



## CEO information

Glattbrugg, April 2022

Dear customers,

For more than two years, the Covid 19 pandemic has kept the world on tenterhooks. The global tourism industry has been severely affected by the crisis. I am therefore all the more pleased to inform you that bta first travel will return to its usual opening hours from May 2022. At the same time, we will also end short-time work for our employees. From May 2, 2022, we will again be there for you from Monday to Friday, continuously from 08:00h to 18:00h. And this at all our locations in Rolle, Basel, Glattbrugg, Steinhausen, Lucerne and Widnau. Outside opening hours, our premium after hours service is of course still available to you.

We are convinced that business travel will continue to recover - the steadily increasing demand from our clients confirms this. Of course, the virtual communication channels, which were heavily used during the crisis, will continue to be of greater relevance in the future. However, the pandemic has shown us just how important personal, direct contact is for human beings: We all had to do without many private and business contacts and are now happy to be able to cultivate them again.

bta first travel has continued to develop during the crisis. One of our aims was to enrich our portfolio with additional products. For example, we added an exclusive travel insurance offer, managed A1 processes and further deepened our cooperation with the leading Swiss provider of an expense reporting tool. You can find an overview of our products [here](#). We were also able to further strengthen our market presence thanks to our shareholder Hotelplan Group & Migros, who supported us throughout the pandemic.

Also on behalf of all my colleagues at bta first travel: thank you very much for your trust, your support, your understanding and your loyalty in these turbulent times. We all look forward to continuing to support you in all your business travel needs.

Kind regards



Roland Birchmeier  
CEO