

# HOW TO INTRODUCE DIVERSITY, EQUITY AND INCLUSION TO BUSINESS TRAVEL

## 4 ways travel managers can start integrating DE&I into the travel program

Increasingly diverse workforces mean more business travelers with unique needs and preferences. As travel managers create or evolve travel programs, they should consider how to better represent and respect diversity so business travelers from all backgrounds feel supported and included. Here are some tips to get started:

1

### Listen.

Use feedback channels like workshops, meetings and surveys to understand the current state of the travel program from a DE&I perspective. Ask about what's working and what could be improved.



2

### Partner with HR to prioritize DE&I in the travel program.

Based on feedback, engage your HR teams to address DE&I gaps. A well-designed travel policy will contribute to an attractive employment package, which helps HR recruit and retain loyal, engaged, and productive employees.



3

### Provide duty of care for a diverse workforce.

Companies must look after the safety and well-being of all travelers, but certain diversity dimensions such as traveler race and ethnicity, gender, gender identity and expression, age, sexual orientation, and accessibility for travelers with disabilities may require special consideration.

- Will ethnicity, gender, gender identity and expression, or sexual orientation increase an employee's chances of being targeted in certain countries?
- Ensure accessible options for travelers with disabilities during trips and at the destination.
- Inform and educate company leaders and employees about risks, precautions and available resources.
- Make it easy for travelers to communicate with your company about concerns or incidents.
- Create and test an incident response plan.

4

### Promote cultural awareness.

Help your travelers familiarize themselves with social norms in foreign countries – for example, by creating handy destination guides.



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