

# Traveler wellness survey

## About the survey



**The goal:** This survey explores the importance of traveler wellness and the corporate initiatives intended to improve the traveler experience.



**Methodology:** The results are based on an online survey of 53 travel managers world-wide conducted in November 2018.

## Respondent profile



Travel managers with responsibilities across multiple regions or globally



**60%** work for companies with more than 10,000 employees

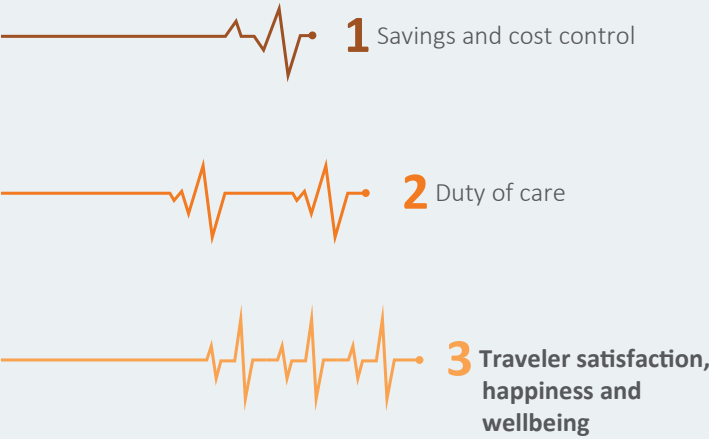


**55%** have annual travel spend of US\$25 million or more

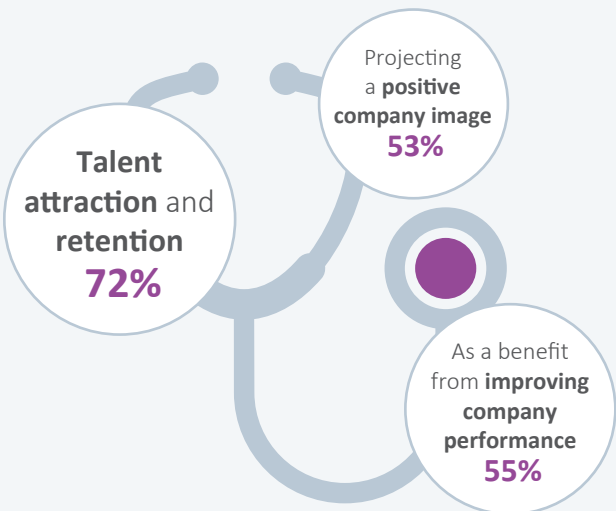


**63%** represent mature enterprises, while **33%** work in growing companies

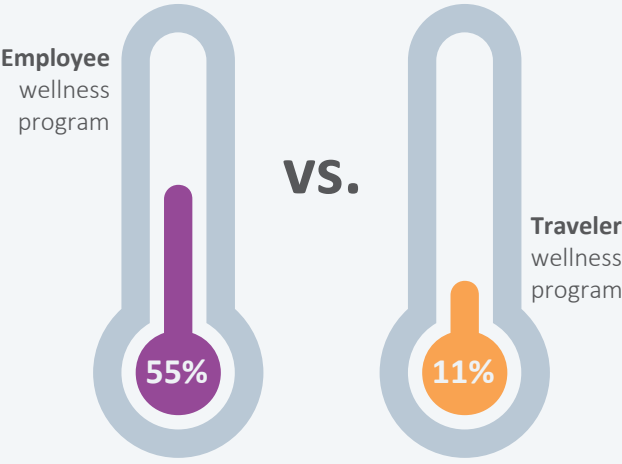
Traveler satisfaction, happiness and wellbeing is a Top-3 travel program priority



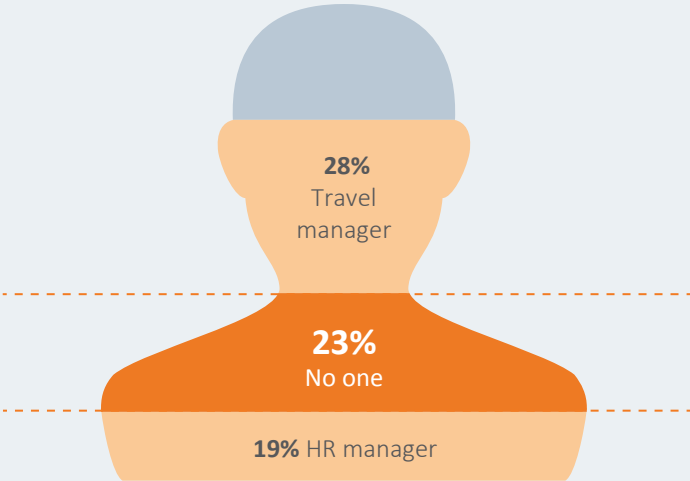
Traveler wellness is particularly important when it comes to talent attraction and retention



