

Shaping policy to encourage compliance

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ITM Presentation

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Background

- Credit Suisse is active in over 50 countries and employs more than 47,000 people from approximately 100 different nations
- The Credit Suisse Global Travel Department is located in London, New York, Singapore and Zurich
- Mandated Travel Policy with a high level of compliance
- Implementation “more stringent” travel policies in the last 12 months

Travel Policy

- “One Bank” Global Travel Policy
- Online environment – more than 60% of transactions are made online
- End-to-end from pre-trip approval to reimbursement
- Security Reporting

Travel Policy

- Demand Management
- Expense Management and Bank Efficiency Management
- Client vs Non-Client
- Pre-trip approval
- Out-of-Policy Approval

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- “Lowest Logical Hotel”
 - Communication
 - No “user chooser”
 - Hotel Categorisation
 - Geographical Zones
 - Traveller Feedback (monthly surveys)

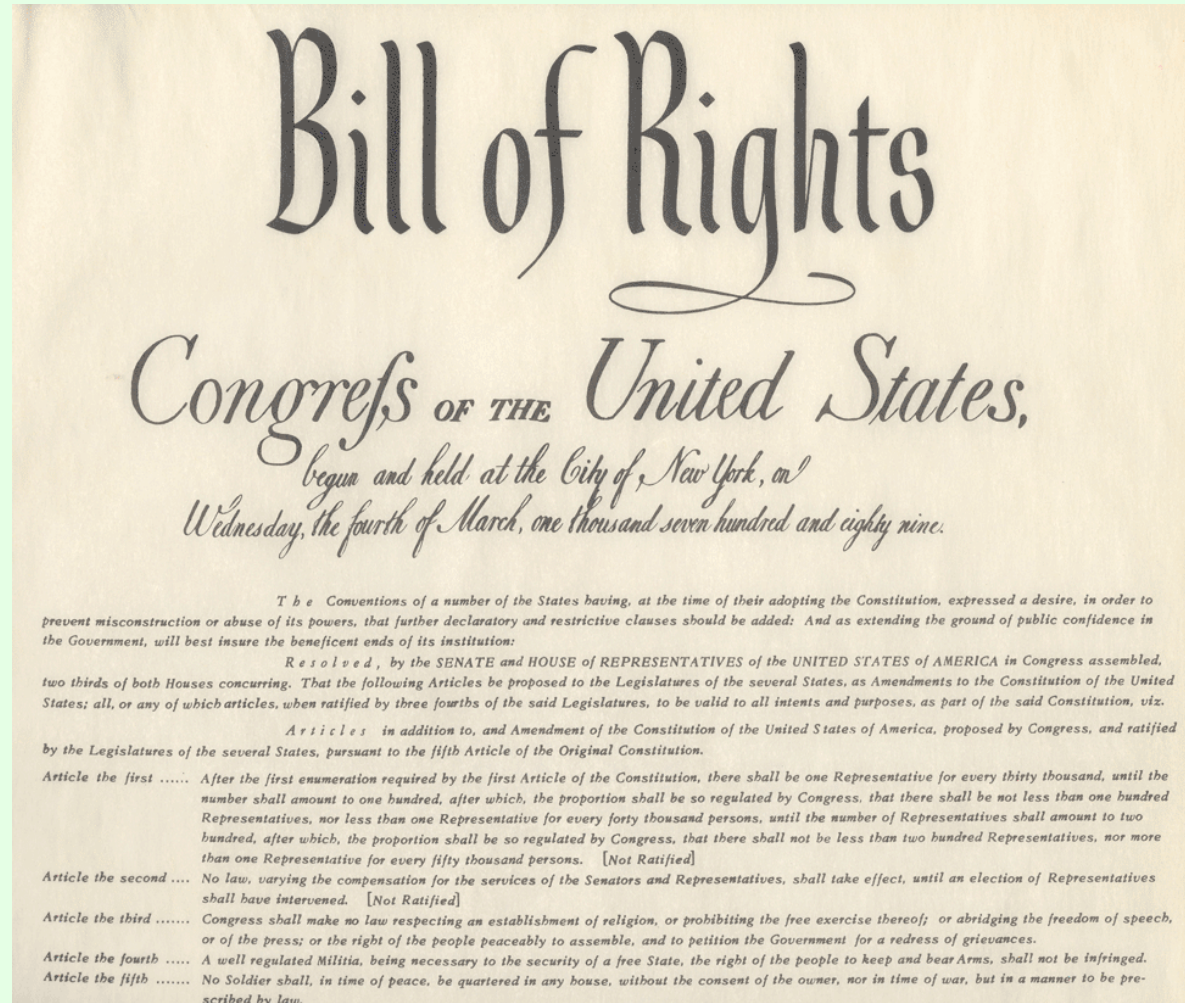
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- Economy policy for flights of 5 hours or less
 - Communication
 - Exception list (Corporate Security)
 - Self-pay upgrade
 - Partial reimbursement if booked outside the Designated Travel Agency

