



Our Company

American Express Global Business Travel (GBT) is a travel management company that enables efficient, and cost-effective business travel.

- We work with organizations of all sizes, across all industries, to tailor travel programs and policies to their needs
- We provide strategic meetings program management and event support
- We help maximize return on investment with advice and insight driven by the vast amount of global travel data

GBT is a joint venture between American Express® Company and a private equity group led by Certares. Our joint venture combines substantial capital to invest in technology, with the strict adherence to the laws, processes and regulations of a bank holding company.

Our Global Network

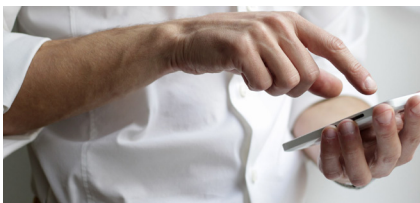


Operating in nearly **140 COUNTRIES** worldwide

Over **100 YEARS** in the travel industry

9 MILLION travelers serviced annually

We offer:



End-to-end Travel Booking

- Online and offline itinerary access and updates with 24/7 live chat support
- Thousands of air, hotel, car, and rail options with proprietary negotiated rates
- Access to rewards and perks



Business Travel Program Optimization

- Savings on top air routes and across one million hotel properties
- Robust auditing and reporting
- Price monitoring and automatic rebooking at lower price points



Comprehensive Care

- Automatic monitoring and alerts
- Rebooking assist with avoidable delays and disruptions
- 24/7 access to personalized support



About Us

Our Technology



We have invested in building technology that combines travel software with seamless service, working towards a traveler and travel manager experience not previously possible.



Our evolving multi-channel platform provides global access to traveler preferences, trip history and comprehensive content; offering a proactive and predictive service with both offline and door-to-door online booking.



Through our KDS acquisition in 2016, we are the only travel management company which owns its booking platform and is able to guide the development of the technology.

Technology powers our business, but it's our army of experienced professionals that make it tick. At GBT, service is in our DNA. Our travel counselors have an average tenure of 13 years, which is amongst the longest in the business. We draw on this foundation to support business travelers at every point of their journey.



- ▶ **Travel Counselors:** Our counselors are the reassuring voices that provide proactive care across the world. We've handled every type of disruption, and are well-equipped to get travelers from door to door.
- ▶ **Client Managers:** Our client managers support a variety of business travel programs. We work with our customers to deploy programs that meet their needs, while driving cost savings and greater efficiency.
- ▶ **Meetings Planners:** With creativity and grit, our meetings planners are dedicated to pulling off the event of a lifetime, helping to build experiences with relevance and lasting impact.

Senior Leadership

Our executive team represents a world of rich and varied expertise.

Greg O'Hara
Chairman of the Board

Doug Anderson
Chief Executive Officer

Eric J. Bock
Chief Legal Officer, Corporate Secretary & Global Head of Mergers & Acquisitions

Philippe Chérèque
President

Martine Gerow
Chief Financial Officer

Si-Yeon Kim
Chief Compliance & Risk Officer

Joanna Macleod
Executive Vice President, Global Service Delivery

Mike Qualantone
Executive Vice President, Global Supplier Relations

David Thompson
Chief Information & Technology Officer

Stay Connected



*All figures are sourced internally from GBT

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