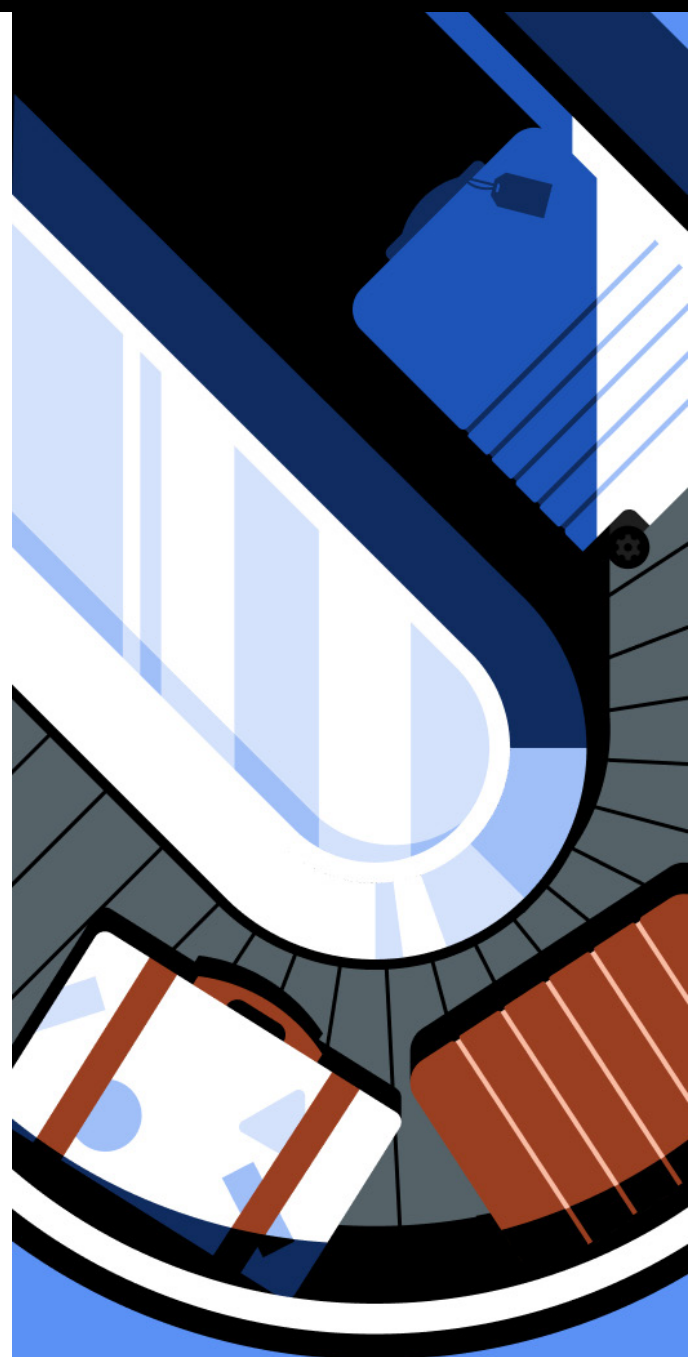


What business travellers need in 2023

Corporate travel is [recovering](#), but it isn't quite business as usual. Company travel and expense (T&E) policies are evolving to reflect a new work landscape and diverse employee needs. Many factors are driving this change: a growing hybrid sector, blurred lines between personal and professional travel, and a renewed focus on lessening burnout while increasing retention. Sustainability and diversity efforts are also affecting the business-travel ecosystem.

Given the cost savings incurred during the lockdown, companies are also rethinking how and when they spend on corporate travel. Advances in technology and the proven effectiveness of remote work mean travel managers must balance employee needs with overall budget concerns.

If you manage travel for your organisation, you're on the front lines of this new frontier. You may be handling new responsibilities in addition to those you had pre-pandemic. While working with these changes, being hyper-aware of what employees want and need when they're on the road can help facilitate the success of your company's travel program.



The overall goals of business travel

As a travel manager, you have a clear set of objectives for your program. First and foremost, you do everything you can to help your teams get their jobs done from wherever they are. That means creating and implementing efficient systems for managing bookings, controlling costs, and delivering a best-in class employee experience. It also means working with partners who align with your goals on safety, sustainability, and more.

But what aims are travellers setting for themselves? And what do they require from their companies in order to achieve them?

