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AFRICAN BUSINESS TRAVEL ASSOCIATION

ANNUAL CORPORATE
TRAVEL CONFERENCE 2026



NAVIGATING **COMPLEXITY.** DRIVING **CHANGE.**

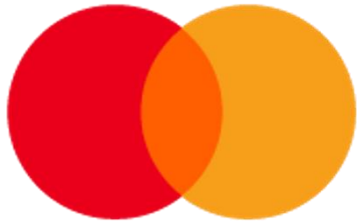
NAVIGATING COMPLEXITY. DRIVING CHANGE.

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WELCOME !

Warren Tanner-Ellis
Conference MC

Monique Swart
Founder: ABTA





























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A WORD FROM OUR HOSTS

Tiaan Schultz

General Manager - Hospitality

PEERMONT
HOTELS CASINOS RESORTS

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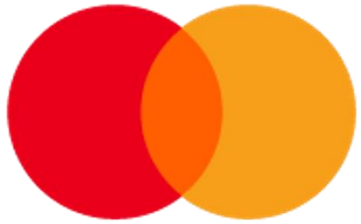
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Founder: ABTA





























WHO ARE YOUR FELLOW DELEGATES?



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Pascalle Albrecht

Executive: Payment Solutions
Commercial Issuing, Card Acceptance & Fleet

absa

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Getting Management Buy-In:
Turning your ideas into reality



Gemma King
Practice Lead: Global OTR
FCM Travel UK



Tsholofelo Ramosime
Global Travel Manager:
Programme and Operations Management
Genesis

ANNUAL CORPORATE TRAVEL CONFERENCE 2026


FCM CONSULTING
ABTA conference session
Getting Management Buy-In:
Turning your ideas into reality
09:15–10:00 | FCM Consulting

About the research

The FCM Consulting Travel Impact Index scores each programme out of 10 across six areas:

- Fundamentals of travel value
- Stakeholder engagement and communication
- Risk preparedness and disruption management
- Financial value and strategic alignment
- Employee experience and wellbeing
- The travel management team

The articulation gap

The difficulty of explaining the value of managed travel in terms the wider business understands.

Buy-in comes from speaking the business's language, not the travel industry's.

The evidence

Travel Impact Index benchmark data, combined with FCM's research with travel buyers.

FCM CONSULTING

Stat 1: Value challenged

100%

of participants in one recent FCM buyer session said their programme’s value had been challenged internally in the previous six months.

One session, not the whole survey.



FCM CONSULTING

Challenge is the norm

What it means

The difficulty was not running the programme. It was explaining its contribution in terms that connected with company priorities.

How to fix it

Treat the challenge as an opening. Start from the company’s strategy, not from the travel policy.



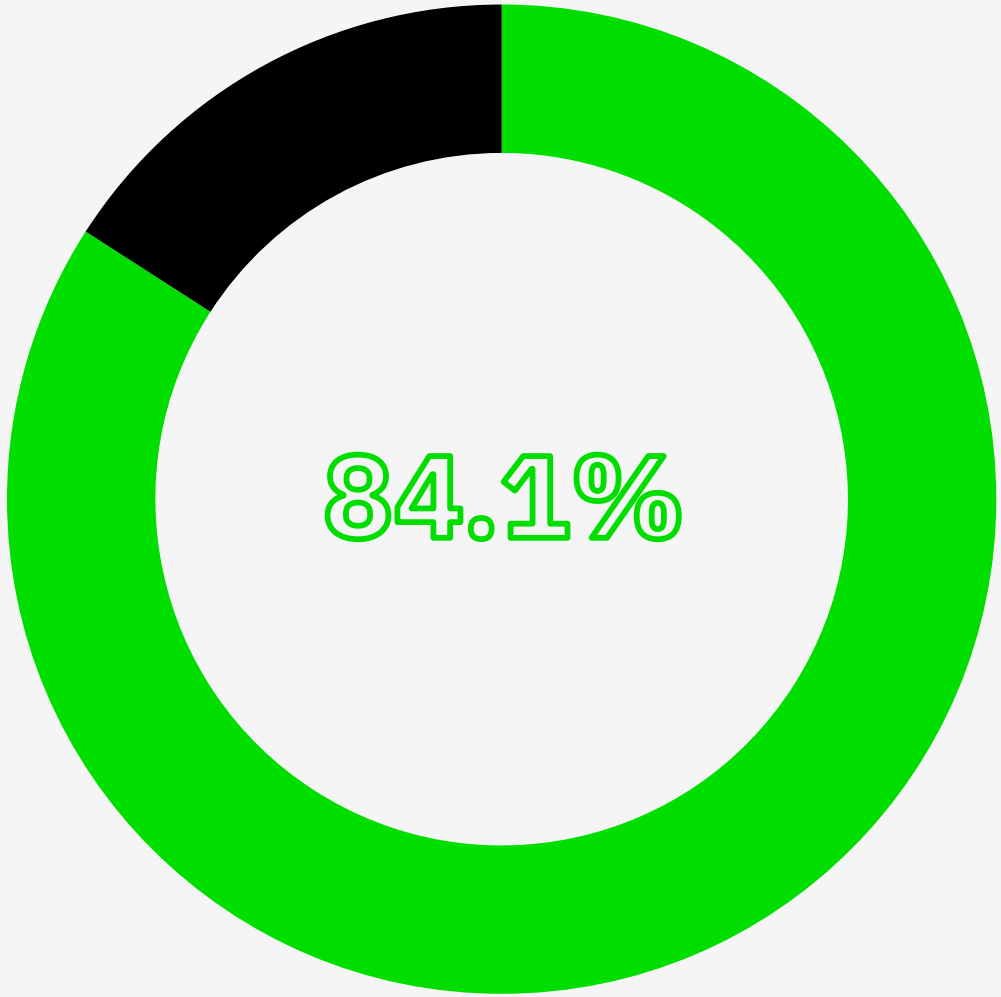
Stat 2: Stuck in the middle

5.31 / 10

average Index score

84.1% of programmes are Evolving

Strong foundations. Good operators who have not yet connected travel to business outcomes.



Strong foundations to build on

Where the opportunity is

Reporting sophistication, stakeholder communication, and integrating wellbeing, AI and risk analytics.

How to fix it

Move from reporting what happened to explaining what it supported: capture why people are travelling and link it to company priorities.

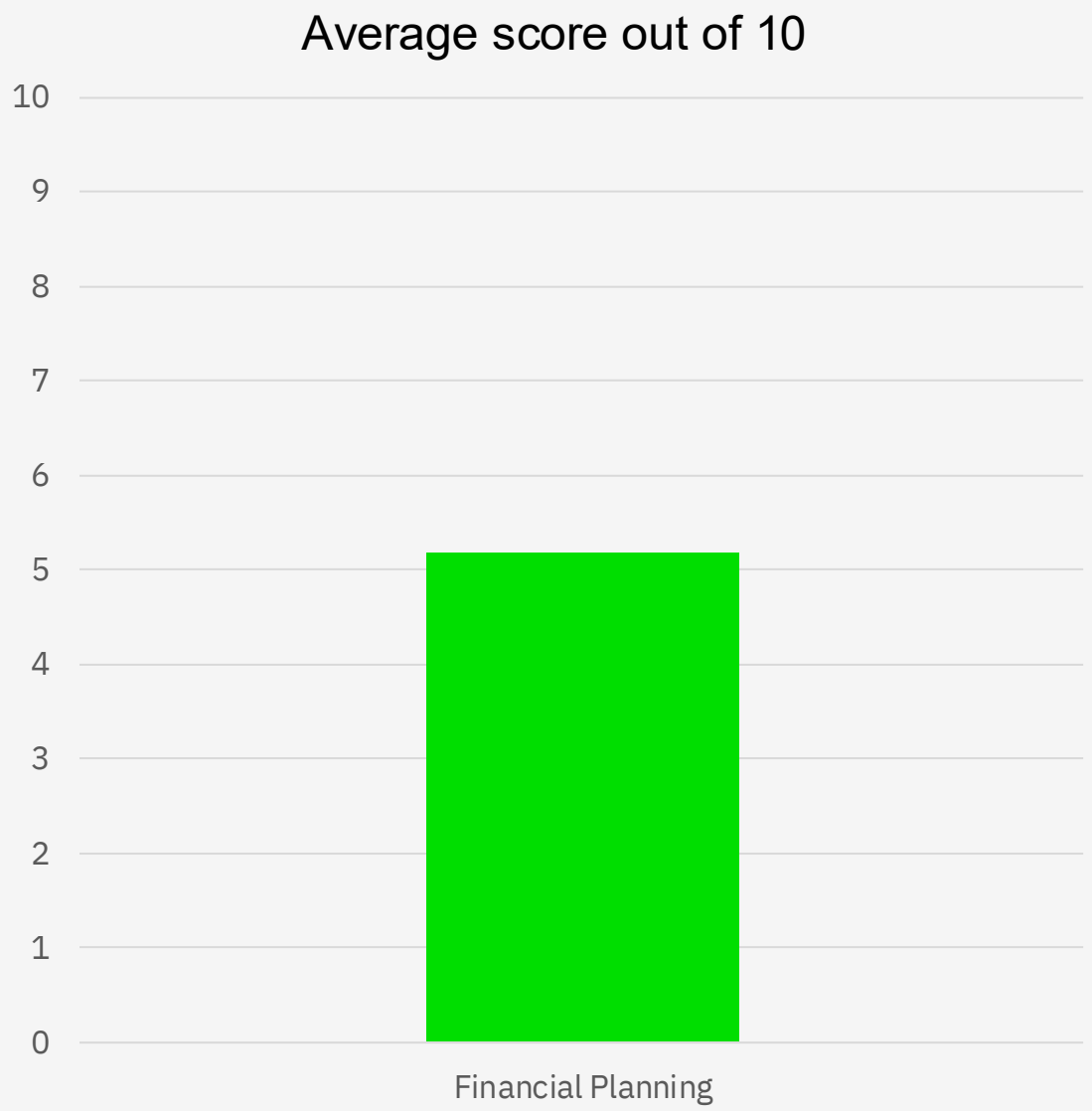


Stat 3: Financial is weakest

5.18 / 10

Financial Planning: the lowest of the six areas

Financial value and strategic alignment is the language senior leaders use. Many buyers are least equipped where the CFO will challenge them most.



