

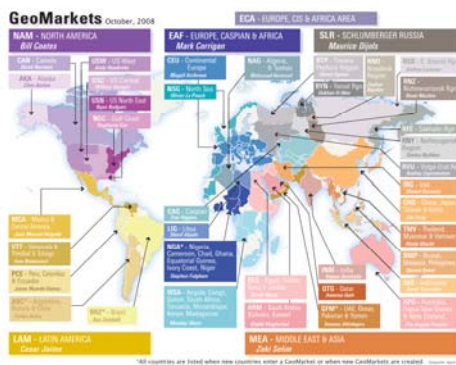
# How do I maximize the Travel Program inside the Company?

Georges Opoka  
Supply Chain Manager Mexico & Central America  
Schlumberger

NBTA Mexico  
February 24th, 2009.



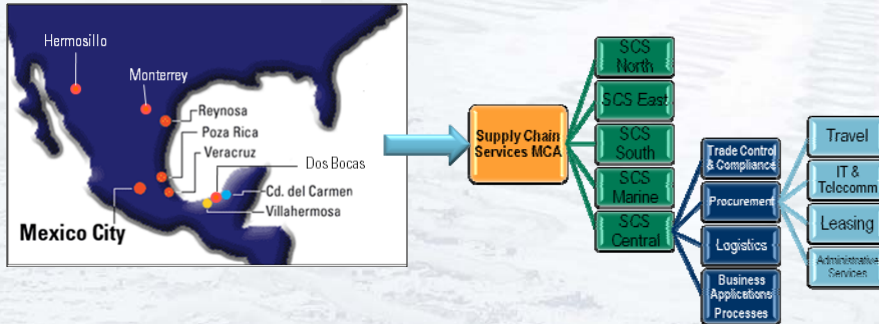
## Schlumberger Operations Worldwide



With history back to 1927, Schlumberger Oilfield Services is the Leading Supplier of Technology and Information services and solutions to the International E&P Petroleum Industry.

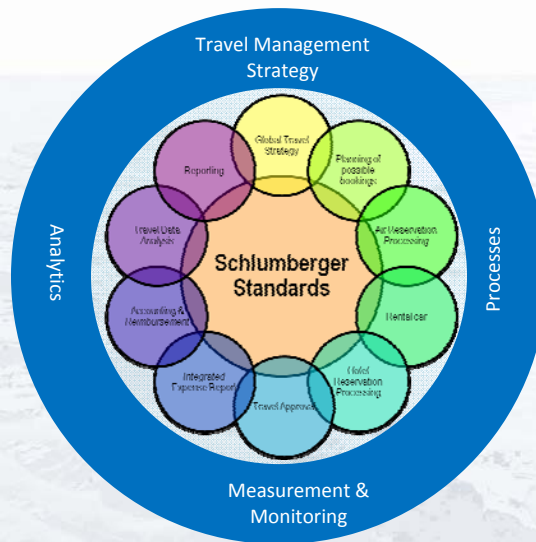


## About our Organization in Mexico & Central America...



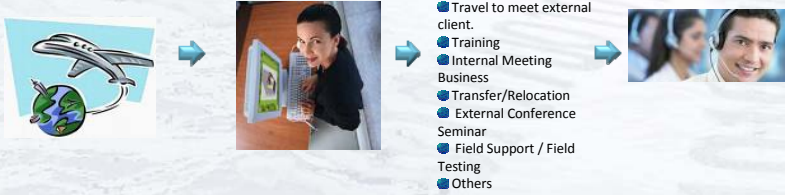
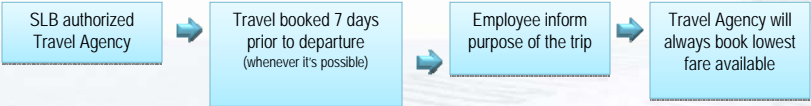
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## How does Schlumberger handle the Travel Program?



