



# UBS Emerging Companies Conference: Technology

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**John Gusic:** Managing Director



## Introducing our B2C Division:

**Webjet** is Australia and New Zealand's #1 Online Travel Agency (OTA)

**Online Republic** is a market-leading specialist in the provision of online cruise, car-hire and motor-home bookings



## Introducing our B2B Hotels Division:

Launched in 2013, **WebBeds** is the world's 2<sup>nd</sup> largest and fastest-growing accommodation supplier to the travel industry

WebBeds operates across 3 regions – Europe, Americas, Middle East & Africa (AMEA) and Asia-Pacific



**webjet limited**

**Technology  
is changing  
how  
we compete**

## **RezChain**

Our blockchain solution for our WebBeds businesses is helping reduce costs, improve efficiency and remove friction at customer check-in

Opportunity to deliver a competitive service advantage for our hotel supply and travel industry partners

## **Umrah Holidays INTERNATIONAL**

Focused on providing the ultimate Umrah and Hajj experience, we are the first online B2B provider of religious travel services with a sophisticated, integrated online VISA application tool

Opportunity to target the annual 30 million religious tourists expected to visit the Kingdom of Saudi Arabia by 2030

# RezChain

The travel industry's first functioning blockchain solution

## What is the problem we are trying to solve?

Settlement between hotel suppliers and travel partners is a **complex, time consuming and ultimately costly process**

Multiple IT systems speaking different languages often lead to **painful reconciliation and high error risk**

As a result, **significant financial exposure and heavy resourcing requirements** are all known and, until now, accepted risks across the current distribution chain

Many different components / areas of hotel reservations can mismatch during the life of a booking including:

Price

Duration

Booking status

Currency

Board Basis

Room type



**Around 5% of all hotel bookings are disputed in some form when it comes to invoice time**

**1 in every 25**

bookings has a **breakage** and results in a service being provided but never properly invoiced

**33% of all hotel bookings**

are **amended** in some way after the reservation was first confirmed

**1 in every 10 bookings**

experiences some kind of **manual intervention** that can break the chain and cause a discrepancy

*Disputes can take months to resolve and are often expensive with labor costs, under-payments and some bookings never being invoiced.*

## What have we built?

A **simple solution** designed to allow any 2 parties to verify that booking data matches

This “**handshake**” occurs each time a booking is made or updated

Parties are **notified if any discrepancies** exist that could lead to a dispute

**Action can be taken immediately** to correct any erroneous data and to mitigate losses

When it comes to invoicing, there are **no nasty surprises**



## Rezchain is already reducing costs and offering a competitive service advantage

1. By FY22 we believe we can deliver “8/4/4” in our WebBeds business - 8% revenue/TTV and 4% costs/TTV to drive 4% EBITDA/TTV

### Version 5 is currently implemented across all our WebBeds platforms

DOTW platform went live this week

### Rezchain is helping drive efficiencies across our WebBeds businesses

Streamlining reconciliation processes, improving data integrity and reducing costs

Dramatic reduction in account reconciliation issues is allowing us to scale rapidly while reducing overheads and providing reduced friction at customer check-in

We expect Rezchain to play a key role in delivering our WebBeds “8/4/4 target” by FY22 <sup>(1)</sup>

### Rezchain offers significant competitive advantage potential

Operating the travel industry’s first blockchain solution provides the opportunity to offer our hotel supply and travel industry partners improved certainty across their entire hotel booking supply chains

Thomas Cook due to be connected later in 2019

Ongoing enhancements are focused on improving simplicity of connection and speed

# Umrah Holidays

INTERNATIONAL

A pioneer in the online provision of religious pilgrimage  
travel services

**UmrahHolidays  
International:  
A significant new  
market  
opportunity**

“Umrah” is a pilgrimage to Mecca, Saudi Arabia. It is performed by followers of the Muslim faith worldwide and can be undertaken at any time of the year

Hajj is a compulsory pilgrimage for every Muslim who is physically and financially able at a pre-determined date

Muslims aspire to undertake Hajj and/or Umrah at least once in their lifetime

Islam is the world’s second largest religious group - nearly 25% of the world’s population is Muslim

Around 2.4 million Muslims completed Hajj in 2018

Around 3.3 million Muslims visitors completed Umrah in the Kingdom of Saudi Arabia in 2018

# The Kingdom of Saudi Arabia has a vision to welcome 30 million religious visitors a year by 2030

Key initiatives to achieve this **2030** vision include:

- **Improving visa procedures** to enable smooth visa processing with the aim of full automation
- **Integration of e-services** into the pilgrim's journey to enrich the religious and cultural experience
- **A range of new facilities** – a new international airport, new railway connections, 35,000 new hotel rooms and expansion of Holy Mosques are all underway

**We take pride in being the first truly online B2B provider of religious travel services**

We leverage the WebBeds global distribution network and strong partnership with hotels in the Kingdom of Saudi Arabia to offer a range of religious travel offerings and packages

