

Welcome

Webinar: Is travel policy a tool to recruit and retain key staff?

Our Panel




Scott Gillespie
tClara



Joe Ales
Underscore HR



Caroline Strachan
Festive Road

If you have a question for our panel, ensure this symbol is blue  and fill the box to the right of your screen

The True(r) Cost of Travel Policies

February 10th 2017



~10%

of
corporate
travellers

Account for

~50%

of travel
budgets



The average U.S. road warrior (35+ nights a year)

Earns \$155K
Male
Married
Two children



How Road Warriors Add Value

Valuable skills,
relationships

Too
expensive to
hire locally

Business development

Customer service, advice

Field operations, engineering

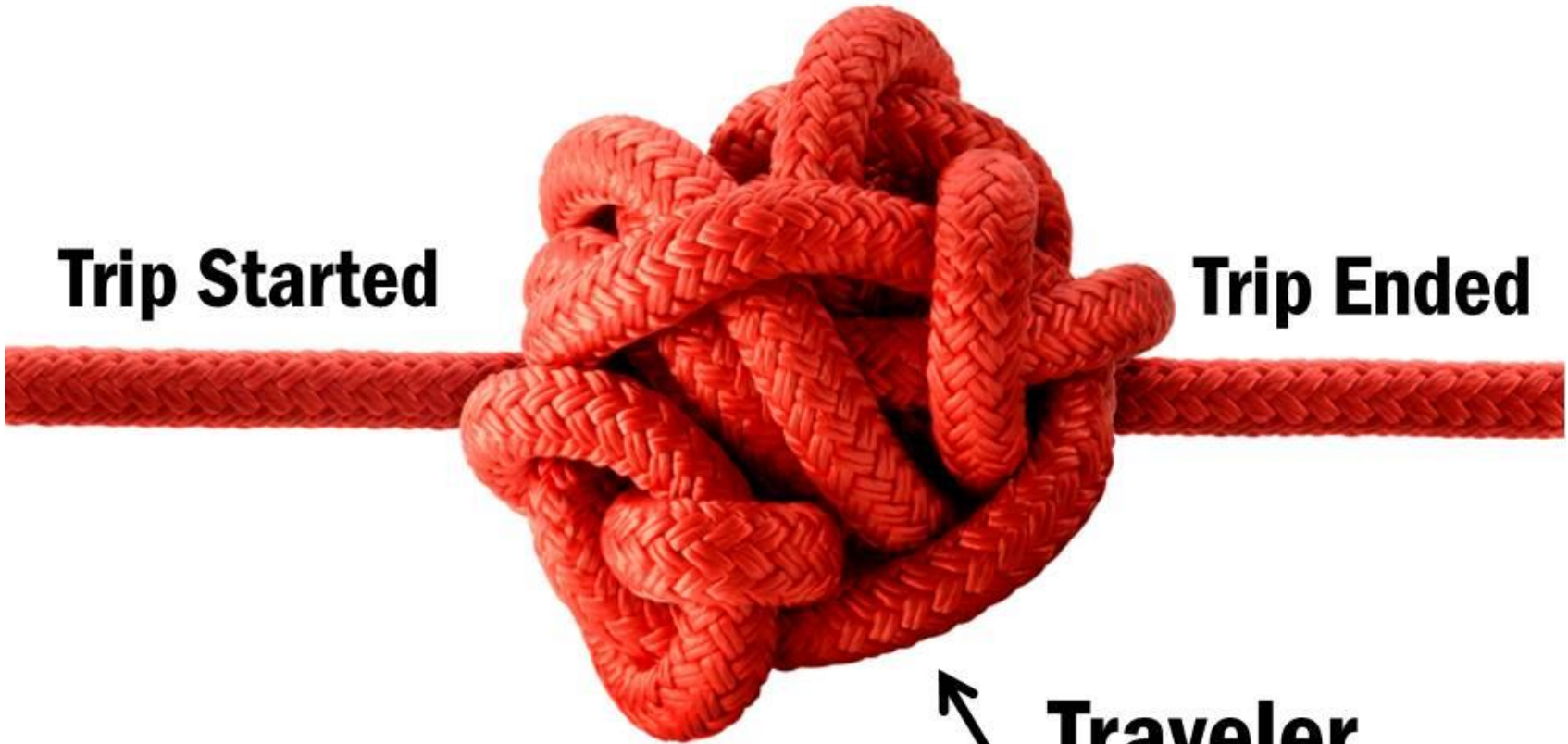
Training, development