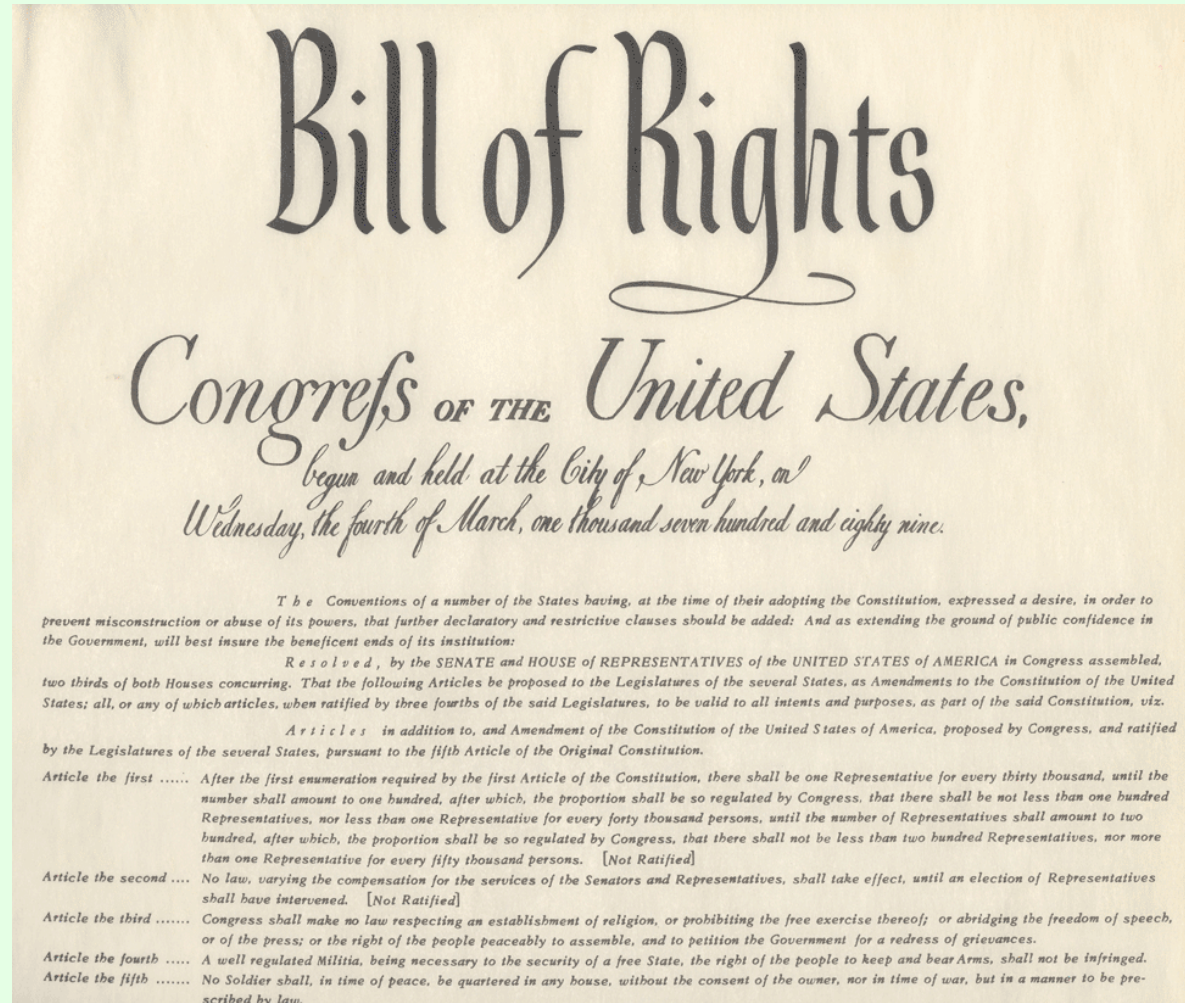
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Jamie Hindhaugh,
Head of Sourcing, BBC

BBC Expenses Policy



BBC Policy



Or in simple terms



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