



Carlson Wagonlit Travel Austria

Press Information 2012

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Carlson Wagonlit Travel Worldwide

Facts & Figures 2011

President and CEO worldwide	Douglas Anderson
Owners	Carlson, a global leader in the travel, hotel and restaurant industries based in Minneapolis, Minnesota (USA), is majority shareholder holding 55 percent of the shares. Chase Travel Investment, an affiliate of JPMorgan Chase & Co., holds the remaining 45 percent.
Core business	Carlson Wagonlit Travel is a global leader specialized in business travel management. CWT is dedicated to helping companies of all sizes, as well as government institutions and non-government organizations, optimize their travel program and provide best-in-class service and assistance to travelers. By leveraging the talents and know-how of its people and providing leading-edge technology, CWT helps clients around the world drive savings while enhancing service and security.
Global Sales	28.0 billion US\$ ¹ sales generated by wholly owned agencies and joint ventures. In 2011, 2.2 billion US\$ in new business as recorded.
Geographical Coverage	More than 150 countries and territories, so Carlson Wagonlit Travel has one of the most extensive business travel management networks in the world. CWT is N° 1 in Europe, Middle East & Africa and Latin America as well as in Asia-Pacific, and N° 2 in North America.
Clients	Small and medium sized enterprises, large corporations and government organizations worldwide, among them are two-thirds of the "Global Fortune 100" companies.

¹ Actual sales volume at current exchange rates; includes air, hotel and ground transportation



Carlson Wagonlit Travel Today

■ 2011

- ▶ CWT launches the mobile solutions *CWT Market* and *CWT To Go*.
- ▶ Global acquisitions:
 - ▶ Finland: Acquisition of Partner Kaleva Travel
 - ▶ Costa Rica: CWT acquires Centennial Group
 - ▶ Brazil: CWT acquires Net Tour Viagens E Turismo

■ 2010

- ▶ CWT creates a new global organization for its Energy Services division: *CWT Energy Services*.
- ▶ Early May, CWT acquires Gateway Travel Management (GTM), a privately held regional travel management company based in the Pittsburgh, Pennsylvania, area.

■ 2009

- ▶ In November, CWT teams up with Tata Communications announces to provide *CWT Telepresence*, an enhancement to the broader demand management offering, allowing CWT clients to access the Tata Communications network of public Cisco TelePresence Suites around the world.
- ▶ CWT receives the *2009 Business Travel Innovation Award* for its compliance-enhancing solution *CWT Policy Messenger* at the Business Travel Show held in London. This marks the second consecutive innovation award for CWT in the competition's Travel Management Services Category.

■ 2008

- ▶ The CWT Board of Directors names Douglas Anderson President and Chief Executive Officer.
- ▶ CWT Germany exceeds the sales mark of 1 billion Euro.
- ▶ Global acquisitions:
 - ▶ USA: Traveltime Services in Nashville, Tennessee.
 - ▶ Canada: Madison Travel, a CWT associate franchisee office based in Ottawa.
 - ▶ Nigeria: CWT has a new partner in Nigeria: Jubilee Travels Limited.
 - ▶ India: CWT gains full control of its Indian joint venture.
 - ▶ Ireland: Acquisition of Irish partner agency Executive Travel Group.
 - ▶ Spain: CWT acquires Viajes Lepanto and Viajes MAPFRE.
- ▶ CWT signs global agreement with The CarbonNeutral Company, the leading carbon offset and climate consulting firm.
- ▶ The *CWT Program Manager Center* wins *2008 Innovation Award* at the Business Travel Show in London.

■ 2007

- ▶ CWT pursues its acquisition strategy:
 - ▶ USA: CWT acquires the business travel operations of Preferred Travel, Inc.
 - ▶ Sweden: Acquisition of a majority stake in Ark Travel AB (ARKT).
 - ▶ India: CWT gains majority control of the Indian joint venture.
- ▶ CWT is the first travel company in Germany that signs the *Charter of Diversity*.

Nearly 140 Years of Experience

■ 2006

- ▶ A change in CWT's shareholding structure: Carlson Companies and One Equity Partners (OEP) acquire Accor's 50-percent stake in CWT. Carlson becomes majority shareholder with 55 percent of CWT shares, while OEP holds the remaining 45 percent. In 2010 the shares of OEP have been transferred to Chase Travel Investment, which also is an affiliate of JPMorgan Chase & Co.
- ▶ In August, CWT finalizes acquisition of Navigant International.