R&D, innovation

Management By Flying Around

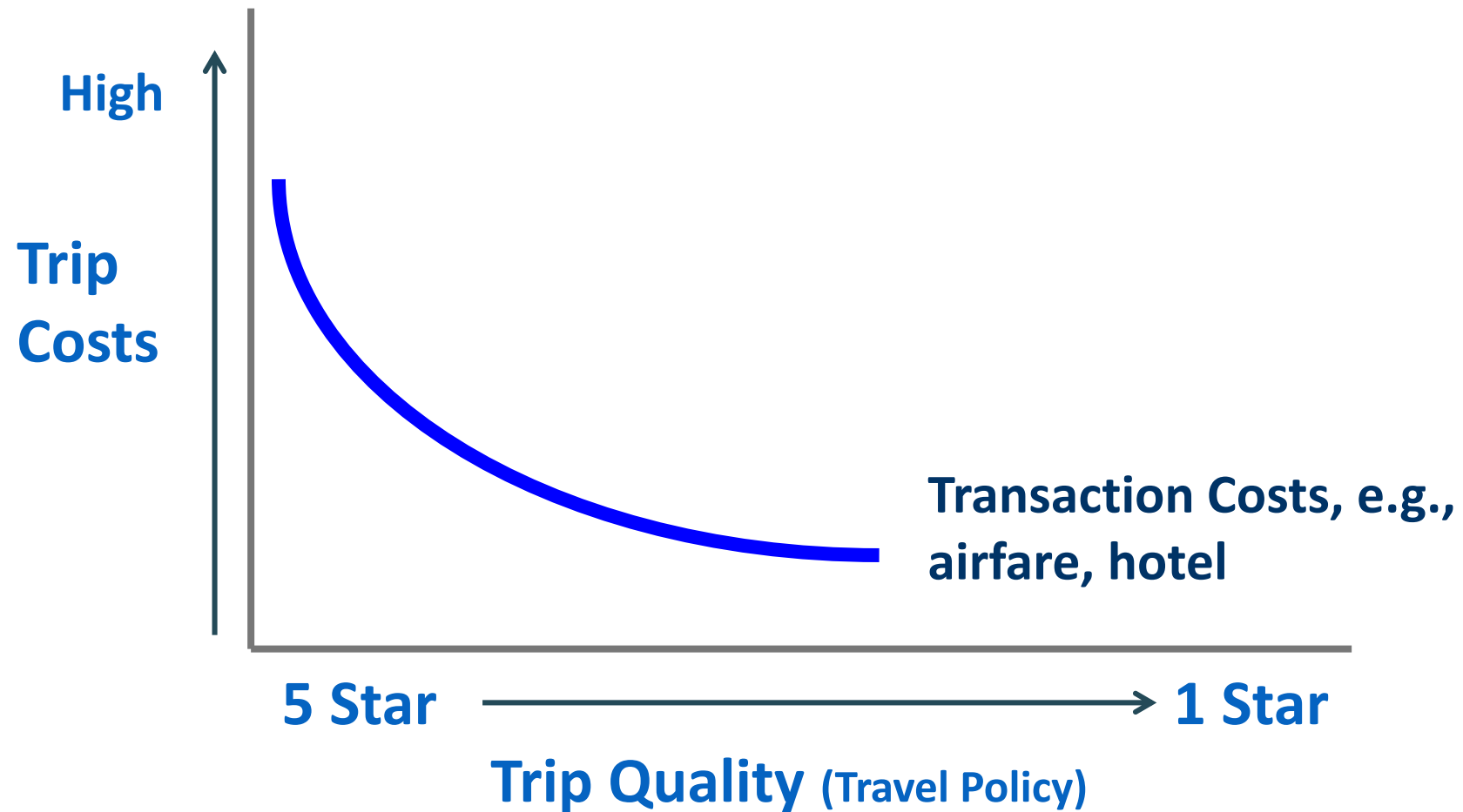
Trip Started

Trip Ended

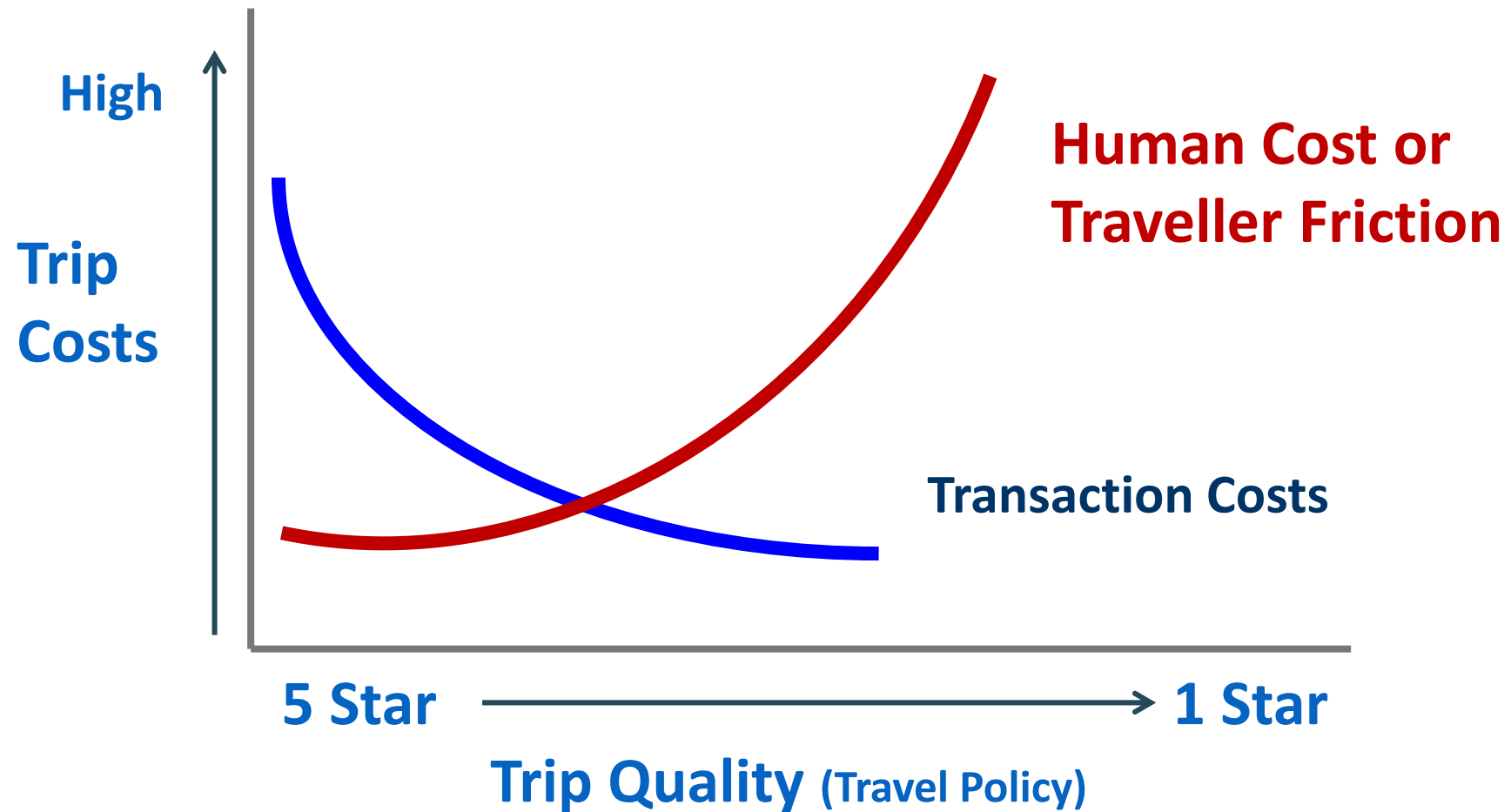


**Traveler
Friction**

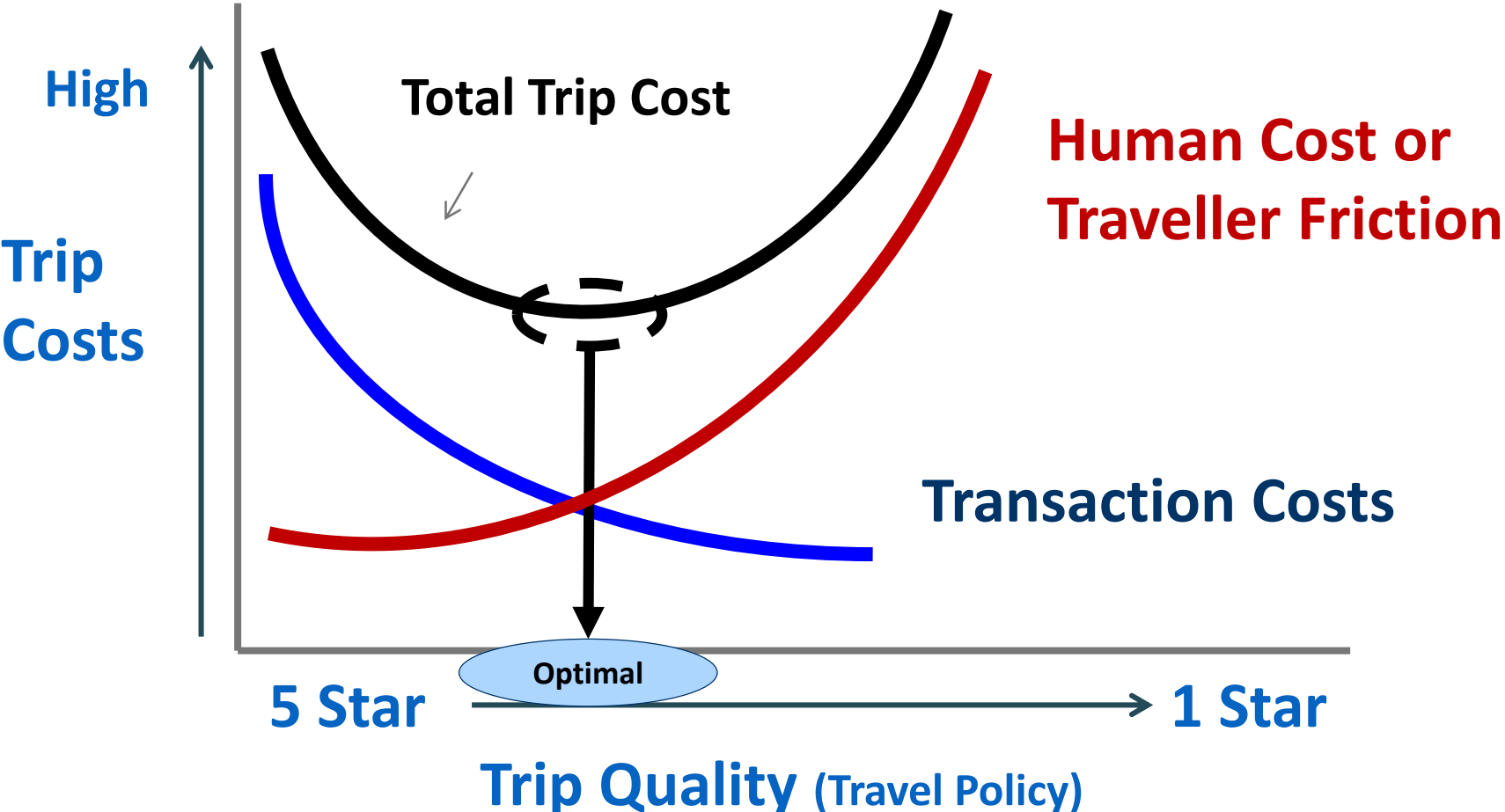
Travel Management 101



Traveller Friction: The Brake On Cost Savings



Management wants the lowest total trip cost



Here's What Really High Traveller Friction Looks Like



*Averaged across 10,564 travellers who each were at or above the 75th percentile for each metric shown above as measured by the ARC 2015 Trip Friction® Benchmark Database, covering 110,000 travelers in 2015

TRAVELER FRICTION
INSIGHTS FROM
**U.S. ROAD
WARRIORS**

2016

Presented by



Survey Methodology

In late 2016, IMRV Global, a global leader of behavioral insights throughout the travel industry, conducted a business traveler pulse survey with 157 respondents using the firm's proprietary IntelliLack™ online survey tool on behalf of the Airlines Reporting Corporation (ARC), American Express Global Business Travel and others.

Each respondent met the following qualifications:

- Born before 1990
- Personal annual income of \$25,000 or more
- Spent 20 or more nights every three months for business travel during the past 12 months
- Majority of business trips involved commercial airlines or train transportation

**Must-read research for all
travel, mobility stakeholders**

**Big implications for recruiting,
retention**

**Get a copy from
scott@tclara.com**



Does the **travel policy** really matter?

