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HRG reflects on 2009 and looks to the future with optimism

Hogg Robinson Group (HRG), the award-winning international corporate travel services company, has continued to extend its client portfolio and expand its global network regardless of the challenging economic climate of 2009. Despite the recession, HRG saw the first early signs of returning confidence in 2009, as some companies have begun to increase face-to-face meetings abroad, especially in regions of greater growth such as the BRIC economies.

New business acquired in 2009 covered a variety of industries including government, financial services, oil & gas and pharmaceutical companies, highlighting HRG's diverse service and cross-sector clients. Some of the high profile clients won this year include Monte dei Paschi di Siena, the oldest bank in the world, Talaris, the cash handling technology specialists and De La Rue, the world's largest commercial security printer and papermaker. HRG also won a competitive tender to be part of the UK Government's OGCbuying.solutions' Travel Management Services Framework Agreement, allowing public sector clients to outsource travel by bypassing lengthy tender processes required under government rules. The UK's Department of International Development was HRG's first business win under the agreement.

HRG has also retained a number of top clients, demonstrating its reliability and ability to deliver real savings at a time when travel budgets have come under scrutiny - Barclays Bank was retained for a further five years, HSBC was retained in the UK and Asia Pacific, as well as BG Group, Cobham and Diageo. The client retention rate was over 90 per cent, a record that HRG have held for a number of years.

HRG's impressive new business wins and retention rate highlight the company's unique business travel offering. The company's bespoke technology products, flexibility and ability to cater to each individual client's needs has allowed HRG to continue to expand its business and provide top-of-the-range services throughout 2009.

David Radcliffe, Chief Executive of Hogg Robinson Group plc, said: "2009 has been a challenging year for everyone in the travel business. However, looking back at our impressive list of client wins and retentions, I am confident that the company is well placed for a positive 2010. Our high profile client portfolio is indicative of the quality of our service and we will continue to partner with our clients to improve HRG's offering and cater to their individual needs."

Over the course of the year, HRG has continued to expand and consolidate its global network, to ensure clients can benefit from on-the-ground expertise wherever they are travelling. In April, O-VOYAGES became HRG's partner in Benin, adding to the company's considerable presence in Africa. HRG also joined forces with Grupo Alatur in Brazil, the country's largest corporate travel business, to consolidate its presence in Latin America and partnered with Travelscene to form HRG Bangladesh.

In 2009, HRG was awarded two Innovation Awards at the Business Travel Show in London, for its groundbreaking Universal Super Platform technology and its UK Hotel Service. HRG also won the Best Business Travel Management Company with a turnover of more than £100 million at the Buying Business Travel Awards and was the strongest corporate travel company brand in the list of Business Superbrands 2009.

HRG has continued to have a presence at the major trade shows throughout the globe, showcasing its technology and having its executives lead panels and workshops in their areas of expertise. In 2009, HRG participated in the Business Travel Show, Business Travel Market and Procurement Solutions Live in London, as well as the National Business Travel Association's events in San Diego and Paris and the ACTE Global Conference in Prague.

The company continued to develop cutting edge technology, launching new versions of its bespoke tools to help clients achieve better visibility and control of corporate travel management programmes. Powerful new enhancements were introduced within its online HRG Reporting™ tool to give new functionality with personalised dashboards' and enhanced data manipulation. New benefits were also introduced to the company's proprietary self service reservation tool, HRG Online™ including enhanced policy management, new rail booking features and additional booking options for no-frills carriers.

David Radcliffe continued: "The award wins and our continued expansion across the globe show we have worked hard throughout 2009 to focus on expanding our business whilst developing innovative products for our client's increasingly complex needs. We will continue to focus our energies in these two areas to ensure we remain the company of choice to deliver truly effective business travel solutions globally."

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Notes to Editors:

Hogg Robinson Group plc (HRG), the award-winning international corporate travel services company was established in 1845 and operates from headquarters in Basingstoke, Hampshire, UK. Its interests include owned or controlled corporate travel services operations in 25 key driver/growth markets throughout Europe, North America and Asia Pacific, which are supported by a network of contracted partners. The HRG network extends to nearly 120 countries.

HRG's philosophy is to focus on its clients, underpinned by three differentiators – its people, its technology and its breadth of service. The company has experienced management and skilled operators together with a strong reputation for technology which it develops and owns in-house. In addition HRG is the only major travel management company to offer a real breadth and depth of services, all of which combine to serve every client around the globe delivering value, cost savings, efficiency and innovation, without compromise.

HRG's portfolio of clients spans a broad range of industry sectors including but not limited to Automotive, Banking and Finance, Food Manufacturing, Media and Entertainment, Pharmaceutical, Retail and Telecommunications.