

6 ways to make business travel more inclusive

Making business travel enjoyable for people of diverse backgrounds and abilities takes deliberate planning and cross-team collaboration.

Not sure where to start? With this best-practice guide.

Learn how to level the playing field and create an equitable experience that meets a range of requirements.

1. Identify travel blockers

Find out whether travelers face any obstacles when booking or traveling for work. If your company has employee resource groups, consider joining a session. It's a good way to identify challenges and close gaps in your travel program or policy.

2. Do your research and share findings

Stay on top of religious and school holidays as well as cultural celebrations. Also research destinations with non-inclusive cultural norms or laws. Post destination information on the company intranet, travel portal, or any other shared site that can be easily accessed and updated.

3. Be selective with suppliers

Your travel policy is only as inclusive as the suppliers behind it. Look for travel suppliers that publish accessibility standards to support travelers' requirements – whether that means step-free rooms, dietary and religious accommodations or discreet room assignment for travelers who feel unsafe.

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4. Be a connector

Work with HR, procurement, legal and the DE&I leader (if you have one) on a travel policy that reflects the voice of all travelers. Write the policy in a way that's free from unconscious bias. For example: defaulting to "he" and "she" assumes gender is binary. And undefined terms like professional attire can conflict with religious dress requirements.

5. Create clear guidelines

Set expectations around everything from booking and expenses to transportation and accommodations in your travel policy. Consider travelers' varying requirements and build in enough flexibility and choice to suit them. Also include guidance for accessing emergency support while traveling.

6. Invite trip feedback

After a trip, send out a feedback survey to learn about the traveler's experience. Did the hotel meet their requirements? Find out and follow up with travel providers if it didn't.



Count on us to support you

Business travel is a personal experience and only you can decide what's best for your travelers. Use the steps above as your guide and reach out to your account manager if you need more support.

American Express Global Business Travel is your one-stop source for::

- Transportation and hotel options for different types of trips and travelers.
- Travel counselors trained to support travelers with specialized requirements.
- Insights on sourcing strategies from well-informed consultants.
- Tips on creating an inclusive travel policy.

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