

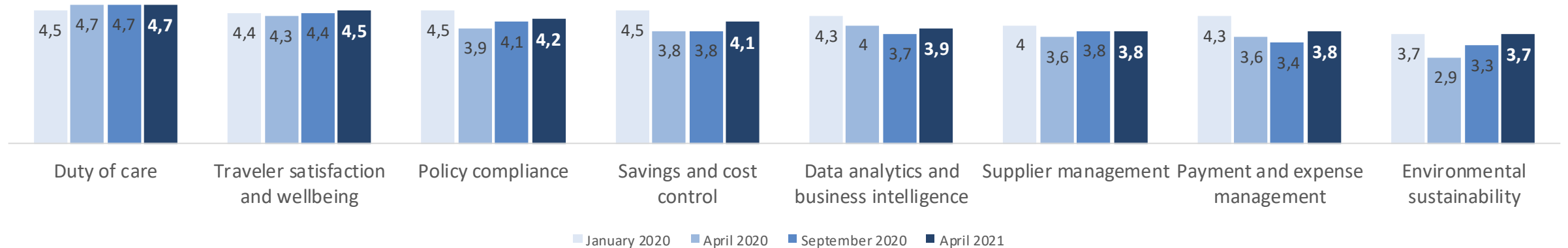
Travel program priorities, April 2021



Duty of care is the top travel program priority steadily leading the travel managers' ratings in 2020-2021. A similar picture emerges for **traveler satisfaction and wellbeing** – its importance has stayed high throughout.

Most other priorities experienced dips and start gradually recovering. Only **sustainability** has returned to pre-pandemic levels.

Travel program priorities benchmark, 2020-2021



Produced by BCD Travel Research & Innovation, April 2021

Source: BCD Travel buyer surveys conducted in January 2020 (79 responses), April 2020 (125 responses), September 2020 (88 responses) and April 2021 (101 responses). Priorities are rated on a 1-5 scale from “not important at all” to “extremely important”; data comparison is based on mean scores.