



# About



CWT is a business to business for employees (B2B4E) travel management platform. Companies and governments rely on us to keep their people connected – anywhere, anytime, anyhow – and, across six continents. We provide their employees with innovative technology and an efficient, safe and secure travel experience. Every single day, we look after enough travelers to populate Belgium more than twice, while our RoomIt operation handles enough hotel bookings to fill all the hotel rooms in Paris every night.

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Around

18,000

employees

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A presence in around

145

countries

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Client retention rate

96%

## About CWT



**Our offering blends proprietary and innovative technology, with the expertise of around 18,000 employees, so that clients get the best possible value from their travel programs, while enjoying exceptional service. Our client retention rate stands at almost 96% and, in 2018, we posted total transaction volume of over US\$25 billion.**

Spanning around 145 countries, our corporate travel management business is complemented by four specialized divisions, all of which delivered notable successes during 2018:

### **CWT Energy, Resources & Marine**

CWT Energy, Resources & Marine provides travel management solutions for many of the world's leading companies in the oil and gas, mining, offshore, marine and alternative energies industries.

[www.cwt-energy-resources-marine.com](http://www.cwt-energy-resources-marine.com)

### **CWT Meetings & Events**

CWT Meetings & Events is CWT's meetings & events division. It delivers innovative, high-quality projects for our clients across all industry sectors globally. Our creative know-how helps us deliver awe-inspiring events, and our logistics expertise guarantees professional meeting services, group travel and compliance.

[www.cwt-meetings-events.com](http://www.cwt-meetings-events.com)

### **CWT Solutions Group**

CWT Solutions Group is the consultancy arm of CWT. CWT Solutions Group helps deliver travel procurement efficiencies through innovations in supplier sourcing, data intelligence, traveler management and mobility.

[www.cwt-solutions-group.com](http://www.cwt-solutions-group.com)

### **RoomIt by CWT™**

RoomIt by CWT is the hotel distribution division of CWT. Every day we match travelers with the right room at the right rate, and every minute we book over 30 hotel rooms. We also

provide travelers with the amenities and loyalty programs they want, while helping organizations control their budget and improve travel oversight.

[www.carlsonwagonlit.com/roomit/en/home](http://www.carlsonwagonlit.com/roomit/en/home)

### **We connect people to help businesses succeed**

Our vision is to be the world's leading B2B4E travel management platform. We have a proud heritage and culture as an industry leader. Thanks to everyone's commitment at CWT, and that of our business partners, thousands of clients and millions of travelers around the world trust us, year after year. However, change is the only constant today and continued leadership requires ongoing evolution.

We listened to our clients, their travelers, our suppliers and our employees. We analyzed our competitors. We heard what the market wants, and we know how the next generation of corporate travel is evolving.

We have brought these insights together into three core brand promises that will guide us going forward:

- Simplifying corporate travel
- Connecting to unlock possibilities
- Moving forward together

### **Strengthening CWT's culture**

In 2018, CWT made significant progress on defining and promoting our company culture. We consolidated several months of research, which included employee focus groups, online

discussions, surveys and analytics, into four attributes that represent the best of our culture:

- Empowered – Employees have the support and resources they need to do what is asked of them and leaders trust their teams to do the right thing, giving them the authority to act and make confident and responsible decisions.
- Performance-driven – Be clear on who we are, who we want to be and how we are going to get there. It is about being focused on outcomes and delivering results at every level of the organization.
- Innovative – Where people have the motivation and the enthusiasm to do things differently and better, without the fear of failure.
- Customer-focused – Being there for our customers and delivering the best experience when working with our customers and servicing their travelers.

Our work defining our cultural attributes was built on research conducted in 2017 focusing on our values, which form the foundation of our culture and behaviors. We celebrated culture during a very successful Culture Week that engaged employees in online and offline discussions and education. Events were held in many locations around the world where culture was at the top of the agenda in team meetings. Online engagement around culture also doubled traffic to our social intranet during the week.

Culture Week was the crown jewel in a more extensive and holistic framework for culture in 2018, which inspired several new initiatives that are now due to be launched in 2019.