

**From:** "Chiames, Chris" <Chris.Chiames@sabre.com>  
**Sent:** Tue, 28 Feb 2017 12:17:10 -0600 (CST)  
**To:** "Menke, Sean" <Sean.Menke@sabre.com>  
**Cc:** "Anderson, Clinton" <Clinton.Anderson@sabre.com>  
**Subject:** RE: 2017 Goals  
**Attachments:** 2017 Menke Sabre Goals.pdf

---

Revised.

I've left hard copy with Shelby in case she sees you first so you can look at changes and then we'll print out in color.

**From:** Menke, Sean  
**Sent:** Sunday, February 26, 2017 12:00 PM  
**To:** Chiames, Chris <Chris.Chiames@sabre.com>  
**Cc:** Anderson, Clinton <Clinton.Anderson@sabre.com>  
**Subject:** RE: 2017 Goals

Chris,

I would like to make two changes:

1. Under Commercial Leadership and Growth please add, Evolve Distribution Value Proposition and Business Model
2. Under Unparalleled Teamwork, fourth bullet, Reinforce that..... Can we make it more focused on Ethics. I believe we have some strong language around this.

Finally, Clinton and I discussed pulling together a call to action statement. Not sure if the two of you had discussed, but I would like finalize that and then roll this out to the entire workforce.

Thanks,  
Sean

---

**From:** Chiames, Chris  
**Sent:** Sunday, February 19, 2017 1:10 PM  
**To:** Menke, Sean <Sean.Menke@sabre.com>; Simonson, Rick <Rick.Simonson@sabre.com>; Gonzalez, Rachel <Rachel.Gonzalez@sabre.com>; Robinson, Bill <Bill.Robinson@sabre.com>; Anderson, Clinton <Clinton.Anderson@sabre.com>; Alt, Alex <Alex.Alt@sabre.com>; Jones, Hugh <Hugh@sabre.com>; Jones, Wade <Wade.Jones@sabre.com>; Samuel, John <John.Samuel@sabre.com>  
**Subject:** 2017 Goals

Ahead of Monday's eTeam meeting, Sean asked that you all have the attached 2017 goals document.

**Chris Chiames**

Senior Vice President, Corporate Communications | Southlake, TX

Office: [REDACTED] Mobile: [REDACTED]

**Sabre**

twitter | facebook | linkedin | youtube | blog



# Sabre

## 2017 Priorities



### Commercial Leadership and Growth

Increase customer engagement and accelerate growth through industry thought leadership



### Dynamic Innovation in Product and Technology

Invest in industry leading infrastructure and improve speed of new product development



### Unparalleled Teamwork

Break down silos and work to achieve our common mission



### Impeccable Performance

Deliver peak operational and financial performance

#### WHAT THIS MEANS FOR EVERYONE

- Refine the product strategy for Sabre's core capabilities
- Evolve Distribution, Value Proposition and Business Model
- Be the most trusted tech partner for our customers and launch the Customer FIRST – Net Promoter Score program
- Win key campaigns and new business opportunities
- Extend commercial capability through a Pan-Sabre sales operations alignment
- Create ownership and engagement strategy for top customers and prospects
- Determine opportunistic M&A and inorganic growth plan aligned with strategic priorities
- Complete key stability projects on time and on budget
- Execute on infrastructure and platform enhancements
- Complete Projects Spring and Summit
- Successfully launch key products on time and on budget, including Sabre Red Workspace and SynXis V4 Property Manager
- Flawlessly manage conversions/cutovers of key customers, including Flight Centre, Air Serbia, Air Berlin and Wyndham
- Define and execute best-practice product management and development
- Execute to a "One Sabre" action plan and scorecard
- Properly align the P&T organization for speed, agility and efficiency
- Cultivate talent and build careers through higher participation rates in leadership development programs
- Maintain the highest ethical standards, conduct business with integrity and demonstrate accountability in every interaction with customers and colleagues
- Adopt new Sabre Brand voice and identity across the company
- Attain record profit sharing – together
- Meet or exceed key financial targets, including revenue, EBITDA, operating income and earnings per share
- Meet or exceed key market share volumes/share for both GDS and PBs
- Achieve 99.95%+ system availability
- Achieve 70% APM deployment
- Reduce air shopping response time rate to <3 seconds for 80% of all requests (10% improvement)
- Reduce MTTR (P1 <60, P2 <120)
- Attain 98% MOS, currency and golden list compliancy

confidential | ©2017 Sabre GLOB Inc. All rights reserved.

SABR-001001780