

# **RUSSKIE PROSTORI** CORPORATE PROFILE

25 years of Customized Quality Management & Performance



## Administrative & Head Office

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### Websites:

<http://www.russkie-prostori.com>

<http://sport.russkie-prostori.com>



### Social Networks:

## Company Vision

*Always aiming to be the preferred company for our clients, partners, representatives and authorities by interactive sales efforts, activities and personal relations!*

*We will maintain the most updated, interactive database - providing business solutions quicker & easier than existing elsewhere by providing frontier and innovative client benefits solutions at all times.*

*It's all about people...*

## Company Mission

To provide quality & complete ground handling service for Corporate Travel, Events, Team Building & Sport Hospitality and VIP arrangements in Russia and within CIS through an established network of partners with specialization in:

- Incentive tailor-made programs
- Conferences, congresses and meetings
- Sport Hospitality Programs
- Festivals, trade shows and exhibitions
- Sport, music and outdoor events
- VIP and individual programs

## Company Values

Russkie Prostori is a family owned and operated company that for more than 25 years been dedicated to share the same important values and concerns for our clients, colleagues and partners. We are proud to have established a corporate profile reflecting not only a professional multilingual team but also bringing in international ethical and ethnic understanding and concerns in a broad specter for everyone involved. Our history of growth, decisions and future development are based on our beliefs in values of a solid life style with education, contribution and sharing of our overall experience with intentions of a mutual successful cooperation in a secure environment for our clients and staff.

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## About us

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Russkie Prostori was established in 1996 by Elena & Ola Kastensson - as one of the founding International Destination & Event Management Companies (DMC) in modern Russia with ISO certification since 1998. The Company operates 3 full-service offices with over 30 employees in Moscow, St. Petersburg & Sochi. All offices all equipped with the latest technology, communication tools and as state-of-the-art back-office system with in-house event production.

With an experience and legacy with documented international projects & events in more than 70 cities and a significant presence during the Winter Olympics 2014, Confederation Cup 2017 and FIFA World Cup 2018 - the company aims to provide creative & innovative programs solutions based on a their team, supplier relation & international partnerships. Project involves international connectivity with International and Domestic Team Building Events, Congresses and Association Events, Sport events well as a full coverage of the football World Cup in 2018 all over Russia.

The company has received several awards such as the Achievement Award “Best Destination Marketing 2018” by ADMEI and the “1st Golden Frigate Medal Award for Development of the Tourism Sector” in St. Petersburg by the City of St. Petersburg.

Being the most experienced DMC in Russia our company has the following benefits:

- The oldest DMC in Russia with the same management
- 20 years of International Corporate Travel Experience
- 20 years ISO Certified Quality Management
- 3 operating offices in major Russian destinations
- Representatives are all around the world
- Multilingual staff of 30 persons
- Third Part Liability Insurance of USD 3.000.000
- Green Corporate Responsibility

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## Guarantees and Quality Control

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Since 1996 we have set up an interactive database which permits us not only guarantee reliable and professional service but also to capture business quicker and easier than our competitors. Our back office system “DestiMation” was created to handle with intra-network information between all Industry players, the actual client/end user.

The use of actual and accurate information allows the clients to interact in the choice, development and communication. The system is now available in 18 countries by selected DMC's and integrated in the company's quality accreditation within ISO 9001/2015.

Aiming to be the preferred company for our partners, representatives, authorities and clients by interactive sales efforts, activities and personal relations we provide:

- Constant dialog between client and company
- Receipt of any request within 24 hours
- Individual proposal within 72 hours
- Full Russian Visa support
- 24 / 7 availability during the program
- Guarantee of complete documentation of the company
- Reference list for our partners and clients
- Health risk assessments

## Company operations

Russkie Prostori handles a plenty of different projects every year within the Corporate Travel Segment. This involves services such as accommodation, transfers, airport coordination, rental of venues, contracting on behalf of clients, technical equipment, translations, production, logistics, assistance and facilitation as well as entertainment, catering and so on.

With an experience and legacy with more than 1.400 documented international projects & events in more than 70 cities and a significant presence during the Winter Olympics 2014 - we will provide creative & innovative programs solutions with a high Return of investments based on a professional team, strong supplier relation & international partnerships.

Working with VIP clients we also provide VIP facilitation upon arrival, assistance at Local Airport authorities for arrival with Private Airplanes, Police escort, Transportation and Logistics and Coordination of security when applicable.