Asked to consider a job offer requiring the same amount of travel,

83% of road warriors said the
new **travel policy** would be

at least as important as the new job's
pay or responsibilities

Traveller Friction Symptoms Agreement

Paraphrased for brevity

Share of travellers who agree or strongly agree

❑ Traveller friction symptoms are **bad for business**

I sleep much better at home

Travel makes it hard to stay healthy

I worry re impact on personal life

I'm less effective from traveling

Little notice before my trips

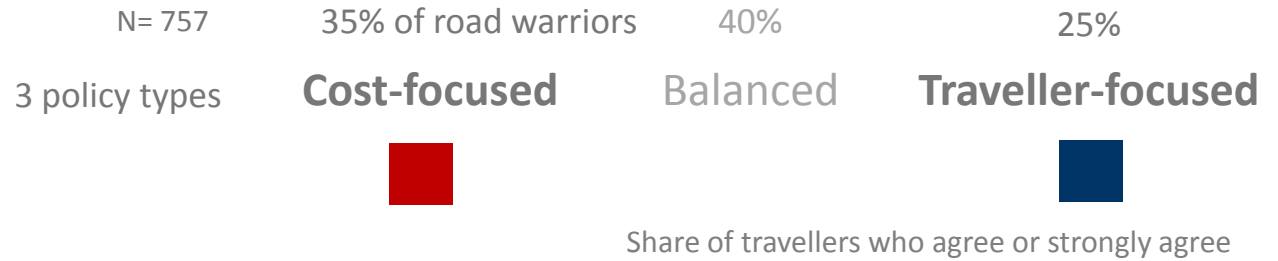
Feel extra stress before a trip

Hard to keep up with work

Occasionally get sick from travel

I get afraid during some trips

A good travel programme should produce **low levels** of agreement



I sleep much better at home

Travel makes it hard to stay healthy

