

TRAVELER SURVEY:

TRAVEL POLICY

BY BCD TRAVEL RESEARCH & INTELLIGENCE

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ABOUT THE SURVEY

Goal: This survey explores corporate travel policies and looks at the changes happening to policies and traveler satisfaction with current regulations.

Methodology: The results are based on an online survey of 1,201 business travelers worldwide. The survey was conducted from April 10-19, 2024.

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Respondent profile

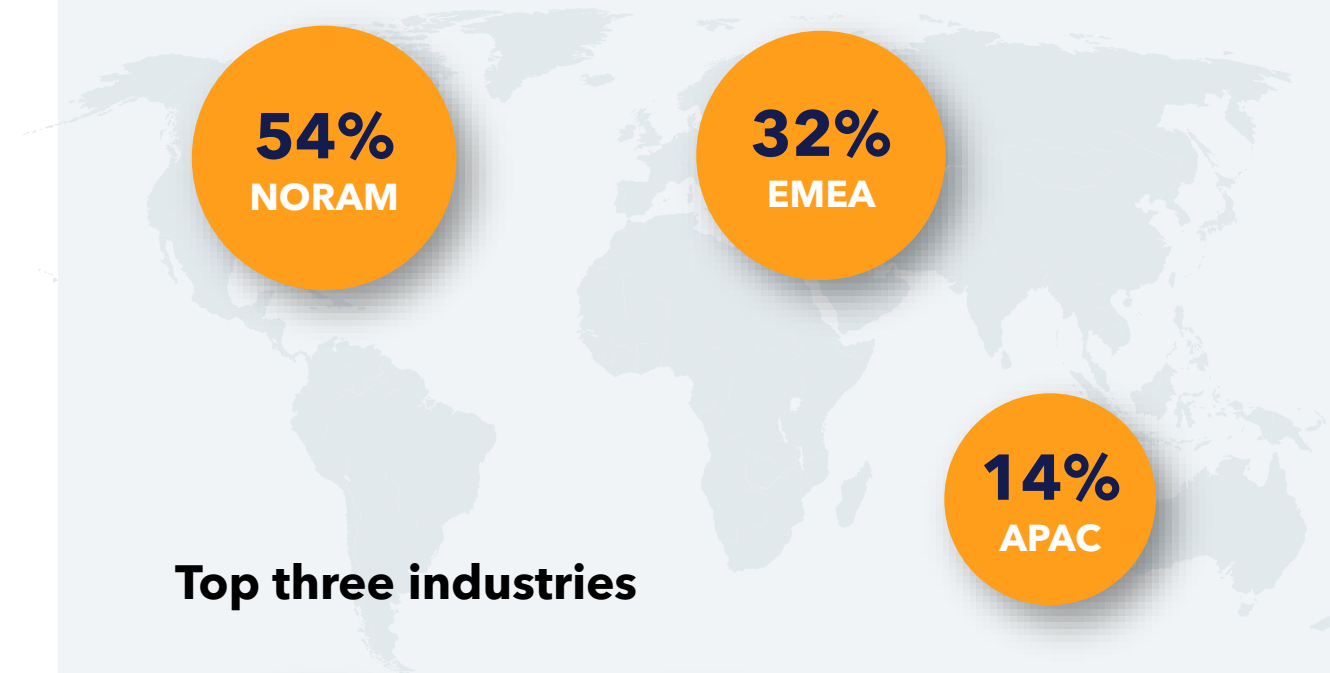
Gender



70%
Male

30%
Female

Geography



Top three industries



Respondent profile

Age

40%

**Baby
Boomers**

47%

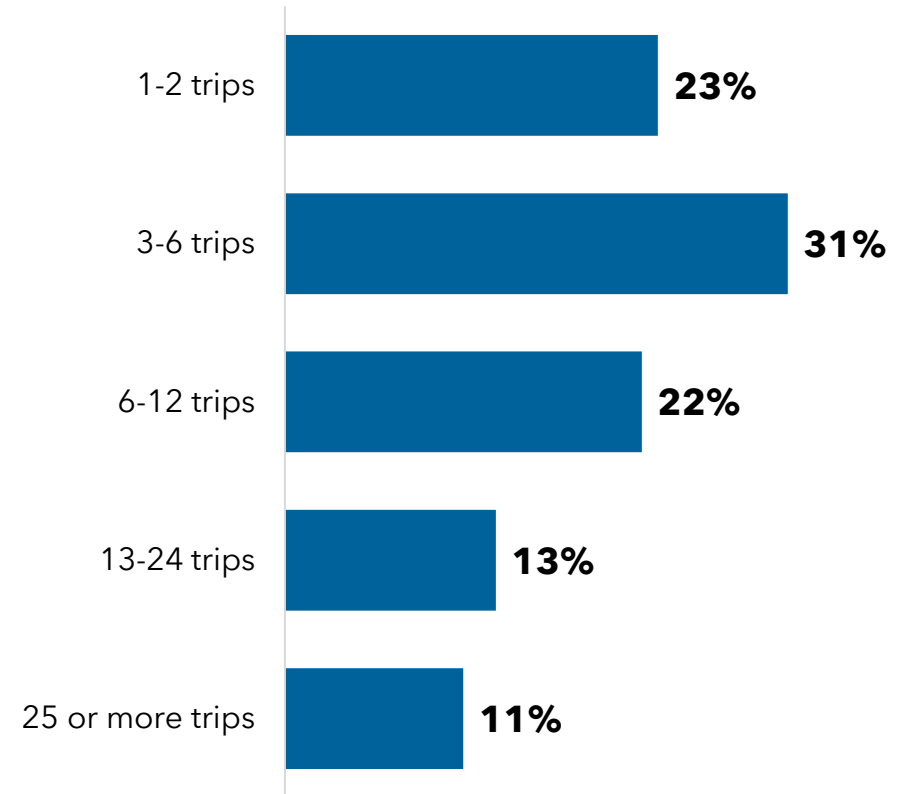
Gen X

13%

Millennials



Travel frequency in past 12 months



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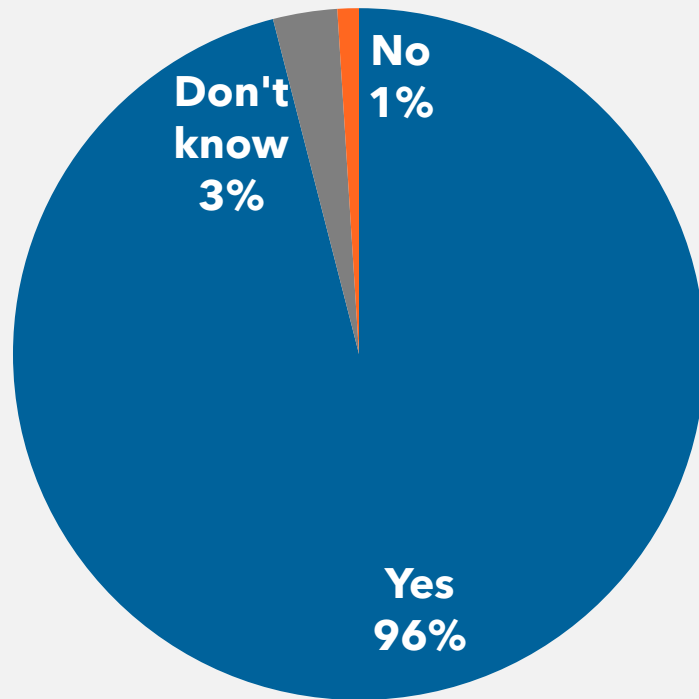
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Travel policy

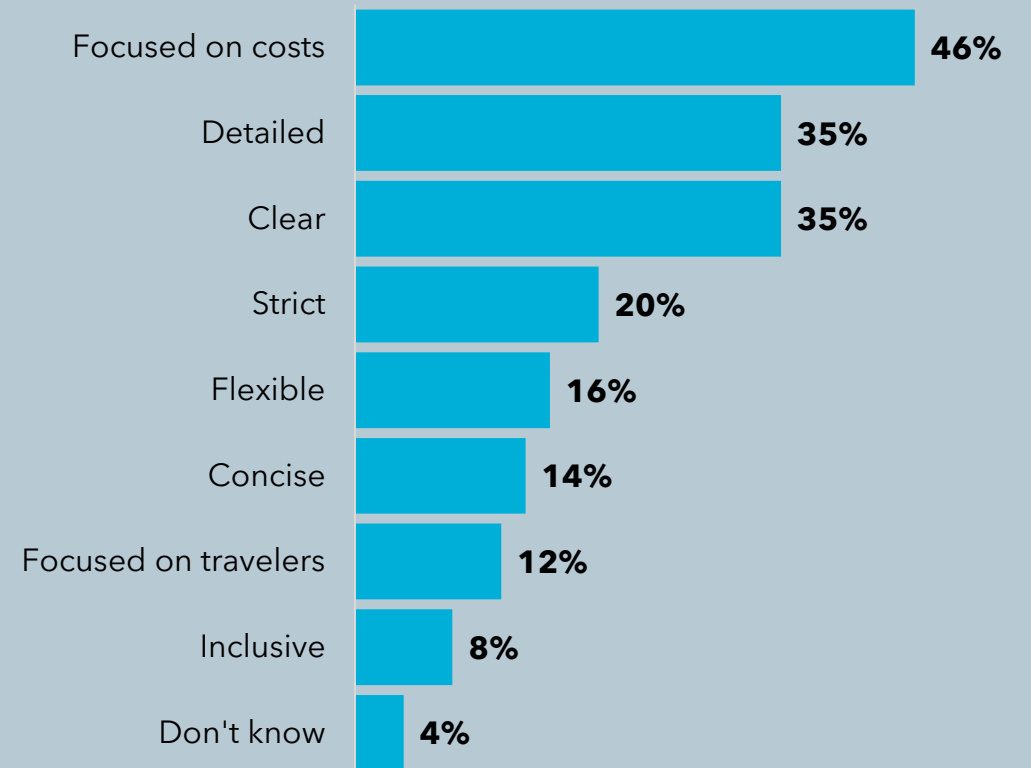
96% of travelers report having a published travel policy in their company. The policy is cost-focused, according to half of respondents.

Travel policy availability



Q: Does your company have a published travel policy?

