



Welcome  
to Harridge

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Do I need travel management?

If your staff travel at all for business, the answer is probably 'yes'.

Travel costs can represent a significant overhead for any business and must be properly managed. It is also important to account for the hours of productivity travellers lose in researching and booking their own arrangements.

Harridge saves you money in two ways —

1. We provide you with access to exclusive supplier fares, saving you money.
2. Our efficient team save you time, and we all know what time equals.

## Who we are

Harridge has been proudly providing business travel services for over 30 years. Founded in 1983 as Ealing Travel Services, we became Harridge in 2013 to mark 30 years at the forefront of a competitive industry and to signify our ambitions for the future.

We work with individuals and businesses of all sizes, across a whole range of industry and commercial sectors, acting as a one-stop shop for all aspects of business travel.

Proud advocates of the personal approach to travel management, our service is tailored, effective, and efficient.

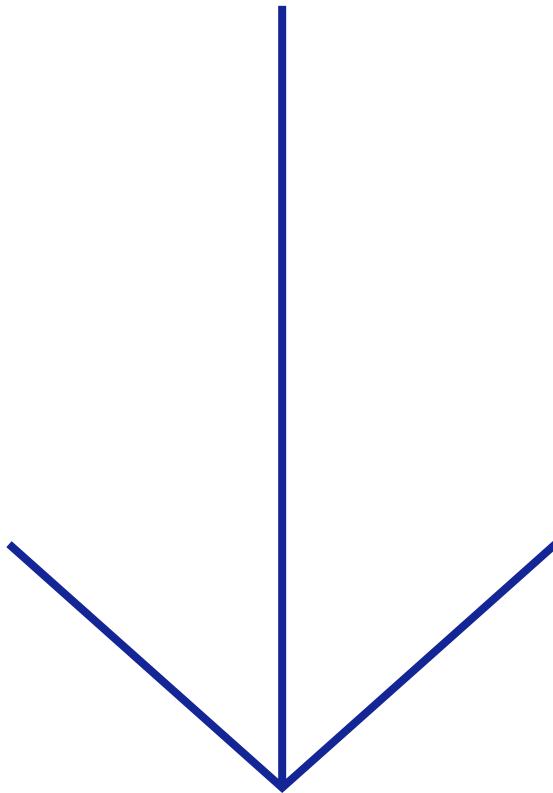
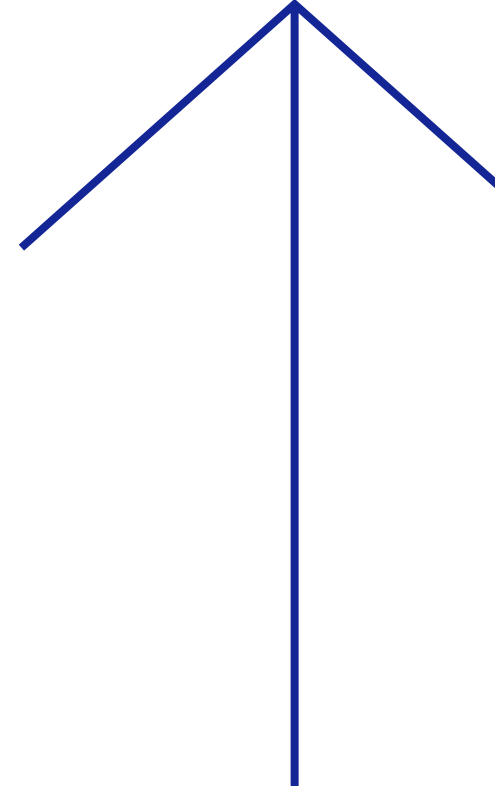
An exceptional service