I worry re impact on personal life

I'm less effective from traveling

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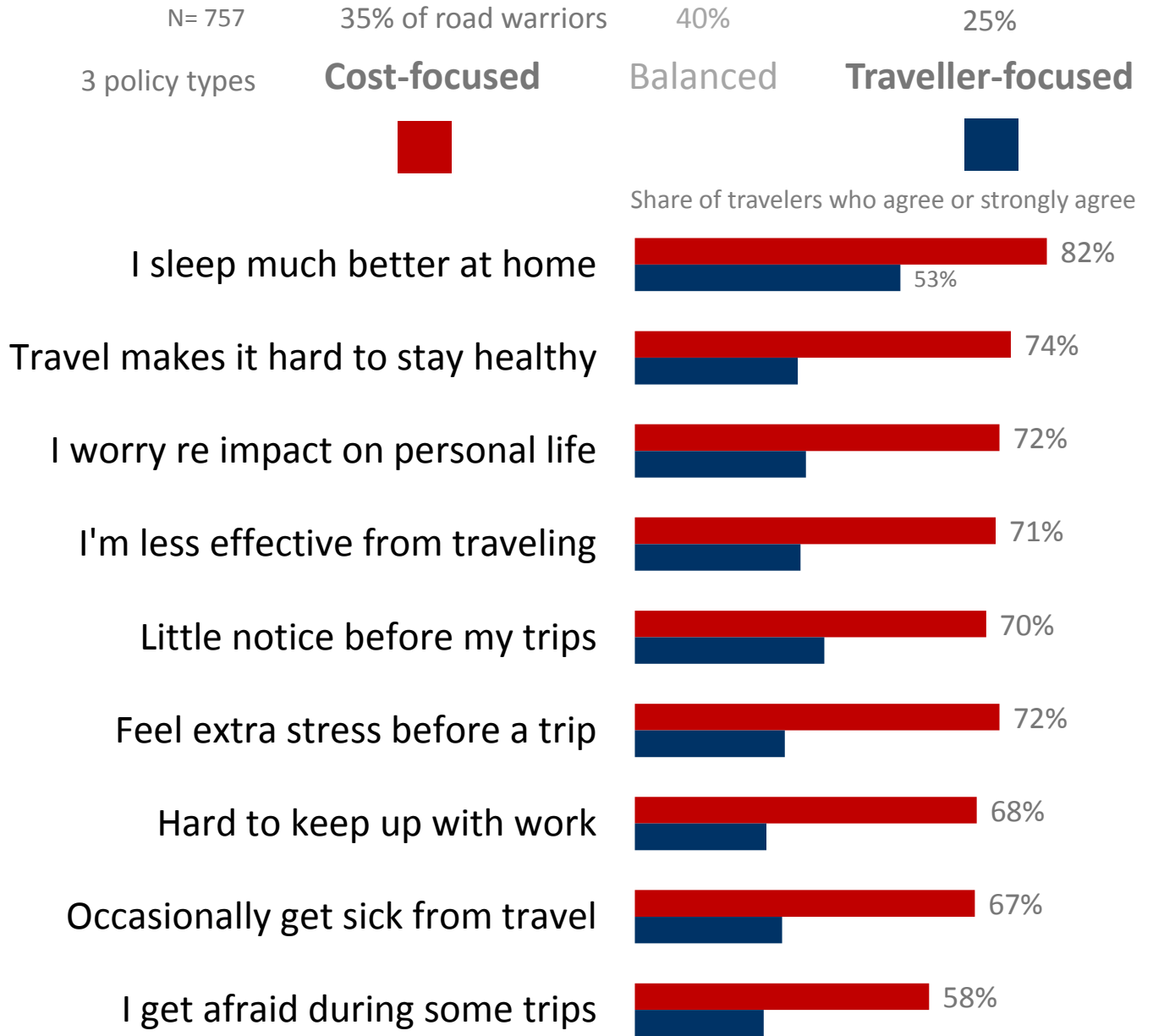
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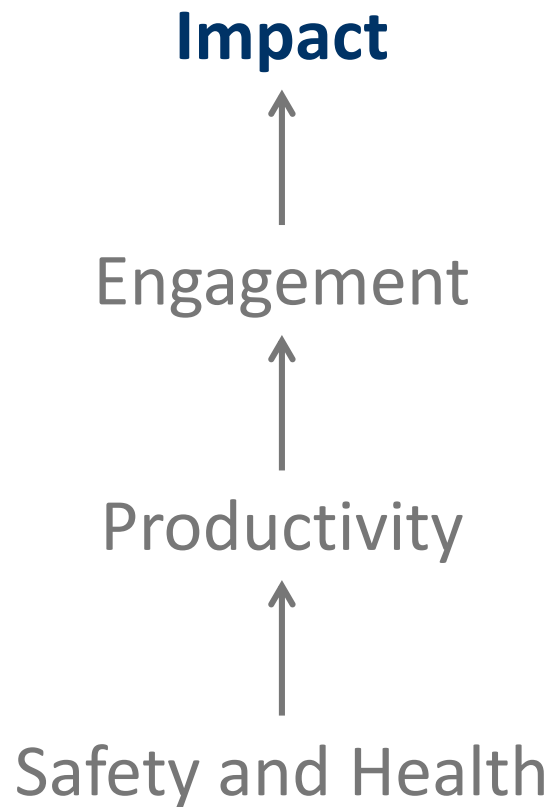
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Occasionally get sick from travel

I get afraid during some trips

❑ **Cost-focused** programmes have **2X** traveller friction





Traveller's Hierarchy of Needs

Safety and Health implications of

Cost-focused travel policies

2X as much traveller friction

- Less sleep
- More fear
- More stress
- Harder to stay healthy
- More sickness

Productivity implications of

Cost-focused travel policies

Lower productivity

- More time in airports
- Less sleep on long flights
- Less use of laptops in flight
- **Less willing to travel***