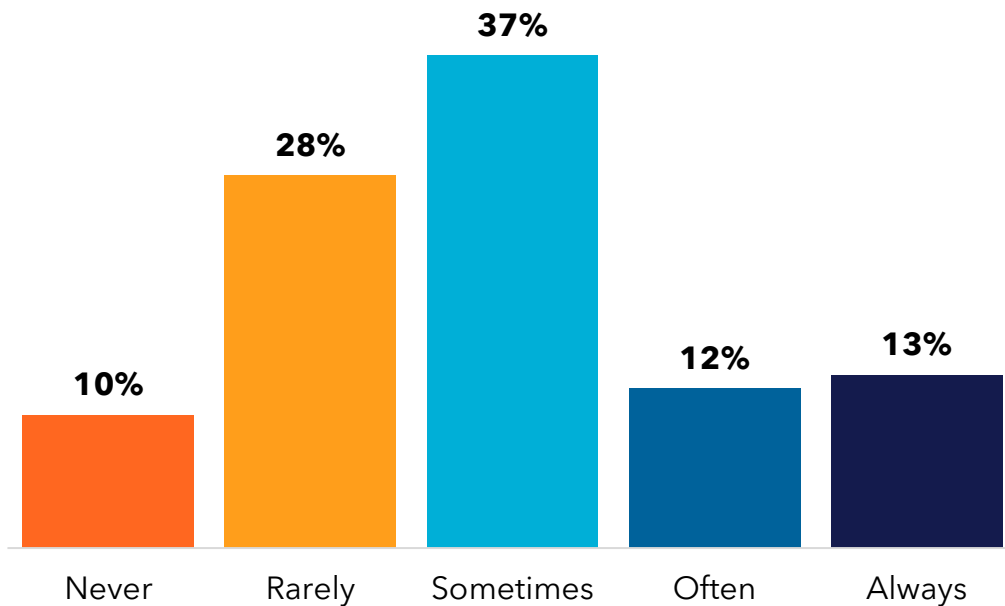
Travel policy overview



Q: How would you describe your travel policy? Select all that apply.

Using travel policy when planning a trip

When planning business travel, nine in 10 consult travel policy, a quarter doing so frequently.

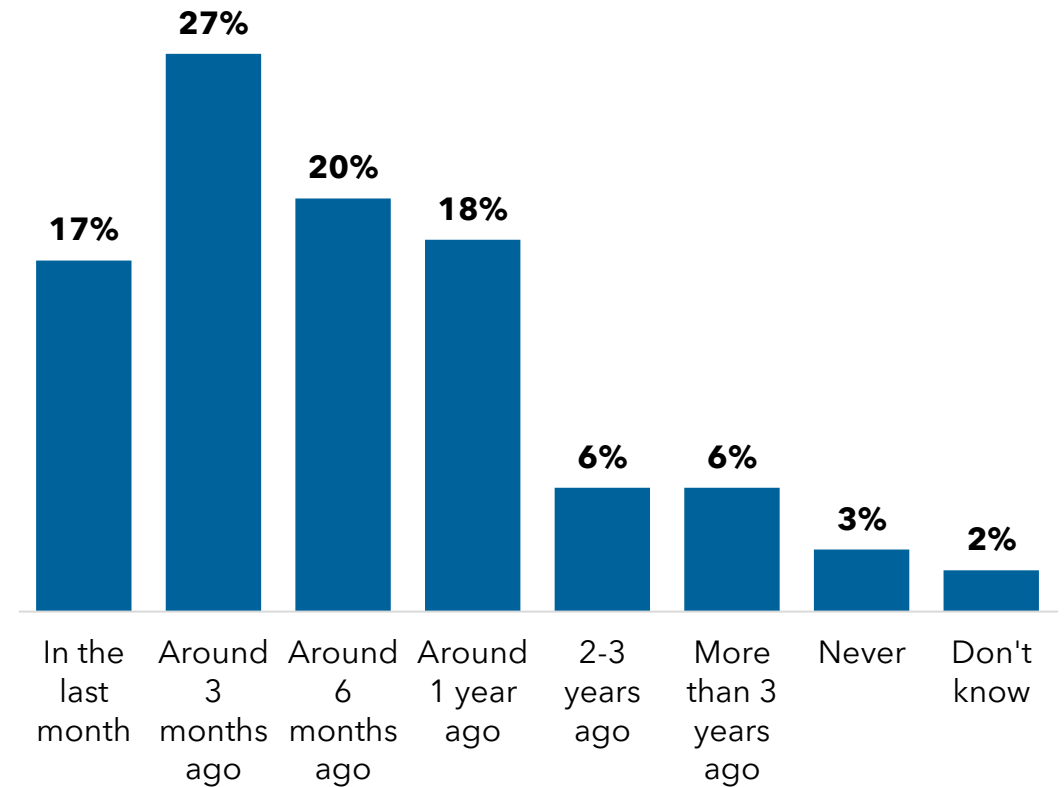


Q: How often do you refer to your travel policy when planning business trips?



Last policy check

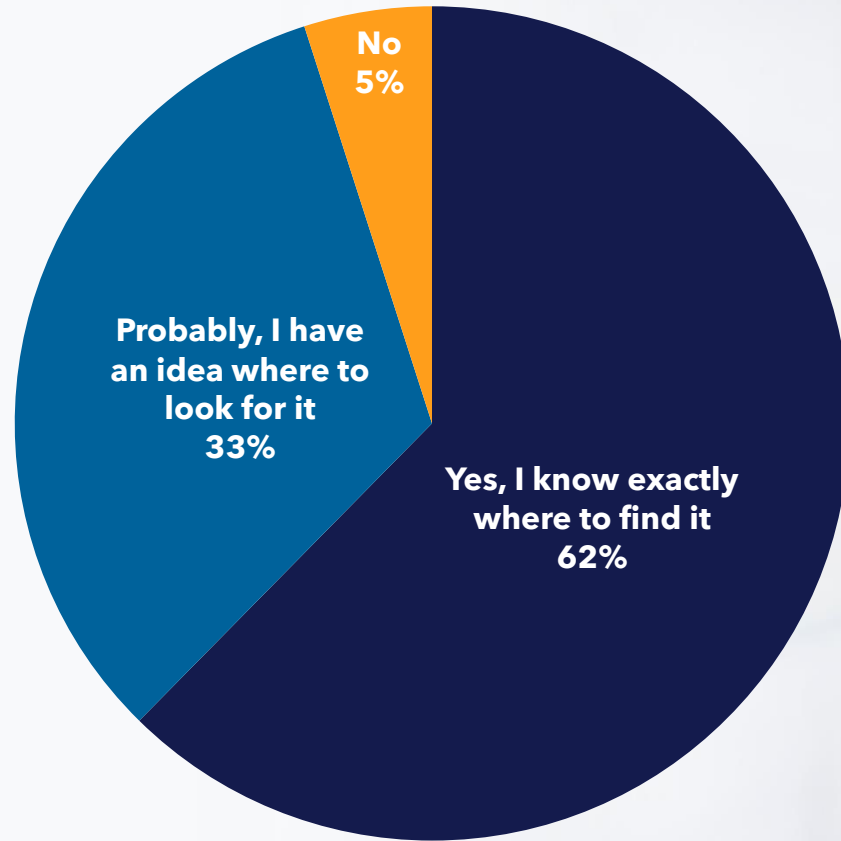
Eight in 10 consulted their company's travel policy in the past 12 months.



Q: When was the last time you read your company's travel policy?

Where to find the policy

95% of traveling employees know where to find the travel policy, when needed.

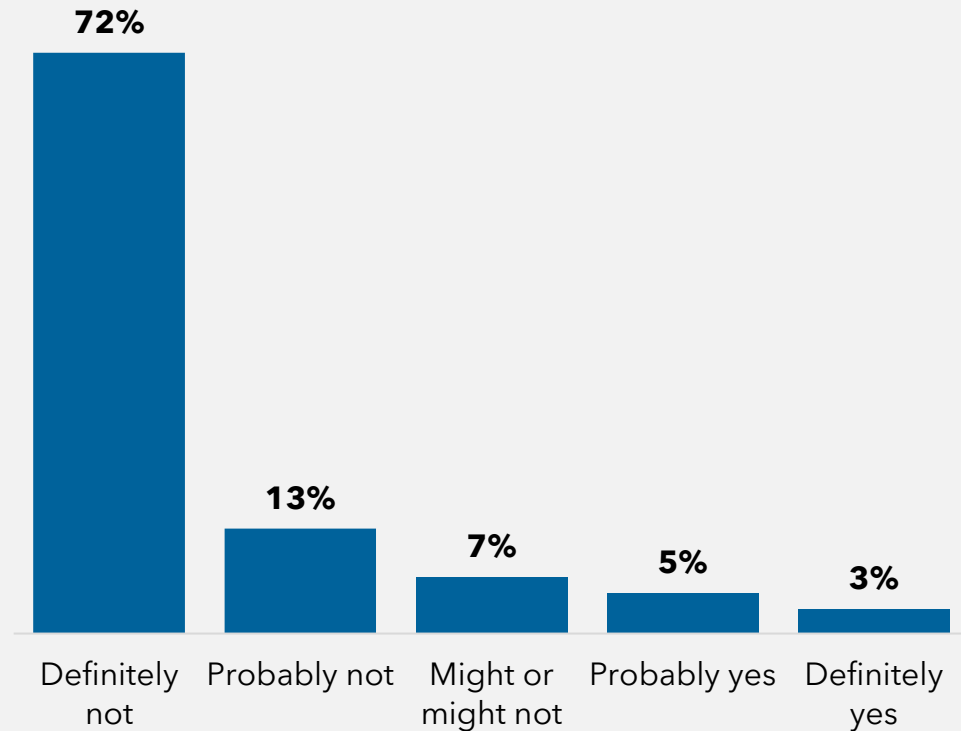


Q: Do you know where to find your travel policy?