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**About Air Bookings...**



\*\*\* SLB has closed Key Negotiations with the Top National and International Airlines for 2009 in order to obtain an important percentage of savings of our Annual Travel Spend.



**How do SLB handle Commercial Agreements with Top Mexican Airlines?**

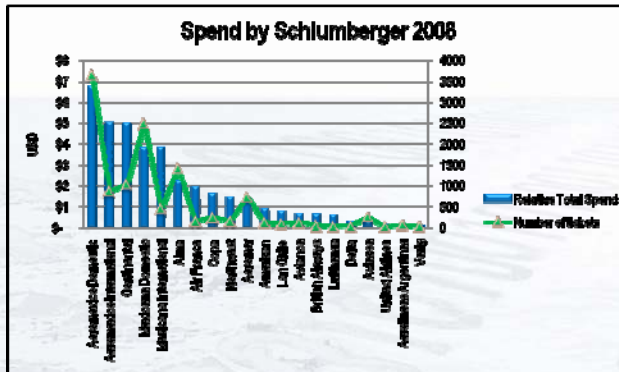


These 3 airlines concentrate 46% of Domestic Travel transported in 2008. According to the DGAC 6.53 million people took a plane last year with Top National and International Airlines in Mexico.

5 Reasons to make a Commercial Agreement with Top National & International Airlines

- 1 Coverage
- 2 Most used airline for the company
- 3 Get the best discounts for the company
- 4 0 Penalties
- 5 Post-Service





SLB works commercial agreements with airlines according to Global Travel Standards. It's clear that Head Quarter Offices where the airline has more presence, Commercial Agreements are negotiated. SLB always takes in consideration that Regional Agreements brings more benefits to Geomarkets and better volume discount by Airlines.

Due to Market conditions we have found difficult to negotiate rates with airlines. Alma and some other airlines' sudden bankruptcy have caused that airlines like Aeromar and Aeromexico should cover routes along the Golf of Mexico where we have our main operation in MCA, causing an increase in fares. Even though airline market has not been stable, we are continuously working to get the lowest discounts on SLB fares and without any commission for 3<sup>rd</sup> Parties.



### About Hotel Bookings...



By analyzing the main arrivals for SLB: Reynosa, Poza Rica, Veracruz, Villahermosa, Ciudad Del Carmen, Monterrey and Mexico

Schlumberger has negotiated aggressive discounts with top 5 Hotel Chains in each location

- Just to mention some of them:
- ✓ Camino Real
  - ✓ Holiday Inn, Fiesta Inn, Holiday Inn Express
  - ✓ Crown Plaza
  - ✓ Hilton

\*\*\* Local Agreements have been signed with Top 10 Hotel Chains in order to get the best rate and availability for Schlumberger in MCA.

In the last years, the Mexican Hotel Industry has grown constantly, even though financial changes have affected the market, it hasn't stopped the growth of the Industry. Mexico is the World's most visited arrival having 21.4 million visitors, which has helped to grow 4.1% annually.



## About Travel Agencies ...



Unstable Markets have caused a low efficiency service among Travel Agencies.

Competition between them has generated a considerable increase in quality and efficiency, but it's not enough...

Following the Global Travel Standards it's a really important issue for Travel Agencies to be followed when giving service to a Global Company like Schlumberger, fill-in administrative procedures, KPI's, but most of all Global Travel Policy are an issue that needs to be pursued .

Mexican Travel Market has not developed a culture of High Quality Service when talking about Travel Agencies.

Due to this factor it has been difficult for Schlumberger to find the Service that fits with our needs. Nowadays we need to use "Diversity" as a way of handling Travel in MCA.

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✓ Excellence in Execution



### Our Next Challenges for 2009 ...

- Moving on 100% of Transactions made by system (Get There as a self-booking Tool solution)
- Travel Standardization.
- Following standards to obtain best practices applied to our common activities.

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