number of marine services to a small portfolio of maritime clients for a number of years, Marine Travel Direct became an independent division in 2014. This move was to facilitate a demand in our services, widen our client-base, and establish ourselves as a competitor within the marine travel marketplace. We now have an extensive service offering, enable us to deliver cost-effective marine airfares, accommodation, car hire, duty of care fulfilment, Visa and Passport assistance, management information reporting, and mobile smartphone app integration.

Our expanding marine team is located in our central London office to ensure we continue to deliver exemplary customer service and innovative travel solutions, without out-sourcing our service-offering to a third party. Unlike many of our competitors, Marine Travel Direct's out of hours function is operated internally by our marine staff, to ensure that our clients receive the same personalised, friendly service that they'll encounter during usual working hours. With an average industry experience of 27 years, Marine Travel Direct's consultants are fluent in navigating complex itinerary requests and sourcing the very best options at the best prices.

Marine Travel Direct is fully bonded and licensed with IATA and ATOL to sell dedicated marine travel services, and is also an active member of the Guild of Travel Management Companies, WIN Network, and the Institute of Travel and Meetings.

Meet the Team



We take great pride in our people, and they're a key USP for both Marine Travel Direct and Business Travel Direct. With industry experience of over 25 years, the marine team has built strong industry connections with suppliers and clients alike.

Kerry Jenkins

Client Partnership Manager

Kerry studied Travel and Tourism as university in 1990, before entering into the Business Travel marketplace. Having worked for a number of prestigious organisations such as Galileo (now Travelport), WEXAS, and Sabre, Kerry's strengths lie in her ability to build and nurture strong, working relationships with industry professionals and her clients alike, many of whom have followed her throughout her career. Joining Marine Travel Direct in January of 2015, Kerry account manages a portfolio of marine clients, alongside strategically implementing new partnerships and technology that strengthen our diverse service offering.



Andy Cloke

Manager

With over 25 years in the marine travel industry, Andy manages the team of four at our Blackfriars office. His main priority is to ensure our clients receive the optimum route for their trip, both in terms of their safety, time restraints, and budget. His customers are able to call him or any of his team any time of the day or night, ensuring continuity of service and understanding of requirements during, and outside, office hours. Andy also has extensive knowledge of dealing with Security companies, arranging for the transportation of weapons and ammunition.



Dennis Foster

Senior Marine Consultant

Dennis is responsible for all travel requirements of Marine, Offshore and Security clients. His duties include booking flights, arranging hotels, passport & visa, ground transportation, alongside utilising his experience within the industry to offer honest, transparent advice. Having started in the marine industry with Swiss Air in 1989, Dennis has built up extensive knowledge in overcoming the potential challenges facing marine

clients, and consequently has strong partnerships with his client-base.



Tom Finch

Senior Marine Consultant

Tom joined Marine Travel Direct in 2013, having previously worked in the accounts department at another marine TMC. Tom is now an invaluable member of the team, providing assistance to clients with their travel requests, from flights and hotels, to passport and visa assistance. His expertise within the field has enabled him to manage complex itinerary changes and ensure our clients get to their vessel or port safely, on time, and on budget.



Customer Feedback



I have had many travel agents over the years (I have been doing this for a very long time) and these guys are the best by a very long way.



We have been using the team at Marine Travel Direct for over ten years. They offer a very good personalized service. We really value and appreciate the efficient and proactive manner they operate. The consultants are knowledgeable, performing to a high standard and are always ready to assist no matter what time of day or night.



The guys provide me with exceptional service and I have no issues at all. We receive accurate, timely information any time of the day or night, and really value being able to talk to familiar people whenever we need to. Whenever I have a question about anything I know that Andy and the team are there to answer, and do answer very promptly and accurately.



With regard to a UK travel agent I highly recommend Marine Travel Direct. They are based in London and are always contactable. They understand about Marine travel and that things get changed when clients change their minds at the last moment.



Our Service-Offering



Managing the movement of crew and offshore personnel around the world is a highly specialised service, and that's why we are the perfect partner for you.

Using our industry connections and strong supplier relationships, we ensure that our marine clients have at their disposal a database of special rates dedicated to those working in the Oil, Gas and Maritime industry. These fares offer substantial savings against normal tariffs, greater baggage allowance, priority treatment, and tend to come with fewer restrictions and penalties. Marine Travel Direct has also obtained specially-negotiated rates with airlines that do not offer marine fares, passing the savings achieved directly back to our customers. These negotiated rates are entirely our own and not bought via a third party, as a direct result of our strong industry relationships and reputation.

With an average of 27 years in the marine industry, there is no scenario that our mature team has not dealt with over the years and they are on hand 24/7 for travel requests. Of primary importance to the team is getting our travellers from 'door to dock' in the most timely and economic manner, hence why we are one of the few marine travel divisions in the UK who does not out-source our out-of-hours service – the team is available any time of day to guarantee a personal, tailored service.