FCM CONSULTING

Same £2,000, three very different trips

Internal meeting

£2,000

per trip

Customer meeting

£2,000

per trip

Priority-market launch

£2,000

per trip

Add trip purpose and business priority to the rules

Finance gets context, not just cost.

In one case study, a 14-day advance-purchase rule supported efficiency but could create difficulties for a time-sensitive customer opportunity.

Stat 4: Engagement lifts scores

Programmes with stronger stakeholder engagement record higher overall scores.

A relationship, not proof of cause.

Engagement is within your control: no bigger budget or new system, just a better conversation with the right executive.



FCM CONSULTING

Maximise every conversation

Prepare for the person you are meeting

- What are your biggest priorities this year?
- How do you judge whether that investment has been worthwhile?
- Where does having people physically present help?
- Where does travel create friction?
- What are you planning that could change where, why or how frequently your people travel?
- What travel information would be useful to you?



From stats to buy-in: six steps

1

Understand

Pick three to five business priorities, who owns them and how progress is measured.

2

Assess

Place your programme alongside them: enables, neutral, friction or gap?

3

Contextualise

Capture why people travel.

4

Measure

Use that context to explain activity.

5

Engage

Take the information to the executives who can use it.

6

Act

Make one practical change.

Keep it small

Familiar language, manageable categories, and only what someone in the business intends to use.

The principle

Buy-in is built in steps, each in language the business already understands.

Your first 90 days

Days 1–30

Understand

Identify the business priorities that matter.

Days 31–60

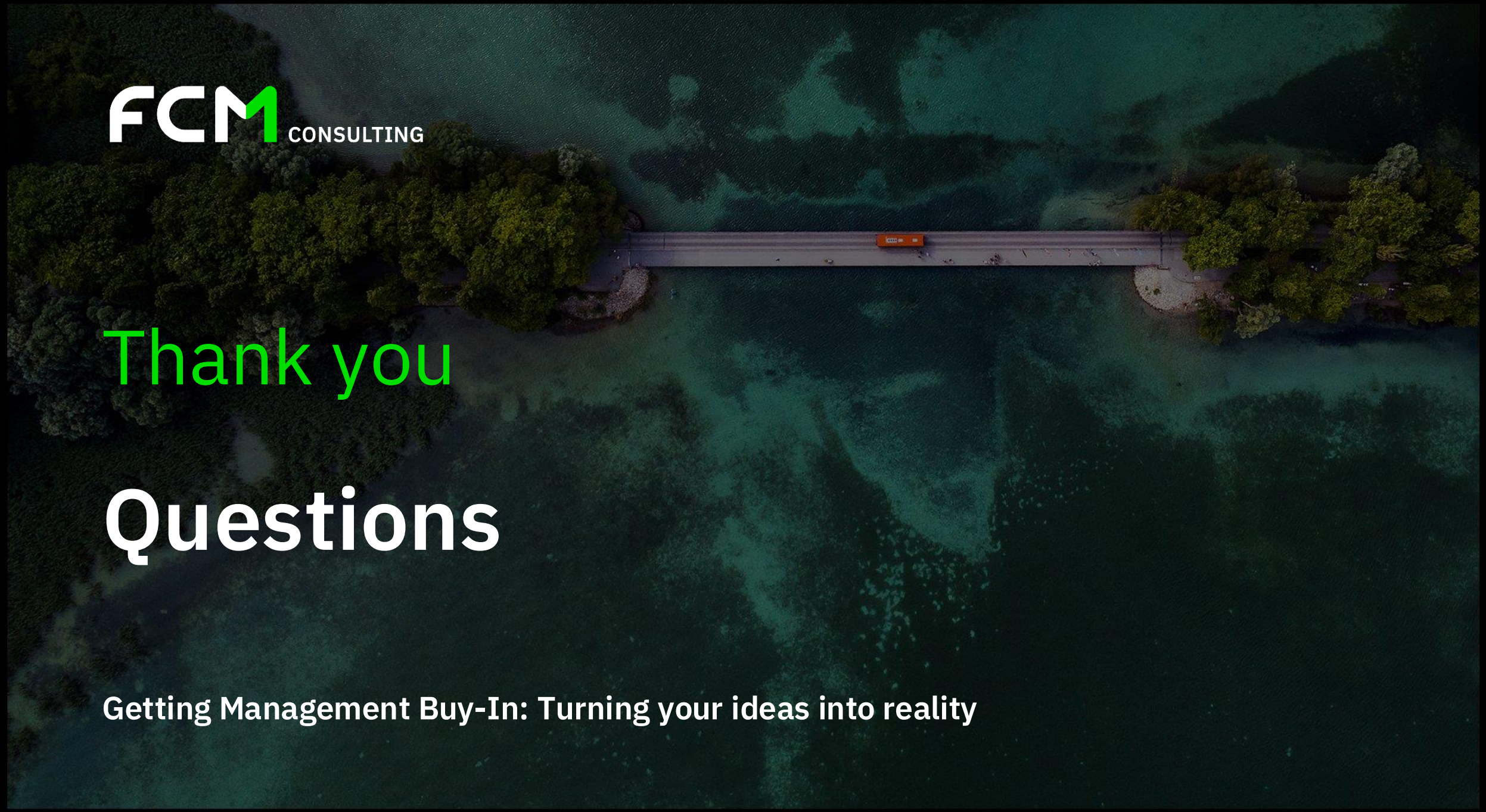
Assess and contextualise

Place your programme against those priorities and capture why people travel.

Days 61–90

Engage and act

Meet leaders, agree what information is useful, and put one change into practice.


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CONSULTING
Thank you
Questions
Getting Management Buy-In: Turning your ideas into reality

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Top Buyer-implemented travel management strategies of 2026



Jabulani Mabuza
Travel Manager
Rand Water



Joey Kganyago
Travel Manager:
Facilities Management
IDC



Nicolette Pretorius
Senior Manager
Deloitte

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Corporate Travel Costs Reconciliation

Jabulani Mabuza
Travel Manager
Rand Water

RAND WATER



Corporate Travel Management Strategy:

Corporate Travel Costs Reconciliation

Corporate travel costs reconciliation strategy

Problem we had:

- Manual invoice allocation / recon
- Invoice recon would take days to finalise or complete
- Late submission to finance for capturing, allocation and reconciliation
- Missed submission deadlines

RAND WATER

Negative impact to business

- Distracts / impacts on departments quarterly budgets KPI's which then impacts on the overall business budget KPI's
- The departments / business units are panelized for not meeting or achieving their budget KPIs
- Incorrect financial reporting as travel costs were not captured or reconciled on time.
- Negative impression on how Rand Water manages travel costs and reconciliation

RAND WATER

Thought process in fixing the problem

- Having an automated recon system that would ensure that financial submission deadlines are adhered to on time.

- Setting a submission deadline to finance after the card statement has been received to the Travel Office.

- Ensure that all travel invoices and information required are available for capturing and reconciled as per the card monthly statement.

RAND WATER

What was implemented to fix the problem?

- Having a virtual card used by the TMC that would include cost center, internal order, network number, reference number and GL number per statement transaction (and preferably with invoice attached)

- Monthly virtual card statements to come with excel version of the statement that include the custom-made requirements e.g. GL number, cost center, internal, etc.

RAND WATER

The results we have seen

- Travel invoices are reconciled within one day
- Finance submission deadlines are met
- Travel invoices are captured on time.
- Business department’s meet their KPI budgets targets.
- Correct quarterly and yearly financial reporting

RAND WATER

Maybe next steps if there is another layer to the solution

To ensure that the virtual card is also encrypted withing the ERP system which will reduce the process of finance submission when travel costs are processed and will automatically be allocated to their respective departmental areas.

RAND WATER



THANK YOU!

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Glenvista 2058, South Africa
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Customerservice@randwater.co.za

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Managing Personal Development Travel

Joey Kganyago
Travel Manager: Facilities Management
IDC Corporate Travel

Should Official Business Travel and Personal Development Travel Be Treated the Same?

Rethinking travel for greater value, not just lower costs.



The Reality We Face

When organisations face financial pressure, travel is often the first stop for cost reductions.

- Reduce airfare costs
- Lower hotel standards
- Cut subsistence allowances
- Limit conference attendance
- Tighten travel approval rules

Are we cutting waste — or reducing travel effectiveness?

Official Business Travel

Purpose: Deliver the organisation's business objectives.

- Client engagements
- Site visits and operational inspections
- Project-related travel
- Internal business meetings
- Strategic partnerships

Key question: Is the trip necessary to achieve a business objective?

Development-Related Travel

Purpose: Build skills, knowledge and professional capability.

- Professional development courses
- Academic programmes / study tours
- Industry conferences and seminars
- Skills and technical training

Key question: Is this the right investment — and who needs to attend?

Should They Be Treated the Same?

Not necessarily. Both serve the organisation's interests, but their approval criteria, expected outcomes and cost-containment opportunities differ.

One travel policy; differentiated rules based on purpose and value.

Key Differences

Consideration	Official Business Travel	Development-Related Travel
Purpose	Business objectives	Learning and skill development
Who attends?	Those directly required for business	Selected based on learning needs
Approval criteria	Necessity and expected outcomes	Relevance, value and organisational benefit
Cost management	Efficient travel, accommodation and meeting schedules	Manage fees, group rates and unnecessary attendance
Value measurement	Business outcomes and client engagement	Skills gained, certification or knowledge transfer

The Allowance Question

When meals are provided, should the full allowance still be paid?

- What does the allowance cover?
- Are meals already included?
- Is part of it for incidentals?
- Use a transparent, consistent calculation — not an arbitrary 50%

The Bigger Picture

- Question the number of travellers
- Explore virtual alternatives
- Choose the right conference
- Negotiate better rates
- Measure return on investment

THE KEY TAKEAWAY | Change the conversation from "How much can we cut from travel?" to "How do we get the best value from every travel rand?"

Smarter decisions. Greater value.

