

An aerial photograph of a white and blue commercial airplane on a grey runway. A thick, bright green wavy line is superimposed on the image, starting from the top left, curving around the tail of the plane, and extending towards the bottom right. The runway has yellow and black markings.

# Discover the alternative in business travel

FCM, the alternative corporate travel company. What makes us the alternative? We make business travel a pleasure.

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**FCM**





FCM is a single global brand providing a comprehensive range of corporate travel and expense management solutions. We have a presence in more than 95 countries and are regarded as one of the top five travel management companies in the world. FCM is responsible for the travel programmes of some of the world's most successful corporate brands.

It has always been personalised service that sets FCM apart from the rest and we blend this with innovative technology and unrivalled access to content to drive the optimum performance of your travel programme.

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







## It's all about you...



### Travel Mastermind

From company-wide travel policies to bottom lines, you're the one behind the big travel decisions. Find out how we can help you improve those bottom lines and make your life smoother.



### Booking Guru

Booking flights, accommodation, and ironing out travel details is your jam. Enjoy a seamless booking experience, with detailed reports and savings to be had along the way.



### Globetrotter

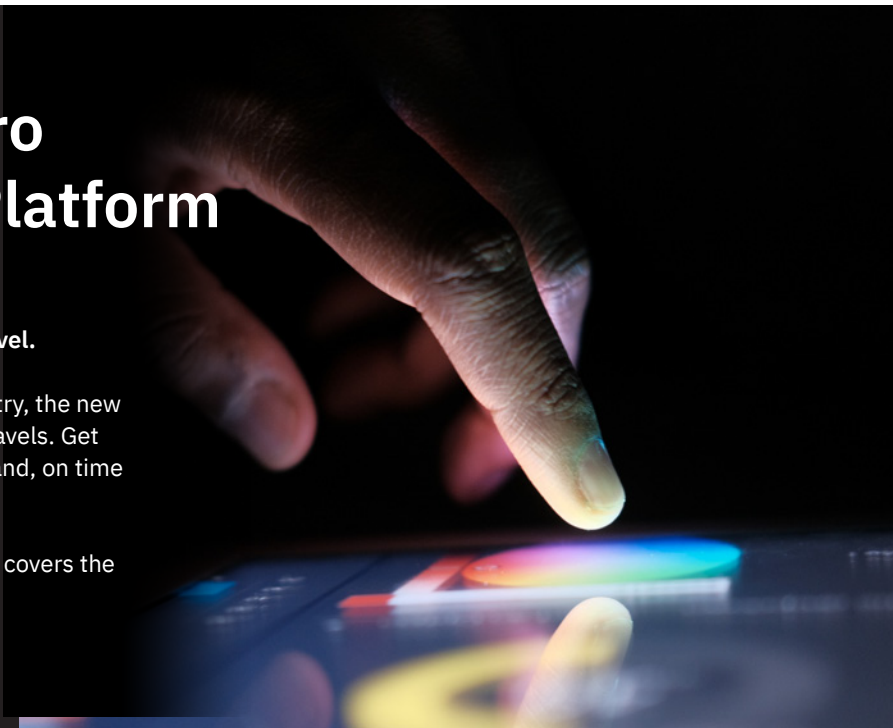
Hit the open road with confidence knowing that we have all your travel needs sorted. No matter where you're going, our easy-to-use tech and 24/7 support will be right there with you.

## Become a travel hero with the new FCM Platform

**We're here for a purpose – to transform business travel.**

Combined with the best customer service in the industry, the new FCM Platform is here to redefine how your business travels. Get ready for seamless travel management that's on demand, on time and always on the money.

Experience the new FCM Platform in action. Our demo covers the highlights of our all-in-one technology.





## Our Background

We are a subsidiary of the Top 3 Group of Companies, which covers a wide spectrum of services including Travel, Flight Charter Operations, MICE, North African Operations and GSA business.

Our organisation forms part of the FCM (Flight Centre Management) Travel Solutions international brand.

We hold representation offices in countries around the Mediterranean including Libya, Algeria, Tunisia, Cyprus and Greece.

We have over 30 years of experience serving the corporate market in event, incentive and conference management.

Top 3 Travel Group is a consolidation of various Travel Companies which include: EC Travel, Howards Travel, Unique Travel, KD Travel, Westland Travel, Active Travel, John Portelli Travel, Paradise Travel and Travel Deals.



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## What to Expect

### A one-stop shop

We offer a multitude of travel related services for both outgoing and incoming travel. These include global flights & hotel reservations, car hire, transfers and other transportation services, meetings, incentives, conference and event management, VISA assistance and flight chartering, just to name a few.

### A designated travel specialist

We provide each and every one of our corporate clients with a designated travel specialist. This ensures an efficient and personalized experience for all travel requests with a 24/7 assistance service provided 365 days a year.

### Competitive rates

As a member of FCM Travel we have a network of working relationships with travel organizations spanning worldwide – this means preferential rates and guaranteed savings in view of economies of scale.

### Personalised Service

Our team is trained to provide a high level of personalised experience by which packages are tailor-made to cater for the individualized needs of every client.

### Expense Reporting System

Another service we offer is providing our clients with a detailed reporting system that clearly indicates their travel expenses by segmentation (Airlines, Hotels, Rail and others).





# Our Mission

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FCM Travel Solutions takes responsibility for every aspect of your business travel. We are not a corporate travel agency limited to bookings and itineraries. We are a consultancy that takes a holistic approach to your corporate travel, with a focus on cost reduction.