Travel policy and employment

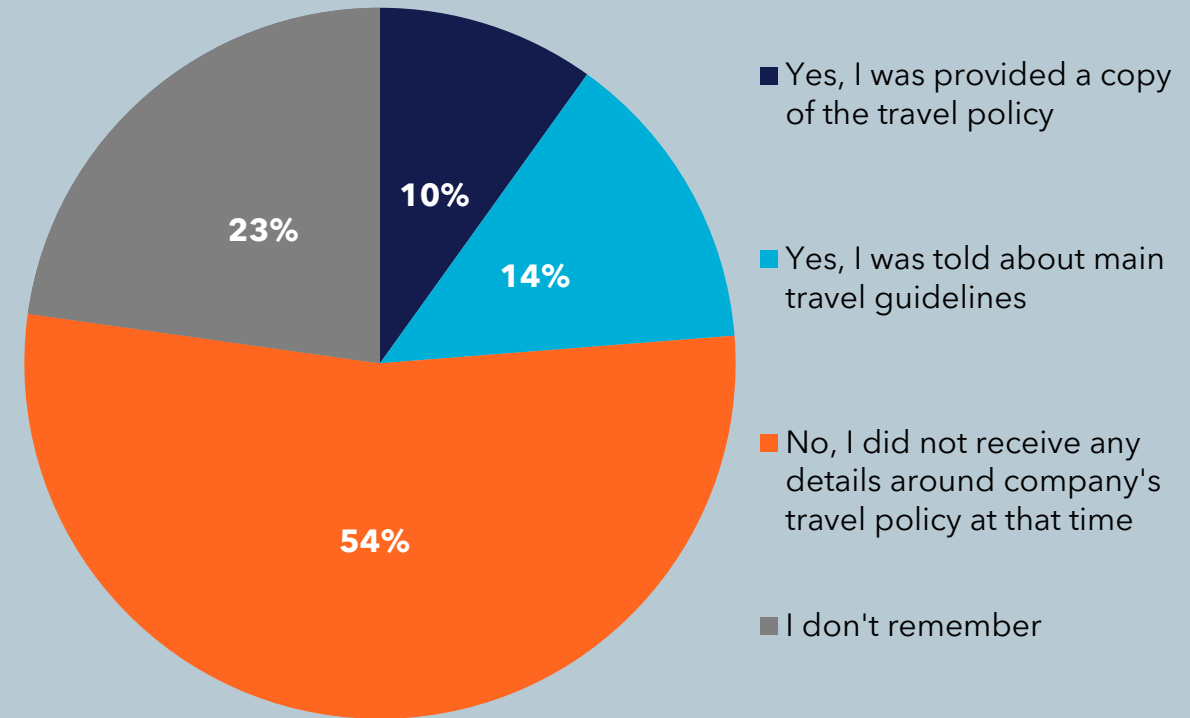
While 8% cite travel policy influencing their decision to join their company, for most this factor wasn't decisive.

Impact of travel policy on decision to join company



Q: Did the travel policy influence your decision to join the company?

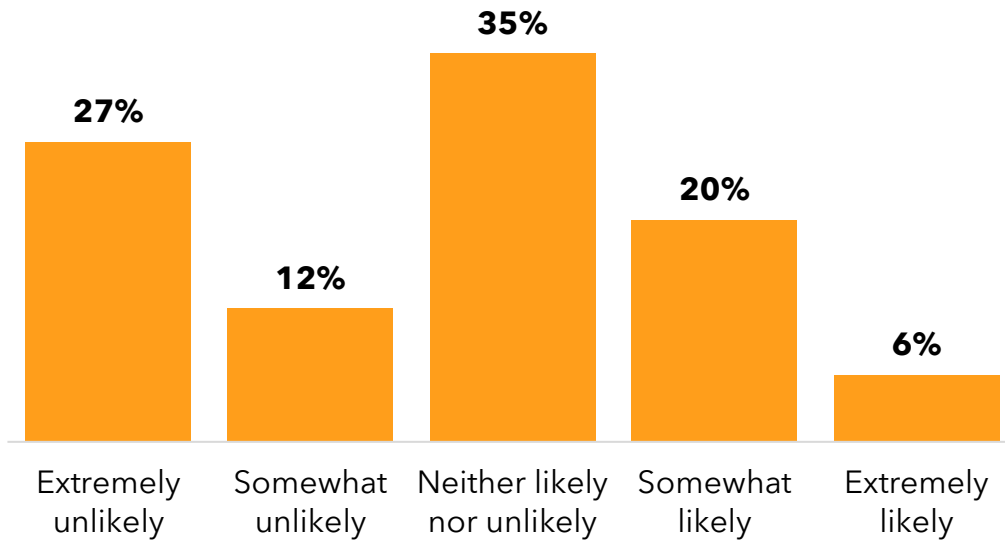
Travel policy provided when offered the job



Q: Was information about the company's travel policy provided to you when you were offered the job?

Impact of policy on willingness to stay with the company

A quarter acknowledge the influence of travel policy on their willingness to stay with the company.



Q: How likely will travel policy influence your willingness to stay with the company?



Enforcing travel policy and out-of-policy behavior

[Enforcing policy](#)

[Out-of-policy deviations](#)

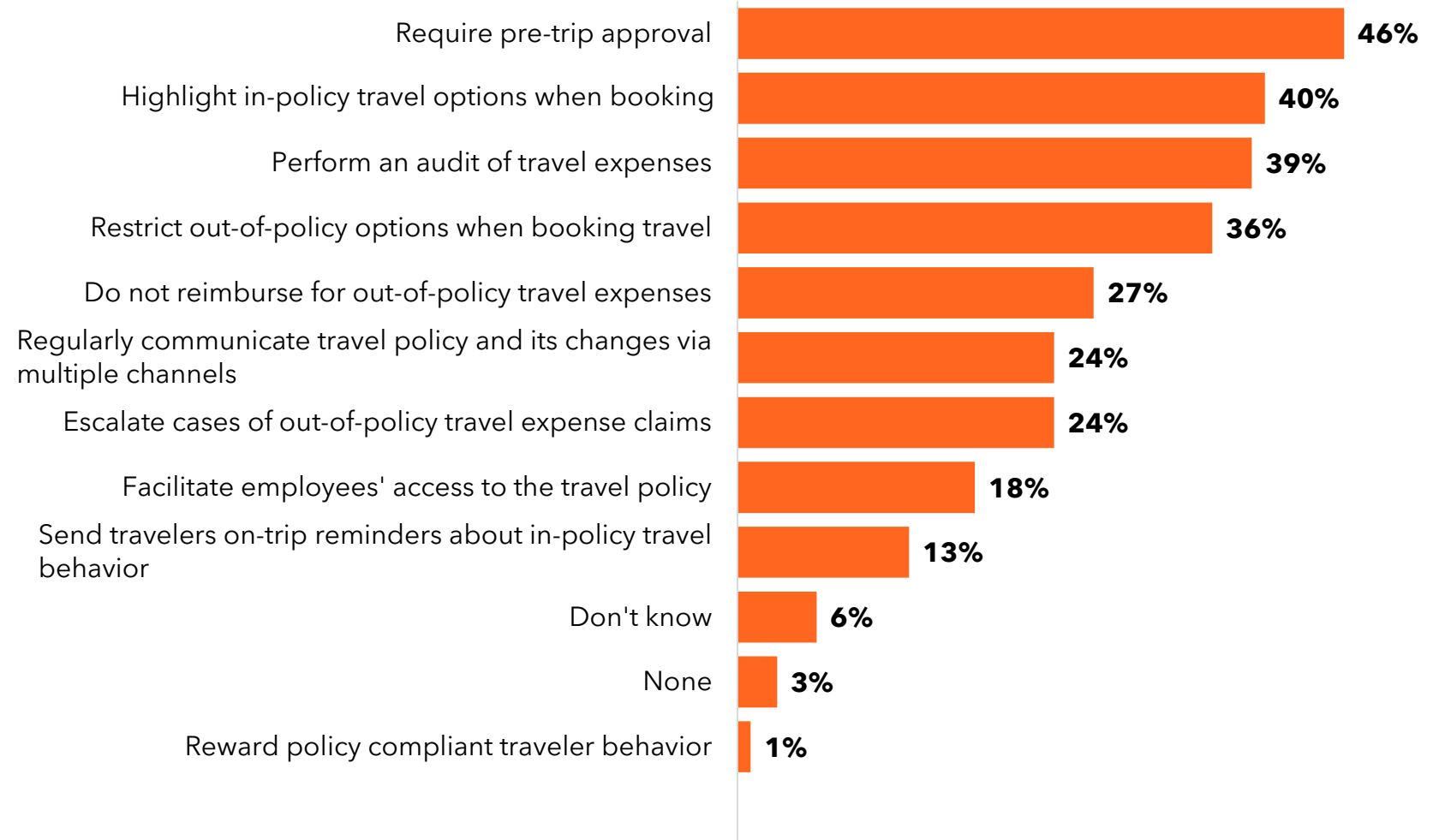
[Reasons for out-of-policy behavior](#)

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Enforcing policy

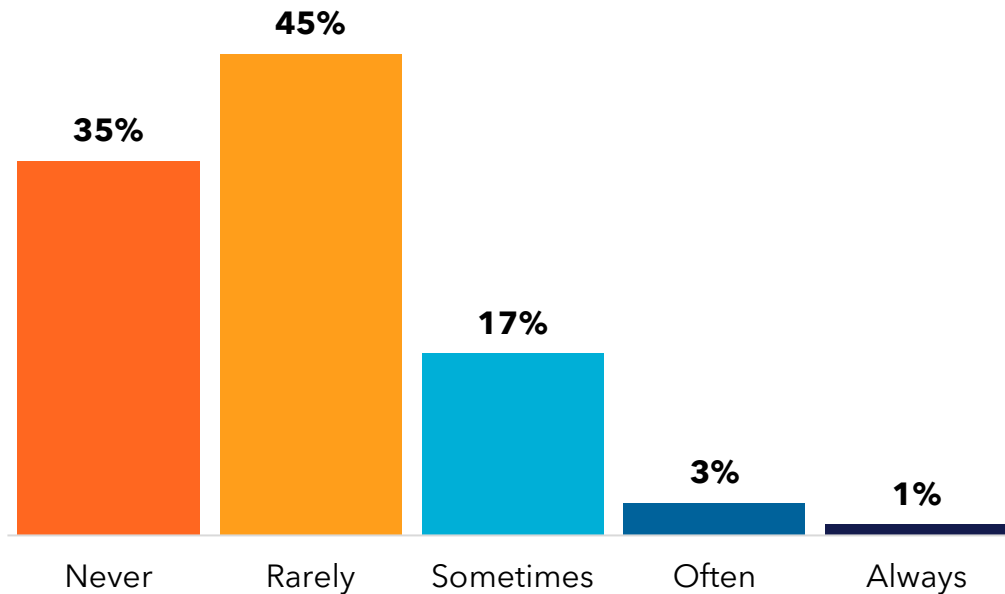
Pre-trip approvals, encouraging in-policy choices when booking and expense audits are among the top three ways to enforce travel policy.