Engagement implications of

Cost-focused travel policies

13% lower compliance to policy

15% more burned out on travel

84% interested in new job if it has a **very attractive** travel policy

Impact implications of

Cost-focused travel policies

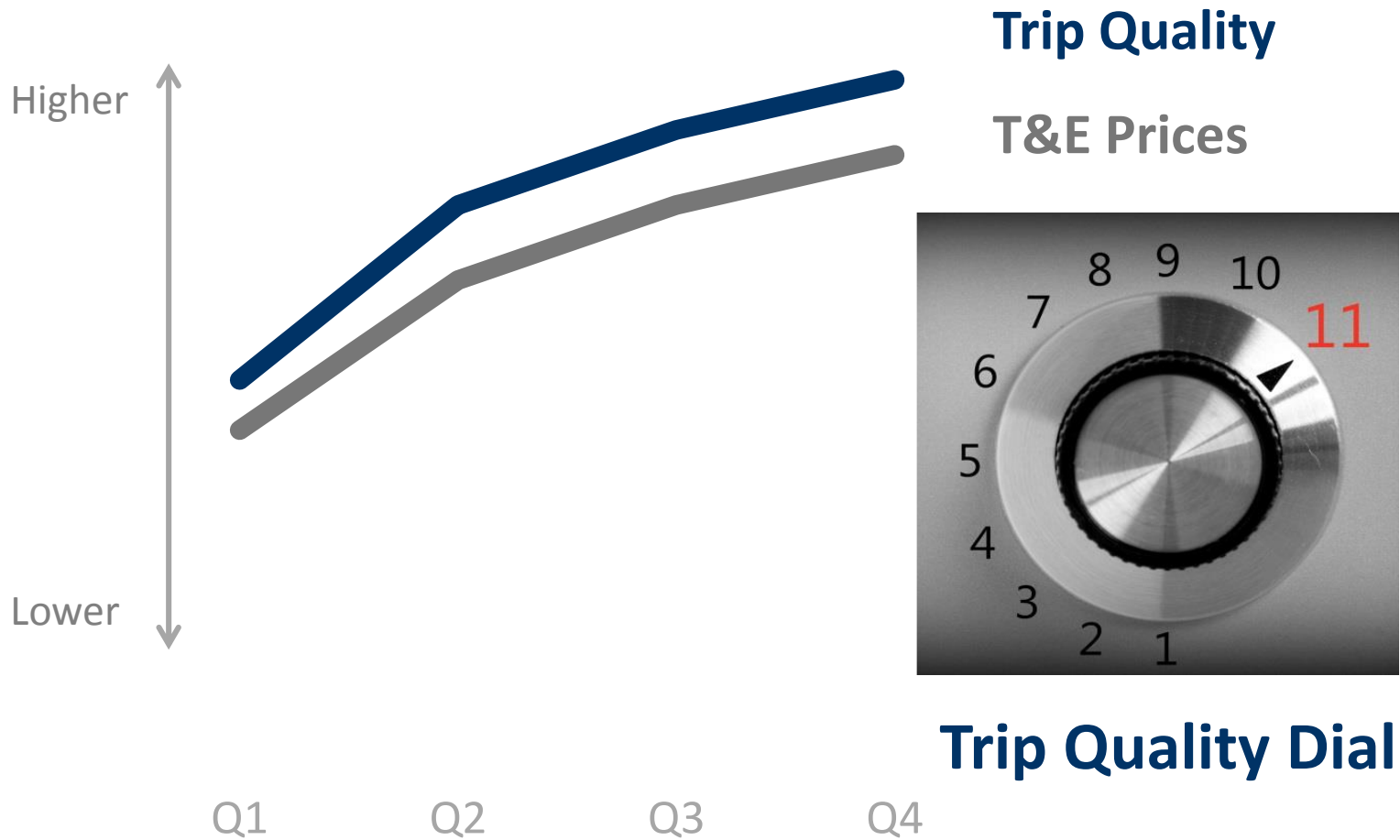
12% more trips “not worthwhile”

