

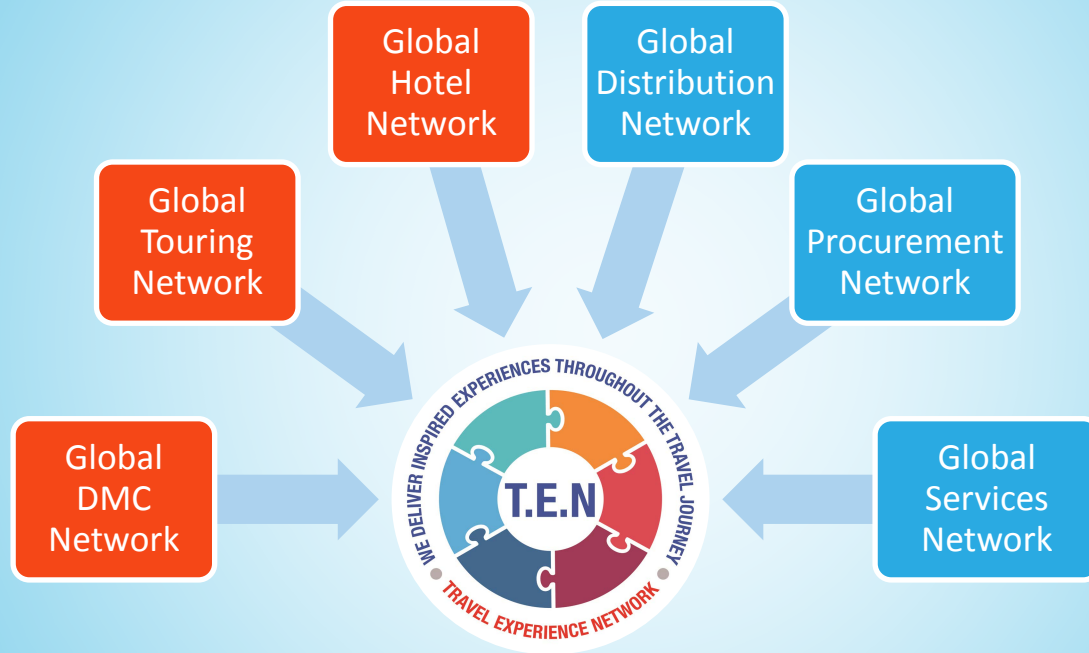








# T.E.N – Business Structure



**In Destination Businesses**

/

**Sales & Support Businesses**

FY18 In-destination TTV circa \$250m (annualised)

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THE WORLD  
FOR THOSE WHO  
WANT TO SEE



# Global Services Network

- Centralised global functions:
  - » Consolidated AARP
  - » Global risk – enterprise, product, in-destination
  - » Legal / tax / corporate structures
  - » Peopleworks & HR
  
- Future Direction
  - » Treasury consolidation
  - » One Best Way
  - » Compliance

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# Global Procurement Network

- Consolidate global travel procurement
  - » Centralised - FIT / Corporate / Land & Sea / Internal T.E.N
  - » System development & support / database management
  - » Finance – Treasury / AARP
  - » Competitive analysis & yield management
  - » Selling Partners: 20+ businesses across 6 countries
- Future Direction
  - » Dynamic capability & automation
  - » Machine learning (AI)

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# Global Distribution Network

- Distribution sales model index:
  - » Full service: person to person
  - » Limited Service: aggregated B2B
  - » Specialist: voucher, rewards program (Get Luxe)
  - » 20+ businesses across 6 countries
  
- Future Direction
  - » Expanded product ranges (touring, adventure)
  - » External distribution & GSA network

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# Global Touring Network



- Inspiring your travel with life changing experiences
- Youth travel 18 – 30s
- 100+ destinations
- Acquired in 2014
- Pax 50,000+ (FY 17/18)
- 40% FLT share



- Experts in small group journeys
- Mature market
- European centric
- Acquired in 2009
- Pax 10,000+ (FY 17/18)
- 35% FLT share

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# Global Touring Network - Future

- Diversification & Growth
  - » Destinations: South & Latin America (TDT) & Asia (BRT)
  - » Source Markets: Asia / Direct / Online
  - » Brands: Open Age / Adventure
  - » Pax: 100,000+ (FY 21/22)
  
- Emerging trends
  - » New modes of transport: Sail / rail etc
  - » Shorter trips
  - » Focus on local: food & beverage / experiences



# Global DMC Network



- 12 Asia countries
- FIT / GIT / MICE / Transport
- Sightseeing / transfers / on ground
- Initial acquisition in 2014
- Majority ownership 2017
- 35% FLT share



- Mexico / DR / Costa Rica
- FIT / MICE / Transport
- Sightseeing
- Acquisition 2017
- Pax 10,000+ (FY 17/18)
- 55% FLT share

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# Global DMC Network - Future

- Geographic Expansion: 90% of key leisure & corporate destinations
  - » Organic: USA / Canada / Cuba / South America
  - » Acquisition: Australia / South Pac / Europe
- Service Expansion
  - » Cruise sector
  - » Tour operator services (GIT)
  - » Global brand for B2B & B2C

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# Global Hotel Network

- Bespoke Hotel Management Asia (BHMA)
  - » Bangkok-based, acquired July 2017
- Portfolio:
  - » Small to Medium 3 - 5 star properties
  - » New build “B” grade locations
  - » Brands: X2, X2 Vibe & Away Resorts
  - » 15 properties operational & 10 due to open in 2017/18
  - » 0% FLT share
- Services Proposition:
  - » Brand, Construction, Technical Services
  - » Hotel Management Services



AWAY  
RESORTS & VILLAS

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# Global Hotel Network - Future

- BHMA development pipeline pivot:
  - » 4 to 5-star standard
  - » New build & re-flagged properties
  - » Tier “1” destinations & “A” grade locations
- Geographic Expansion
  - » Organic – Australia / South Pacific / Indonesia / S.E. Asia
  - » Acquisition - USA / Canada / Mexico / Caribbean / UK & Europe

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# Travel Experience Network

X2 RIVER KWAI HOTEL



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# Travel Experience Network



X2 Vibe BANGKOK



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# Travel Experience Network



X2 KOH SAMUI RESORT



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WANT TO SEE



# Travel Experience Network



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WANT TO SEE



# Travel Experience Network



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WANT TO SEE