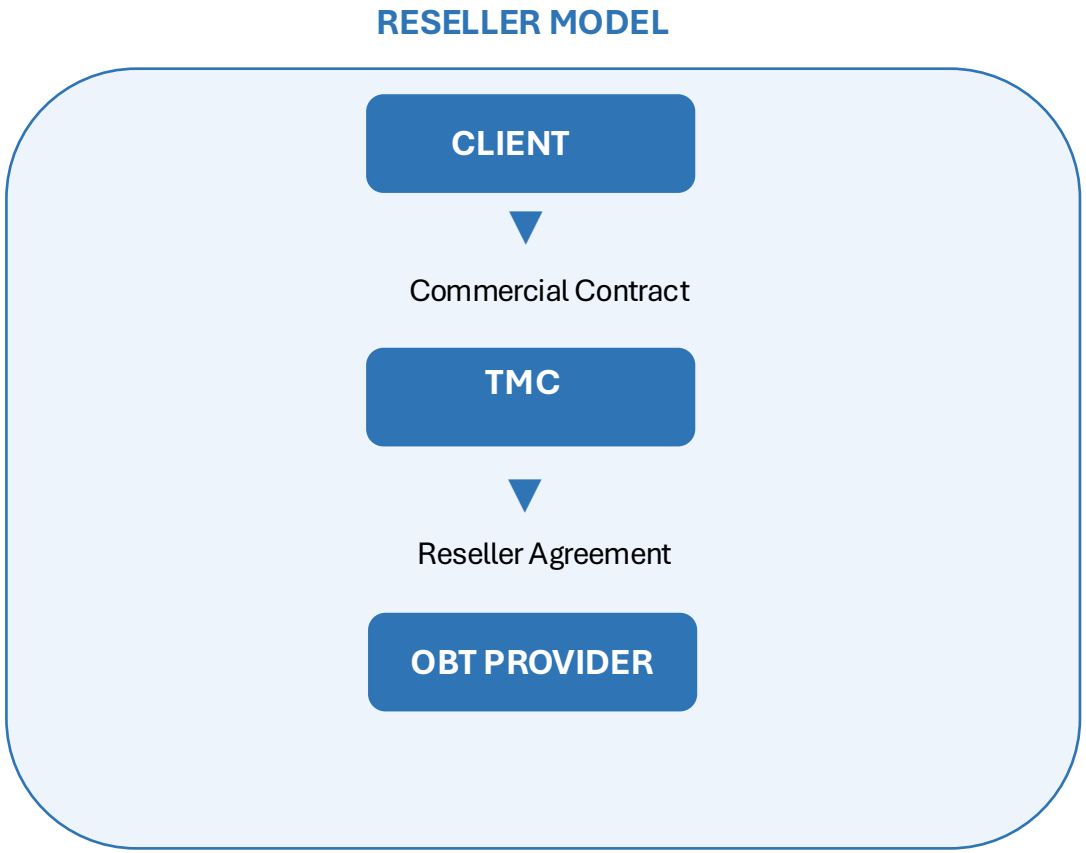
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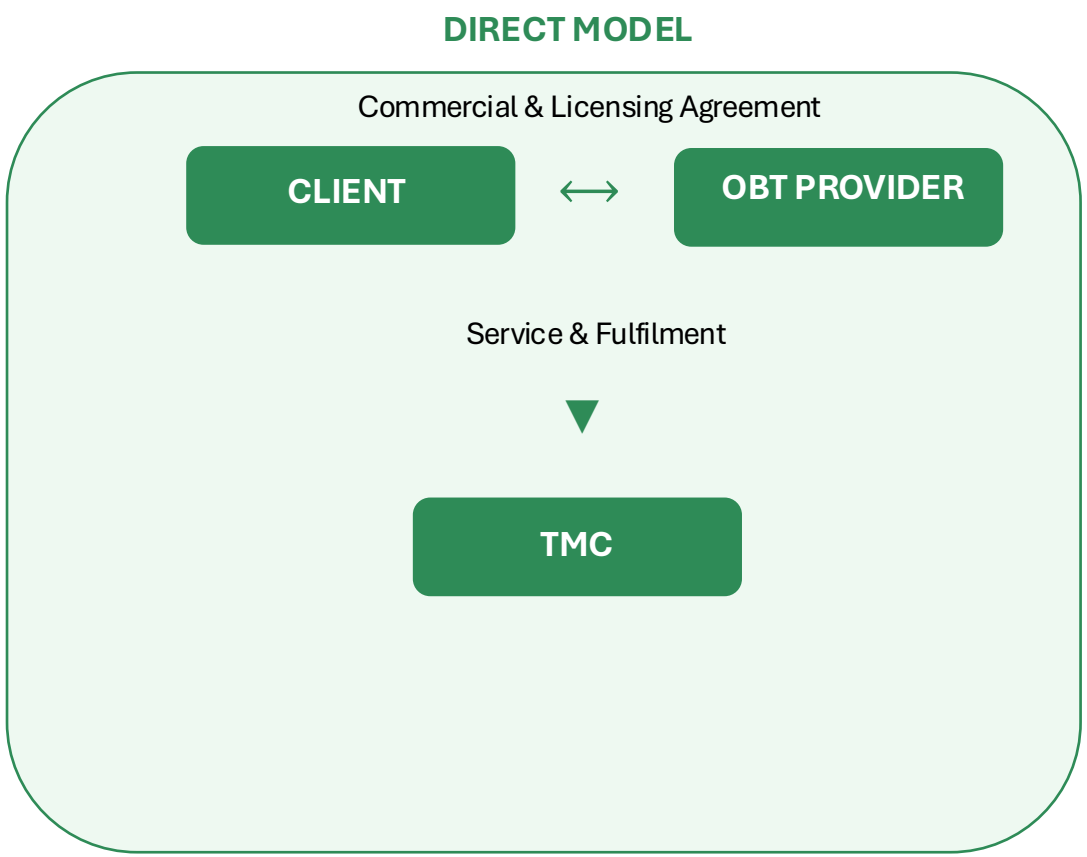
TMC vs Direct OBT Ownership

Nicolette Pretorius
Senior Manager
Deloitte

OBT Commercial Contracting Model

Comparison of Reseller and Direct Licensing Approach





- More than 8 in 10 travel managers report active initiatives to improve trip management, wellness, and traveller tech, with mobile trip management close behind expense management as a top investment area.
- On AI specifically, surveyed buyers are split on where it will matter most, but traveller support and trip planning or booking lead the list, signalling that AI's impact will likely be felt directly by travellers, not just buried in back-office tools.

Travel Management Company vs Direct OBT Ownership

Advantages

- ✅ Ownership of travel technology
- ✅ Full control of travel data
- ✅ Easier transition between TMC providers
- ✅ Greater integration with ERP, HR and Expense platforms
- ✅ Consistent global travel processes
- ✅ Stronger negotiating position with travel suppliers
- ✅ Long-term strategic independence
- ✅ Realistic Savings
- ✅ Policy Enforcement & Compliance

Challenges

- ⚠ Higher implementation costs
- ⚠ Ongoing licensing fees
- ⚠ Internal support and governance required
- ⚠ Longer implementation timeline
- ⚠ Dedicated resources needed for system administration
- ⚠ TMC still required for servicing and emergency support

VS

Advantages

- ✅ Lower implementation costs
- ✅ Faster deployment
- ✅ Single supplier accountability
- ✅ Reduced internal administration
- ✅ Integrated traveller servicing
- ✅ Simplified supplier management
- ✅ Suitable for smaller travel programs
- ✅ Limited Savings
- ✅ Limited Control on Policy Enforcement& Compliance

Challenges

- ⚠ Higher dependency on the TMC
- ⚠ Potential technology lock-in
- ⚠ Reduced influence over future technology enhancements
- ⚠ Migration challenges when changing TMCs
- ⚠ Less flexibility for bespoke integrations and reporting

Key Considerations Before Making a Decision

1. Is travel technology considered a strategic asset?
2. How important is ownership of travel data?
3. Does the organisation have resources to govern a travel platform?
4. How important is future flexibility to change TMC providers?
5. What level of duty of care and traveller support is required?
6. What is the projected travel spend over the next 3-5 years?
7. What is your current online adoption?

Strategic Conclusion:

- **Organisations prioritizing long-term flexibility, data ownership and strategic control should consider a Corporate-Owned OBT supported by a TMC service model.**
- **Organizations prioritizing speed, simplicity and reduced administration may achieve greater value through a TMC-Owned OBT solution.**

"Is travel technology a service that should be outsourced, or a strategic capability that the organisation should own and control?"

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Tea Break

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Claude Vankeirsbilck

Chief Operating Officer

TOURVEST
Travel Services

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The Forgotten category – Why Ground Transportation deserves a seat at the table



Shermen Moodley
Head of Sales
Sani Car Rental

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SANI SIXT
RENT A CAR



RENT FIRST CLASS, PAY ECONOMY.

BRAND HISTORY

2002 to 2023

SAFY Group builds Thrifty brand in Southern Africa & Namibia

(21 years of trusted service)

October 2023

Thrifty rebranded and becomes SANI Car Rental. A 100% South African Branded entity

14 November 2024

New Chapter: Franchise partnership with SIXT (Germany) → launch of SANI SIXT Rent a Car