22% less “worthwhile” trips

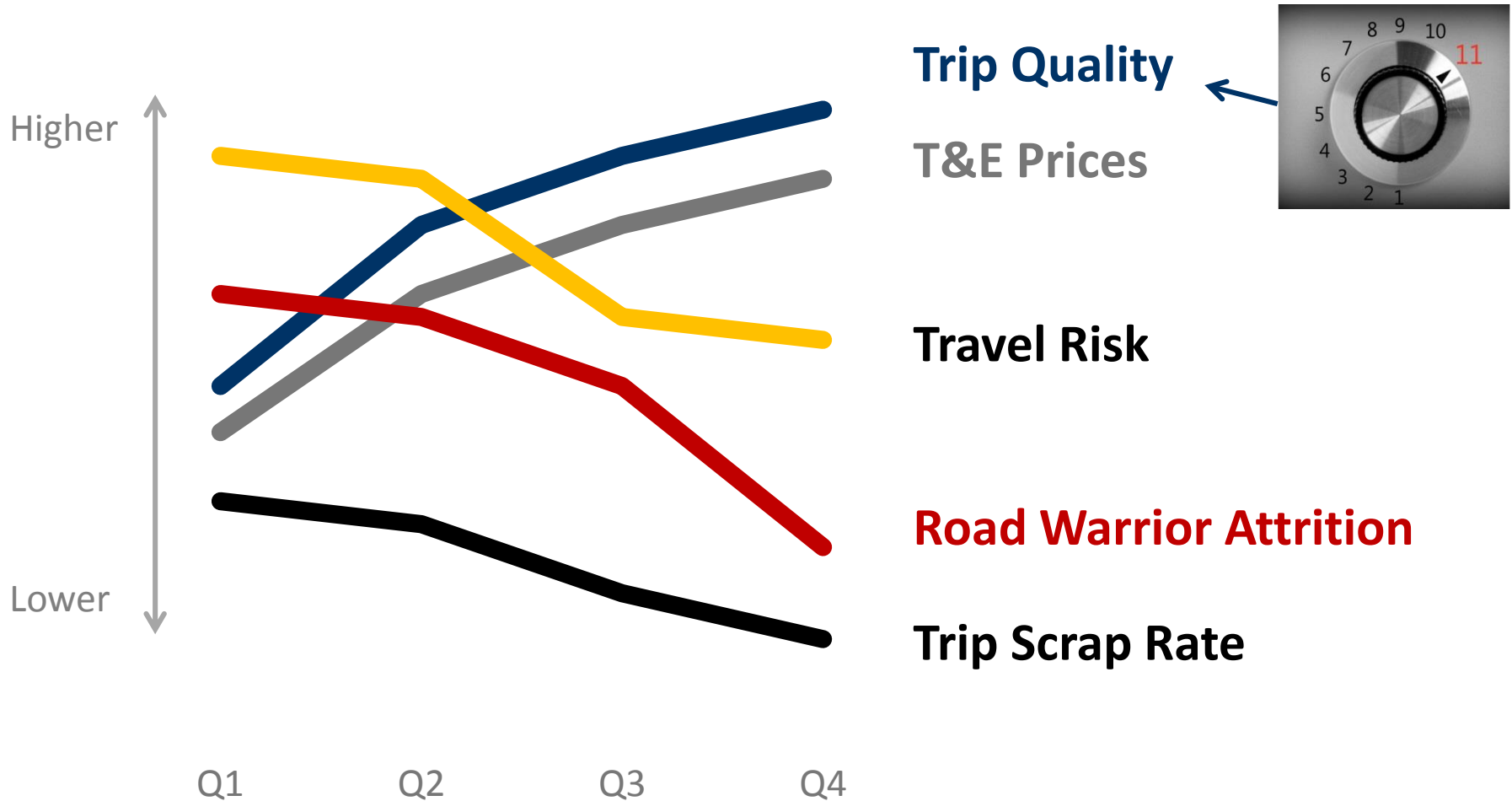
Cost-focused travel policies **waste**

more T&E spend

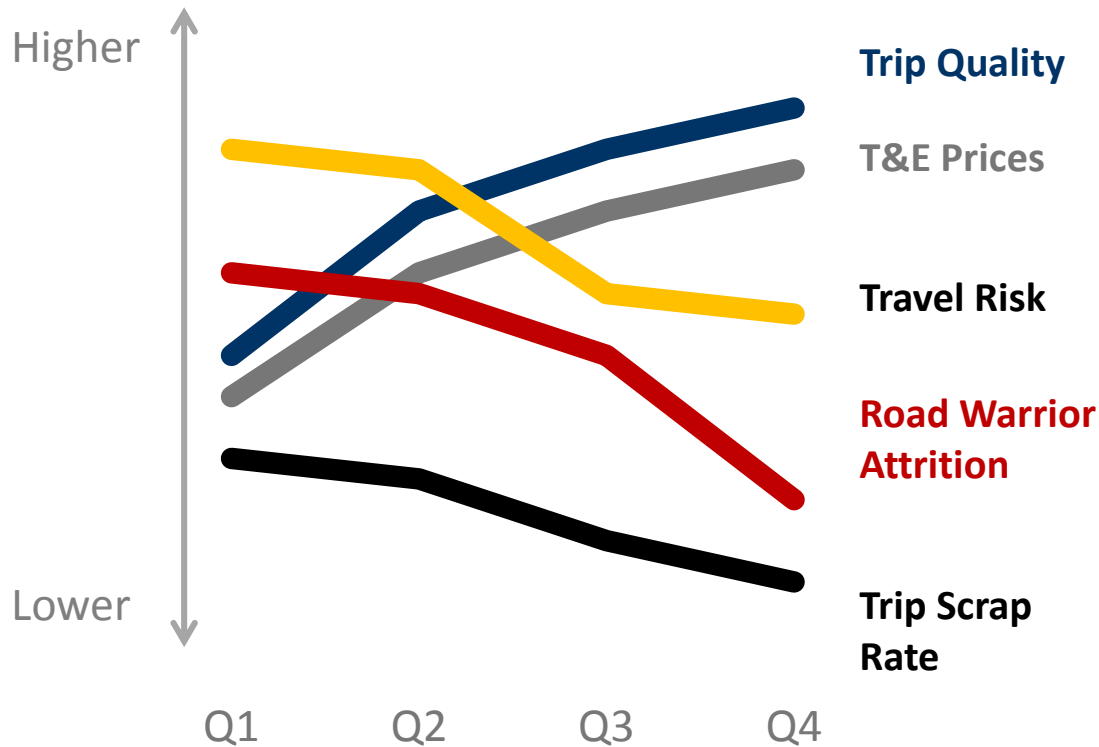
Buying better trip quality...



