

The Remaking of Business Travel

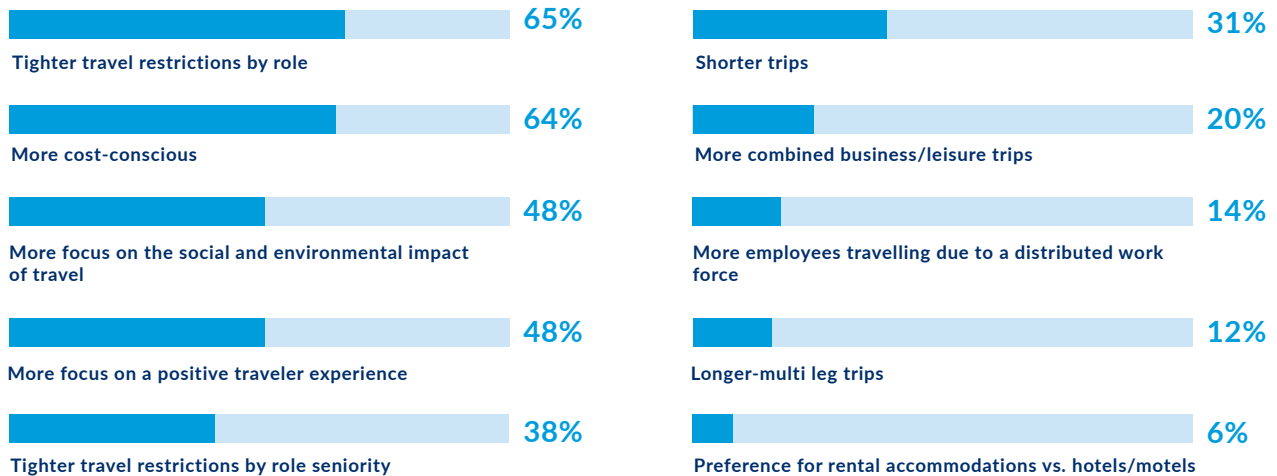
Sustainable Travel is More Aspiration than Action

As business travel resumes post-pandemic, are companies taking the opportunity to revisit the environmental and social impact of their travel programs? Our survey of travel managers suggests few are making it a priority.

Organizations aspire to sustainable business travel

Almost half of surveyed companies expect more focus on the social and environmental impact of business travel post-pandemic.

How will business travel most likely change post-pandemic?



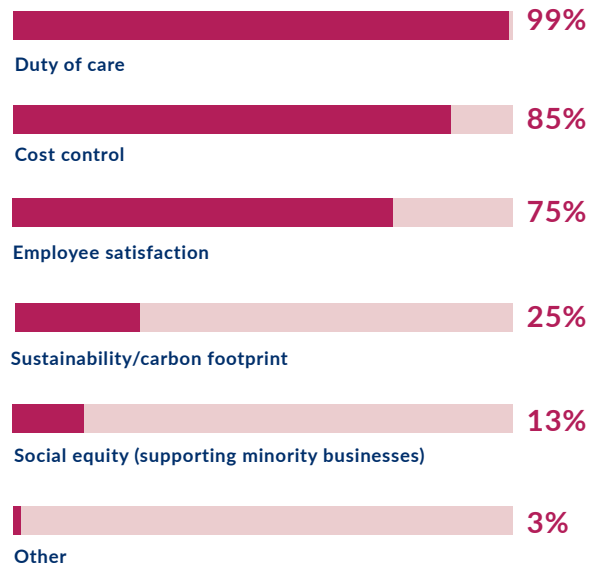
But are they really taking action?

What are companies doing to make their travel programs more socially and environmentally conscious?

Sustainability policies

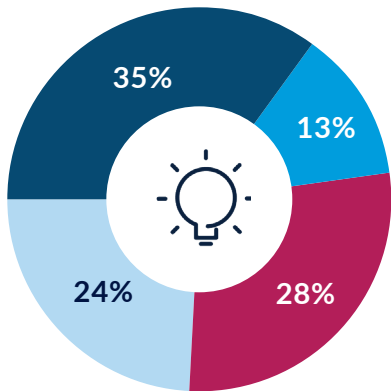
Only **25%** put social or environmental impact in their top 3 priorities.

Most important issues for corporate travel program (% selecting issue among top 3)



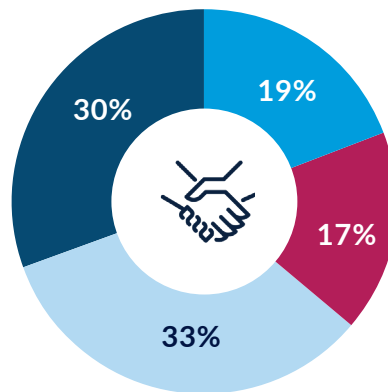
Only **a third** have a sustainability program that includes business travel. Even fewer have a program to increase spending with minority-owned businesses while traveling.

Do companies have a business travel sustainability program?