## Low fees

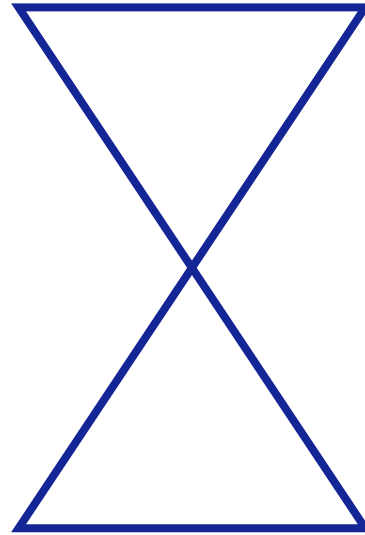
Our fees are incredibly competitive, straightforward, and part of our guarantee to deliver better value for money. We charge just one fee per booking, with no hidden charges.

## Big savings

We deliver overall cost savings of up to 30%, procuring and negotiating special fares and exclusive deals from all major airlines, car hire companies, hotels and travel providers worldwide. As members of Advantage, the UK's largest consortium of independent travel management companies, we can pass on an immense £3bn buying power to our clients.



An exceptional service

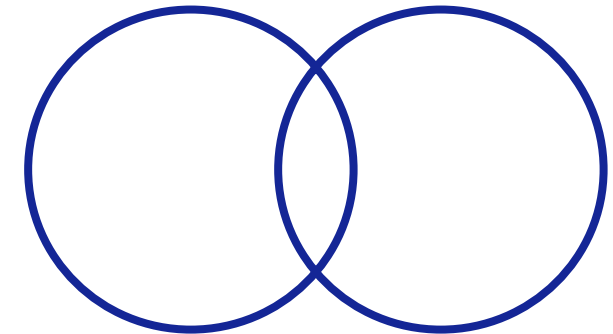


## Flexible

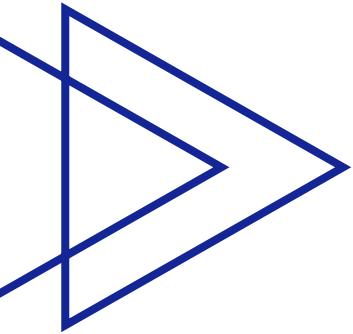
We excel in finding cost-effective travel solutions, even for the most complex, worldwide, multi-sector itineraries. If you need to create, cancel or alter a booking at the last minute, we will be on hand, ready to help. And we provide 24 hour emergency assistance, 365 days a year.

## Personal service

No call-centres. We take pride in building relationships with our clients and getting to know their exact requirements and preferences. We assign each client two dedicated, experienced travel consultants and give you their direct numbers.

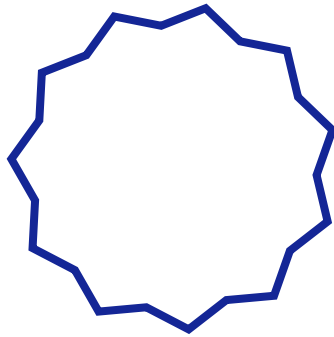
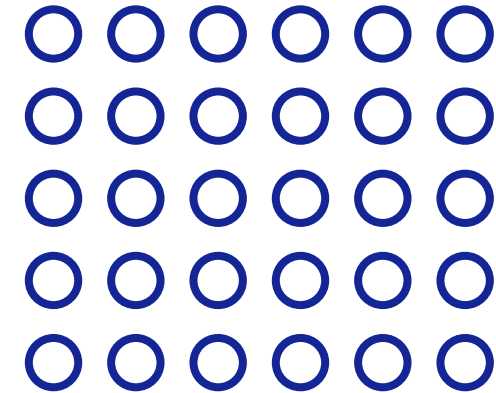


# An exceptional service



## Fast

Our simple reporting structure, informal accessibility to senior management, and consultants' expertise and flexibility give us a very quick turnaround time. We respond to all fare requests within one hour.



## Quality

We believe in the relentless pursuit of excellence in service quality, finding intelligent, creative and innovative travel solutions for our clients at excellent value. Our staff expertise, use of technology, attention to detail, and diligent business processes all contribute towards a reliable, high-quality service.