■ 2005

- ▶ Geographic expansion continues with the acquisition of the business travel division of Raiffeisen Reisen Wien GmbH in Austria, Frantour in France, CWT Brazil and CWT Mexico.

■ 2004

- ▶ Hubert Joly is named President and CEO of CWT in July.
- ▶ CWT acquires Maritz Corporate Travel in the United States in March, and ONboard in Germany in October.
- ▶ CWT purchases Protravel in France.
- ▶ CWT's joint venture in China extends to Shanghai and Guangzhou and the first national call center is created for General Electric, servicing travelers from more than 30 cities.

■ 2003

- ▶ CWT opens its first eCenter in Warsaw, Poland.
- ▶ CWT's joint venture with China Air Service creates China's first specialist business travel agency in Beijing.

■ 2001

- ▶ CWT and Japan Travel Bureau create a joint venture, JTB/CWT Business Travel Solutions.
- ▶ CWT acquires AC Travel in Germany.
- ▶ CWT partners with Concorde Travel to form a joint venture in South Africa.

■ 2000

- ▶ Hervé Gourio is named President and CEO in October.
- ▶ CWT's Asia-Pacific network is strengthened by an acquisition in Thailand and joint ventures in India and Indonesia.

■ 1998

- ▶ CWT creates the *CWT Solutions Group*, whose experts provide consulting services to clients, notably in the selection and deployment of new technologies and in strategic air and hotel sourcing.

■ 1997

- ▶ Carlson Travel Network in the United States and Wagonlit Travel in Europe merge to form the Carlson Wagonlit Travel network for business travel. The new company is the first truly global travel services company with international management.

■ 1996

- ▶ CWT moves into Australia and Singapore.

■ 1995

- ▶ CWT establishes a foothold in the Asia-Pacific market with acquisitions in Hong Kong and Japan.

- **1994**
 - ▶ Carlson Companies, Inc. of Minneapolis and the Paris-based Accor Group combine the business travel interests of their respective companies, Carlson Travel Network and Wagonlit Travel, under the name Carlson Wagonlit Travel.

- **1993**
 - ▶ Wagons-Lits Travel changes its name to Wagonlit Travel and consolidates its network, products and services for multinational companies.

- **1991**
 - ▶ Accor acquires La Compagnie des Wagons-Lits.
 - ▶ Ask Mr. Foster changes its name to Carlson Travel Network, to capitalize on the professionalism, strength, and synergy of the Carlson Companies.

- **1983**
 - ▶ Carlson Companies acquires P. Lawson Travel.

- **1980**
 - ▶ Wagons-Lits Travel is the first business travel agency in Europe to create implants or on-site locations in the offices of clients. The company also introduces the widespread use of computer reservation systems and offers global reporting to European business travel customers. It expands quickly through major acquisitions in Denmark, Spain, Germany, the United Kingdom and Eastern Europe.
 - ▶ Carlson Companies, Inc. purchases Ask Mr. Foster, with more than 100 branches and annual revenue in excess of US\$100 million.

- **1960**
 - ▶ The Compagnie des Wagons-Lits expands its mission of serving travelers to become Wagons-Lits Travel, Europe's largest travel management company.

- **1957**
 - ▶ Ask Mr. Foster changes hands when two shareholders, Donald Fischer and Thomas Orr, pay US\$157,000 for controlling interest in the company, which had seen hard times during and in the wake of World War II.

- **1928**
 - ▶ Full-service Wagons-Lits agencies spring up in rail ticket offices throughout Europe.

- **1888**
 - ▶ The Ask Mr. Foster travel agency is founded in St. Augustine, Florida, making it one of the oldest travel agencies in the United States. Its unusual name is the result of one local resident, Ward G. Foster, who is the unofficial keeper of the train timetables. When tourists inquire about the time of train arrivals or departures, they are told to "Ask Mr. Foster."