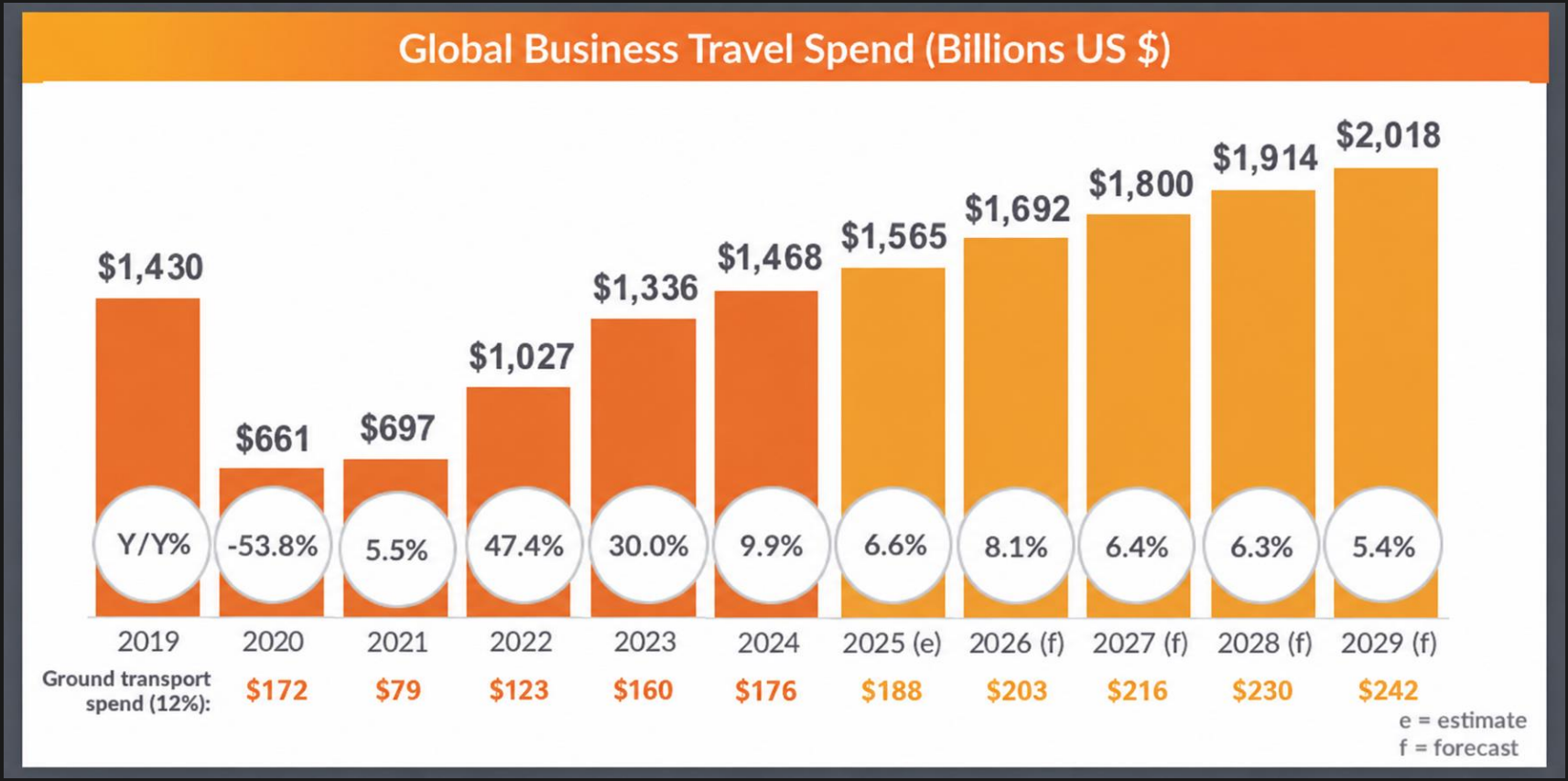
WHEN YOU CHOOSE SANI SIXT

- Level 1 B-BBEE supplier.
- Over 100 years of leadership experience.
- Owned National footprint around SA, Namibia, Botswana and Mauritius with international offerings via SIXT.
- Complete mobility solution- Eco & Luxury vehicles, SUV's, Motorbikes, Motorhomes and more.
- Customer centric philosophy.



SANI SIXT

How significant is Business ground transportation globally?



What is included in the 12%

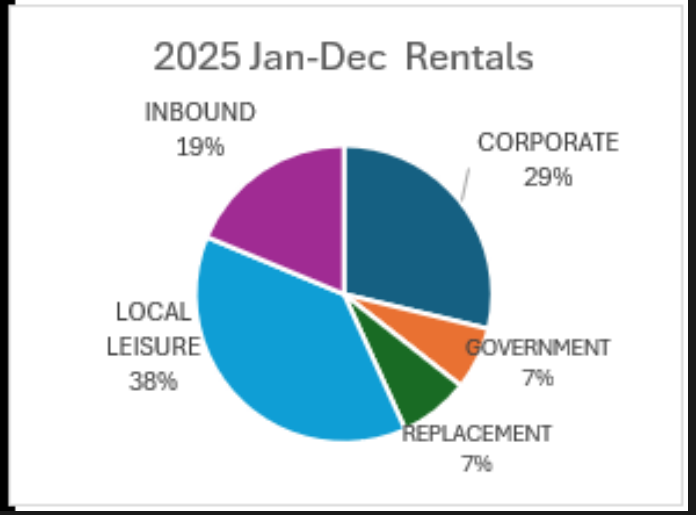
- **Car Rental**
- **Taxi Services**
- **Uber, Bolt & Ride hailing**
- **Chauffeur & Exec Transfers**
- **Employee Shuttles**
- **Rail & Other public transport for business trips**

SANI SIXT

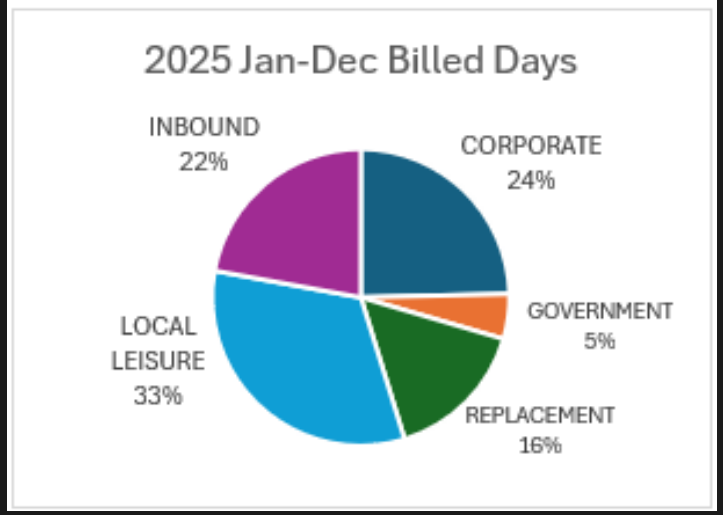
Source: 2025 Business Travel Index Outlook GBTA, Rockport Analytics

What is the size of Car Rental in South Africa?

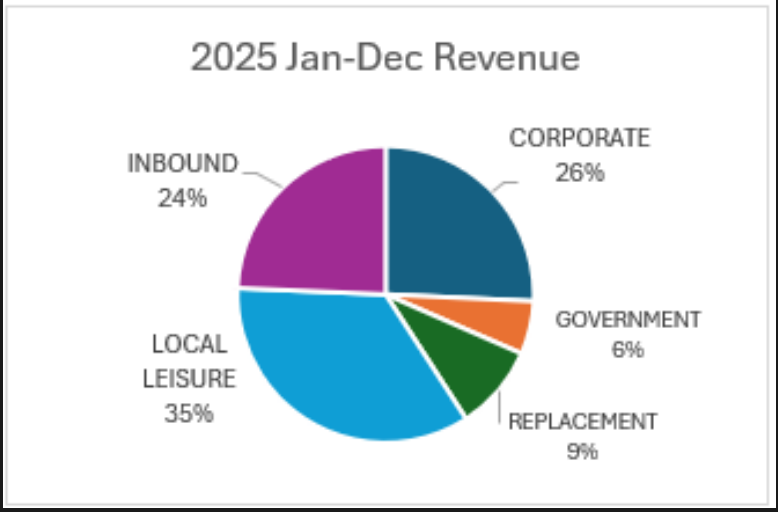
	RENTALS			
	2025 Jan-Dec	AUG YTD CY	AUG YTD PY	VAR
CORPORATE	678 376	432 857	450 931	-4%
GOVERNMENT	160 827	104 988	103 860	1%
REPLACEMENT	180 633	124 557	120 164	4%
LOCAL LEISURE	898 149	612 849	593 759	3%
INBOUND	441 550	306 342	281 862	9%
TOTAL	**2 359 535**	**1 581 593**	**1 550 576**	**2%**



	BILLED DAYS			
	2025 Jan-Dec	AUG YTD CY	AUG YTD PY	VAR
CORPORATE	4 625 186	3 039 773	3 136 649	-3%
GOVERNMENT	919 865	503 518	639 903	-21%
REPLACEMENT	2 953 372	2 081 172	2 019 208	3%
LOCAL LEISURE	6 129 610	4 521 554	3 992 209	13%
INBOUND	4 154 055	2 985 905	2 744 649	9%
TOTAL	**18 782 088**	**13 131 922**	**12 532 618**	**5%**



	REVENUE			
	2025 Jan-Dec	AUG YTD CY	AUG YTD PY	VAR
CORPORATE	2 360 280 079	1 532 724 813	1 582 563 098	-3%
GOVERNMENT	532 085 561	308 838 492	360 637 871	-14%
REPLACEMENT	855 444 094	622 353 727	580 778 207	7%
LOCAL LEISURE	3 194 576 035	2 101 148 759	2 146 789 414	-2%
INBOUND	2 229 856 916	1 498 962 269	1 495 720 877	0%
TOTAL	**9 172 242 685**	**6 064 028 060**	**6 166 489 467**	**-2%**



Your Companies 10% to 15% of total travel spend contributes to the R9billion.
It is not minor to us;)

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Where or How can Travel Managers find savings in Car Rental ?

01 Managing the 24 hour clock in car rental

02 Filling up vehicles prior to returning them

03 Reconciling final invoicing to the agreed rate sheets

04 Reconciliation of vehicles booked to car group policies

05 Analysing damage charges versus inclusions or better yet self insuring based on historic damage data

06 **Your Car rental provider should be a partner rather than a supplier to assist in finding win win solutions.**

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Beyond cost ?







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CAN YOU SPOT A CAR?



Easter crowds on Fifth Avenue, New York, circa 1904

CAN YOU SPOT A HORSE & CART?