## Experience

Since 1983, Harridge has been at the forefront of an ever-changing industry for 30 years. Our senior consultants have over 25 years' experience; our team members, on average, 15. Over the decades we have built up relationships with thousands of travel providers worldwide, allowing us access to their very best deals.

# Our one-stop emporium

- ✓ Flights: economy, premium economy, business, first class
- ✓ Executive aircraft charter
- ✓ Hotel bookings: independent and chains
- ✓ Eurostar
- ✓ Rail: UK and international
- ✓ Ferry
- ✓ Transfers
- ✓ Airport parking
- ✓ Creative fares
- ✓ Business travel insurance
- ✓ Visa applications
- ✓ Passports
- ✓ Chauffeur services
- ✓ Online booking
- ✓ Online itinerary checks
- ✓ Worldwide 365/24/7 emergency helpline
- ✓ Business travel account / lodge card
- ✓ Traveller profile storing and management
- ✓ Dedicated account management
- ✓ Senior travel consultant
- ✓ Travel Policy consultancy, creation, and management
- ✓ Corporate duty of care
- ✓ Management reporting: online and offline
- ✓ Reports: full service
- ✓ Tailoring reporting: cost savings, rentals, supplier expenditure
- ✓ Summary reports
- ✓ Staff tracking and analysis
- ✓ Risk management
- ✓ Supplier negotiation
- ✓ Supplier corporate membership
- ✓ Refund department
- ✓ Bulletins
- ✓ Travel alerts
- ✓ Newsletters
- ✓ Promotions
- ✓ Email enquiry system
- ✓ Electronic statements and invoicing
- ✓ Reward points redemption



# Consultancy

In an increasingly competitive business arena, our bespoke consultancy helps our clients further reduce costs and save time, company-wide, with proactive account management and insightful reporting.

## **Account management**

Our complimentary consultancy service aims to create customised solutions based on your individual travel patterns.

Dedicated local account managers, strong lines of reporting, clearly defined service parameters, and a complete implementation team on the ground guarantee an integrated and consistent service that is proactive, strategic, and accountable.

We operate within a service continuum to consistently create value and generate repeated savings.

# Consultancy

## Continuous assessment

We gain an understanding of your business and objectives and align ourselves with them. As your culture and objectives evolve, so too do the services and solutions we provide.

## Measure/Educate

We measure and analyse the performance of KPIs using tailored reports, and assist with communicating the benefits of travel policies company-wide for adherence to best practice.

## Identify/Benchmark

We analyse your company's travel behaviour, benchmark your performance, and identify opportunities for cost savings and increased efficiency.

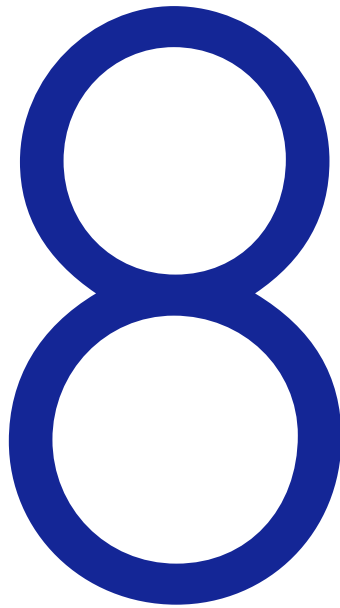
## Monitor/Manage

We proactively manage and monitor your company's travel patterns and expenditure and tailor travel policies to ensure maximum cost savings and productivity efficiencies.

## Design/Implement

We create a strategically focused business plan, and carefully select and deliver the best services and products for your needs.

## Consultancy




With a minimum of 8 years' experience, your account manager proactively seeks savings opportunities for you by negotiating with bookers, travellers and suppliers on your behalf for reduced fares or service enhancements.

They build relationships with your employees at all levels and work to streamline internal customer processes, continually reviewing all types of spending to achieve the most favourable rates for the company's travellers. As part of the service, they inform and train staff on travel industry developments and purchasing awareness through seminars, newsletters, and email.

