



SAP Concur Travel Industry Summit 2021

Overview and Summary of Presentations



SAP Concur Partner
TMC Elite

The Future of Corporate Travel

Travel Incorporated is once again pleased to have partnered with SAP Concur to sponsor and participate as a panelist during their 2021 Concur Travel Summit held June 17. We understand you may not have been able to attend every session, so TI has taken this opportunity to support your education and information gathering by summarizing the key components of this event.

This document is broken down into 5 sections to provide an overview of all topics discussed. Click on any of the page numbers to jump to that section.

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The New Role of the Travel Manager

The role of the Travel Manager historically has been to manage a fiscally responsible budget, while ensuring appropriate policies are in place to guide responsible and safe travel. Clearly, the day to day activities required to accomplish this somewhat high level overview is immense and that will not change, however, it is the structure and approach to these objectives that is evolving in the new role of the Travel Manager.

Moving from **Tactical** to **Strategic Approach**

The C-suite is expecting the Travel Manager to be the thought-leader for travel, and is bringing the recommendations based upon fact and data to the forefront. The Travel Manager needs to understand the impact on in-person travel vs when it may be appropriate to video conference, aligning with the divisions within the company where travel is most prevalent or historically the highest.

Shorter Analysis Periods

The C-suite is reviewing their business models quarterly, and it makes sense that the travel department should be reporting on the shifts to travel and recommendations on a similar timeframe. Travel Managers are expected to understand the value of data, beyond average fare and hotel rates, to proactively encourage shifts based upon Duty of Care opportunities, the wellbeing of your travelers, and the analytics to support these recommendations.

THE NEW ROLE OF THE TRAVEL MANAGER

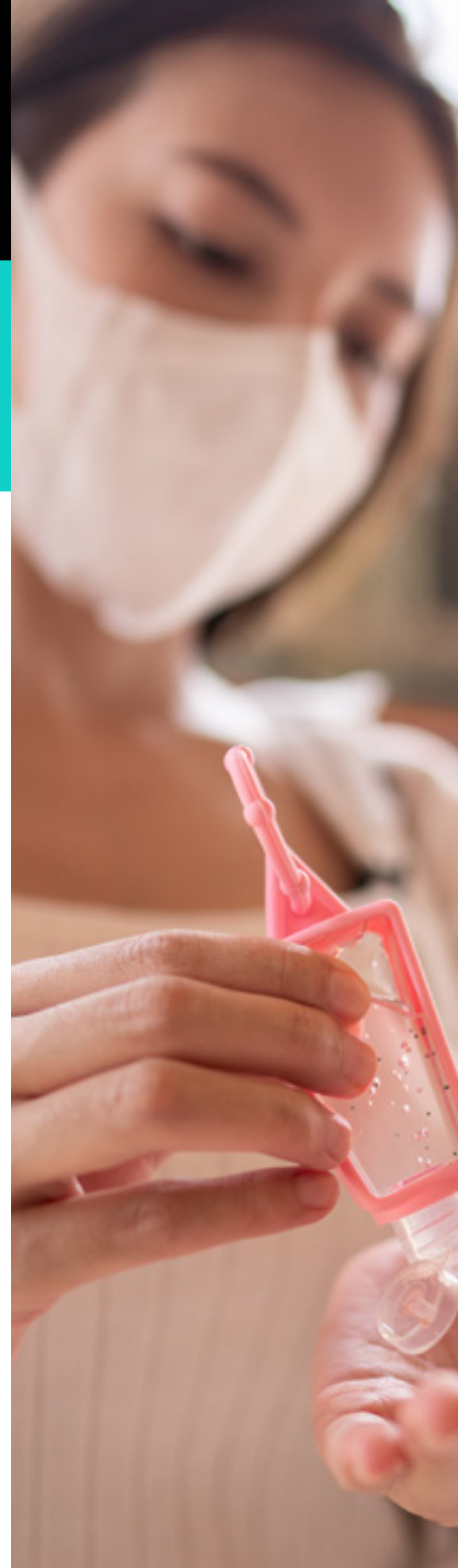
Moving from **Tactical** to **Strategic Approach**

Having a seat at the C level table is imperative to establish the confidence in your management of the program and importance of your division to the company's culture and commercial framework.