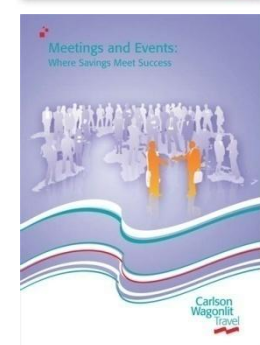
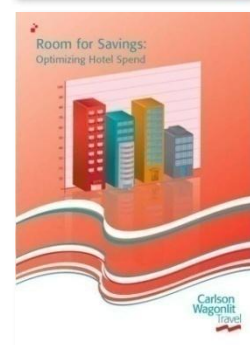
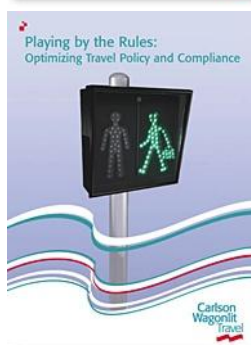
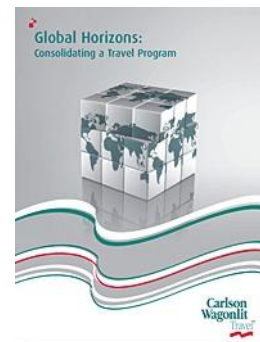
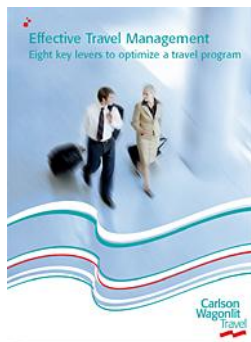
- **1872**
 - ▶ Belgian innovator Georges Nagelmackers begins a new enterprise with the sole purpose of serving the traveler. Adding sleeping compartments to trains serving the European continent, he founded the company, Wagons-Lits, which literally means "sleeping cars." Nagelmackers goes on to create the Orient Express.

Eight Key Levers for Effective Travel Management

CWT works with its clients to respond to the complexities and challenges of business travel management while addressing the needs and expectations of travelers. CWT sees travel management as a multi-faceted undertaking, encompassing eight key levers that can generate savings while delivering service and enhancing security:

1. Provide the right services and assistance to travelers and optimize transaction processing
2. Tackle hotel spend in a disciplined and professional manner
3. Continue to drive air and ground transportation savings
4. Increase policy compliance and optimize demand management
5. Further consolidate travel programs
6. Address security needs and corporate social responsibility
7. Integrate meetings and events in the travel program to control and optimize the related spend
8. Develop executive dashboards and actionable performance measures

In addition to the guideline *Effective Travel Management*, the *CWT Travel Management Institute* conducts in-depth research into the key levers of effective travel management in order to help clients derive the greatest value from their travel programs. The publications *Toward Excellence in Online Booking*, *Global Horizons*, *Playing by the Rules*, *Room for Savings: Optimizing Hotel Spend* and *Meetings and Events: Where Meetings meet Success* were recently published and are also available on CWT's website: www.carlsonwagonlit.at.



Our Four Lines of Business

Partnering with companies of all sizes, government institutions and non-government organizations, CWT knows no two clients have the same requirements. Consequently, CWT works closely with each client to define and implement the solutions that best respond to their specific needs, challenges and objectives. To that end, CWT offers a range of products and services aimed at delivering optimum results to travel managers, procurement professionals, C-level executives and business travelers alike.

■ Traveler & Transaction Services

CWT offers best-in-class services and assistance to travelers and optimizes the processing of simple and complex transactions.

CWT works with its clients to:

- ▶ Define the desired service requirements of the various constituencies within the client's company
- ▶ Define, implement and continuously optimize the service configuration and workflow processes that will best support companies and their travelers and drive operational efficiencies
- ▶ Ensure access to appropriate content at attractive prices in accordance with each client's travel policy
- ▶ Optimize the efficiency of simple bookings in particular by driving online adoption and automation
- ▶ Deliver high quality services for complex itineraries and special requirements
- ▶ Provide a suite of services that enhance the traveler experience

■ Program Optimization

CWT offers a variety of products and services to help clients optimize their travel program and uncover savings.

CWT can work with its clients to:

- ▶ Generate and consolidate the data that is the foundation to optimizing a travel program
- ▶ Assess their travel program based on each of the eight key levers of Effective Travel Management, establishing current performance and improvement opportunities
- ▶ Define the desired performance targets and the related priorities and action plans
- ▶ Translate the defined strategies into measurable results ensuring execution through all booking channels
- ▶ Monitor travel program compliance and performance, tracking progress and driving continuous improvements

CWT has nearly 1,000 professionals around the world helping clients optimize their travel program.

■ Safety & Security

CWT offers a range of products and services to inform companies of potential risks, and help locate and assist travelers in a crisis.