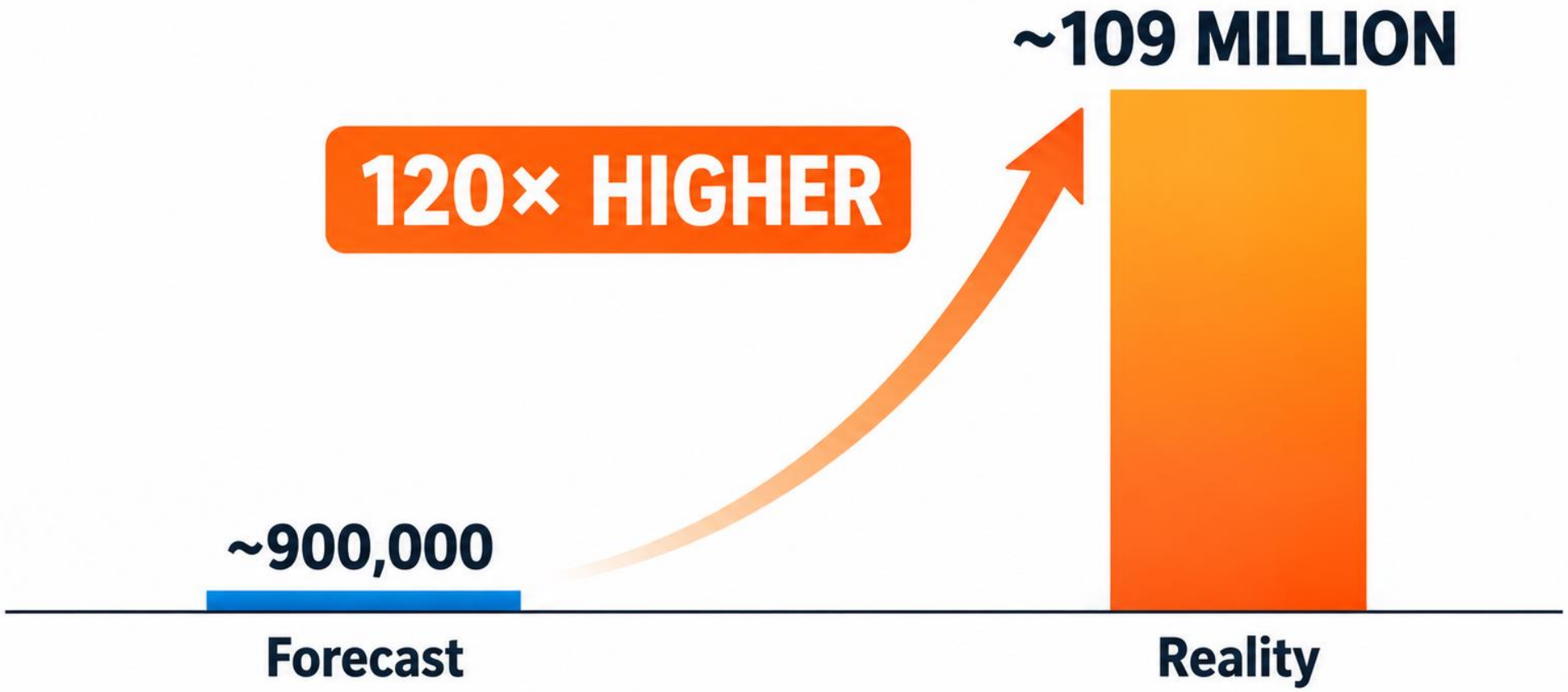


Fifth Avenue from Forty-Second Street, with the lions of the New York Public Library at right, Manhattan, circa 1916

SANI SIXT

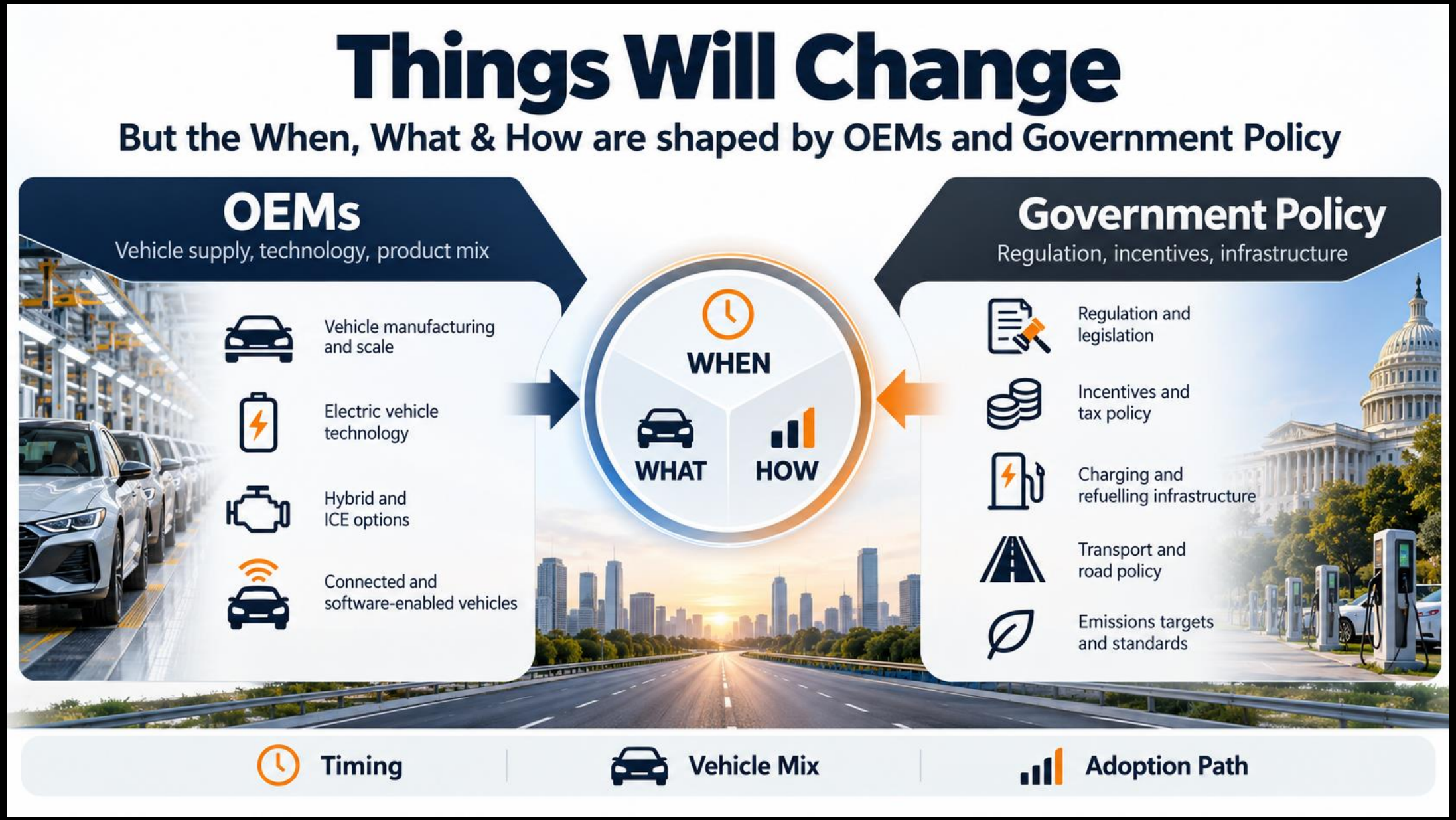
McKINSEY FORECAST FOR U.S. MOBILE PHONES BY 2000

A famous example of how disruptive adoption can be underestimated



Illustrative comparison

WHAT DOES THIS MEAN FOR CAR RENTAL AND MOBILITY IN GENERAL?



WHAT CAN AND ARE WE DOING IN THESE UNCERTAIN TIMES?

What Won't Change

The customer's core requirements

1 **Booking**

A seamless, easy-to-understand & transparent booking process

2 **Checkout**

A fast checkout with or without the human touch

3 **Vehicle**

A clean and reliable vehicle that matches what was booked (or better)

4 **Support on Rent**

Swift action in the event of an unfortunate incident whilst on rent

5 **Return**

A warm welcome on return of the vehicle

6 **Invoicing**

Transparent and accurate invoicing

7 **Problem Resolution**

When something goes wrong, they want somebody to fix it as efficiently as possible

We will adapt as Technology and Vehicles evolve to meet the customers core requirements.

QUESTIONS?

THANK YOU!



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Airline Demand:
Tackling Africa's under-serviced air routes



Aaron Munetsi
CEO
Airlines Association of Southern Africa



Brian Kitchin
Franchise Services : Divisional Chief Commercial Officer
fastjet



Bryan Rufener
Head of Account Management Southern Africa, Agency Sales
Travelport