Q: How does your company enforce its travel policy? Select all that apply.

Out-of-policy deviations

Two-thirds of business travelers do not comply with their travel policy from time to time.

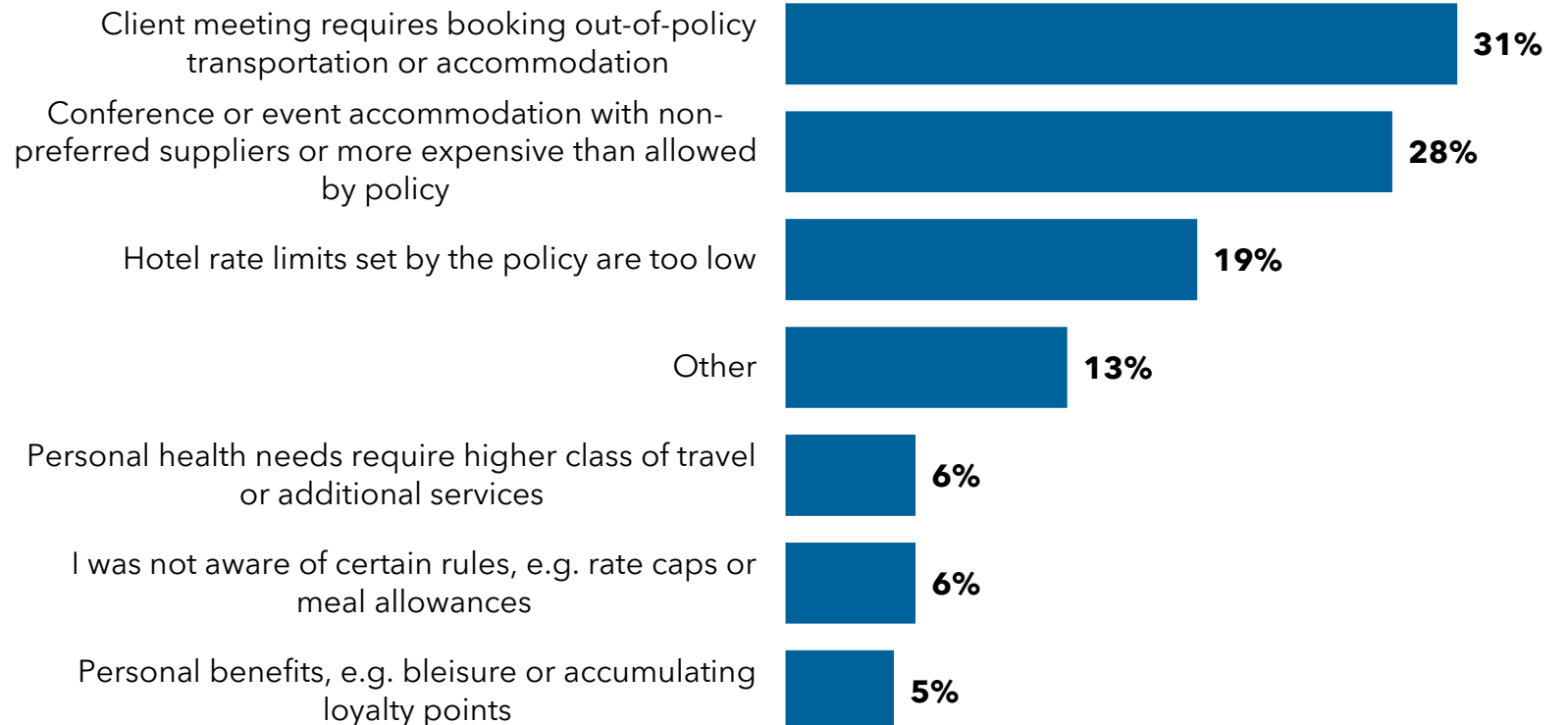


Q: How often do you deviate from your company's travel policy using out-of-policy travel options?



Reasons for out-of-policy behavior

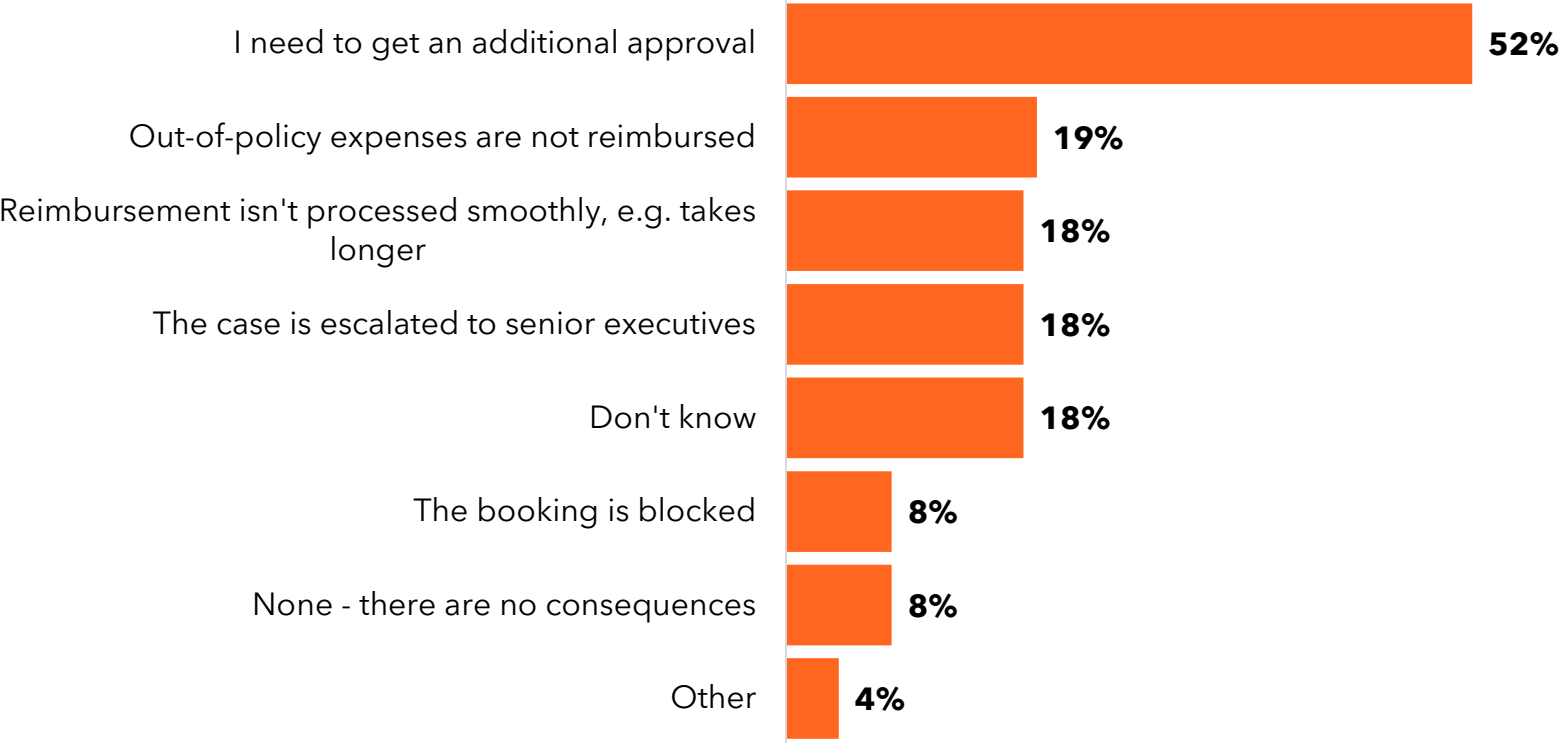
Travelers tend to deviate from the travel rules due to requirements of client meetings or conferences and events.



Q: What are your reasons for not following the travel policy rules? Select all that apply.

Consequences of out-of-policy behavior

Traveling employees may need additional approvals for non-compliant bookings. Also, reimbursement of out-of-policy expenses may be challenging.



Q: What are the consequences of making out-of-policy travel bookings? Select all that apply.



Satisfaction with travel policy

[Satisfaction with travel policy](#)

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[Cost-control measures](#)