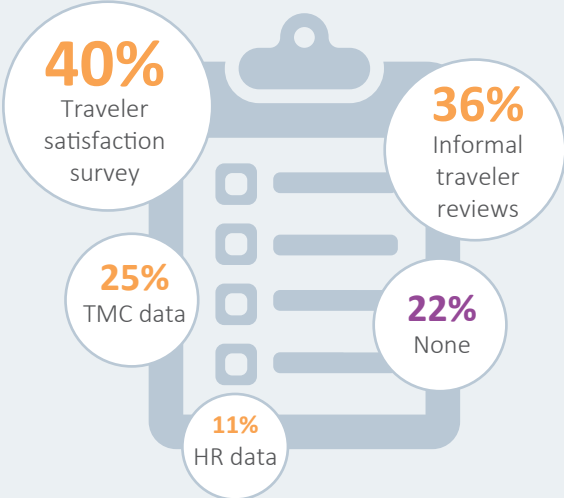
While more than half of organizations have an employee wellness program, just 11% have programs designed for travelers



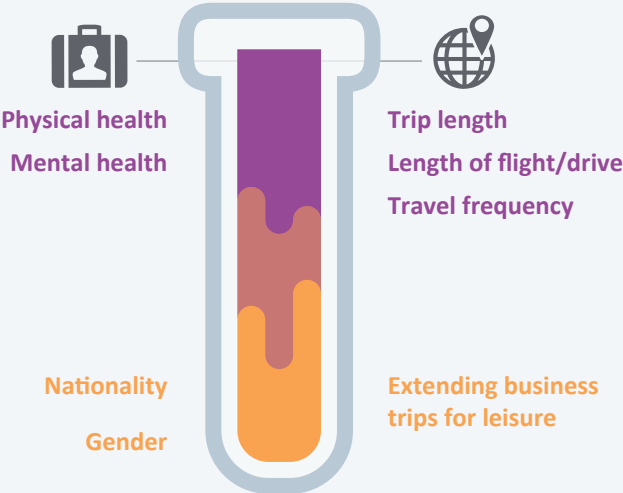
Travel or HR managers are responsible for traveler wellness in half of companies, while a quarter have no responsibility assigned



Traveler satisfaction surveys, informal reviews and TMC data are the three main sources of wellness information

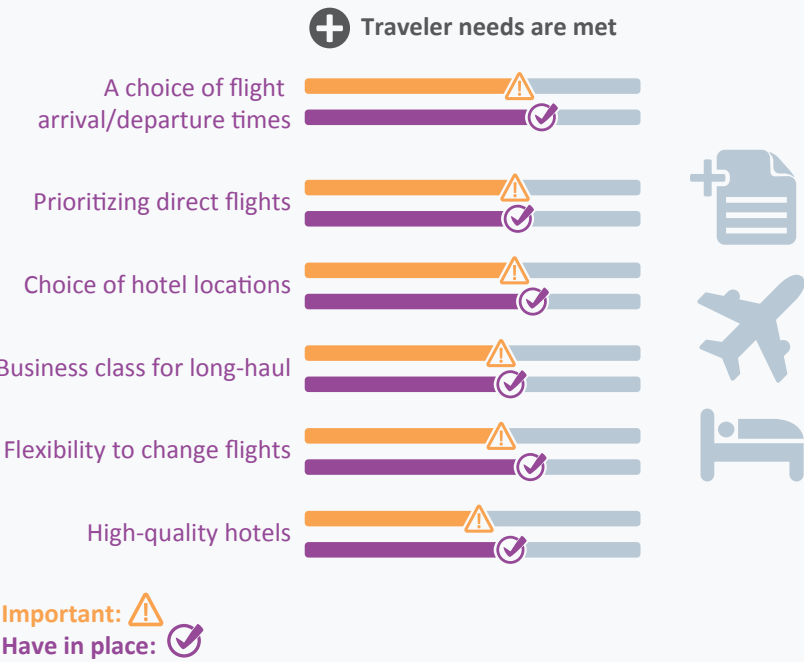


It's important that travel policies recognize and reflect the traveler and trip characteristics with the biggest impact on traveler wellness