- Do not know
- Our company does not have a formal sustainability program
- Our company has a formal sustainability program but it does not include business travel
- Our company has a formal sustainability program that includes business travel

Do companies have a business travel buyer diversity program?



- Our company has a formal program to increase spend with minority-owned businesses including during business travel
- Our company has a formal program to increase spend with minority-owned businesses, but it doesn't include business travel
- Our company doesn't have a formal program to increase spend with minority-owned businesses
- Don't know

Beyond carbon footprint

The actual measures taken are limited. By far the most common practice is to measure the carbon footprint of all travel (**58%**). Less than a quarter of companies are implementing other measures.

Companies with large programs are doing better. They are more likely to have a sustainable travel policy and to mandate sustainable suppliers. Those with mid-size programs are more likely to use data to drive greener decisions.

Are travel programs taking sustainability measures? by annual travel spend (pre-pandemic)

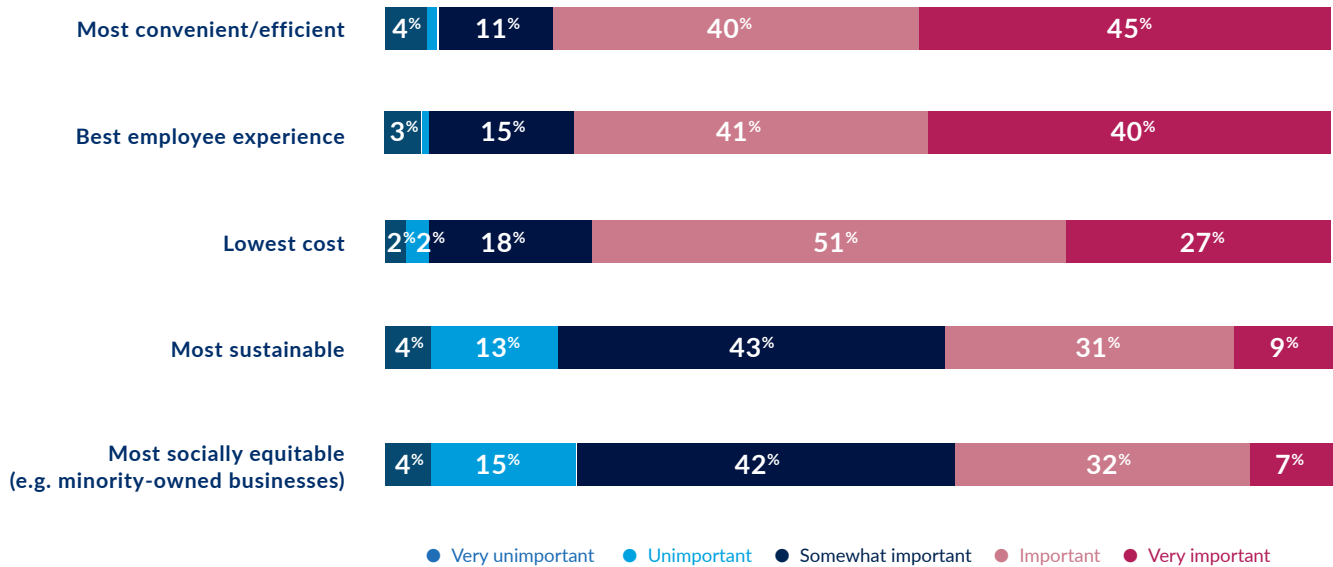
● Less than 10 million ● 10 million to 30 million ● 30+ million ● overall



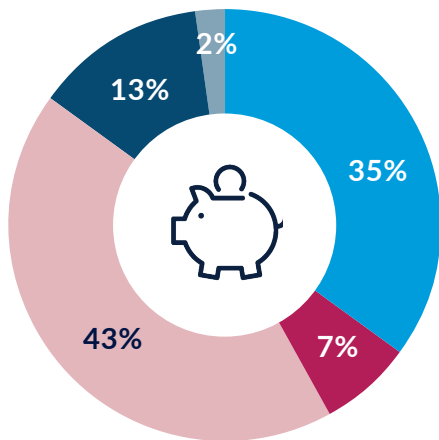
Choosing suppliers

Sustainability and minority ownership are a **low priority** when choosing travel products and partners.

How important are various factors when choosing travel products/partners?



Companies are only willing to pay the same or less for sustainable vendors.



How much more would companies be willing to pay for travel/meals provided by sustainable vendors?

- No more
- I expect sustainable options to be less expensive
- I expect sustainable options to be the same price as other vendors
- 10% more
- 25% more
- 50% more

About The Remaking of Business Travel

The Remaking of Business Travel is an Emburse research survey conducted in collaboration with the Global Business Travel Association. The GBTA team surveyed 220 travel managers in the US and Canada between April 22-28, 2021. One third of the companies surveyed had travel budgets of less than \$10M; one third had less than \$30M, and one third had a budget of +\$30M. Companies ranged in industry, including Professional Services, Healthcare, Finance and more.



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