CWT can work with its clients to:

- ▶ Mitigate travel risk by providing destination intelligence to management and travelers
- ▶ Provide a web-based means of locating travelers on the road on a consolidated basis in case of an incident
- ▶ Give travelers access to 24-hour emergency services
- ▶ Define a formal travel risk management policy which establishes a proactive situation- and action-based incident management response process

■ Meetings & Events

CWT offers best-in-class services to create and organize meetings and events while helping companies control and optimize related expenditure.

CWT can work with its clients to:

- ▶ Design and produce effective, customized events
- ▶ Provide seamless logistics for any size meeting or event
- ▶ Capture and analyze total spend for meetings and events across a company's organization to generate savings
- ▶ Define event strategy, assess current practices and identify performance improvement opportunities

Corporate Social Responsibility

CWT addressing issues of CSR internally and on behalf of clients:

- Principles of ethical and safe conduct, coupled with our core values and a sense of corporate citizenship, provide the framework which guides CWT both in its business activities and its CSR initiatives:

- ▶ Development and well being of its **employees**
- ▶ **Productive relationships** with all of our stakeholders
- ▶ Being good citizens in the **communities** in which we operate
- ▶ Protection of the **environment**

- CWT is helping clients to address CSR and environmental issues by enabling travel management professionals and travelers to make well-informed decisions that may reduce their company's carbon footprint:

- ▶ A **carbon calculator** used at the time of booking
- ▶ **Post-trip reporting** enabling travel managers to track CO2 emissions
- ▶ **Carbon offsetting** to neutralize the impact of emissions

Carlson Wagonlit Travel Austria

Facts & Figures 2011

Head Office	Millennium Tower Vienna
Foundation	1896 First subsidiary of Compagnie Internationale des Wagons-Lits in Vienna
	1994 Change of name to Carlson Wagonlit Travel
Management	August Gossewisch Senior Executive Vice President Central & Eastern Europe
Traffic	80 Million Euro
Employees	57 FTEs (Full Time Equivalents)
Branches	6

Currently, Carlson Wagonlit Travel runs 6 branches in Austria. They mainly operate as On-Sites (3), Full Service Center (2), and one Fulfillment Center (FC). Via the national FC, online bookings can be handled centralized within Europe. High-performance system components can process all online bookings automatically, without manual intervention – from booking to electronic ticketing to electronic invoicing.

The Management of Carlson Wagonlit Travel

Overview

Douglas Anderson

President & Chief Executive Officer worldwide Carlson Wagonlit Travel

August Gossewisch

Senior Executive Vice President Central & Eastern Europe

Stefan Maucher

Chief Financial Officer Central Europe

(As of 1 May 2012: Interim Head of Central Europe)

Hannes Schwarz

General Manager Austria

Silke Bellof

Director IT Central Europe

Martina Egger

Vice President Global Strategic Accounts

Stephanie Heck

Director Human Resources Germany, Austria

Sandra Kuch

Director Marketing & Communications Germany, Austria

Christian Streib

Director Traveler & Transaction Services Germany, Austria

Felix Vezjak

Director Meetings & Events Germany, Austria

You will find high-resolution images (300dpi) of the management team at

http://www.carlsonwagonlit.de/en/countries/de/aboutus/cwt_management.html

Management Bios

Douglas Anderson, President & Chief Executive Officer worldwide Carlson Wagonlit Travel

As President and Chief Executive Officer of Carlson Wagonlit Travel (CWT) worldwide, Douglas Anderson has global responsibility for the company's business around the world. Douglas Anderson has been appointed in April 2008 by the CWT Board of Directors, to which he reports directly. He is based in Paris. Mr. Anderson, who joined the company as Executive Vice President and Chief Financial Officer in April 2007, succeeds Hubert Joly, who became President and Chief Executive Officer of Carlson Companies, the majority shareholder of CWT, on 1 March 2008. Douglas Anderson is a U.S. citizen with extensive international experience. He has worked in the Asia-Pacific region and Europe for 18 of the last 20 years. Mr. Anderson spent 25 years at UPS, based in the United States, Hong Kong, London and Brussels, and in his most recent position was Senior Vice President, Finance, and Chief Financial Officer, UPS Logistics Group. He also worked in Geneva for the SITA Group, the IT and telecommunications service provider to the air transport industry, as Senior Vice President and Chief Financial Officer. He holds a Bachelor of Science degree in business administration from the University of Nebraska.