Tailor made self-booking tools, efficient travel reporting, data capturing facilities, instant travel warning notification via SMS and our own FCM Travel app are just a few of the advantages you can expect through our affiliation with FCM Travel Solutions.



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## Case Study

### Large-scale evacuation from Libya

#### Feb 2011: Anti-government protests erupt in Libya

Violence, conflict, and chaos is spreading across this North African country, sparking concerns for the safety of FCM clients and their employees. An evacuation plan is needed. Here steps in the crisis management team at FCM Malta and FCM Libya, who played a crucial role in liaising with industry suppliers, authorities and government to safely transport employees out of affected regions. The numbers give an indication of the scale. 10,000 people, 280 pets and hundreds of thousands of dollars' worth of personal items. It is the strength of FCM's global network, operational capabilities and evacuation experience that secured around-the-clock travel support and guidance throughout.

10,000

People transported

280

Pets moved

2

Aircraft chartered  
by FCM

12

Shiploads of personal  
belongings delivered safely

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## Our Business Structure



We have a unique business model that centres on high productivity and proper key account management, with a designated travel specialist per corporate company and reliable emergency backup facilities.

Your travel specialist is constantly being updated on any industry developments, new fares, negotiated hotel rates and other cost saving opportunities.

Our local team consists of 30 highly experienced and IATA qualified travel specialists. The vast majority of which have airline experience with main legacy airlines (such as Emirates, Lufthansa, Alitalia, Air Malta and British Airways).

Your company will be allocated a personal travel specialist with a 24/7 emergency contact number.

No Call Centres - No Shifts - No Repeating Yourself

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# Our Clientele

We pride ourselves in servicing a large number of local as well as multinational corporate accounts.

These clients include;  
Foster Clark, GO, KPMG Crimsonwing, Schlumberger,  
IPS, Universal Air, Corinthia Group, Evolution and many others.





# Our Savings Plan



**As a member of FCM Travel Solutions, we have access to a number of booking tools that enable us to deliver significant cost reductions to our clients.**

We use a proactive approach to ensure the best prices. This includes benchmarking rates and, where possible, consolidating data with other FCM countries around the globe.

Although we are constantly striving to be creative in ways we can save money for our clients, our main strategies in reducing their travel costs is through the following:

- Savings from special airline fares
- Savings from accessibility to more fare options
- Savings from class control
- Savings from professional consultations by your designated travel specialist
- Savings from online booking tools and related systems









# Loyalty Schemes

FCM Malta will manage and apply all of your frequent flyer and other corporate travel schemes. This means that your company, as well as your travellers, can take full advantage of all related benefits.

Some of the more popular advantages that clients and companies can avail from include;

- Discounts on international flights
- Special baggage allowances
- Preferential cancellation and rebooking conditions
- Incentives for frequent flyers
- Corporate Club access
- Regular promotions

**Miles & More**  
Lufthansa



**TURKISH  
CORPORATE  
CLUB**

**FCM**

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# Technology & Reporting

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Our main GDS booking system is Amadeus, however, we also have access to other tools including Worldspan, Galileo and Sabre.

As a member of FCM Travel Solutions we also benefit from using FCM Client Bank. This is a world class reporting system that allows data consolidation with customizable views and dashboards. Through this, extensive and tailor-made reports can be drawn, such as total travel expenditure per month/year, by type (including hotel and air fees) as well as savings achieved from lowest fare sources, contracts, special fares and others.

This system allows our clients to monitor and manage their expenditure directly, enabling them to reduce travel costs even further.





## Charter Flights

Our extensive experience in Libya over the past 20 years, makes us the leading logistic partner for both Private Charter flights to/ from Libya, as well as any other logistical service needed in the country.

FCM Travel Solutions provide regular charter flights between Malta, Libya and all the Mediterranean region to ensure you reach your destination securely and on time.

Our team of specialists offers fully-customisable charter operations to accommodate your requirements and requests. This private charter service allows you to tailor your entire charter experience to fit your exact needs.

Private charter flights to Libya are available to and from the following airports: Mitiga (MJI), Labraq (LAQ), Misurata (MRA) and Tobruk (TOB).



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# Meetings & Events

Citrus is a Quality Assured destination management company and has been in operation since 2007 with a focus on MICE. We are responsible for all land arrangements of business meetings, conferences, congresses, product launches, incentives and niche travel.

Our work is totally transparent, giving clients peace of mind in knowing exactly where their money is going and above all else, that it is being well spent. Citrus is also an active member of Malta's Quality Assured DMC association together with Global DMC Alliance (GDA) which is a network of exclusive DMC's Worldwide.

We serve a full spectrum of logistics according to your individual needs and budgets. From "concept to realisation", our services and events are tailor-made to meet the creative, motivational and budgetary needs of our client. We work with you from the initial concept and design, through to successful programme execution.



[www.citrus.mt](http://www.citrus.mt)



The Malta Tourism Authority recognizes Citrus with a Quality Assured (QA) seal.









# Leisure Travel



Apart from our extensive corporate portfolio, we are also the preferred agents for some of the most sought after leisure travel brands on the market. These include the family- oriented Disney brand, as well as the adventurous Tucan and Exodus Travel and all major Cruise Lines operating both from Malta and internationally.

Aside from brands such as these, our extensive partnerships mean that we also have an excellent network of connections around the globe to help create a memorable vacation.

We have an extensive branch of offices around Malta and Gozo, all equipped to cater for these travel needs. To date, our branches are located in B'Kara (Head Office) and Victoria, Gozo.

Our leisure travel brand includes the Travel Mall.



[www.travelmall.mt](http://www.travelmall.mt)



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