Health and Wellbeing

Although the safety of your travelers has always been fundamental to a travel program, aligning with Human Resources will be a more common occurrence...beyond Covid-19 concerns. New challenges are arising based upon an expanded work from home structure, impacting communication and employee engagement. Now more than ever, companies need to uncover new ways for discovering, understanding and incorporating the traveler sentiments into your travel and expense program.

Diversity and inclusivity within all companies has brought about a fresh awareness of the needs of all business travelers. Statistics were shared from a GBTA (Global Business Travel Association) survey that 83% of women travelers have experienced a safety issue while traveling on business. Identify opportunities to better inform all of your travelers on safety parameters, including links on your travel portals and consider company-wide mini seminars to listen to your travelers, and respond with the direction and guidance they deserve. As with all initiatives, apply a measuring system to this component of your program, track your success and monitor your traveler's satisfaction.



THE NEW ROLE OF THE TRAVEL MANAGER



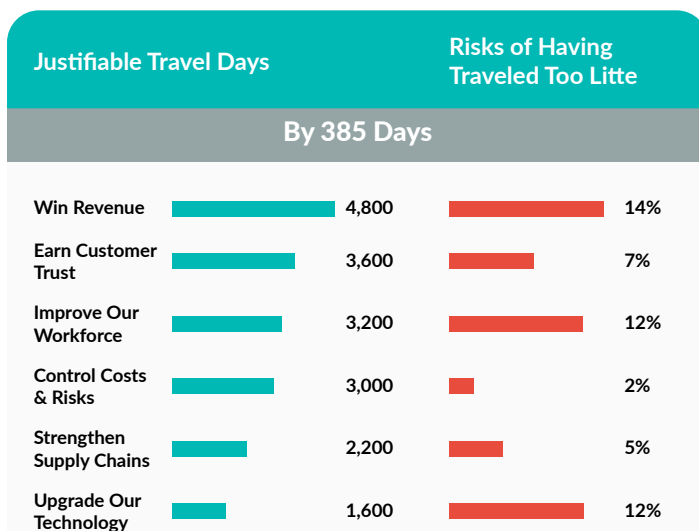
Purposeful Travel

Aligning with What's New with Your Company

The new approach to travel management is not only about ensuring the travel itinerary is the most compliant and cost effective, it now becomes about understanding if the purpose of the trip is warranted based upon the new goals of the company.

Re-Evaluate the “Why” of Travel

By taking a strategic approach to the purpose of travel, you are demonstrating an unbiased position within the company, based upon the best interest of the company. Are travel dollars being spent appropriately? What is changing within the industry to accommodate for a balance of in person and virtual meetings. Use the data to tell the story, while engaging with the divisions within your company that historically had the highest travel spend.



Internal Divisional Alignment

The voice of your colleagues is paramount to your success. The value each division puts on in-person meetings varies significantly based upon the divisional goals and objectives. The sales team may push that the majority of all client meetings should be in person to build rapport, while training teams may consolidate sessions to be more cost effective. Make sure you are having objective discussions with each division, requesting they bring creative ideas to the conversations for consideration.

Gain Insight from Travelers

Anticipating the road warriors are anxious to get on the road, it is important to temper the enthusiasm, yet understand what is driving their readiness. Survey your travelers to gain insight into their perspective on travel, both before they start to travel, as well as periodic checkpoints immediately after a trip has completed. Your travel management company can assist you with this, removing the resource requirements on your end and effectively gauging the areas that you may need to reconsider. You will undoubtedly need to be open and more flexible in the short term. This approach will reinforce your assurance of their satisfaction and demonstrate you are listening and responding to their needs.