Your account manager helps you create a company travel policy, including all health, safety and legal considerations, and is also responsible for implementing specialist technologies to enhance your travel service, enforce policy, and aid travel arrangers and travellers.

Regular meetings with your account manager give you a chance to discuss your changing travel needs and requirements, and review the service offering and company travel policy to make sure its objectives are being achieved. Policy compliance, survey evaluations, internal statistics, and other data are checked to ensure the continuous provision of superior service.

# Consultancy



## Reporting

Our meaningful management and expenditure reports clearly show you where Harridge is making savings for your company, and present useful summaries of your monthly travel patterns. They play a key part in recognising further opportunities for driving down costs, which we then implement for you.

Every detail of each journey that your team makes, including spend, spend type, fare type, supplier, hotel, hotel group, and savings made, are automatically captured on booking and held in their entirety for up to two years. This means we can provide reports on each of these specifics as well as full service reports.

Our reports, month end statements and invoice reports can be emailed at suitable intervals.

## Setting up an account

- 1 Payment method is determined and terms agreed. We have a range of payment options, including monthly credit account (references required), lodge card, company or personal credit card, invoicing, air plus company credit card accounts.
- 2 Client completes a company profile online, which includes details of any accounting and supplier policies and will help us manage your account.
- 3 All travellers in the company complete a personal traveller profile online, detailing loyalty cards and special requirements.
- 4 Harridge takes over the administration of any airline, hotel, car hire or other supplier deals on behalf of your travellers.

## Setting up an account

5

With you, using the information from previous management information reporting data, we decide if any new supplier deals should be pursued at this stage.

6

You give us your preferred email addresses for the newsletter, bulletin, promotions, offers, and other alerts.

7

We allocate a senior travel consultant to your new company account.

8

Representatives from your company visit our Ealing office for an initial meeting—and we get to know each other!

## Setting up an account

9

Any cost centres and purchase order numbers are cleared.

