



January 2022 General Meeting



January 19, 2022
11:00 AM PST - 1:00 PM PST

WELCOME & INTRODUCTION



Michael Forrester

Vice President of Business Development
ADTRAV

As ADTRAV's Vice President of Business Development, Michael and his team focus on helping clients achieve their strategic goals through ADTRAV's technology and services. Michael resides in Birmingham, Alabama, with his family and is actively involved in various business travel and procurement associations



ADTRAV combines cutting-edge technology with high-touch services to help companies travel more easily and efficiently than ever before. For more than 40 years, we have set the standard in business travel management for corporations, government agencies, and non-profit organizations.

DISCUSSION TOPICS

Current trends and the industry landscape

Evolving travel metrics and policies

Q&A

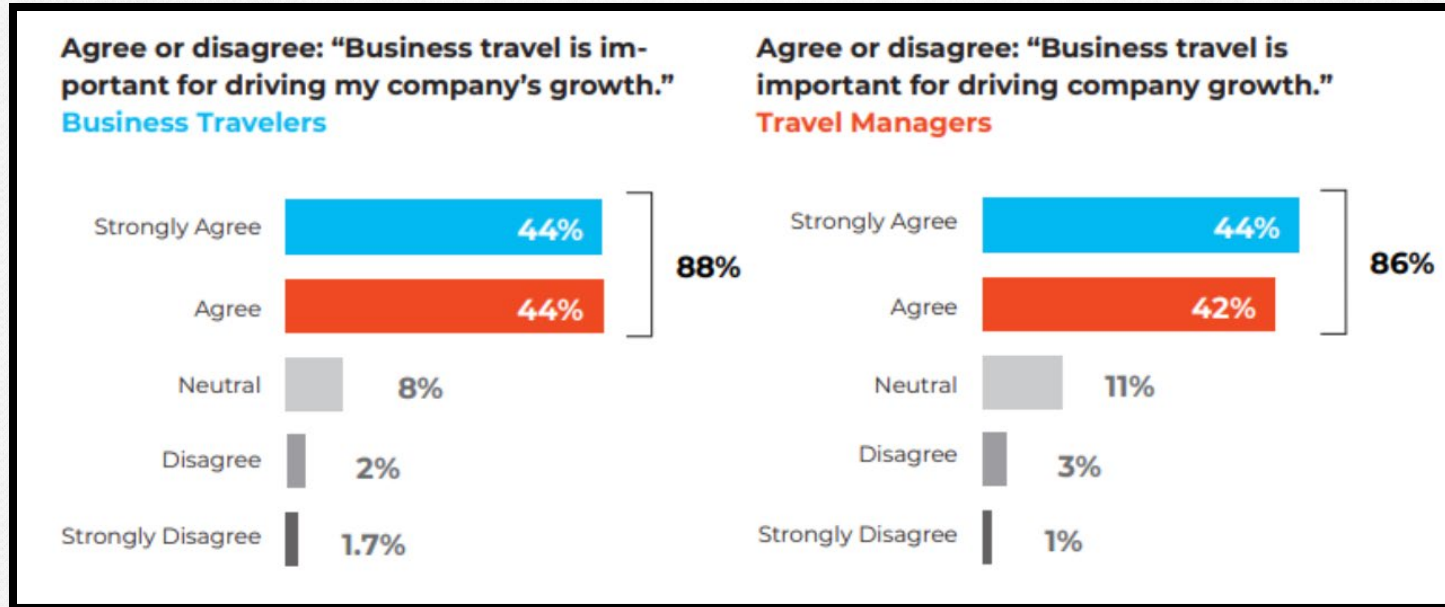
TRENDS & INDUSTRY LANDSCAPE





According to the [2021 State of Corporate Travel & Expense report by Skift](#), 88% of surveyed business travelers agreed or strongly agreed that “Business travel is important for driving my company’s growth.”

86% of surveyed travel managers agreed or strongly agreed that “Business travel is important for driving company growth.”



Sources: Skift, Chromeriver.com

2022- Return to “Normal”

“We’re even more confident in the (path to normalization) when we think about our ’22 numbers and travel patterns. This is going to be a strong spring and summer. Corporate clients are just waiting for the all-clear sign that you don’t have to worry about a variant as you’re traveling.”

– Ed Bastian, CEO, Delta Air Lines



“The Great Resignation”

- 3.9 million workers quit every month in 2021.
- 4.4% of all positions in education are open, over 6% in retail, and more than 8% in health care.
- Open jobs in hotels and restaurants are nearly 9%.
- There is one person hired every 15 seconds right now on LinkedIn.