NEW EXPECTATIONS OF YOUR TRAVEL MANAGEMENT PARTNER

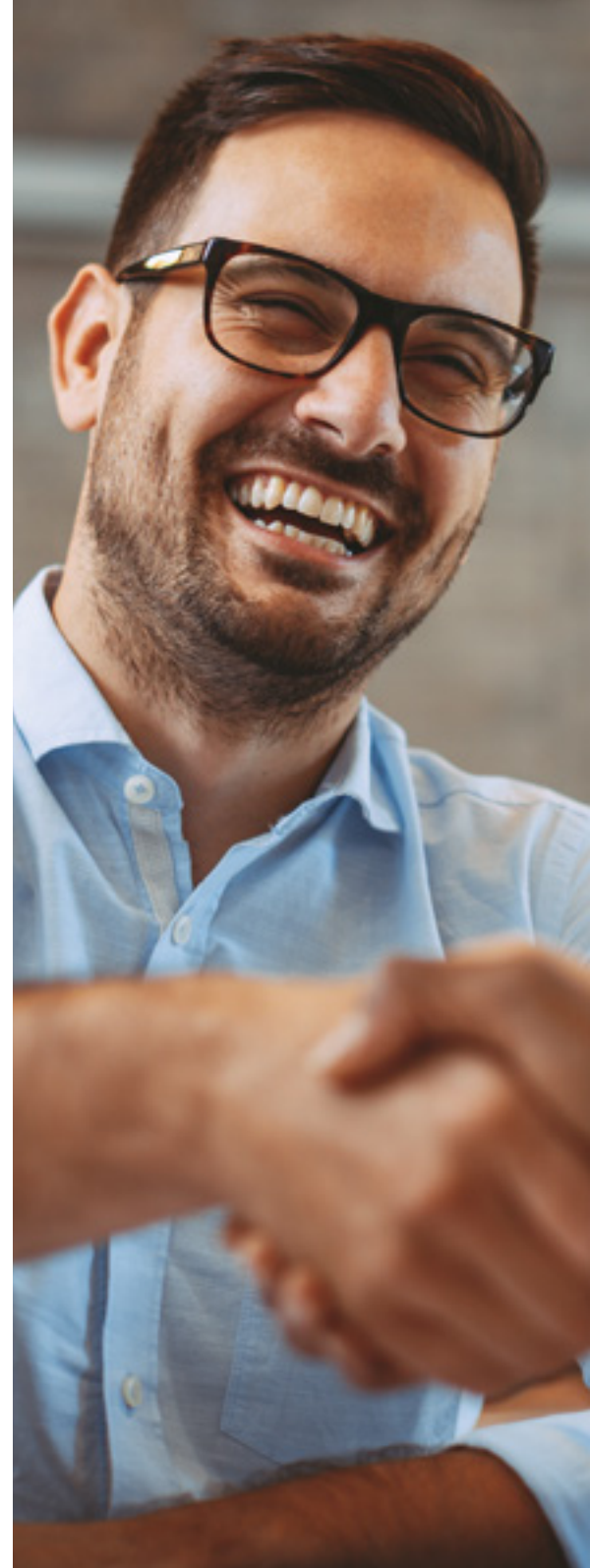
Hopefully, you have approached your relationship with your Travel Management partner as a trusted advisor. After all, their specialty is as thought-leaders within the industry and should be proactively engaging with you and providing you with industry information and trends. However, going forward, this relationship also needs to evolve, and you should be noticing how they are also reshaping their approach to your partnership.

How the TMC Will Help You Reshape Your Program

Utilize not only the knowledge of your TMC, but make sure you have set out time to review the technology available that you may not have utilized in the past, as well as new tools and services that will assist you in accomplishing your renewed objectives. Most importantly, allow your TMC to be your strategic partner, encourage them to help you navigate your return to travel so you can be freed up to focus on staying connected with a C-Suite and your travelers.

Communicate and Reprioritize

Be clear when communicating with your TMC about your needs and where you stand on items such as sustainability and other potentially new aspects to your company's goals that are taking a higher prioritization. Are your travelers requiring a higher level of service due to a personalized approach and support, and is the TMC providing that attentiveness whether with you as the stakeholder, your traveler coordinators or the travelers themselves? Be clear with all partners, but specifically with your TMC of the changes underway within your company and your renewed expectations. Agree on what shifts may be required to jointly manage your program to ensure you are working together to deliver the most efficient and effective program.



NEW EXPECTATIONS OF YOUR TRAVEL MANAGEMENT PARTNER



Roundtable: Navigating Travel Today

As so much about your travel program has changed, so has the industry and your approach to management. We would never insinuate that managing a travel program was systematic – it has been, and continues to be, intuitive based upon adjustments made by suppliers, utilization of data analytics, and traveler buying behavioral shifts. Each component, along with the above-mentioned shifts in company goals and objectives, impact the recommendations you make and how you go about coming to the conclusions for those recommendations.

Historic data based upon spend has always been the basis for measurements, negotiations and budgeting of your travel program. However, with everything based upon 2019 spend, what do you do now?