August Gossewisch, Senior Executive Vice President Central & Eastern Europe

August Gossewisch (born 1947) has been Senior Executive Vice President Central & Eastern Europe since 1 October 2004. His professional career started in 1967 with Swissair in Zurich. After living in Lebanon, Italy, Algeria and Korea, he transferred to Wagons-Lit Travel in October 1988, where he assumed the position of Managing Director of CWT Switzerland. In 1995, he was also given a position with Carlson Wagonlit Travel USA (Minneapolis). In 1997, August Gossewisch took over the position of Vice President for Sales & Program Management of the region "Central Europe & Mediterranean Zone". He was then appointed Vice President/General Manager of Germany, Austria and Switzerland at the beginning of 1999. In March 2001, he became responsible for the "Eastern & Mediterranean Zone". Due to a restructuring, August Gossewisch has been appointed Senior Executive Vice President Central & Eastern Europe on 1 October 2004.

Stefan Maucher, Chief Financial Officer Central Europe (As of 1 May 2012: Interim Head of Central Europe)

Stefan Maucher (born 1959) has been CFO Central Europe since 1 January 2012. He is responsible for strategic financial planning, controlling and for relations with the finance partners of Carlson Wagonlit Travel. Stefan Maucher began his professional career in the internal auditing department at Messer Griesheim in Frankfurt. He then held various accounting positions at that company before becoming Manager of Cost Accounting and Auditing in 1993. In 1994 he was made Head of Finance in the globally operating industrial sector of welding and thermal cutting (mechanical engineering). In addition, from 1996-1999 Stefan Maucher took over responsibility for the Human Resources and IT unit. On 1 March 1999, he changed to CWT Germany as Director Finance. Austria and Switzerland were added to his area of responsibility on 1 March 2001, joined by the Eastern European CWT countries on 1 October 2004. After the country zones were restructured, Stefan Maucher was named CFO Central Europe on 1 January 2012, responsible for Germany, Austria and Switzerland.

Hannes Schwarz, General Manager Austria

Hannes Schwarz (born 1962) was appointed General Manager Austria on 01 January 2005 in addition to his function as Director Sales & Program Management Austria, which he holds since 01 March 2000. His career in the travel industry started in 1984 when he worked in the fields of leisure travel, rail, incoming and groups. In 1989 he became team leader in the business travel department of a local travel agency and in 1994 he took over the Office Management for an Austrian TMC. He has been working for CWT Austria since 1997 where he began as head of the BTC (Business Travel Centre) and contributed to the restructuring process in Austria. Apart from this, he is deputy to August Gossewisch in Austria. On 01 March 2000, Hannes Schwarz became Director Sales & Program Management Austria and thus responsible for sales at CWT Austria.

**Silke Bellof,
Director IT Central Europe**

Silke Bellof, born in 1971, has been Director IT Central Europe as of 1 March 2011. In this post she is responsible for the overall technological working environment and for directing the IT teams in Germany, Austria and Switzerland. After earning a degree in business management, with a major in commercial information technology from a university of cooperative education (Berufsakademie), Bellof began her career in 1993 as an IT consultant with the Swiss firm Orgaplus AG in Basel. In 1998 her occupation then took her to Africa for several years: first to Johannesburg (South Africa), where she worked as IT consultant for Triadic SA, and then to Accra (Ghana) and Kinshasa (Congo), where she was IT manager and IT consultant in the microfinance field at IPC (later Quipu) GmbH. Bellof joined CWT on 1 September 2006 as Service Delivery Manager Central & Eastern Europe, in charge of ensuring IT service standards in Central & Eastern Europe. In April 2007 she took on the position of IT Production Manager Germany, Austria & Switzerland, and became an official member of the Swiss management team in August 2009. Starting 1 January 2011 she has become a member of German management and then, as of 1 March 2011, moved into the position of IT Director Central Europe.

**Martina Egger,
Vice President Global Strategic Accounts**

Martina Egger (born 1961) has been Vice President Global Strategic Accounts since August 2011. She is responsible for maintaining and growing a portfolio of customers, of which the majority are within Germany, Switzerland, Austria and the Eastern European countries. In addition, she heads Marketing & Communications in Germany, Austria and Switzerland as well as the Eastern European countries. After studies in languages and arts/humanities, Martina Egger had her first taste of sales and marketing when she worked as Manager of Reservations and Sales in the hotel industry between 1991 and 1995. After this she changed to the business travel sector, first between 1995 and 1998 as Regional Manager with Kuoni, then in 1998 as Program Manager with Carlson Wagonlit Travel. Between 2001 and her return to Carlson Wagonlit Travel she was Vice President Sales & Client Relation Central Europe with the process optimizer TRX. Martina Egger came back to CWT as Vice President Sales & Program Management, Marketing for Germany, Austria and Switzerland. On 1 October 2004 she additionally got the responsibility for Eastern Europe. In May 2007, Martina Egger was appointed Vice President Strategic Sales & Program Management, Marketing Central & Eastern Europe before she took over her current position in August 2011. Martina Egger is also press and company speaker for CWT Germany.

