BUZZ

DESTINATION MANAGEMENT • EST. 2008

Company Overview & Services

WWW.BUZZDMC.COM

About Buzz DMC

Founded in 2008, **Buzz DMC is a leading Destination Management** Company operating across the **Iberian Peninsula**, delivering **high-quality, tailor-made travel and event solutions** across multiple segments, with excellence and attention to every detail.

- **Meetings & Incentives**
- **Professional Congress Organisers** (PCO)
- **Leisure**
- **Groups & Coach Tours**
- **Signature** High-End & Luxury
- **Shorex & Port Services**

BUZZ MEETINGS AND INCENTIVES

BUZZ PCO

BUZZ SHOREX & PORT SERVICES

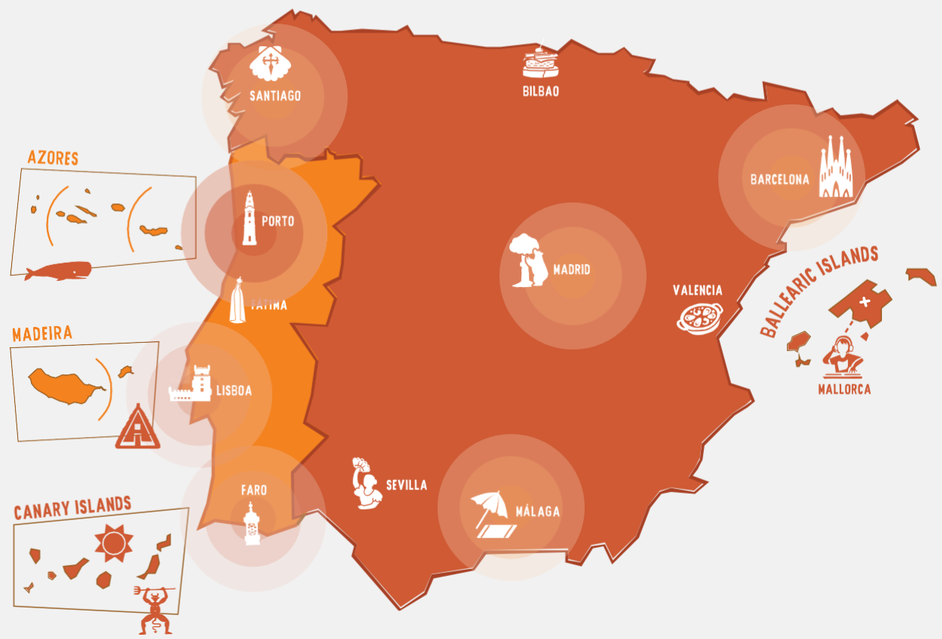
BUZZ SIGNATURE

BUZZ LEISURE OPERATIONS

BUZZ GROUPS & COACH TOURS

Offices and Operational Teams:

- **Headquarters**: Lisbon
- **Portugal**: Algarve, Azores, Madeira, Porto
- **Spain**: Madrid, Barcelona, Málaga, Valencia and Canary Islands



Growth & Financial Stability

Buzz DMC is committed to service excellence, continuous growth and financial stability.

One Team
One Soul

We are HUMAN

Strategic in mindset. Human in approach.
Relentless in delivery.

- **Goal Oriented**
  We work with purpose, KPIs and clear direction.
  Every project has an objective. Every objective has a strategy.
- **Customer-Centric Mindset**
  We anticipate needs, reduce friction and design experiences from the client's perspective.
- **Experience & Know-How**
  Deep destination expertise. Strong operational mastery.
- **Local Intelligence**
  We don't sell destinations. We live them. Real local insight creates authentic programs.
- **Ownership & Accountability**
  We take responsibility from brief to delivery. No excuses, only solutions.

Why Buzz DMC for Partners?

Partnership value

Buzz DMC is a reliable local partner with the structure, processes, and financial stability required to support global agencies.

Our one-stop shop model, combined with strong local expertise in Portugal and Spain, ensures consistency, efficiency, and risk-controlled delivery across all programs.

Key highlights

- Proven **experience** with international agencies
- **Financially stable** and compliant partner
- **Structured processes** and clear governance
- Central coordination with **local execution**

Global Agencies & TMC Alignment

Seamless integration with global agency and TMC frameworks

Buzz DMC operates fully aligned with global agency and TMC models, respecting client–agency hierarchies and working exclusively in partnership with international agencies.

Each project is managed through clear processes, defined escalation paths and dedicated Project Managers, ensuring transparency and control.

Key highlights

- Agency-led delivery model
- No direct corporate promotion
- Dedicated Project Manager per program
- Clear reporting and escalation structure

BUZZ SIGNATURE

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Luxury & High-End Experiences

Signature is Buzz DMC's luxury division, dedicated to designing refined, tailor-made journeys for discerning travellers seeking authenticity, access and flawless execution.

Our curated luxury approach allows us to design journeys without compromise

- Fully tailor-made programmes, never template-based
- Trusted by award-winning luxury travel designers
- Discreet, personal service with dedicated Project Managers
- Recognised as Best DMC Southern Europe

Signature delivers high-end, tailor-made experiences with exclusive access and impeccable execution.

Luxury by Design. Excellence by Delivery.

Design Philosophy & Operational Excellence

A design-led methodology where creativity, destination knowledge and operational rigour come together to deliver seamless luxury experiences.

- Meaning, rhythm and sense of place
- Privileged access and curated moments
- Experienced Project Managers and elite supplier network
- Discreet, precise and consistent delivery

How Luxury Is Interpreted

A design-led approach where each journey is shaped by meaning, rhythm and privileged access, reflecting both the destination and the traveller's expectations.