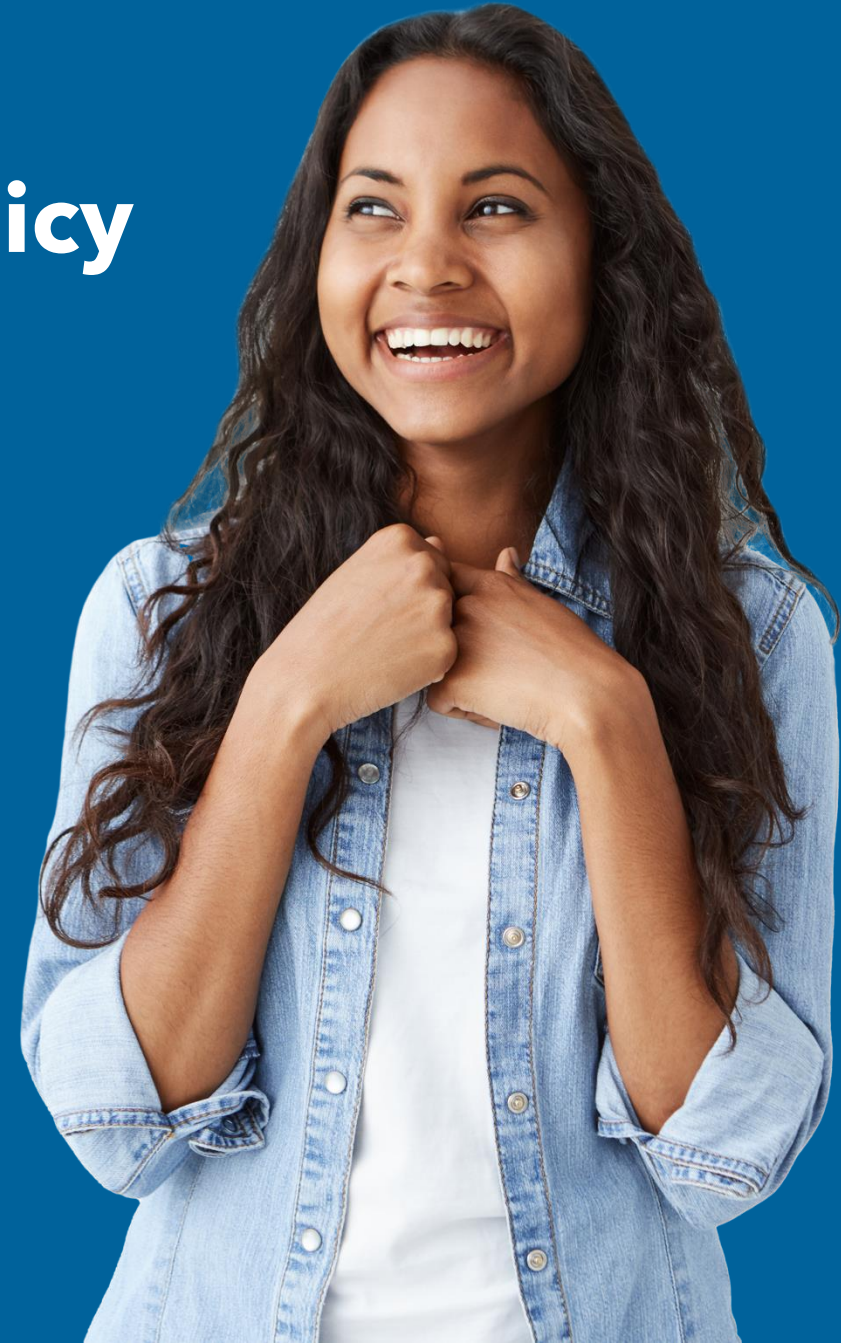
[Airline ancillaries](#)

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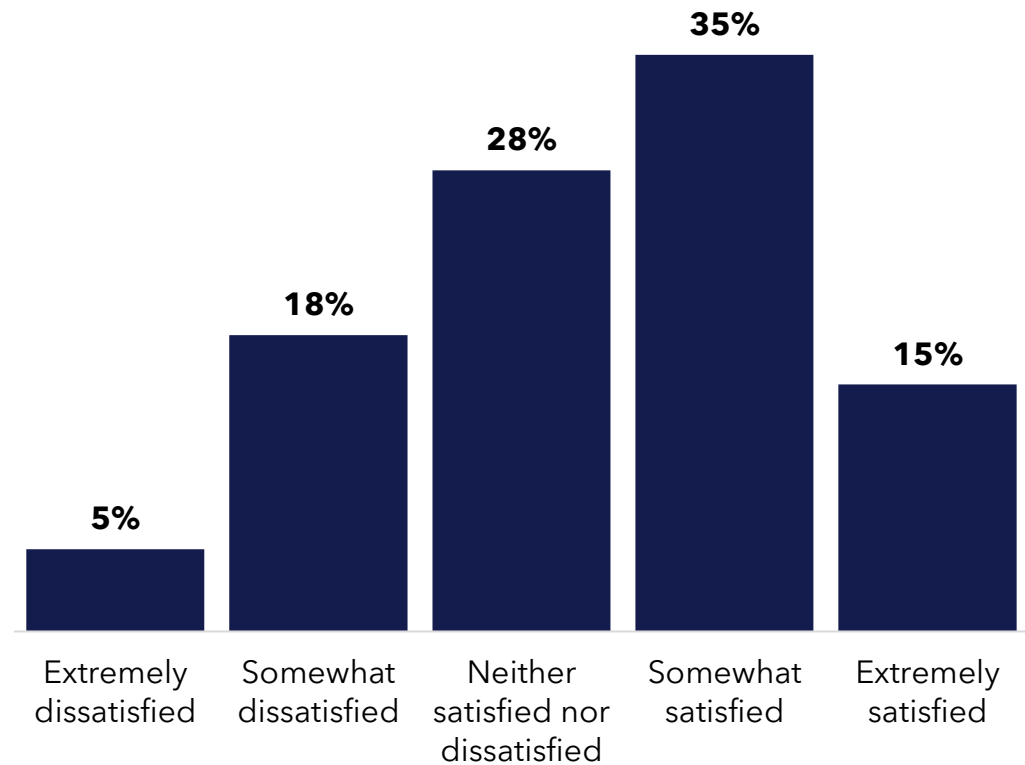
[Traveler profiles to be addressed](#)





Satisfaction with policy

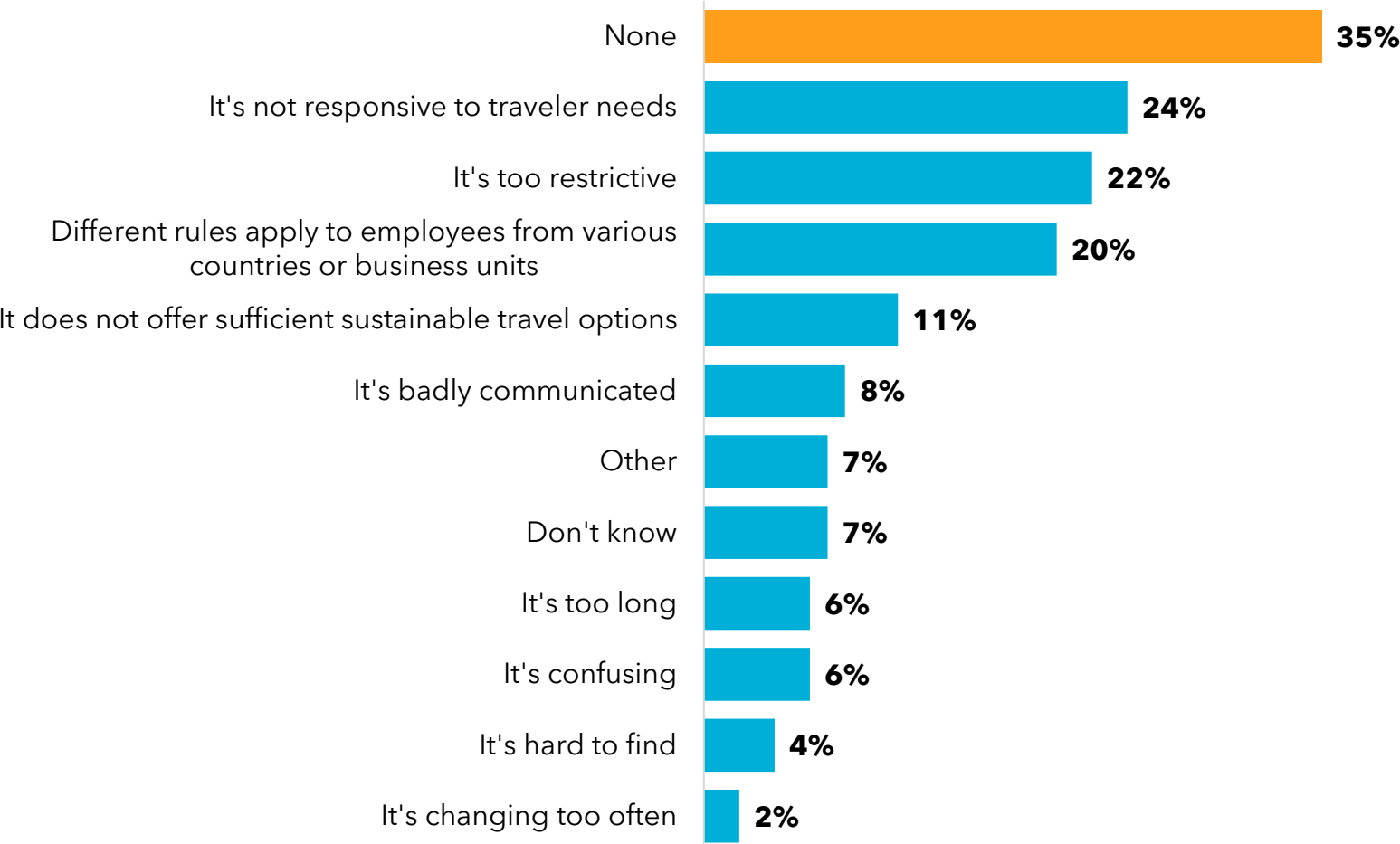
Half of travelers are satisfied with their travel policy.



Q: How satisfied are you with your company's travel policy?