**Stephanie Heck,
Director Human Resources Germany, Austria**

Stephanie Heck, born in 1971, has been Director Human Resources Germany, Austria since 1 December 2010. Together with her team, she is responsible for the areas of personnel support, development and management as well as for relations with regional works councils and with the Group Works Council. After training as a European secretary and earning a VWA degree (Verwaltungs- und Wirtschaftsakademie, similar to an MBA) in business administration with a focus on human resources and marketing, Stephanie Heck began her career in 1999 at a subsidiary of Metro AG. There she worked as assistant in the department of Human Resources and Social Affairs before joining the Human Resources department at CWT in 2002. In 2004 Stephanie Heck became HR Manager Germany & Austria. She then took over the positions of Head of Human Resources Germany & Austria and Manager Training & Organization Development Central & Eastern Europe in October 2008. Since 1 December 2010 she has been Director HR Germany & Austria and in this capacity a member of the European HR Leadership Team and the Global HR Leadership Council.

**Sandra Kuch,
Director Marketing & Communications Germany, Austria**

Sandra Kuch (born 1975) has been Director Marketing & Communications Germany, Austria since 1 January 2012. She directs the Marketing & Communications Team and is responsible for the implementation of strategic and operational marketing goals. She is also in charge of internal and external corporate communications as well as public relations. Her tasks include the coordination of negotiated marketing budgets with the suppliers and the implementation of joint marketing campaigns. Sandra Kuch began her career by training as a travel agent at Lufthansa City Center in 1994. In 2002 she received her degree as Diplom-Betriebswirtin with a major in Transport/Leisure Travel from the University of Applied Sciences in Worms. After completing her dissertation while working as a student assistant at CWT, she took up a post in Marketing & Business Support and in 2004 became Manager Marketing & Communications Central & Eastern Europe. As of 1 January 2008 she then became director of the department, also acting as its representative on the German executive committee since 1 January 2012. In the course of a restructuring of the country zones, Sandra Kuch was named Director Marketing & Communications Germany, Austria on 1 January 2012.

**Christian Streib,
Director Traveler & Transaction Services Germany, Austria**

Christian Streib (born 1971) has been Director Traveler & Transaction Services Germany, Austria since 1 January 2012. He is responsible for disciplinary and operative management at the CWT agencies. Christian Streib began his career as a travel agent apprentice in 1994, and in 1996 he joined Carlson Wagonlit Travel, holding various positions that enabled him to gain experience in the operational and technological fields as well as in support for key global accounts. After working in operations, he was appointed Head of Management Information Systems (MIS) in 1999. In 2001 he changed to key account management, first as International Program Manager until 2003 and then as Strategic Program Director EMEA until 2005. Afterward he took on the position of Director Sales & Program Management, Operations Eastern Europe, before being named Director IT Central & Eastern Europe in July 2006. On 1 June 2011 he took over responsibility for the operative business as Director Traveler & Transaction Services Central & Eastern Europe. As part of the restructuring of the country zones, his title as of 1 January 2012 is now Director Travel & Transaction Services Germany, Austria.

**Felix Vezjak,
Director Meetings & Events Germany, Austria**

Felix V. Vezjak, born in 1957, was named Director Meetings & Events Germany, Austria, on 1 October 2010. In his new position, he is in charge of all areas of CWT Meetings & Events. After completing his traineeship and working for many years as a travel agent and office manager at ABR in Nuremberg, he joined CWT's precursor, Wagons-Lits Cook Travel, in 1984, as director of a branch office. He held various executive positions at the successor firm, Wagons-Lits Travel, which became CWT in 1994, on the management team, in marketing, and in sales and account management. In 2000 Mr. Vezjak transferred to CWT's European headquarters in Paris, where he most recently held the post of Vice President Strategic Sales EMEA until 2006, responsible for international new business. He subsequently worked in executive positions at CWT competitors HRG and BCD before returning to CWT in October 2010.