Claude Vankeirsbilk
Chief Operating Officer
Tourvest Travel Services



Monique Cox
Sales Manager: South Africa
Airlink



Steve Egan
Travel Solutions Executive
SALGA

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SPEED NETWORKING



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Min Smith

Director: Corporate Solutions - Business Development



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Showcase and Round Tables

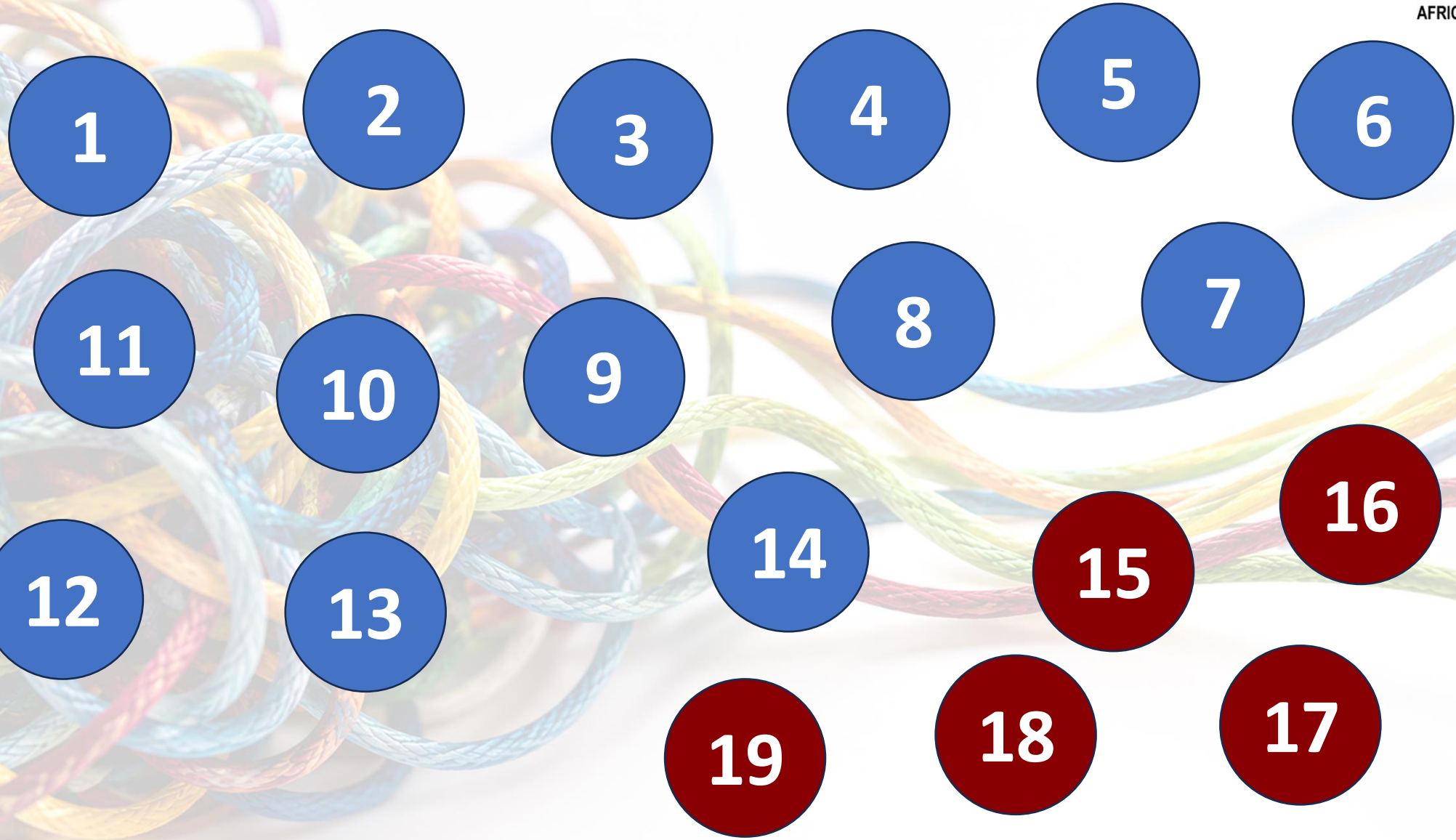
DISCUSSIONS SESSION



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1. Travel Policy: Finding the balance between control and simplicity
2. Approvals: When does control create a bottleneck?
3. Trends on Managing Bleisure, and introduction to Flying Carpet Travel
4. Booking & Content: Simplifying the path from search to trip
5. Using seamless booking technology to reduce complexity, and Travelit Demo
6. Hotel Programmes: Rethinking the annual RFP process
7. Strategically simplifying Payments through Virtual Pay with Mastercard
8. Trends in BAR versus Corporate Rates, and Peermont updates
9. Payments & Expense: Removing friction from the financial journey
10. Reducing complexity & driving productivity for Travellers and Bookers. FCM & SAM demo
11. Technology & Data: Has technology simplified travel… or added another layer?
12. Supporting local communities in your Hotel Programme, and Legacy updates
13. The Traveller Experience: Removing unnecessary complexity
14. Virtual Payments: Beyond the Virtual Card Number with Absa

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ROUND TABLE FEEDBACK

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THE MISSING SUSTAINABILITY LINK
Intentional Traveller Behaviour
Project Update

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absa

BIG AMBITIONS

Image by Freepik.com

THE NUMBERS THAT GOT US THINKING…

Business Trips

- Est. **1.84 billion** business trips globally per year
- Equates to approx. **5 million business trips every day**
- Even if just **5%** of those trips include wasteful traveller behaviour = **252,000 trips per day**
- **92 million business trips per year** where small behaviour changes could make a difference

Electricity

- R20 – R50 cost per day per hotel room
- Est. 62 000 – 65 000 hotel rooms in RSA
- Using R 35 x 31 750 rooms (50% occ) = ***R 1.1 M*** per day
- **5%** used wastefully = R 55 000 per day = ***R 20 M*** per year

Food Waste

- One medium-sized property = **2 215 Kg** / per year
- 230 hotels from 3 SA chains = **640 000 Kgs** per year *(640 tonnes!)*

Sources: GBTA, Statista, Hotelchains.com, PWC, StatsSA
SA Room Occupancy 2026 = 54.5 pm

Image by Freepik.com

A QUICK UPDATE

- Informal Industry Research – Traveller behaviours
- Project announcement: ABTA Conference 2025
- Industry partners came onboard
- Baseline global traveller survey created and launched in May ‘26
- Corporate organisations began distributing it internally
- Responses now coming from multiple Global markets

Image by Freepik.com

GLOBAL PARTICIPATION

A South African born, global-first research project,
moving its way *around the globe.*

TOTAL RESPONSES

262

COMPANIES ACTIVELY DISTRIBUTING THE RESEARCH

16

REGIONS REPRESENTED



ONE GLOBAL COMMUNITY. ONE SHARED GOAL.

Thank you to everyone who is contributing to build the first global baseline on **Intentional Traveller Behaviour.**

EARLY FINDINGS



Image by Freepik.com

KEY FINDINGS 01

THE AWARENESS GAP

Our survey reveals a clear knowledge and awareness gap around the environmental impact of everyday travel behaviours.

58.3%

HAD GIVEN VERY LITTLE OR NO THOUGHT
to the cumulative environmental impact of their everyday travel behaviours.

8.2%

ACTIVELY SEEK OUT MORE SUSTAINABLE OPTIONS
when travelling.

63.1%

DIDN'T KNOW – OR HADN'T THOUGHT ABOUT – FOOD DONATION POSSIBILITIES
through airline and hotel food programmes.

THE ISSUE MAY NOT BE UNWILLINGNESS. IT MAY BE AWARENESS.

KEY FINDINGS 02

THE OPPORTUNITY

When prompted to think about their impact, travellers show they are **open to change** and **accept responsibility.**

87.9%

ARE VERY OR SOMEWHAT OPEN
to making small, practical changes to their travel habits after completing this survey.

61.7%

IDENTIFY THEMSELVES – THE TRAVELLER –
as one of the top 3 parties most responsible for reducing the impact of business trips.

46.8%

ALREADY SAY THEY TRY TO BALANCE CONVENIENCE WITH RESPONSIBILITY
when travelling.

TRAVELLERS AREN'T REJECTING CHANGE.
THEY SIMPLY NEED THE KNOWLEDGE, TOOLS AND PROMPTS TO MAKE IT EASIER.

KEY FINDINGS 03

WHAT DRIVES TRAVELLER BEHAVIOUR?

Our study reveals the key factors **shaping how we travel** – and where small changes can make a big difference.

62.6%

GIVE ME THE INFRASTRUCTURE

say better access to water refill stations would make it easier for them to reduce plastic use when travelling.

58.4% also said clearer recycling signage would help.

53.4%

VALUES BEAT POLICY

say personal values are what most prompts them to think about their environmental impact – almost twice as often as company travel policy (28.6%).

40.1% are influenced by visual evidence of waste or pollution.

56.1%

"JUST IN CASE" DRIVES OVERPACKING

say "just in case" is the main reason they pack more luggage than they end up using on a work trip.

34.5% also cite multiple dress codes or formal requirements.

MAKE IT EASY. MAKE IT OBVIOUS. MAKE IT THE NATURAL CHOICE.

Remove friction. Reduce uncertainty. Change behaviour. **That's how we create impact at scale.**

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Next Steps



Traveller Survey:
More unique company collector links and wider global reach

Hotel Survey:
Intentional Traveller Behaviour Hotel Barometer 2026

Full project White Paper:
Expected delivery
Q4 2026 / Q1 2027

Behavioural Shift:
Content, repository etc distributed to industry & travellers

Re-measure:
Both traveller survey and hotel barometer to measure shift

Continuous Industry Engagement:
Webinar, Event Session, Focus Groups

WANT TO BE PART A BIGGER PART OF THE PROJECT?

- Complete the **survey**
- Request a **unique collector link** to benchmark your organisation
- **Share** the survey link on socials and with colleagues – Especially outside of Africa
- Participate in future **working groups**
- Support development and distribution of **practical resources**
- Become a **project champion** or **partner**

THANK YOU!

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Image by Freepik.com

QUESTIONS?

absa

BIG AMBITIONS

NAVIGATING COMPLEXITY. DRIVING CHANGE.

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Tea Break



NAVIGATING COMPLEXITY. DRIVING CHANGE.

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WELCOME BACK!

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NAVIGATING COMPLEXITY. DRIVING CHANGE.

Risk Management:
From war-time insurance clauses to at-risk traveller safety



David Vorster
Regional Security Director MEA, MSI
International SOS



Khulekani Njokweni
Travel Underwriting Manager
Bryte

The New Risk Landscape

Simplifying Travel Risk Management in an Increasingly Complex World





David Vorster

Regional Security Director
Middle East Africa (MEA)

Agenda

Corporate Travel Risk Trends

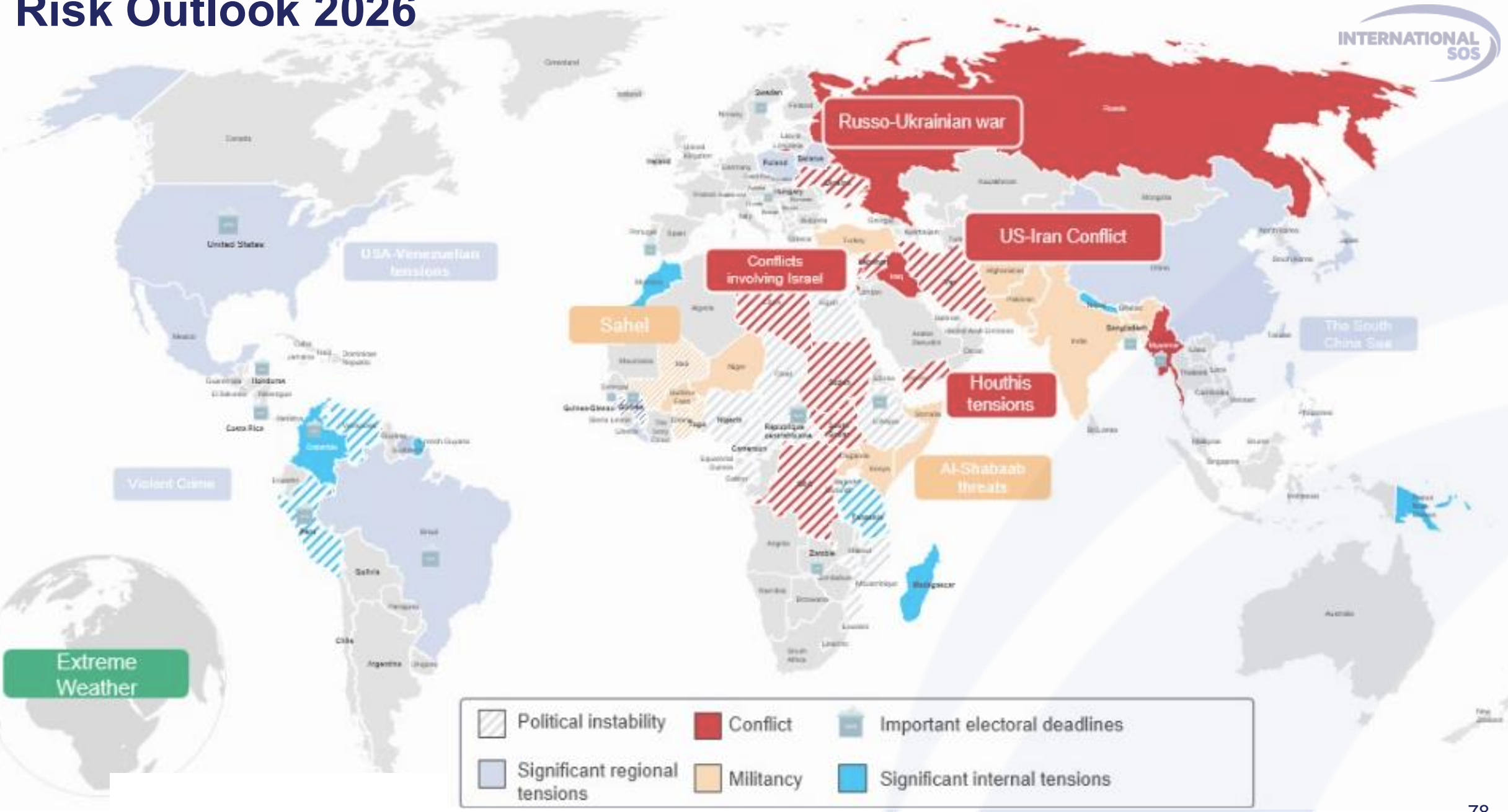
International Conflicts (Implications for Africa)