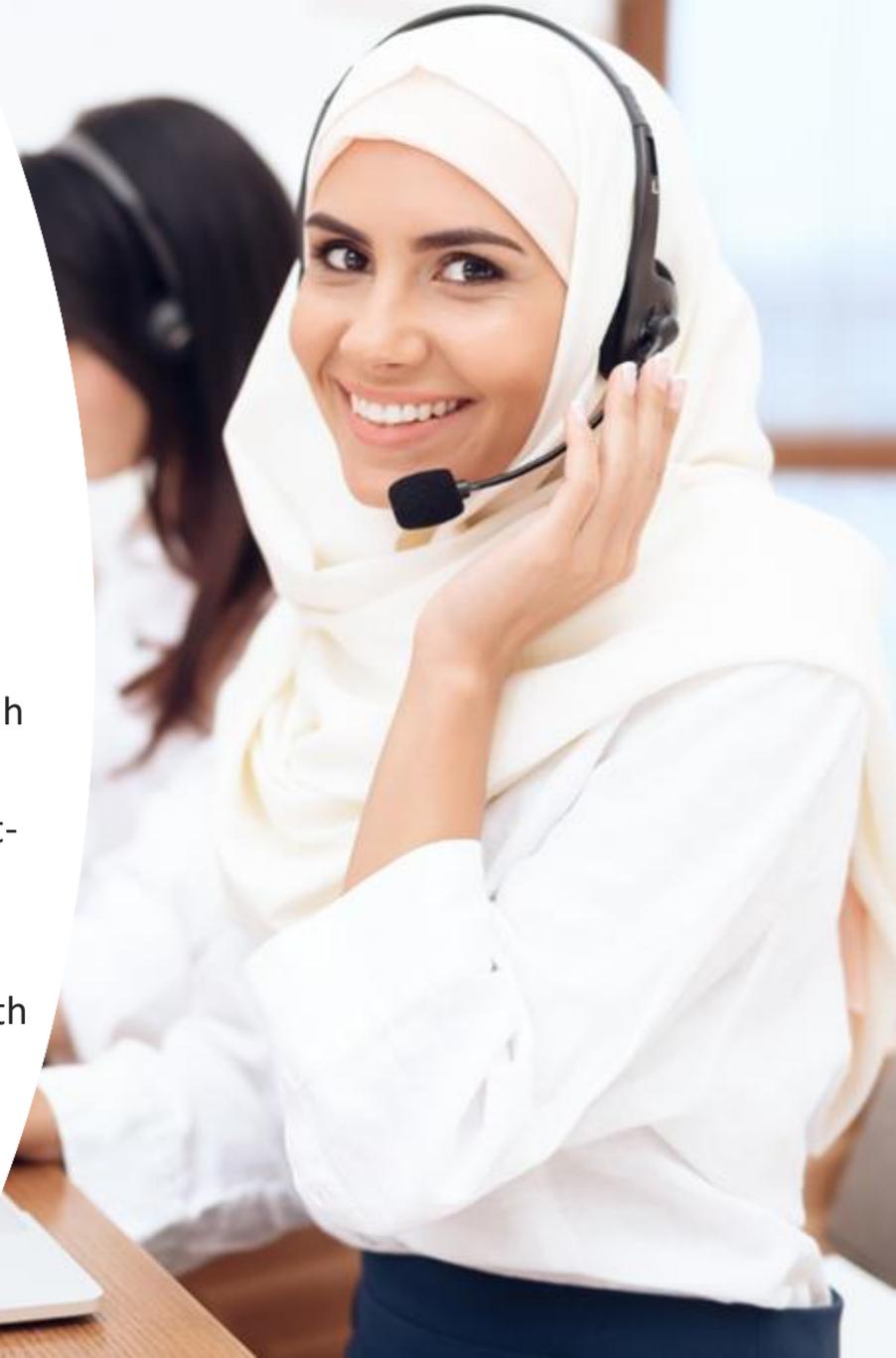
**Hotels** - We have direct contracts with over 600 hotels in Makkah, Medina, Jeddah and across the Kingdom of Saudi Arabia

**A full suite of ground services** - including private, shared or group transfers, sight-seeing and “meet and greet” services

We have developed a sophisticated integrated online VISA application tool in accordance with the Kingdom of Saudi Arabia regulations

We offer a simple and quick e-Service to facilitate the planning, processing and issuance of visa for pilgrims

**We are the first online business globally to provide this service**



## Where are we today?

51% owned by WebBeds

#2 global B2B player

#1 B2B player in Middle East & Africa

49% owned by partners who bring deep religious tourism experience providing ground services across Umrah and Hajj

Offices in Dubai, Cairo and Jeddah

Launched in February 2019

**We expect Umrah Holidays International to make a meaningful EBITDA contribution to WebBeds AMEA by FY22**

Low set-up and operating costs

- \$1 million set-up costs in FY19
- Expected to breakeven in FY20
- Expected to make meaningful EBITDA contribution to WebBeds AMEA in FY22

Low CAPEX requirements

Leverage existing local supply and global distribution partnerships

**We reconfirm FY19 guidance**

We remain on track to deliver at least \$120 million EBITDA (excluding one-offs associated with the acquisition of DOTW), including all start up costs associated with Umrah Holidays International



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**Q & A**



**Thank you**