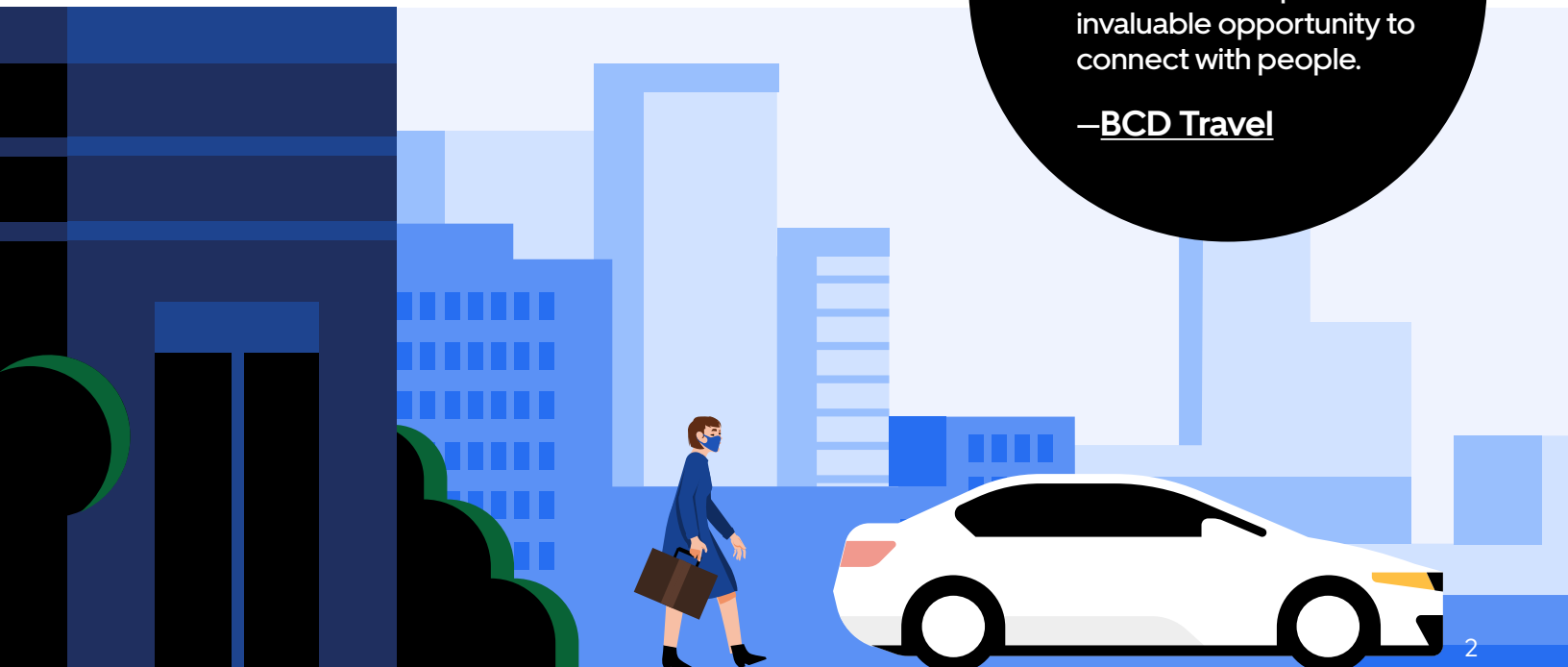
One reason employees want to travel for work is to get face time with coworkers, customers, or other business partners. In a recent [BCD Travel](#) survey, 77% of respondents said that business travel provides an invaluable opportunity to connect with people. In the same research, 66% cited the lack of human interaction as a major drawback to virtual meetings.

Beyond this, travelling employees have a growing list of on-the-road priorities and are less likely to compromise their needs than they were before the pandemic.

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of respondents said that business travel provides an invaluable opportunity to connect with people.

—[BCD Travel](#)



What the modern business traveller wants

1 Confidence on the road

Even though the pandemic is no longer preventing business travel entirely, safety and security are still top-of-mind for business travellers and travel managers. To make sure employees feel safe and prepared, it's imperative to keep tabs on the differing rates of recovery by area.



→ Travel manager tips

- Stay up to date on specific regional mandates via [trusted sources](#)
- Consider other factors that may influence travel (e.g., political instability, availability of healthcare abroad)
- Work with company leadership to align on safe travel policies

2 Staying well while away from home

Travellers want to maintain personal well-being while they're on the road. You can help them achieve this goal by providing easy access to healthy meal choices, implementing stress reducers, and more.