AI & Business Travel

Traveller Profiles

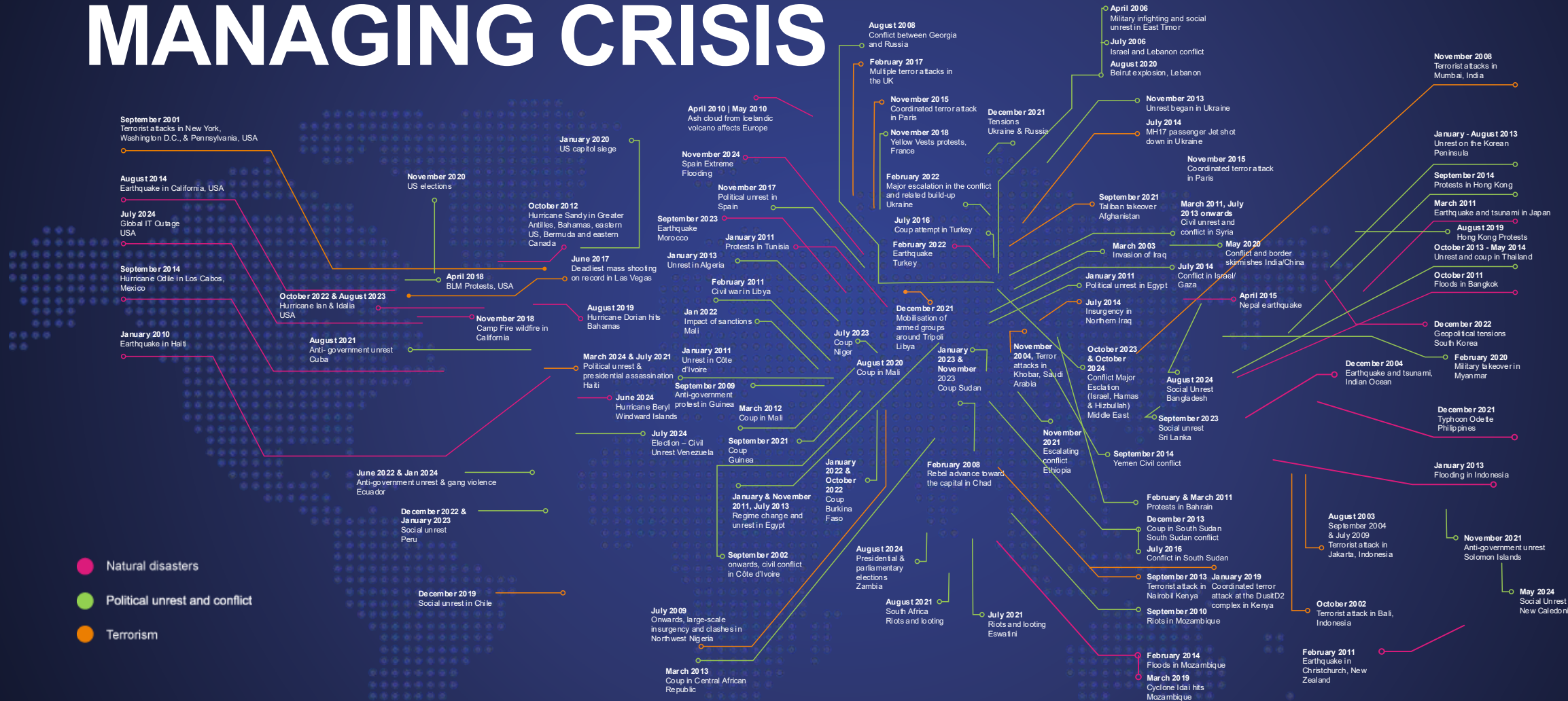
Risk Management Insights

Risk Outlook 2026



"Volatility is no longer the exception. It is the operating environment"

40+ YEARS OF MANAGING CRISIS



WORLDWIDE REACH. HUMAN TOUCH.

INTERNATIONALSOS.COM

US - Iran Conflict



Key Implications

- Airspace restrictions and routing changes
- Strait of Hormuz disruption risk
- Increased threat environment across the Gulf
- **Energy market volatility and downstream business impacts**

AI Integration into TRUSTED INTELIGENCE & DECISION-MAKING

THE ENGINE

STRUCTURE:

- **Strategically placed** Intelligence Specialists, Lead Analysts, Intelligence directors
- **>20** nationalities; backgrounds in government, military, NGOs, policy and private security
- **24/7** GTMCs in LON & SYD producing tactical/real-time intelligence
- LSC's producing operational and strategic forecasting intelligence
- Collocation & integration with security assistance

TOOLS:

- OSINT & SOCMINT tools
- Strategic partnership with Factal
- Focus on HUMINT
- International SOS staff in 90+ countries
- Wide network of security providers and stringers
- Info sharing networks – OSAC, DSAC, etc.

THE CRAFT

PHILOSOPHY:

- Emphasis on verification and assessment
- Human-in-the-loop – technology enabled, human delivered intelligence
- Analytical rigor
- All-source fusion – blend of human, open and other sources
- Client-centric – focus on impact to people and operations
- Outlook oriented – forward looking to drive decisions

APPROACH:

- Comprehensive onboarding and recurrent training
- 24/7 security editor team
- Nuanced, locally informed intelligence
- Structured analytical techniques
- Apolitical analysis
- Client feedback and quality assurance process

THE OUTCOME

PRODUCTS:

- **>12,000** finished intelligence alerts per year
- **>700** Recurrent Weekly Security Forecasts per year
- **>150** Monthly Security Forecasts per years
- **>45** Insight Reports – strategic, predictive intelligence
- Webinars, podcasts, bespoke products
- Intelligence Consulting

IMPACT:

- Clarity in complexity – reliable intelligence separating the critical from the clutter.
- Trustworthy early warning system to inform comprehensive crisis response.
- Proactive risk management led by strong predictive judgments and forecasts

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What is Your Traveler Profile



When a Team Travels to a High-Risk Destination



When Executives Fly to Emerging Markets



When NGO Staff Move Between Risk Zones



When Travelers May Encounter Elevated Cultural or Legal Risks



When a Traveler Has Pre-Existing Health Conditions



When a Student Calls an Assistance Center for a Pre-Trip Briefing



- Age
- State of health
- Gender
- Race
- Nationality
- Sexual orientation
- Travel experience
- Knowledge of / experience in the destination
- Access to support
- Employer/nature of business