Consolidation of the Travel Industry

- TMCs ([13 Acquisitions in 2021](#))
- Technology/Tech Companies
- Aviation, Ground Transportation
- Payment & Expense
- Meetings



EVOLVING TRAVEL METRICS & POLICIES





The Evolving Role of the TMC

- Defining the Value of the Business Trip
- Navigating the New Normal
- End-to-End Travel & Expense
- Data Consolidation from any source
- Some role in all employees



Duty of Care- Focus on All Employees



Dynamic, Personalized Risk Assessments



Pre-Travel Support & Safety Training (Including Medical and Personal Safety)



Aligning with Travel Management Company's (TMCs) regarding **emergency programs and alerts** as the first line of communication



Establishing **a clear policy that provides guidance** for ALL employees around safety and security



Implementing a **traveler/employee tracking system** with a TMC and or a third party duty of care service provider for ALL employees





ACCEPT



REJECT

PRE-TRIP APPROVAL PROCESSES



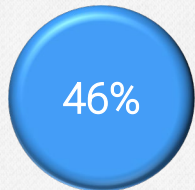
- Growing Crucial Component for Assessing Risk / Justifiable Travel
- COVID-19 Specific Policy Parameters In Approval Workflows
- More Pre-Trip Safety Information
- Involvement from Security, Risk, HR, and Senior Levels
- TMCs and Tech Providers Enhancing Pre-trip Products



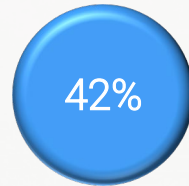
Travel Program Communication During COVID-19 and Beyond:

January 12, 2022 -- New survey *"No Reservations: Travel Program Communications from the U.S. Business Traveler's Perspective"* conducted by GBTA reveals employee traveler communication preferences in a fast-changing world.

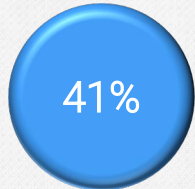
If travelers were to take a work trip in the next six months:



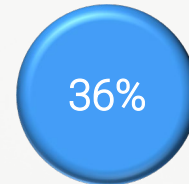
46% said they would need at least some additional information about **country-specific entry/quarantine requirements**



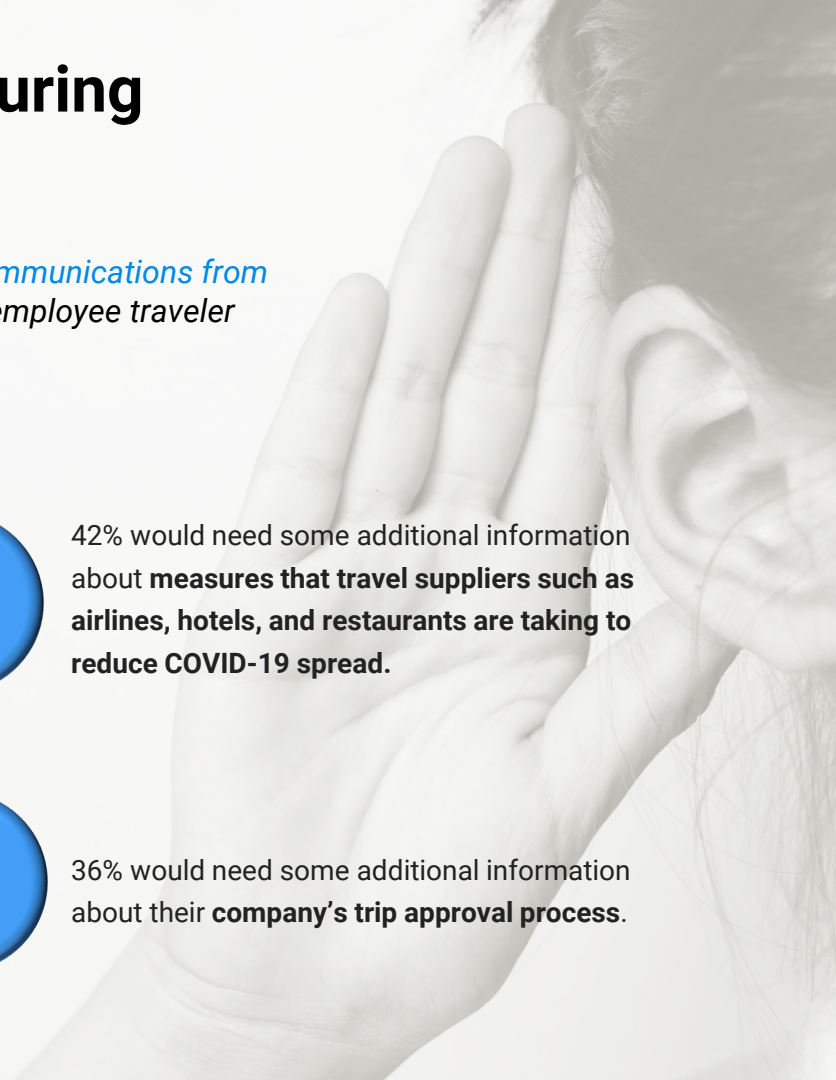
42% would need some additional information about **measures that travel suppliers such as airlines, hotels, and restaurants are taking to reduce COVID-19 spread.**



41% would need some additional information about **emergency resources.**



36% would need some additional information about their **company's trip approval process.**





SUSTAINABILITY AT THE FOREFRONT

- **Sustainability Initiatives** are underway with many global travel suppliers (increased transparency)
- **RFP tools** are incorporating new and expanding upon questions surrounding sustainability
- Growing importance for **tracking emissions and providing carbon offset programs** (New tools emerging in the marketplace)
- Key area of importance – **providing guidance for companies and Individual travelers**



DATA & REPORTING

Travel Budgeting has Changed:

- Is the Trip Necessary?
- What Duty of Care Elements are in Place?
- What is the Carbon Impact?
- Do the Meetings/Event Require Proof of Vaccine?

Data that Tells a Story:

- Actionable Data accessible companywide
- Individual program managers/department heads reviewing trips, policy, budgets in real-time
- Using predictive analytics

Q&A

THANK YOU!



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