Our marine services include, but are not limited to:

- A 15 minute turn around on 98% of quotes
- A specialised suite of security products to ensure your employees remain safe on their trip
- VIP meet and greet services
- Passport and visa assistance
- Ground transportation
- An international service, operating in all the world's major shipping ports
- Reporting tools
- Access to a global airline contracts and fares database
- Average staff experience of 27 years
- Integration with innovative traveller apps
- Free out of hours services, managed by the marine specialist team

Online/Offline Capabilities

Marine Travel Direct has Online and Offline booking capabilities that can be implemented according to each client's operational needs. A number of our customers have marine and corporate travel requirements within their travel programme, which requires an initial 'discovery session' to assess which of our online booking tools would best meet their needs.

If there are elements of corporate travel involved, we can tailor our rail, hotel, and car hire booking technologies for the client and build the travel policy into the mechanics of the tool; enabling travellers to book only within budget and remain compliant. Approval processes can be integrated into the booking flow, incorporating signatory sign off from designated personnel or super-users. For customers with an extensive travel solution, we are able to provide a specialist corporate team who would be solely responsible for arranging corporate travel itinerary requests alongside a designated email address.



For clients who only require marine travel, we would thoroughly recommend using our services offline, by calling a member of the team directly. Complex routings and fare constructions are best handled manually by our consultants, requiring an extensive amount of expertise. This is for a number of reasons, namely to ensure we can get you the best pricing for those eligible for marine fares. Marine Travel Direct has outstanding relationships with suppliers and we now have over 200,000 hotels supporting our wider hotel programme in addition to marine airfares with all airlines, enabling us to deliver travel options at the very best prices.

Marine Travel Direct understands the bespoke travel requirements of the oil and gas industry, so our services are tailored to fit your individual need, including long standing partnerships with local agents to arrange transfers to marine vessels, helicopters and private flights, and Visa and Passport assistance where necessary.

The marine industry typically focusses more on service levels and prompt assistance for all offline enquiries, which is substantiated through our KPI results of **a maximum quote response time of 120 minutes and our average time is currently 15 minutes.**

Reporting and Management Information

SMARTinsight, our MI reporting tool, can deliver a multitude of reports, built specifically for your travel programme. All agreed standard reporting requirements would be provided at no cost, and Marine Travel Direct can tailor a number of specific reports based on your requirements, including, but not limited to:

- average ticket price
- traveller behaviour
- CO2 reporting
- top destinations
- use of negotiated deals
- missed opportunities
- policy compliance

We also understand that many of our marine clients prefer to view their travel data based on particular vessel or traveller information, which SMARTinsight is able to deliver.



All behaviour analysis reports are built specifically to assist our clients in identifying further cost reduction opportunities. They help our clients to really understand their travel, especially where there is no mandated travel policy and “what if” scenarios around policy and planning.

Your dedicated client partnership manager will be your point of contact to regularly discuss, analyse and implement ways of further reduction of travel costs and improvement of overall services, based on your **SMART**insight reports.

Duty of Care

Both Business Travel Direct and Marine Travel Direct believe that the most important service we can offer our clients is robust duty of care fulfilment. The global political climate is becoming increasingly volatile, alongside unpredictable weather and health warnings, and consequently it's critical that travellers are aware of the environment they're entering, and are contactable in the case of an emergency.

The marine industry also poses a number of additional challenges to crew on board vessels or off-shore rigs, which require enhanced duty of care and sophisticated technology that can risk-manage efficiently. Miles apart from childhood literature and bedtime stories, piracy in the 21st Century is a multi-million pound crime of terrorism, particularly around Somalia, the Gulf of Aden and Indian Ocean, and long-gone are tales of Captain Hook and Blackbeard.

Since 2008, piracy has seriously affected the marine and international shipping industry in a number of ways.

According to Oceans Beyond Piracy, the results of pirate-terrorism has impeded the delivery of shipments and increased shipping expenses – either to take longer routes to avoid dangerous territories, or to account for the increased security on board the vessel – costing an estimated \$6.6 to \$6.9 billion dollars (that's around £4.3 billion to £4.5 billion).

Alongside looting cargo, piracy receives most of its income through ransom money. Instead of targeting cargo ships, pirate-terrorists will hijack a vessel and its crew, sometimes for days or even weeks at a time, and hold them to ransom, often for millions of pounds. In fact, in 2009 pirate-income deriving from ransom money was estimated to be around 42.1 million Euros, rising to 212 million Euros in 2010. That sudden leap in income is largely due to pirates successfully boarding vessels and simply demanding more; in 2005 the average ransom was around \$150,000 whereas in 2010, this had skyrocketed to an average of \$5.4 million per hijacking.

What is duty of care?

The definition of 'duty of care' is "a moral or legal obligation to ensure the safety or well-being of others". This is of particular importance in the arena of travel management, as the travelling employee is the responsibility of his or her organisation. Responsible travel management far precedes an ethical or moral obligation to procure sustainable suppliers, or provide medical vaccinations, and is now considered a legal formality under the Corporate Manslaughter and Homicide Act 2007.