Issues with travel policy

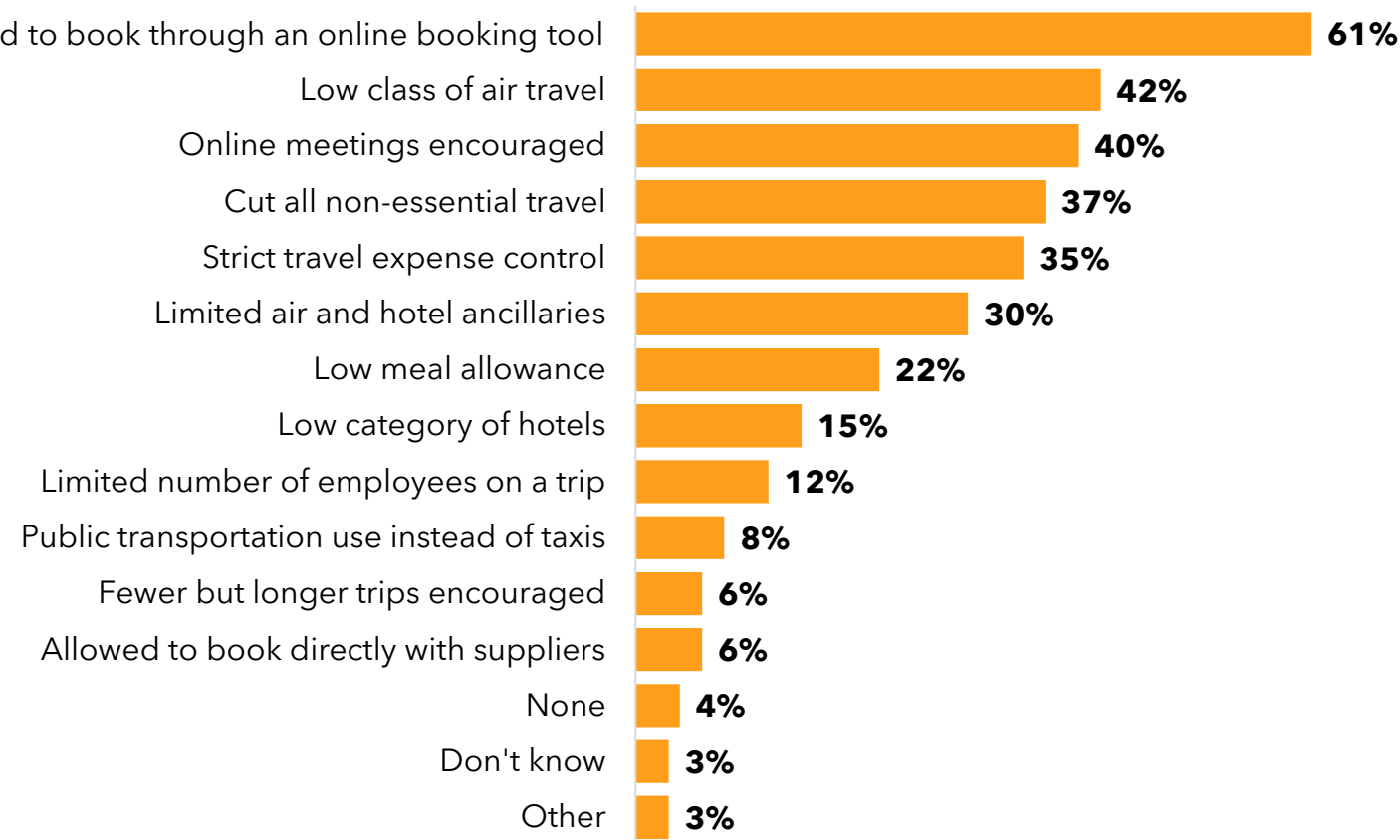
Over one in five say their policy isn't responsive to traveler needs or is too restrictive. A third don't have issues with their company's travel policy.



Q: What are your main issues with your company's travel policy? Select all that apply.

Cost-control measures

Three in five are encouraged to book through an online booking tool, which helps control travel costs.

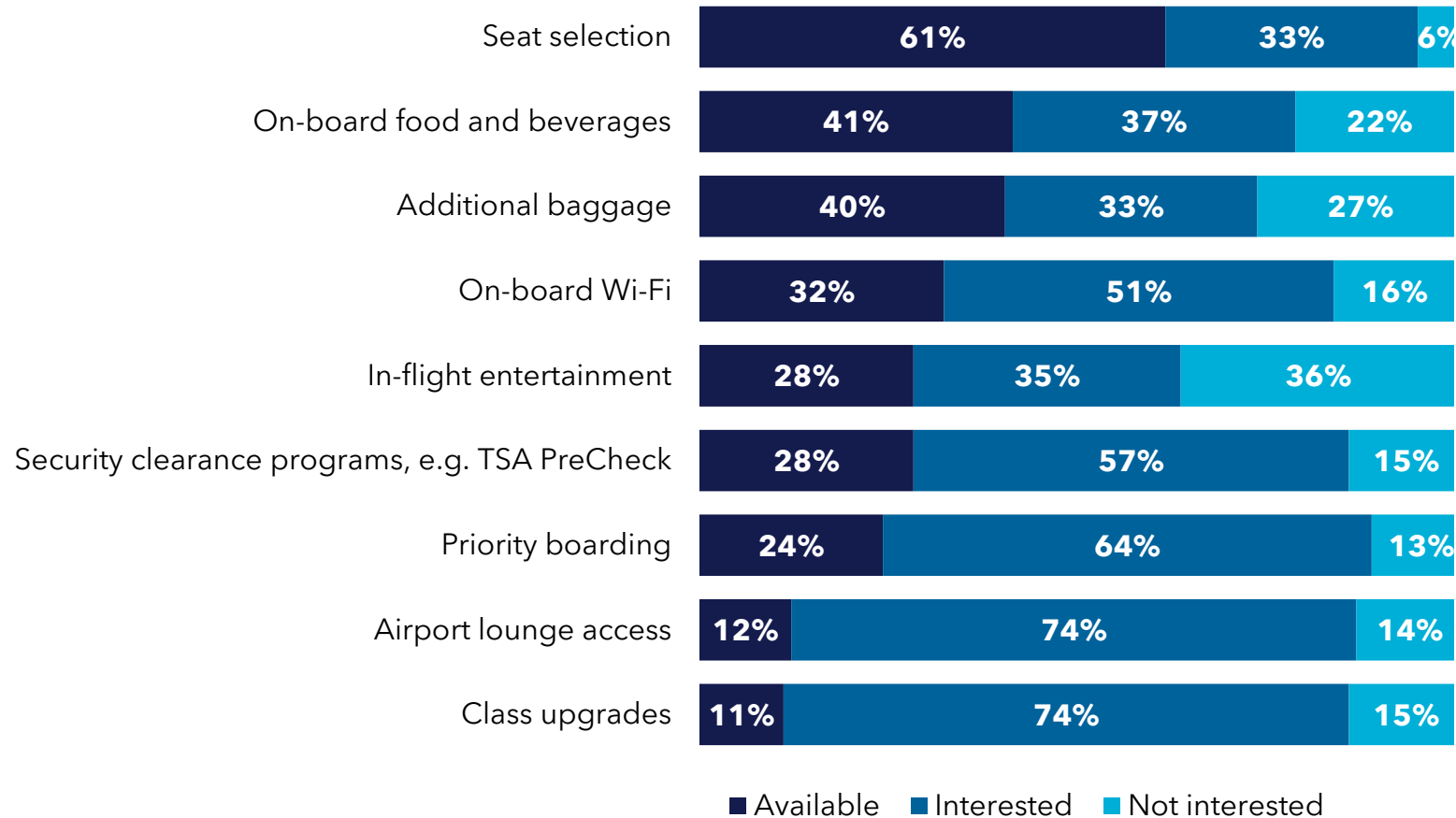


Q: What cost-control measures does your travel policy support? Select all that apply.



Airline ancillaries

Class upgrades and lounge access are rarely allowed by travel policies, yet most sought after by travelers.

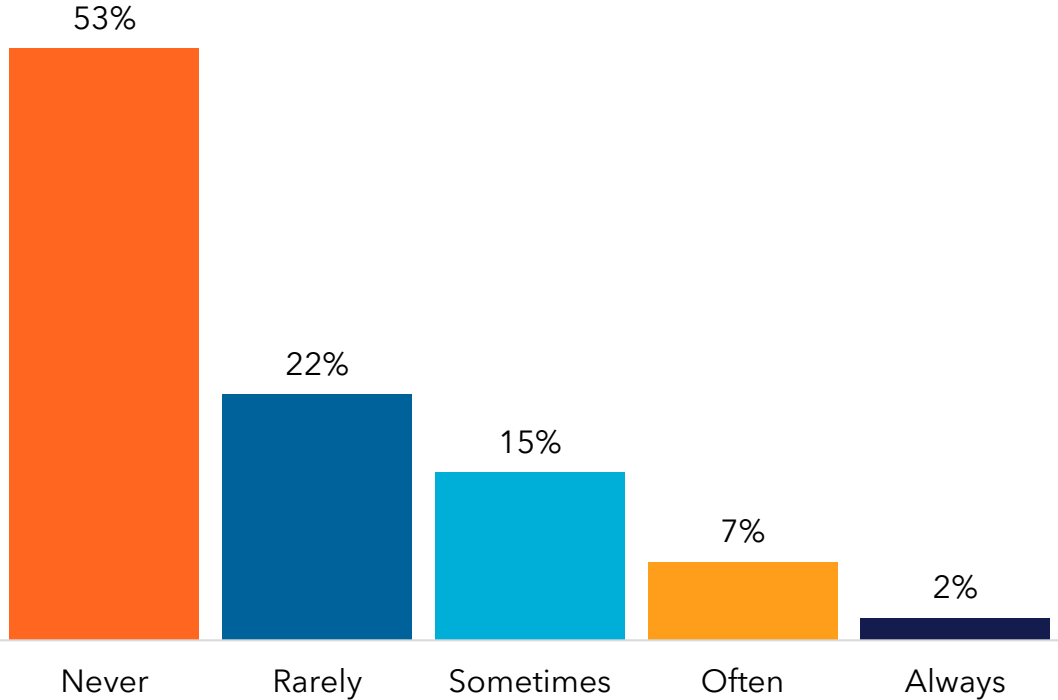


Q: What airline services paid by your employer are currently available to you and which ones would you like to have access to? Select what applies.



Frequency of traveling business class

Less than half travel business class, and 9% do so often.

