



Last year marked a very special time in our company's history as we celebrated our 30th anniversary. We began our journey in 1987, and have spent the past 3 decades building our brand, which has now become synonymous with our commitment to providing high levels of service to our valued and loyal customers.

As a company, we've seen a few more changes in 2017:

- We've launched our Independent Travel Consultant (ITC) model.
- We've moved our corporate offices to the Gallery Office Park in Lusaka.
- We've established a centralized ticketing & after-hours department.
- We've launched our own online booking tool (Voyagers Online).
- We've established an internal Training Department and initiated various skills development programs.

Looking ahead, we are focused on the growth and expansion of our retail businesses while continuing to build on the strength of our brand through our existing channels. A lot of work lies ahead, but I am incredibly excited about this journey and truly believe the best of Voyagers is yet to come.

Naturally, we cannot accurately predict what the world will be like in a few years' time. That is why we are looking to lay the foundation for a solid operating platform that can help us sustain our high levels of customer service and growth even under uncertain conditions.

Here's to an exciting new year with all the wishes and promises it has to offer!

Patrick O'Connor
General Manager
Voyagers Zambia Limited