Buys better business impacts



Let's Manage The Bigger Picture!



Scott Gillespie

Scott@tclara.com

M +1 216 272 1637

Glad to connect on
LinkedIn



Should HR and travel work more closely together?

@BizTravelIQ #btiqlive



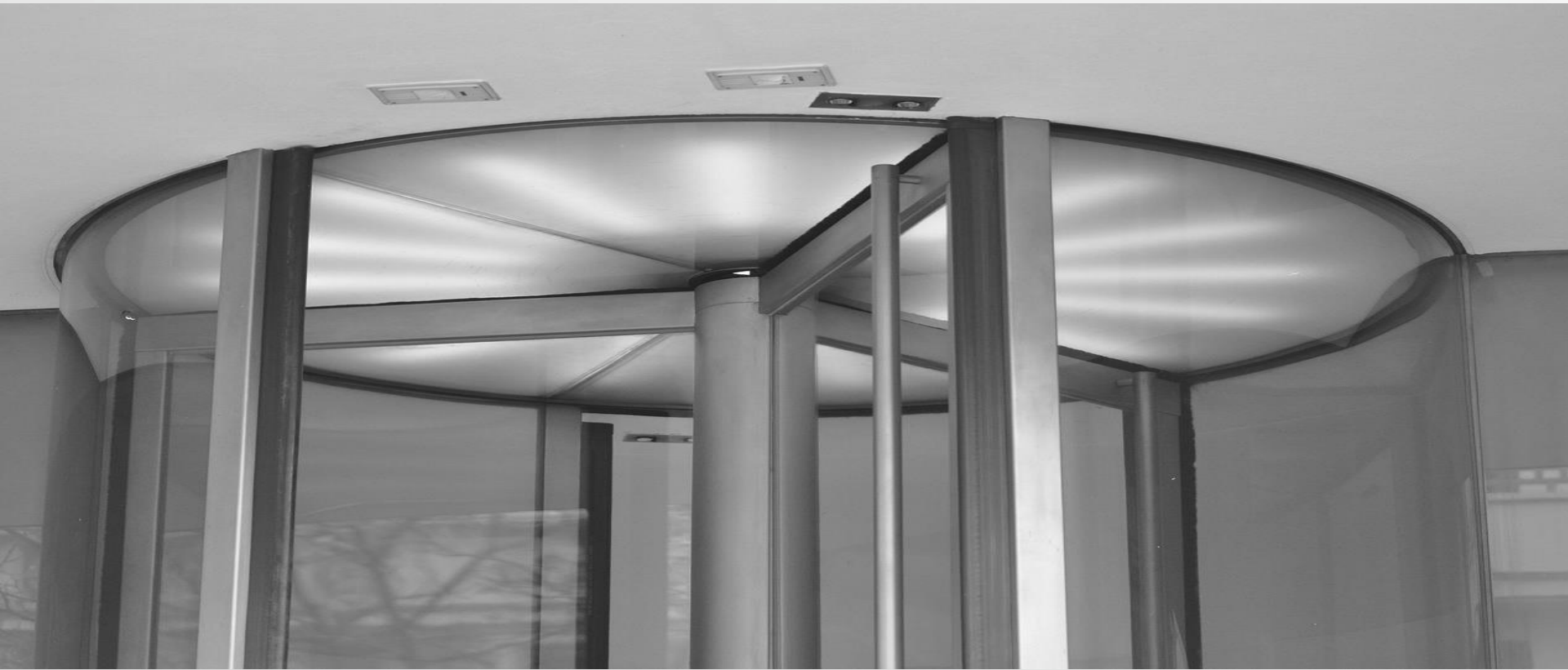
**Is this linked to measuring
the ROI of business travel?**

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Should travel and HR be working jointly on developing KPIs that measure attrition?



How easy would it be to measure that attrition rate?



To what extent are companies offering a tiered travel policy?



**Could you see
companies
offering
personalised
travel policies to
their road
warriors?**



**How often is
travel wear and
tear or travel
policy
mentioned in
an exit
interview?**



**Assuming that
the work forces
are all getting
older, what are
the implications
or policy?**



Thank you

Our Panel



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Underscore HR



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Festive Road

See more at www.businesstravel-iq.com

Our next webinar

Hotel pricing 2017

Friday 3rd March at 11am

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