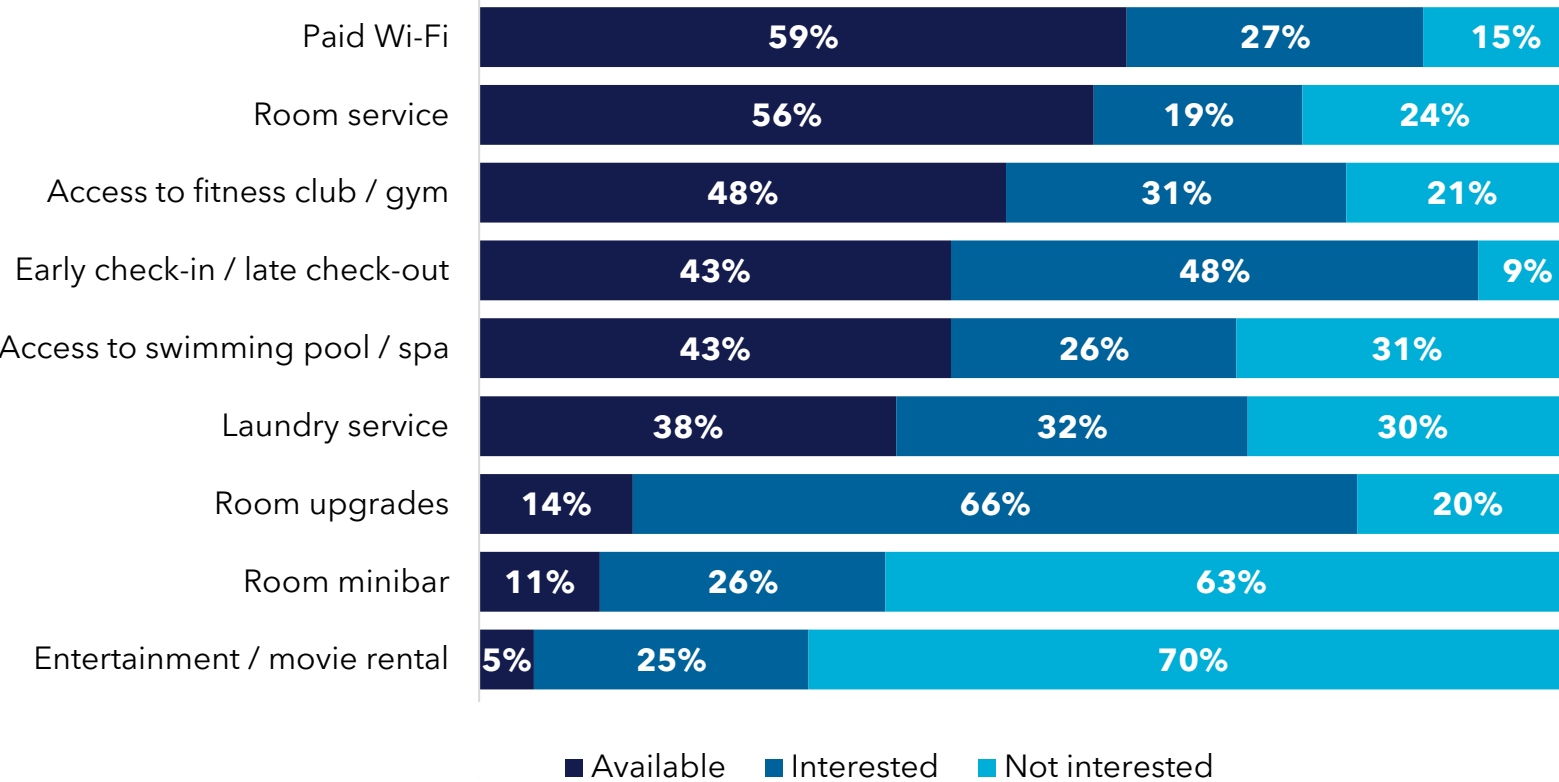


Q: How often do you travel business class for work?



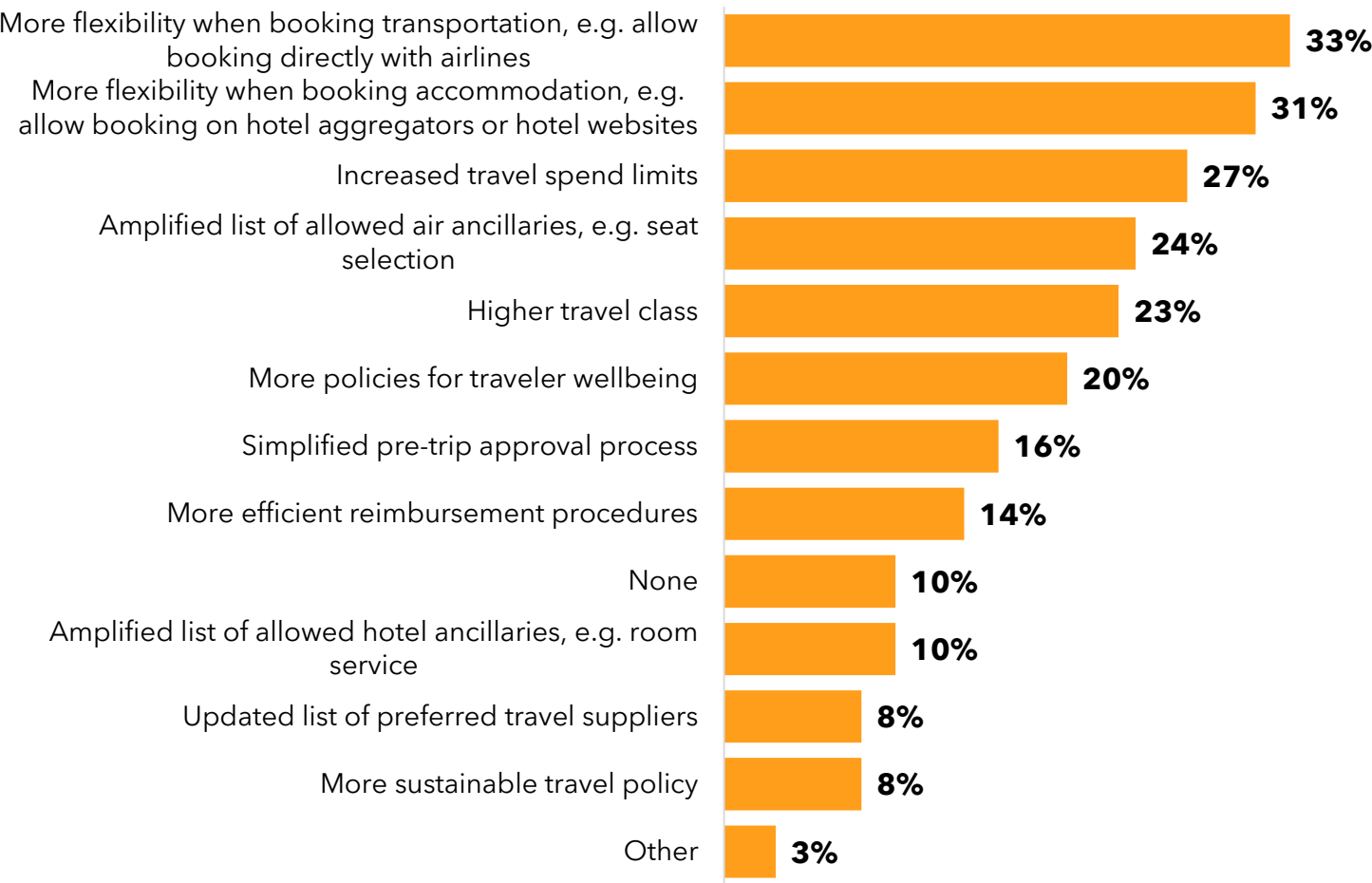
Hotel ancillaries

Two-thirds would like their policy to allow hotel room upgrades. Almost half are interested in early check-in and late check-outs.



Policy changes wanted by travelers

Over three in 10 look for more flexibility when booking transportation and accommodation.

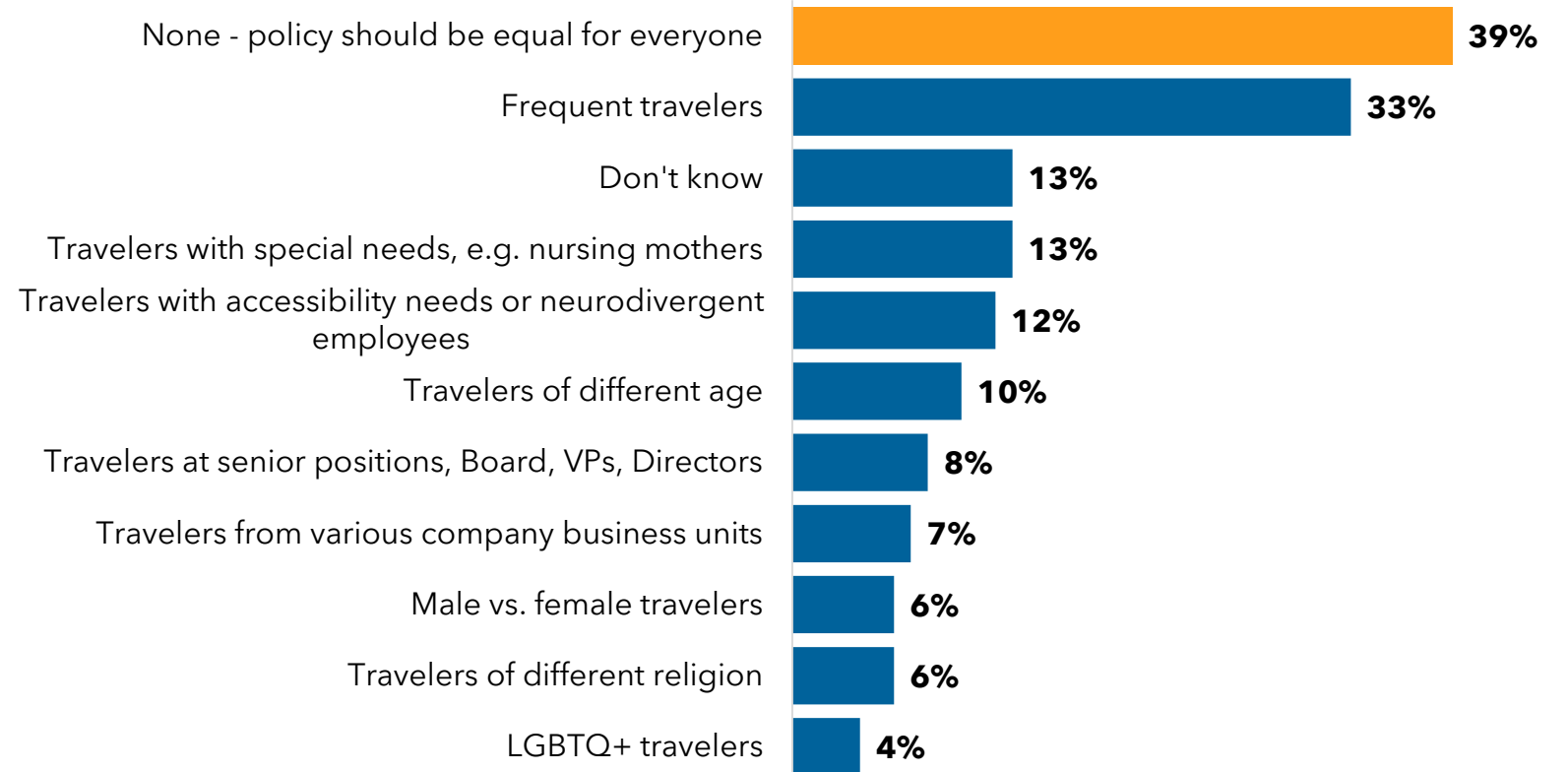


Q: What travel policy changes would you benefit from? Select the top three.



