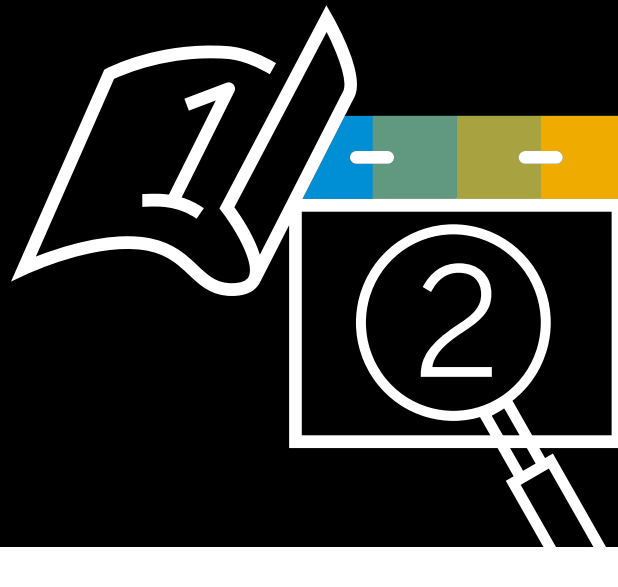


# Business Travel: A Closer Look Over the Next 12 Months

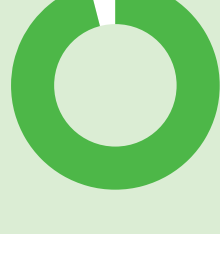


Employees are eager to travel. Do businesses and travel managers have what they need to support them?

SAP Concur® recently surveyed business travelers and travel managers to learn how they see travel evolving over the next 12 months. Here are some key takeaways.

## Current Sentiment on Business Travel

### Business travelers are ready to travel.



**96%** are willing to travel in the next 12 months

### If travel doesn't resume, they're concerned about the effects.



**38%** are concerned they'll have difficulties building new relationships

**37%** worry they'll sign fewer deals

**34%** fear there will be fewer contract renewals

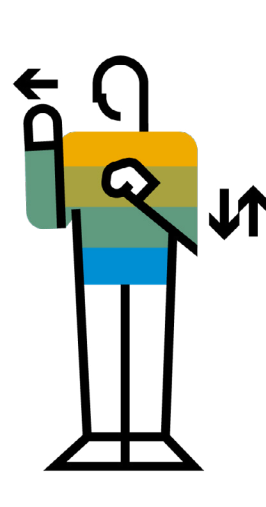
### But travel managers face new challenges making that happen.

**99%** say their job will be more difficult in the next 12 months due to:

Communicating and ensuring compliance with new or revised company travel policies (**60%**)

Last-minute changes or cancellations to bookings (**53%**)

Government regulation changes (**51%**)



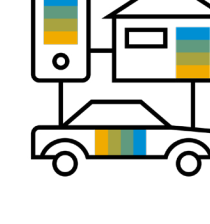
## 3 Anticipated Trends as Business Travel Resumes

### 01

#### Health and Safety



**89%** of business travelers want changes to their company's travel policies to prioritize health and safety



**52%** would like to choose transportation or lodging providers with better health and safety protocols

How travel managers can help:

**54%** are providing near-real-time alerts and updates about risks

**47%** of travel managers say their company is enriching duty-of-care policies

**46%** are allowing booking at supplier websites, where travelers can research protocols

### 02

#### Flexibility and Compliance



**92%** of travelers expect changes to their travel routine, such as:

Staying in larger hotels (**36%**)

Using their personal car more often (**35%**)

Prioritizing domestic trips (**33%**)



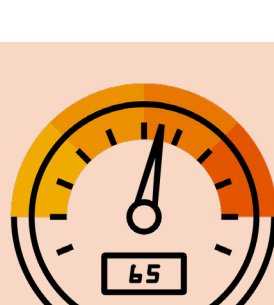
How to provide flexibility, while increasing visibility and compliance:



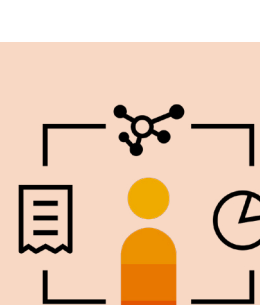
**72%** want more flexibility in how they travel



Stay one step ahead of regulatory requirements



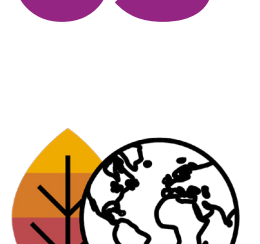
Enable automated mileage capture for those who drive.



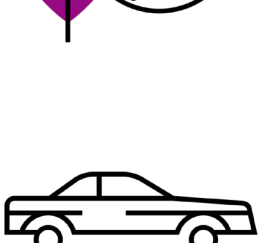
Provide tools for pre-spend authorizations.

### 03

#### Sustainability



**69%** of travel managers say they've updated travel guidelines to have a greater focus on sustainability

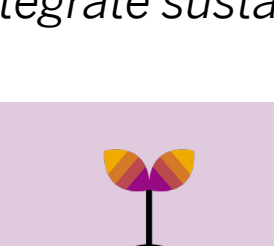


**26%** of travelers are prioritizing air travel alternatives, such as car and rail

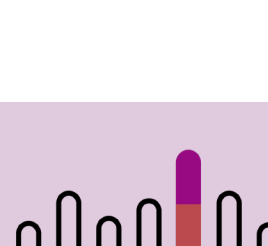
How to prepare to better integrate sustainability:



Guide employees to sustainable choices when booking travel.



Consider sustainability when selecting preferred vendors.



Leverage analytics to set goals and measure progress.



Read the full reports to learn how your business can prepare as travel resumes.

[Global Business Traveler Report 2021](#)

[Global Travel Manager Report 2021](#)