01

As you start to reevaluate your program, utilize tools to help you predict outcomes. You can certainly utilize historic data as a starting point, but anticipate and account for the shifts based upon current state of the industry that will impact how you estimate upcoming budget requirements based upon new faring averages, number of tickets and classes of service.

02

You will have new policies in place resulting in high compliance, although may have a different percentage of on and offline booking support and related fee structures.

03

The easiest way forward may be by requesting assistance from your TMC. Depending on the scope of your requests, you will need to place a value of the benefit you expect to achieve and agree to a reasonable fee for the services to support your initiative.

EMPLOYEES DRIVING THE RETURN TO GLOBAL BUSINESS TRAVEL



Traveler input is vital to a successful travel management program, and should be taken into consideration when reevaluating your policy, as long as the companywide objectives remain paramount. Setting up the mechanisms for both input, as well as follow up on a personal as well as broad perspective is important to acknowledge you have listened to the input, and have incorporated key points into the new program.

New Hires

As many companies are commencing a restart to the hiring process, discuss the opportunity with your HR professional of asking the new hire how they feel about travel and what pain points they have from a previous employer. Gain feedback on your policy – many candidates actually request to see the travel policy prior to accepting a position.

Mechanisms for Feedback

Whether surveys are distributed through your TMC or in house, make it easy for your travelers to respond to surveys by incorporating mobile or

web-based questionnaires. As with all surveys keep them short – never more than 5 questions.

Ongoing: Never ‘One and Done’

To keep a solid finger on the pulse of your traveler’s needs, set the expectation early that you care about their opinion, it matters and is the basis for changes in future travel policy decisions. Approaching your travel surveys as a ‘durable’ component to your company culture will contribute to a positive and consistent response to your questions.

Feedback and traveler sentiment will also shed light on the quality and service of your supplier partners and overall journey of the trip. Whether they comment on the quality of TSA, benefits of Global Entry, ease of check in at the airport and hotel, as well as current levels of availability and responsiveness for ground transportation, their input will help guide you not only on the rate negotiations, but ancillaries and other commitments to incorporate into your contracting and negotiation processes.

EMPLOYEES DRIVING THE RETURN TO GLOBAL BUSINESS TRAVEL

Although you are not able to accommodate every request of your travelers, it is important to gauge their enthusiasm, and pain points. The following is the response to a recent survey opening up the discussion beyond policy.

KEY FINDINGS



96% are willing to travel in the next 12 months.



52% expect freedom to book direct flights.



80% worry that the inability to travel will hurt them personally and professionally



69% want to loosen travel policy restrictions or return to pre-COVID-19 policy



68% clearly state that they want to return to business travel on their own terms.



31% would ask to limit their travel if their company does not amend its travel policies.



72% rank flexibility as the top driver for business travel.



42% hold themselves responsible for their health and safety on a trip.



If travel doesn't increase, **33%** worry they can't advance their careers, and

18% worry they will lose their job.



THE IMPORTANCE OF DUTY OF CARE IN TODAY'S ENVIRONMENT



It is unanimous, every company requires some elements of a Duty of Care program. This could be ensuring your travelers are alerted to traveler disruptions, pre-trip risk management integration, the ability to track and monitor the locations of your travelers around the world, ease of communication during the journey and/or 3rd party emergency medical, extraction and security firms to provide regional on the ground support. The parameters of your Duty of Care program will be unique to your company's needs but having this program is a non-negotiable component and the company's responsibility to your travelers.

Duty of Care is Evolving

rapidly and there is more of a focus on the wellness of the traveler and what the traveler needs to feel safe. Virtual wellness checks to address both physical and mental health for your employees is becoming more the norm due to the increase in incidents of anxiety and depression.

Double Checking Entry Requirements Prior to International Travel

is a new standard for travelers and travel administrators due to the frequent shifts in country entry processes and certification requirements. Information for a given country entry effective on the booking day, may be dramatically different 4-days prior to departure. It is the travelers' responsibility to monitor and stay informed. Information is available through country specific websites, as well as the US Department of Homeland Security or your Travel Management partner.

Travel Incorporated is here to assist your needs whether with traveler readiness, or program evolution. Contact your TI Account Manager or visit our website at www.travelinc.com for more information.