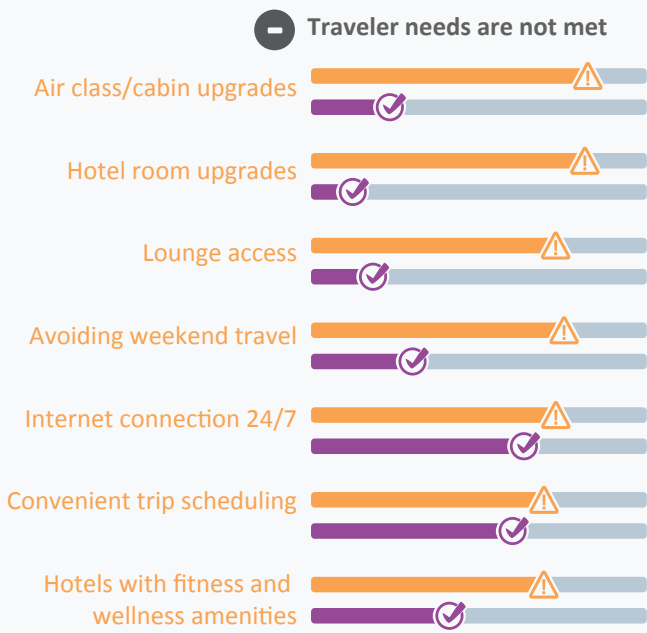


Many gaps exist between the wellness initiatives considered to be important and those actually available to travelers

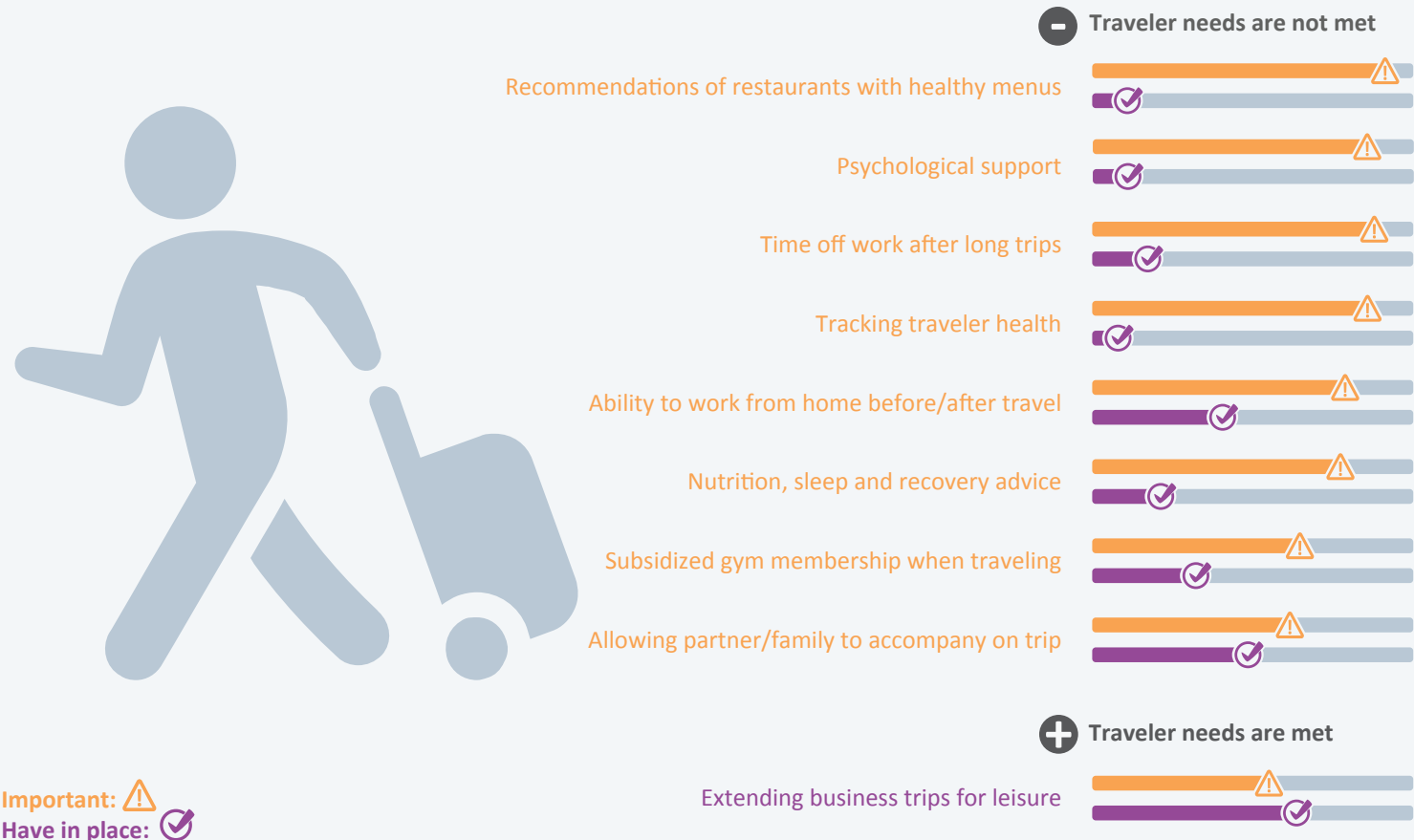
Air and hotel wellness initiatives often match traveler needs



But there's still work to be done



Meanwhile, the health and work-life balance needs of travelers are not being met by companies, despite their high importance



To keep your travelers healthy, happy and policy compliant, make their wellness a priority and extend the list of wellness initiatives included in your travel policy