*Past operational Experience in: Adler, Anapa, Archangelsk, Astrakhan, AlmaAty, Baikal, Brest, Chelabinsk, Dnepropetrovsk, Dushanbe, Ekaterinenburg, Gelendjik, Irkutsk, Kaliningrad, Kaluga, Khabarovsk, Krasnaya Polyana, Krasnodar, Liptetsk, Moscow, Mondragi, Nizhny Novograd, Novgorod, Novorossiysk, Orlutsk, Pereslav-Zalesky, Petrozavodsk, Rostov-on-don, Rybinsk, Samara, Simferapol, Saransk, Saratov, Smolensk, Sochi, St. Petersburg, Stavropol, Surgut, Suzdal, Svetogorsk, Taganrog, Tambov, Tula, Tumen, Ufa, Ulan Bator, Ulan-Ude, Valaam, Valdovostok, Volgograd, Velikie Luki, Vladimir, Vorenezh, Vuborg, Yaroslav. Donetsk, Gagra, Hrodna, Kiev, Minsk, Odessa, Riga, Simferopol, Tallinn, Yalta, Yerevan, Yushno Sakhalin, Zaporajie.*

As a result we have:

- Served more than 100 000 corporate clients all over the world
- Operated more than 1.500 corporate events for corporate clients
- Trained more than 100 staff in international operations and sales
- Made more than 35 000 tailor-made offers

## Management



### **Ola Kastensson, Managing Director** SITE, MPI, DIHM, MIH, CHA

Managing Director of **Russkie Prostori** in Moscow and St. Petersburg since 1996. Born in Sweden and a graduate of the Business School in Stockholm, Sweden and Hotel Administration & Management School, Switzerland he has an International work experience since 1980 within the hospitality industry (tour operating, hotels management, hotel reservation & back-office system development, destination, event and hospitality management) in West-, Eastern Europe & Middle East (Egypt & Morocco), Greece, Spain, Portugal, UK, Norway, United Kingdom, Switzerland & Russia). In Russia since 1992 being head-hunted for the pre-opening of a five-star Hotel in St. Petersburg and since 1996 managing one of the first international Destination & Event Travel Management Companies (DMC) in Russia. He obtained the award as "Business Leader of the Year

2016" in Russia by the Russian State Foundation of Entrepreneurship & Development and received the order as Honorary Citizen of Russia (All-Russia Committee for Public Awards and Degrees 2017).

### **Elena Kastensson, Executive Director**

Born in St. Petersburg, Russia and graduated from St. Petersburg University of Economics & Finance, (administration and finance faculty). Elena was a pioneer in the first International Joint Venture Grand Hotel Europe (the first 5 star deluxe properties in St. Petersburg. Elena consequently held various leadership positions within the Destination Management Environment. Elena is co-founder and director of Russkie Prostori and is involved with all strategic development and operational issues as well as Finance and management and is hugely involved in the hospitality environment!



## History Milestones

- Launched the Hospitality Club for service-per-fee structure as alternative approach
- 2018 Achievement Award “Best Destination Marketing 2018” by ADMEI (association of Destination Management Executives International during Annual Meeting in Chicago)
- 2017 Managing Director awarded “Honorary Citizen of Russia”. Operation within FIFA Confederation Cup in Moscow, St. Petersburg, Kazan & Sochi with an additional 10 staff specifically for Sport Hospitality in separate office in conjunction with existing office in Moscow. Recertification of ISO Quality Management Certification 9001-2015
- 2016 Managing Director awarded “Business Leader of 2016” (Russian State Foundation of Entrepreneurship Development). 20years Anniversary Party in Cooperation with Aeroflot Russian Airlines and St. Petersburg hotels inviting 120 clients from 10 countries.
- 2015 First bookings for FIFA World Cup
- 2014 Winter Olympic provider in Sochi. Catalyst Teambuilding license for Russia
- 2013 Partnership with Tourvest & creation of TEAM Russkie Sports Hospitality Company
- 2011 Opening full service Office in Sochi. Best Incoming Award by Concord Group 2011
- 2010 Attendance in London Olympics as observer & Sochi Forum
- 2009 1st Golden Frigate Medallion Award for Developments of the Tourism sector in St. Petersburg by the City Government of Saint Petersburg. ISO Certification Moscow, Individual Booking Platform License purchased for Russia
- 2008 Sr. Project & Development Manager Sochi (March) & SITE Chapter Presentation
- 2007 Relocation to city center in Moscow as independent office, Strategic decision for operating office in Sochi and separate sales function.
- 2006 Moscow office permanent staff 5 persons, Best Incentive 2006 Italian Incentive Magazine (client M.I.L.)
- 2005 Founding members of the HCIMA Chapter in Russia, ISO 9001:2000 certification, Moscow Operational office, Feasibility study of Incentive Fulfillment in St. Petersburg
- 2003 Initiator of the short term visa to Russia (handled 80% during the trial period), Supervising the development of Team Building and 4x4 drive safaris & Rallies, Part of the Development team of the SITE University in St. Petersburg
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- 2002 Established Service Office in Vladivostok (Russian Far East)
- 2000 Established a state of the art quotation system “Destimation on-line”
- 1996 Re-registered as a privately owned company with the same management.