TRAVEL RISK MANAGEMENT INSIGHTS

INTERNATIONAL SOS

EMPLOYEES

PREPARE TRIP



Prepare country info via Pre-trip Advisory/App



Additional briefing via Assistance Centre

Validate trip approval via TravelReady

DURING THE TRIP



Check-in via Assistance App



Receive alerts via email/SMS

INCIDENT MANAGEMENT



Receive special advisory

Automated check-in



24/7 Assistance on call

RECOVERY

Emotional support

MANAGERS

RISK ASSESSMENT

Risk review via ManagerView



Prepare/ monitor via Tracker

RISK MITIGATION

Notify via email / SMS

INCIDENT MANAGEMENT

Locate via ManagerView



Communicate via email/SMS

24/7 Assistance & case management

RECOVERY

Report

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Supporting Travel Companies

2,900+
Travel Agency Partnerships

9,000
Clients Supported

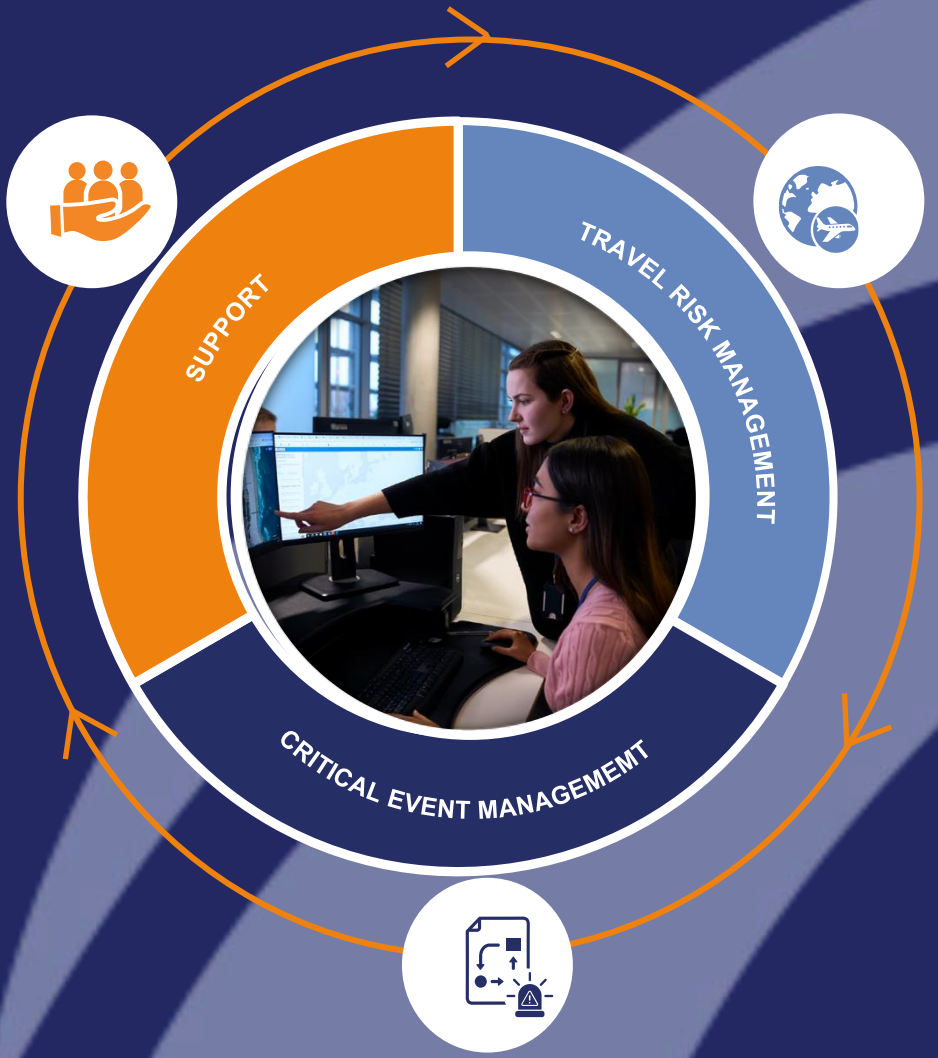
5 Million+
Subscribers Supported

170+ Countries
TMC partnerships

46,700+
Travel Data Fee Integrations

The Future of Travel Risk Solutions

- Transform Duty of Care from policy into action
- Automate traveler risk compliance
- Deliver pre-trip intelligence & advisories
- Monitor traveler exposure in real time
- Support clients through disruptions and crises



WORLDWIDE REACH. HUMAN TOUCH.

Questions

Bryte

Demystifying Travel Insurance

Partnering with Purpose



Bryte Insurance Company Limited

Friday | 16 October 2026

EXTERNAL

Choosing the right model

The best model is the one that fits how the organisation travels

- Per-trip business policy
  Best suited to occasional or lower-volume travel
- Annual corporate policy
  Consistency for frequent and higher-volume travel
- Bank card insurance
  Convenient, but activation, conditions and limits matter

Ask four questions

- How frequently do employees travel?
- Who travels and where?
- What governance and reporting are required?
- What protection does the business expect?

Key takeaway: Choose for certainty and fit, not price or convenience alone

EXTERNAL

Assumptions that create gaps

What the corporate travel value chain must clarify before departure:

- “My company card covers everything.”
- “All destinations are automatically covered.”
- “My medical aid covers me worldwide.”
- “I can buy cover after a risk becomes known.”
- “Travel insurance automatically covers war and hostilities.”



EXTERNAL

Destination risk changes

Insurance supports the decision but doesn’t make the decision.

The organisation makes the travel decision. Insurance is one control.

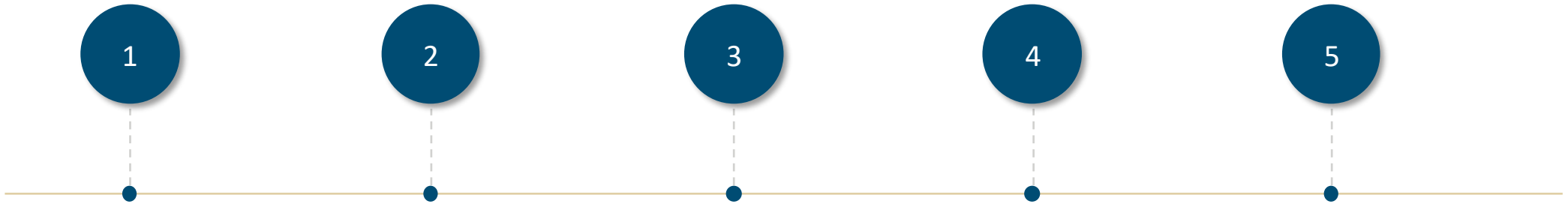
- Understand the exclusion
- Check official advisories
- Establish when the risk became known
- Assess the trip before departure
- Apply alternatives where necessary



EXTERNAL

A travel programme that works

Five shared actions that reduce friction



Consolidate
Reduce fragmented insurance arrangements

Align
Match cover to travel policy and risk profile

Confirm
Establish who is covered, when and how the cover activates

Educate
Give clear pre-trip and emergency information

Review
Reassess destinations, advisories and travel patterns

Key takeaway: The goal is not more insurance. It is fewer assumptions and faster access to help.

EXTERNAL

Bryte

Thank you



EXTERNAL

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Travel in the News Headlines – Industry Leaders weigh in



Barry Painting
Managing Director
Tourvest Travelit



Dave Milne
Group Hospitality Executive
Peermont Hotels, Casinos and Resorts



Irene Ferreira
Chief Operating Officer
Reynolds Travel



Lue Ebrahim
Business Development Manager
Woodford Car Hire



Min Smith
Director: Corporate Solutions Business Development
Mastercard



Phale Naake
Director Strategic Procurement & Government Travel Services
Treasury



Thinus la Grange
Regional Travel Manager Africa
BAT

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When AI takes over rebooking decisions

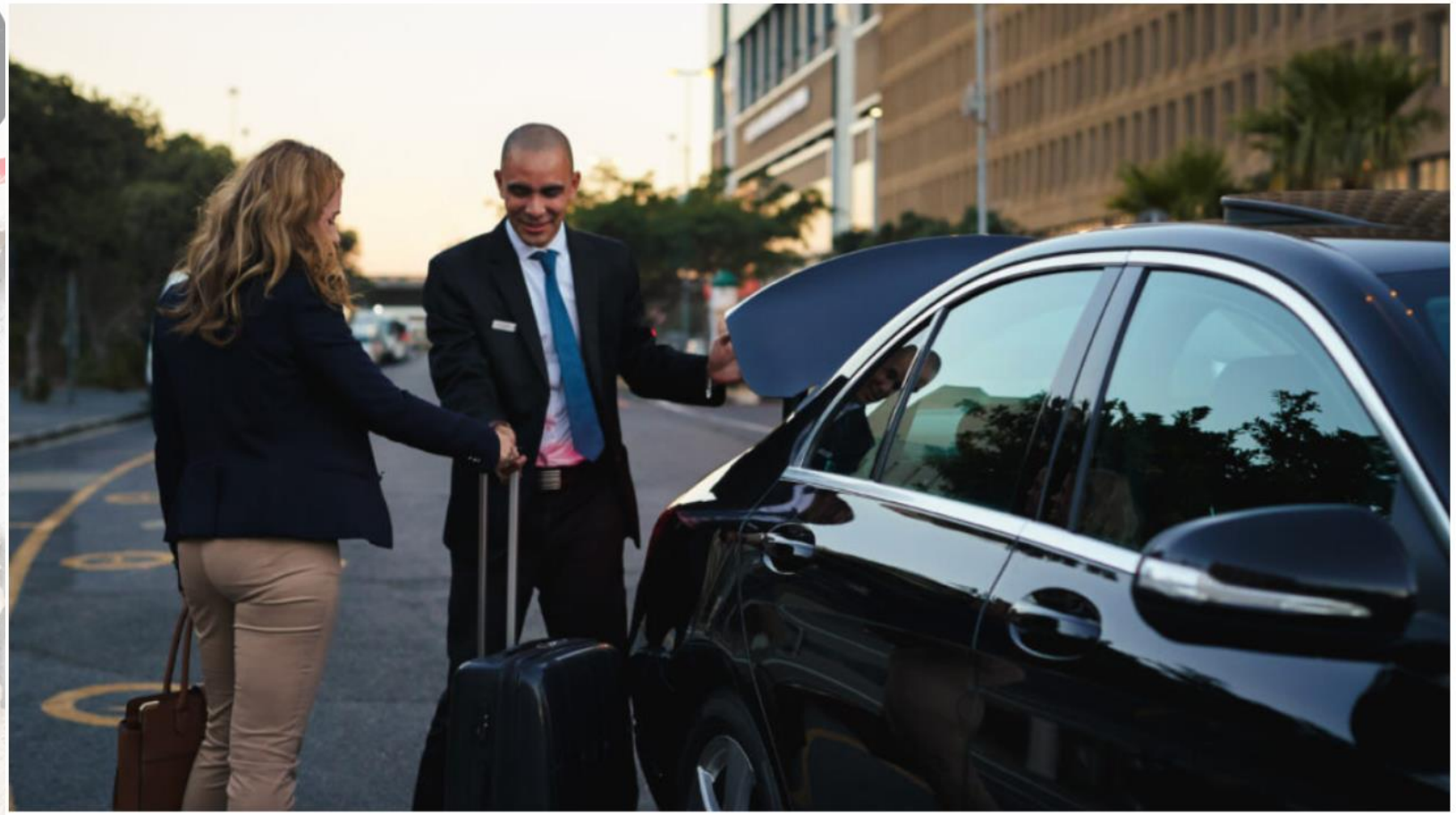
14 Sep 2026 - By Tylin Moodley



News articles sourced from Travel News by TNW & Businesstravelexecutive.com

Corporates get stricter on e-hailing

8 Sep 2026 - By Tylin Moodley



News articles sourced from Travel News by TNW & Businesstravelexecutive.com

Could algorithms change who owns the customer?

4 Aug 2026 - By Kiran Molloy



Agents urged to strengthen payment security

30 Mar 2026 - By Kiran Molloy



News articles sourced from Travel News by TNW & Businesstravelexecutive.com

One-Third of Corporate Hotel Programs Used AI in Most Recent RFP Cycle, Says GBTA Survey

{post_excerpt: 25}

Written by: Harvey Chipkin **Published on:** June 29, 2026



Hotels rethink agent rate deals

10 May 2026 - By Kiran Molloy



News articles sourced from Travel News by TNW & Businesstravelexecutive.com

ESG reporting a major gap for TMCs

13 Apr 2026 - By Tylin Moodley



News articles sourced from Travel News by TNW & Businesstravelexecutive.com

Agents forced beyond GDS for cheaper fares

12 Aug 2026 - By Tylin Moodley



News articles sourced from Travel News by TNW & Businesstravelexecutive.com

AUDIENCE Q&A

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CLOSE & THANKS

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NAVIGATING COMPLEXITY. DRIVING CHANGE.

Networking Cocktails & Canapés

Now!

Reign Restaurant



Business Card
PRIZE DRAW

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