Traveler profiles to be addressed

Two in five prefer an equal travel policy for all travelers, while a third are interested in special rules for road warriors.



Q: What traveler profiles should be addressed in your company's travel policy? Select all that apply.

Travel policy communication

Frequency of policy communication

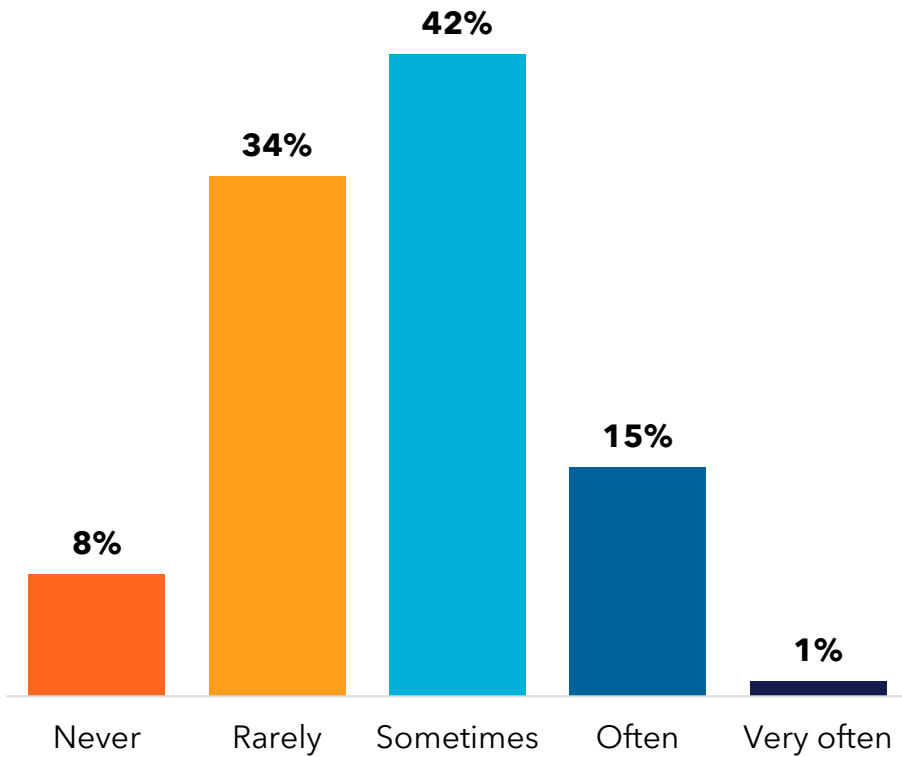
Communication channels

Satisfaction with support



Frequency of policy communication

Over nine in 10 receive communication around travel policy, but with varying frequency.

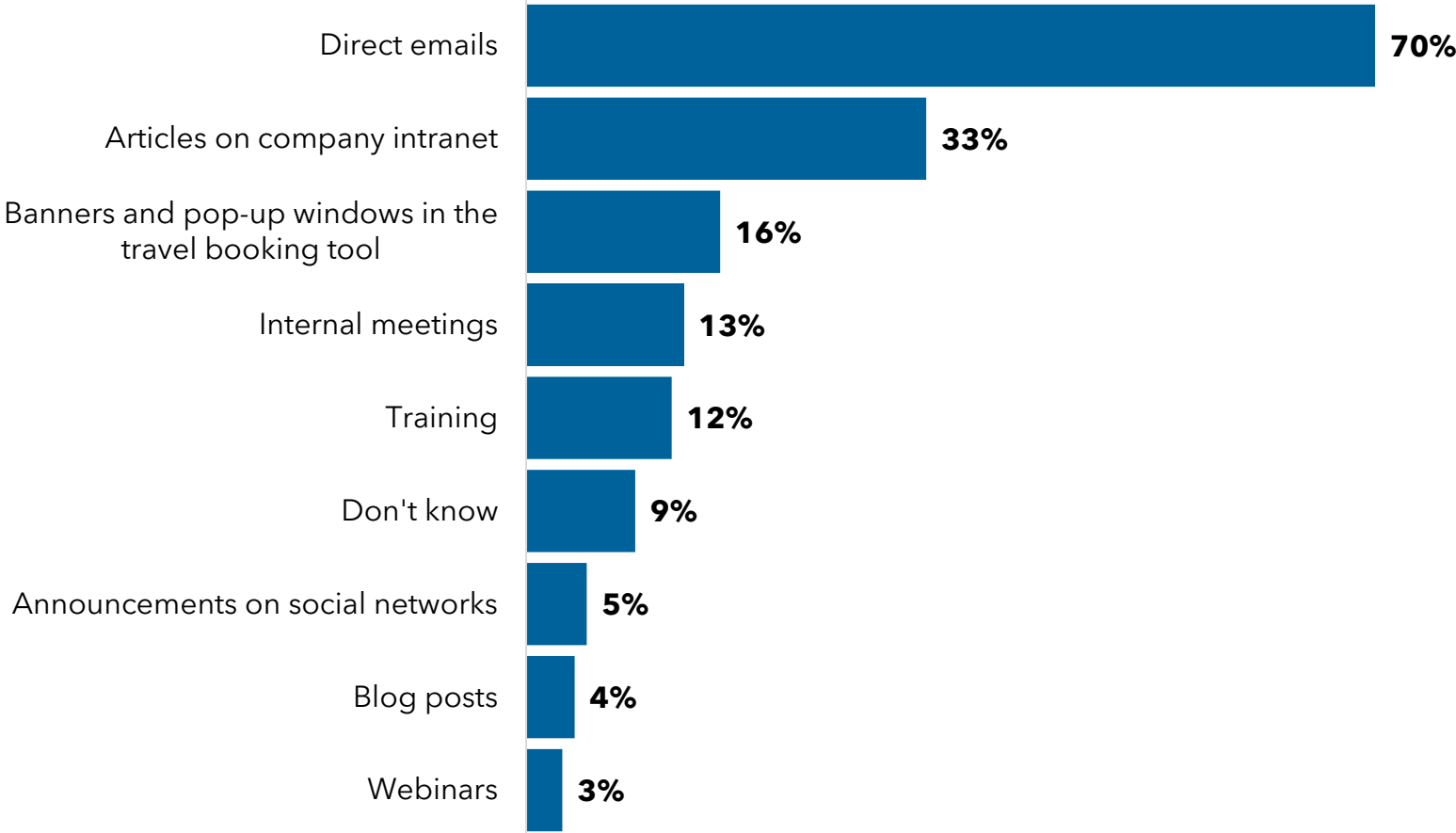


Q: How often do you receive communication around travel policy updates?



Communication channels

Most communication is received through emails and the company's intranet.

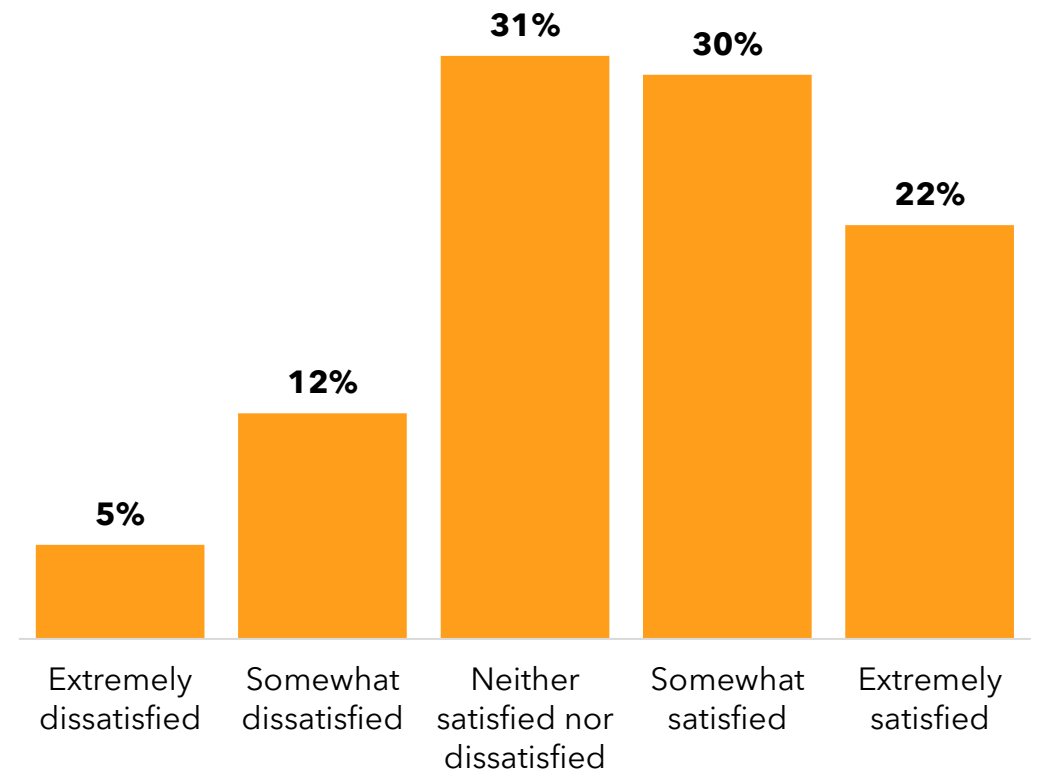


Q: How do you receive the travel policy updates? Select all that apply.



Satisfaction with support around policy

Over half are satisfied with the policy-related support provided by their travel team.



Q: How satisfied are you with the support provided by your company's travel department when dealing with issues related to the travel policy?



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