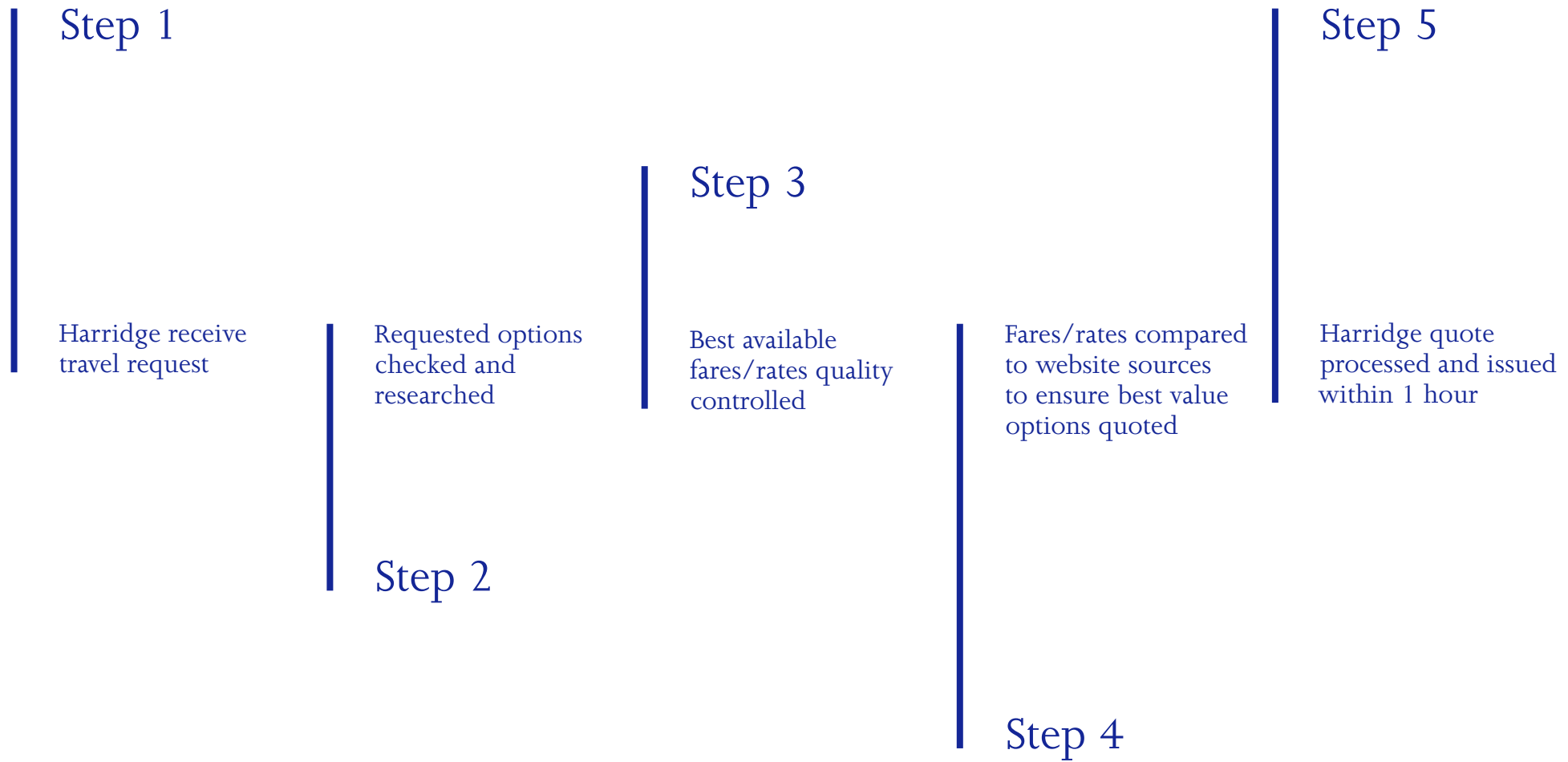
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The Service Level Agreement (in full below) is agreed and signed with your head client contact.

11

We obtain a travel policy for your company; if you don't have one we will begin creating one for you.

# What happens when you call





# Service Level Agreement

Service quality

Standard	Minimum	Target	Method of measurement
Telephone calls to be answered within 3-5 rings.	95%	100%	<ul style="list-style-type: none"> <li>Client feedback</li> <li>Review telephone statistics quarterly</li> <li>Customer satisfaction questionnaires</li> </ul>
All reservations and messages to be acknowledged within 20 minutes of the initial delivery request. Where an immediate response is not possible, a response will be supplied within 1 hour of the delivery request. For more complex routes, consol bookings, time scales to be agreed.	<p>Acknowledgment 20 minutes</p> <p>Response 1 hour</p>	<p>Acknowledgment 20 minutes</p> <p>Response 1 hour</p>	<ul style="list-style-type: none"> <li>Customer satisfaction questionnaires</li> </ul>
All core travel services, including air reservations (including Internet, barter deals and consolidator fares), car rental, hotel reservations and rail reservations to be provided including all changes, cancellations, refunds and exchanges.	100%	100%	<ul style="list-style-type: none"> <li>Customer satisfaction questionnaire</li> <li>Ad hoc spot checks by client</li> <li>Client feedback</li> </ul>
All reservations to be made in accordance with client travel policy under enforcement guidelines as directed by the client. Any exceptions to the travel policy to be signed off by client-authorized personnel.	100%	100%	<ul style="list-style-type: none"> <li>MI reports</li> <li>Customer satisfaction questionnaire</li> <li>Review meetings</li> </ul>
All reservations to be accompanied by a signed authorized Travel Authority Form or email confirmation before ticket release. Reservations and documents to be supplied accurately.	100%	100%	

