



GLOBAL BUSINESS TRAVEL

THE MODERN TRAVELLER

Sean Douglas, Vice President
American Express Global Business Travel

People say they care, but it
means nothing until they
prove it.



#TravelerCare

PERSONAL SAFETY & SECURITY



Security
3800 alerts



Environment
1300 alerts



Transport
1900 alerts



Health
500 alerts

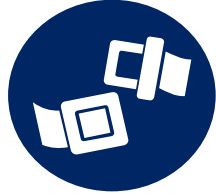
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PERSONAL SAFETY AND SECURITY



Safety Training



Travel disruption technology



E2E data mining

QUALITY OF LIFE REMAINS A CONCERN

1. Merge home & work life

QUALITY OF LIFE REMAINS A CONCERN

Combine business & leisure

43% of travel managers report increased interest

46% of travel managers have no plans to include in policy

Bring a family member

20% of travel managers report increased interest

62% of travel managers have NO plans to include in policy

QUALITY OF LIFE REMAINS A CONCERN

1. Merge home & work life
2. One stop shop for travel needs

QUALITY OF LIFE REMAINS A CONCERN



20% of companies plan to introduce apps for travellers this year

QUALITY OF LIFE REMAINS A CONCERN

1. Merge home & work life
2. One stop shop for travel needs
3. Contemporary choice & flexibility

QUALITY OF LIFE REMAINS A CONCERN

Alternative accommodation options

25% of travel managers report increased interest

59% of travel managers have NO plans to include in policy

Alternative ground transportation

56% of travel managers report increased interest

30% of travel managers have NO plans to include in policy

CYBER SECURITY

31%

of travel managers have reported
an increase in traveller enquiries
about data security



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