

Bookings handled by Travel Agency

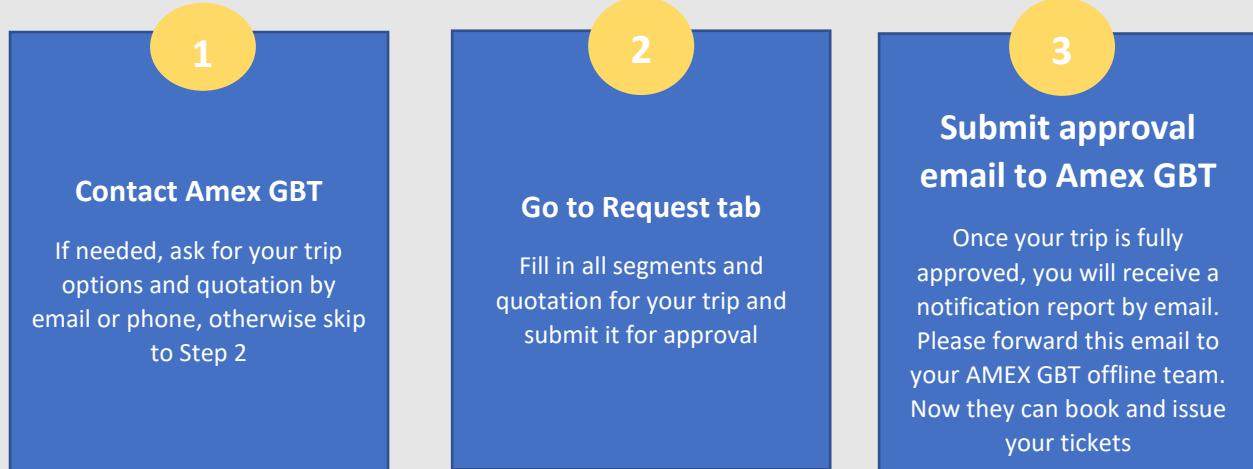
Dear Travelers,

Online booking into the [Concur System](#) is Sibelco's default process for booking a trip. You click on the "Travel" tab in the system and you're ready to start the process! It's a straight forward, user-friendly, 24/7 available and Sibelco tailored solution. You choose your flights, rental car and/or hotel, submit for approval and once the trip is approved the issued tickets will be automatically sent to your inbox.

What happens when you have a complicated trip?

You can contact the Amex GBT offline team and follow the fully offline process pictured below.

Fully offline*



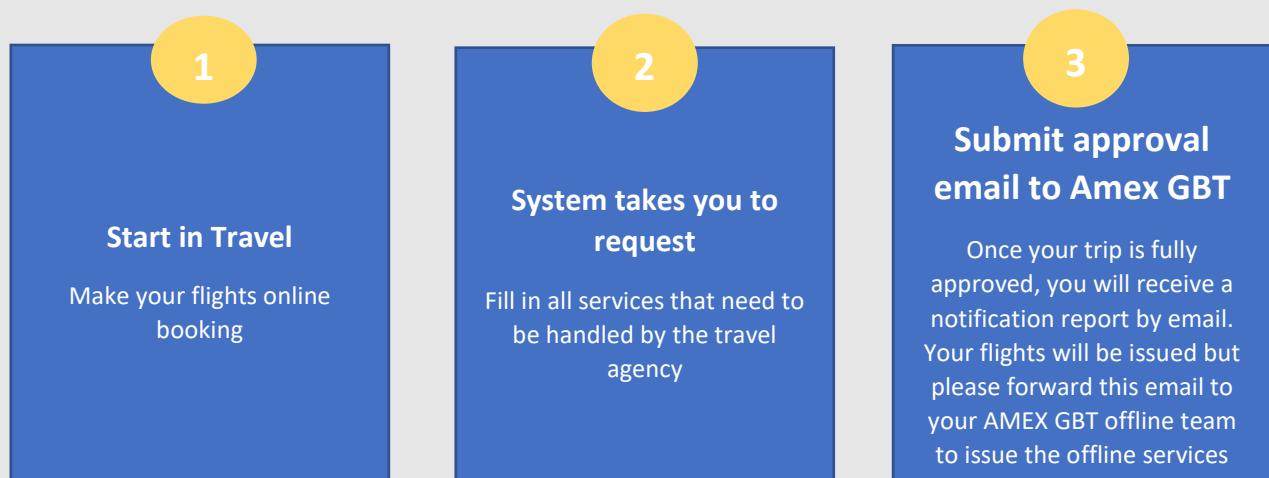
How do I book a service which cannot be booked online?

If one of the services listed below is part of an online started trip (e.g. I book flights online, starting process in travel and need a Thalys ticket, meaning you will be able to fill in this need when the system takes you automatically from travel to request after confirming flights) please follow the mixed process (Online+offline) below.

Services which need to be booked offline are:

- Rail
- Low-cost flights
- Hotel not listed in the online tool
- Multi-destination flight

Online + offline



If you only have one of the above listed services in your trips with no online segments, it is considered fully offline so we follow the fully offline process.

***if you are a country that is serviced via the Expense tool, but not serviced via the Travel tool, please follow the fully offline process for all reservations**

How do I contact Amex GBT?

By clicking on this [link](#) you will be able to see all contact details. You also have this information into Company Notes of the Concur System.

In some cases, it is also possible that Amex GBT contacts you, if they have a question or feel an important detail is missing in your request.

About approval

In accordance with Sibelco's Travel Policy, a trip may require two levels of approval. Please make sure to only send your fully approved trip request to Amex GBT.

Do you need a second opinion or further feedback?

Please contact Patricia Marcaide, she will help you in the process and get you ready to travel!

The Travel Team