# Service Level Agreement

Service quality

Standard	Minimum	Target	Method of measurement
A profile database including each client traveller to be maintained and updated at least twice annually to ensure the most accurate data is available for each traveller.	100% of all travellers	100% of all travellers	<ul style="list-style-type: none"> <li>Ad hoc spot checks by client</li> <li>Client feedback</li> </ul>
International travel services to be provided, including but not limited to: passport and visa application advice and processing, international destination information, health information, airport meet & greet.	100%	100%	<ul style="list-style-type: none"> <li>Passport and visa log</li> <li>Manager checks</li> <li>Customer satisfaction questionnaire</li> </ul>
A 24/7 emergency service to be provided 365 days a year.	100%	100%	<ul style="list-style-type: none"> <li>Customer satisfaction questionnaire</li> <li>Client feedback</li> <li>24 hour log / report</li> </ul>
VIP services that exceed general reservations standards for client senior executives to be provided.	100%	100%	<ul style="list-style-type: none"> <li>Customer satisfaction questionnaire</li> <li>Client feedback</li> <li>Review meetings</li> </ul>
Support will be provided to resolve IT faults within 24 hours or another agreed time scale.	100%	100%	<ul style="list-style-type: none"> <li>I.T. fault log</li> <li>Client feedback</li> <li>Review meetings</li> </ul>

# Service Level Agreement

Account management

Standard	Minimum	Target	Method of measurement
Effective account management will be provided to oversee and address the needs of clients.	100%	100%	<ul style="list-style-type: none"> <li>Review meetings</li> <li>Client travel manager feedback</li> </ul>
Account manager to analyse client's travel patterns and make recommendations for cost savings, as well as highlight problem areas with the client representative.	Quarterly	Quarterly	<ul style="list-style-type: none"> <li>Review meetings</li> <li>Client travel manager feedback</li> </ul>
Preferred supplier assistance, covering negotiation and monitoring and reporting, as well as route deal, relationship, and travel policy management, to be provided where and when required.	100%	100%	<ul style="list-style-type: none"> <li>Participation in supplier meetings as required</li> <li>Review meetings</li> <li>MI reporting</li> </ul>
Client complaints will be responded to within 24 hours of receipt by email.	Email 24 hours	Email 24 hours	<ul style="list-style-type: none"> <li>Complaints log</li> <li>Review meetings (update of all complaints given)</li> </ul>
Client complaints ratio as a percentage of transaction volume.	1%	0.5%	<ul style="list-style-type: none"> <li>Complaints log</li> <li>Review meetings</li> </ul>
Traveller and booker education will be given through seminars and bi-annual newsletters, email updates, familiarisation trips, events and consultant advice.	100%	100%	<ul style="list-style-type: none"> <li>Policy awareness</li> <li>Savings achieved - MI</li> <li>Fam trip reports</li> <li>Customer satisfaction questionnaires</li> </ul>

# Service Level Agreement

Account management

Standard	Minimum	Target	Method of measurement
Accurate MI reports to be provided no later than the 25th of the month following the date of travel. Formats include, but are not limited to: print, email, web based, third-party data warehousing.	25 <sup>th</sup> of month	25 <sup>th</sup> of month	<ul style="list-style-type: none"><li>Review meetings</li></ul>
Ad hoc reports will be provided within seven days of the report request. Where no software development is required, this provision will be at no extra cost.	100%	100%	<ul style="list-style-type: none"><li>Review meetings</li><li>Any costs associated with such a request to be notified within one working day of the request</li></ul>
Senior management support to be provided as required.	100%	100%	<ul style="list-style-type: none"><li>Review meetings</li></ul>

# Service Level Agreement

Financial services

Standard	Minimum	Target	Method of measurement
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Accounts department to provide co-operation and effective management, including resolving all queries and issues, making payments within agreed timescales, and assisting with lodge card management.

Quarterly reviews

Quarterly reviews

- Client feedback
- Review meetings

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Financial reconciliations will be completed on a quarterly basis to ensure budgets are effectively monitored.

Quarterly reconciliation

Quarterly reconciliation

- Financial review meetings
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# Contact

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