The **Corporate Manslaughter and Homicide Act 2007** marked a pivotal moment in law, coming into force 6th April 2008. The Act clarifies the criminal liabilities of companies, regardless of size, where serious failures in the management of risk, health and safety result in a fatality or a gross breach of duty of care. Any organisation who has failed to implement the necessary processes to protect their travelling employees could lose up to 10% of their overall annual income, if found guilty in a court of law. There are no sentences of imprisonment for a breach of duty of care, however a damaged reputation and financial cost attached to having such a conviction secured against a company is significantly larger and arguably more damaging than a prison sentence.

Business travel – be that land-based operations or offshore - inevitably involves a certain element of risk for travellers as they encounter a wide range of factors out of their control.

What is a risk programme?

These factors can range from severe weather, political or civil unrest, natural disasters, exposure to disease, and technology failings; and whilst many of these are unpredictable to a degree; there are certainly steps that can be taken to ensure an organisation delivers their duty of care, ensuring travellers know what landscape they are entering, and what steps can be taken should an emergency arise.

The three main areas of any robust risk programme are:

- Research and Risk Assessment
- A strong communication procedure, promoting travel security risk awareness, and health and wellbeing
- Detailed, location-specific security, social, political and civil sensitivity issues made known to each traveller



Introducing **SMART**track

SMARTtrack is Marine Travel Direct's traveller tracking and communications platform, allowing our clients to fulfil their duty of care towards travellers and communicate key messages aligned to their company culture. Powered by industry leaders, Concur®, **SMART**track provides far more than a standard map-view of where your travellers are. Many tracking systems within the corporate travel industry simply deliver a single location of each booking made through their system, and do not provide thorough risk assessment, a robust communications platform, or location-specific information to each traveller; all of which are critical for a strong risk management programme. Simply knowing where your travellers are in the world is not enough, and that's why our **SMART**track system is becoming the industry-leading technology for duty of care fulfilment.

Tracking & Risk Assessment

SMARTtrack provides a global view of our travellers' locations, *even if the booking hasn't been made through us*.

The map-view provides a detailed, informative account of each country, summarised by cultural, political and social information, and a risk/threat level as defined by international newsfeeds. The functionality of the world map is designed to be efficient and user-friendly, operated by colour code, and by hovering the cursor over the location to view the location summary.



The information available in **SMART**track is provided by international newsfeed, Riskline™, overseeing over **160,000** news sources, in **220** countries worldwide, **24/7**. This means that **SMART**track receives the most relevant world information, day or night, automatically feeding into the system. Every traveller in **SMART**track is subsequently risk assessed against Riskline's newsfeed, providing a thorough impact-assessment and destination intelligence 24/7.

To minimise our response time to an incident that has the potential to impact our travellers, we can use **SMART**track's sophisticated, granular search method. Data from our offline consultants and online booking tools automatically syncs every 20 minutes, ensuring that the information stored in the system is up to date; this includes travellers' most current contact details and locations.

Communication

SMARTtrack has two channels of communication that can be used to alert a traveller to a potential nearby risk. If an incident occurs that has the capacity to impact the health and safety of a traveller, **SMARTtrack** will automatically send out a notification via SMS or email, alerting the traveller to the issue. The message information, produced by Riskline, will be a detailed account of the nearby event, ensuring the traveller is aware of the potential problem if they are not yet already.

For customers that choose a higher level of duty of care fulfilment, **SMARTtrack** has the capability for Marine Travel Direct to send a tailored travel alert to the individual(s) potentially affected, including a number to call or a process to follow. The traveller will receive this message via SMS or email, and can respond accordingly.



Your SMARTtrack

Marine Travel Direct believes that one of the most important functions we can offer our clients is robust duty of care fulfilment. We also understand that many marine organisations have many different requirements and may prefer to handle their risk management programme internally, using a team of committed advisors. That's why SMARTtrack can be implemented onto your own system, enabling you to use the multitude of risk and communication functions specific to your needs.

Your SMARTtrack provides all of the functions above, plus some highly specialised tools that are designed to ensure you have full capability to manage your own risk management programme and provide added security to your global travelling workforce.

We'll provide a full training programme to allow you to understand SMARTtrack and use it to its fullest potential, alongside providing you with support from over 600 developers worldwide.

Your SMARTtrack	Function
✓	consolidated view of all employee locations
✓	tailored risk notifications
✓	searchable database/filter system
✓	global risk information
✓	impact assessments
✓	automated pre-trip assessments
✓	automated risk alerts
✓	compliance & best practise messaging
✓	two-way messaging capabilities
✓	key word functionality
✓	access to RiskLine portal
✓	pre-trip approval
✓	traveller location check-in
✓	HR feed integration
✓	full training, support and implementation

For more information on how Marine Travel Direct can provide you with exceptional travel management and duty of care fulfilment, please contact Marine Travel Direct:



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