→ Travel manager tips

- Implement a specific [travel wellness program](#) with pre-travel health checks
- Add food delivery perks with a meal program while travelling

3 Greener travel options

Sustainability initiatives and moves toward zero emissions are almost universal priorities across companies. It's no surprise that this extends to corporate travel. In fact, half of all companies who responded to a late 2021 [Deloitte travel survey](#) said that they're optimising business travel to specifically support sustainability goals.



→ Travel manager tips

- Partner with hotels and other travel vendors who prioritise sustainability



Learn more about Uber's green initiatives in our industry-first sustainability report.



4 Increased choice and flexibility

Today's business traveller requires myriad options to meet their individual needs, from finding new places to stay to having the ability to adjust their own itineraries and more.

Employees on the road are also adopting bleisure and are more likely to intermix travel for work and fun. A February 2022 Morning Consult report referenced in this [Forbes article](#) found that the share of former frequent business travellers who expect to take a bleisure trip this year is equal to those who expect to travel only for work.

→ Travel manager tips

- Add accommodation alternatives such as home-style rentals
- Clearly outline bleisure trip guidelines in your travel policies

5 Integration of diversity, equity, and inclusion

While potentially less overt than safety or sustainability, corporate travel plays a role in furthering an organisation's diversity, equity, and inclusion (DEI) initiatives.



→ Travel manager tips

- Seek out and work with diverse suppliers
- Ensure that travel policies accommodate the needs of all employees, including, for example, nursing parents and those with disabilities

The business traveller's road map



Before the trip

Once a business trip has been approved, it's time to plan...and get excited! Although corporate travel is about getting a job done, jetting off to new places should be a positive experience overall. Encouraging and maintaining optimism throughout the travel process can ensure a successful trip from start to finish.



Booking transportation and accommodations

How to get to their destination and where to stay are the first decisions business travellers have to make. To establish a culture of trust and transparency, it's important to educate teams on your company's T&E policies when it comes to flights, ground transportation, and hotels.

Encourage travellers to do their research early and book well in advance to see savings. Last-minute bookings can result in employees (and ultimately the company) paying more for flights and accommodations.

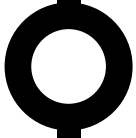
More lead time also allows employees to [mentally and physically prepare](#) before their trips, which helps minimise the potential stress and complications of travelling.

Did you know? Travellers can use [Uber Reserve](#) to schedule airport rides up to 30 days in advance.



Getting to the airport

Airport trips look different for everyone, and all business travellers have their own preferences. Some like to catch up on work with an early arrival at their gate while others are sprinting to the terminal. Some rely on public transportation while others like to drive themselves, get dropped off by a loved one, or use ridesharing.



During the trip



Earning travel perks

Business travellers—especially frequent travellers—like the ability to gain status with their favourite airline or hotel chain.

The benefits are obvious: perks such as better service, room upgrades, and access to lounges have the potential to improve their personal experiences and the ability to do their jobs well.

When negotiating with vendors, look for opportunities to provide loyalty upgrades to your travellers.



Getting around the destination

Arriving in a new place can be exciting, but it can also provoke anxiety. While seasoned travellers may have it all figured out, you still might want to recommend transit options to help employees get between the airport, their accommodations, and attractions in the area.

They'll also need to travel locally for work events like conferences, client meetings, or in-office collaboration sessions. If employees are staying in the same hotels, they can share rides to and from these events, which helps increase time and cost savings.



Eating on the road

Corporate travellers need good food to fuel their hectic workdays and beyond. Helping employees stay well fed drives productivity and allows employees to accomplish what they aim to. Put together some tips for travellers, like staying hydrated or storing snacks in the hotel room fridge for quick nourishment.

Cuisine is also a great way for employees to experience local specialties and support restaurants in the area. Providing your teams with a [meal program while they travel](#) opens up a world of dining options for pickup or delivery... so they don't always have to rely on room service or the breakfast buffet.



After the trip



Getting home

In an ideal world, the return trip is as smooth as the outgoing one. After a fast-paced business trip, many travellers just want to get back to their own beds and rest up before resuming their Day-to-day.

Providing the same diversity of transit options on the return end of a trip can help eliminate delays, frustration, and further exhaustion. Long flights, jet lag, or other sleep disruptions can also wreak havoc on overall health, so consider building in recovery time for travellers after their trips.