- Meaningful and design-led programme concepts
- Rhythm, flow and sense of place
- Privileged access and exclusive moments

How Excellence Is Delivered

An operational framework built on experience, discretion and precision, ensuring flawless execution at every stage of the journey.

- Dedicated and experienced Project Managers
- Elite and carefully curated supplier network
- Seamless coordination and absolute discretion

SAP Integration: Operations & Finance

Our SAP-integrated systems connect operations and finance, ensuring accuracy, transparency and reliable reporting across all projects.

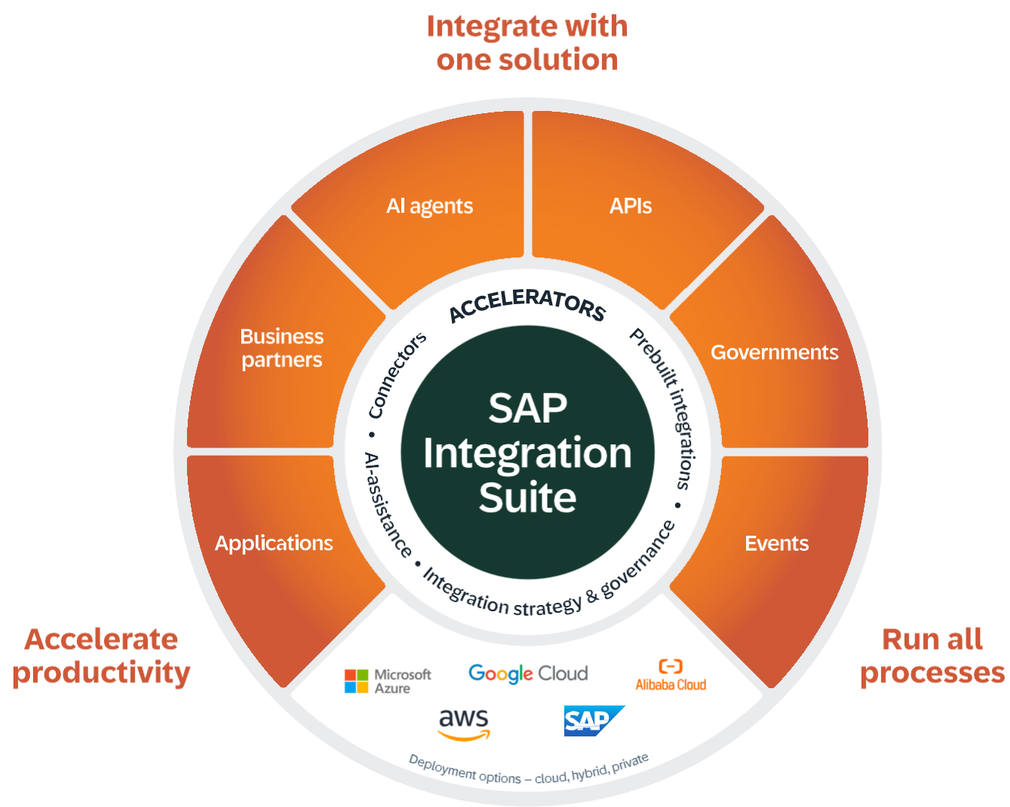
Full System Integration
Connects operational and financial systems seamlessly.

Efficiency Gains
Reduces manual workflows across all departments.

Real-Time Insights
Enables faster decision-making with up-to-date data.

Cross-Department Collaboration
Improves communication and coordination.

Scalable & Future-Proof
Supports growth and evolving business needs.



Insurance & Risk Management

Comprehensive insurance coverage and risk management procedures ensure operational security and peace of mind for our clients and partners.

- Mandatory **civil liability insurance** (legal requirement)
- Additional **insurance** coverage for **extended protection**

Insurance Coverage

Mandatory Liability	Extended Protection
Legal third Party Liability Insurance with a coverage up to **$ 2.000,000**	

Corporate Social Responsibility & Employee Well-being

Sustainability & CSR Initiatives

ESG Integration
Environmental, Social, and Governance certification process underway.

Social Support
Since 2022, Buzz DMC partners with Mexican organization Nariz Roja.

Sustainability & Wellbeing
2 days of homework per week to reduce carbon footprint and improve staff wellbeing.

Eco-Friendly Practices
No-print policy to reduce paper consumption and support environmental sustainability.

Health, Safety & Employee Well-being

- Fully equipped **first-aid kits** and clear **safety protocols**.
- **Fire safety procedures** and ergonomic workstations.
- **Mental health awareness** initiatives promoting work–life balance.
- **Health insurance** covering **employees** and immediate **family**.
- **Retirement funds** for all employees.

We are committed to our people and our environment, fostering safe, sustainable, and healthy work practices.

Client Segments & Business Approach

How we work:

Agency-focused business model

Close cooperation with international agencies

No direct corporate promotion

Experience across multiple industries:

Automotive | Pharma | IT | Finance | Retail and Insurance

Major International Clients:

CIRSE Congress
International medical congress
Hosted in Lisbon every three years since 2009
Approximately 5,500 participants

Global Representation

Buzz DMC **operates in 30+ countries worldwide**, with a strong international partner network.

Key regions with representatives:

BUZZ

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WE ARE LOCAL

UNVEILING PORTUGAL & SPAIN

OUR PRESENCE

Lisbon · Porto · Algarve · Madeira · Azores · Madrid · Barcelona · Santiago · Andalusia · Canary Islands

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