Submitting expenses

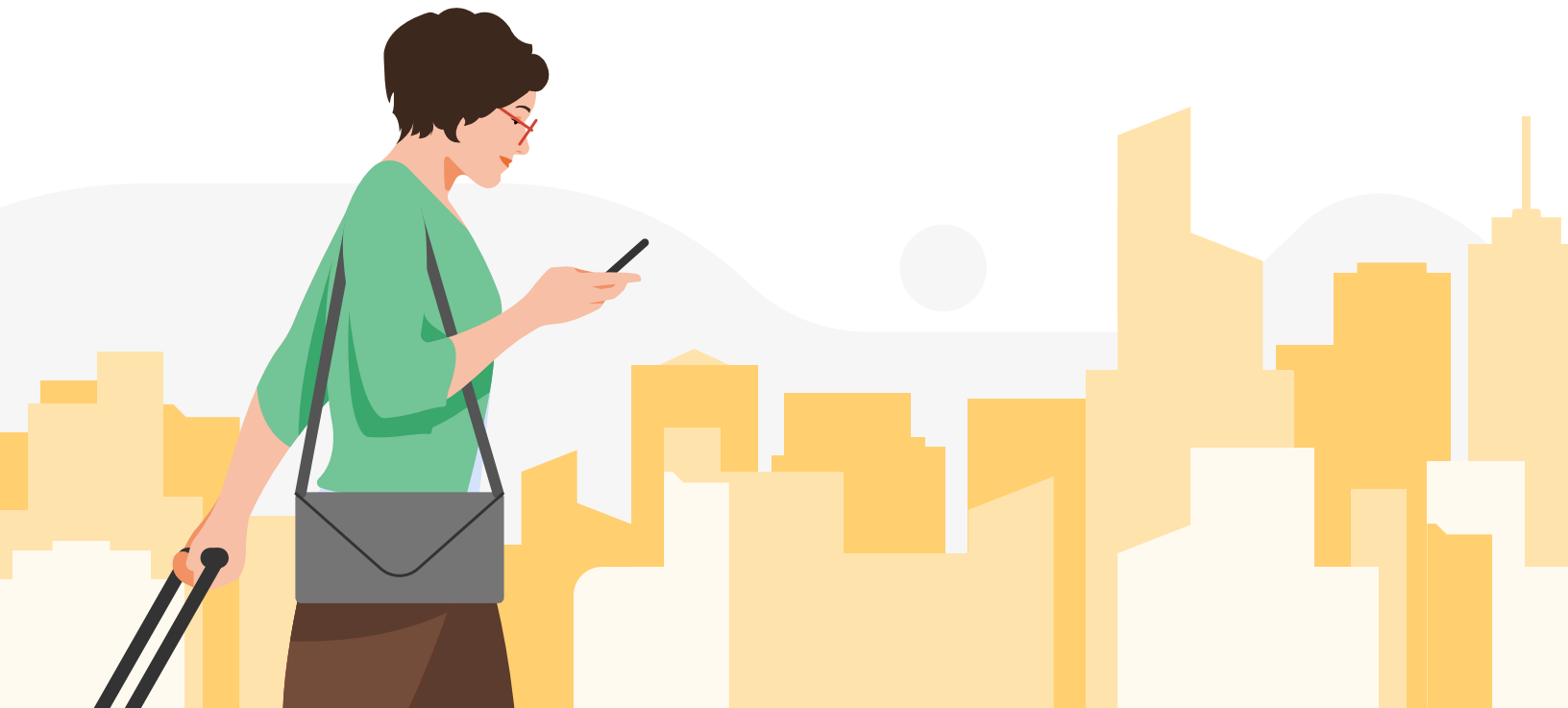
Post-trip expenses can be a bit of a headache—but they don't have to be. By using tools to streamline the process and educating business travellers on best practices, you can create a seamless experience for employees and company administrators. After clearly communicating your policies, make sure to select vendors that can easily plug into your company's existing systems.

Did you know? By partnering with [leading expense providers](#), Uber for Business helps companies save time with automated expensing and easy billing management.



Getting inside the mind of your travellers

Understanding your travellers' mindsets and needs at all stages of their journeys allows you to start building a more effective travel policy. While travellers' overall goal is to balance business outcomes with personal well-being, your goal should be to remove as much stress and distractions as possible so they can focus on the task at hand.



Learn more about how Uber for Business can help support your corporate travellers at every stage of their journeys.

