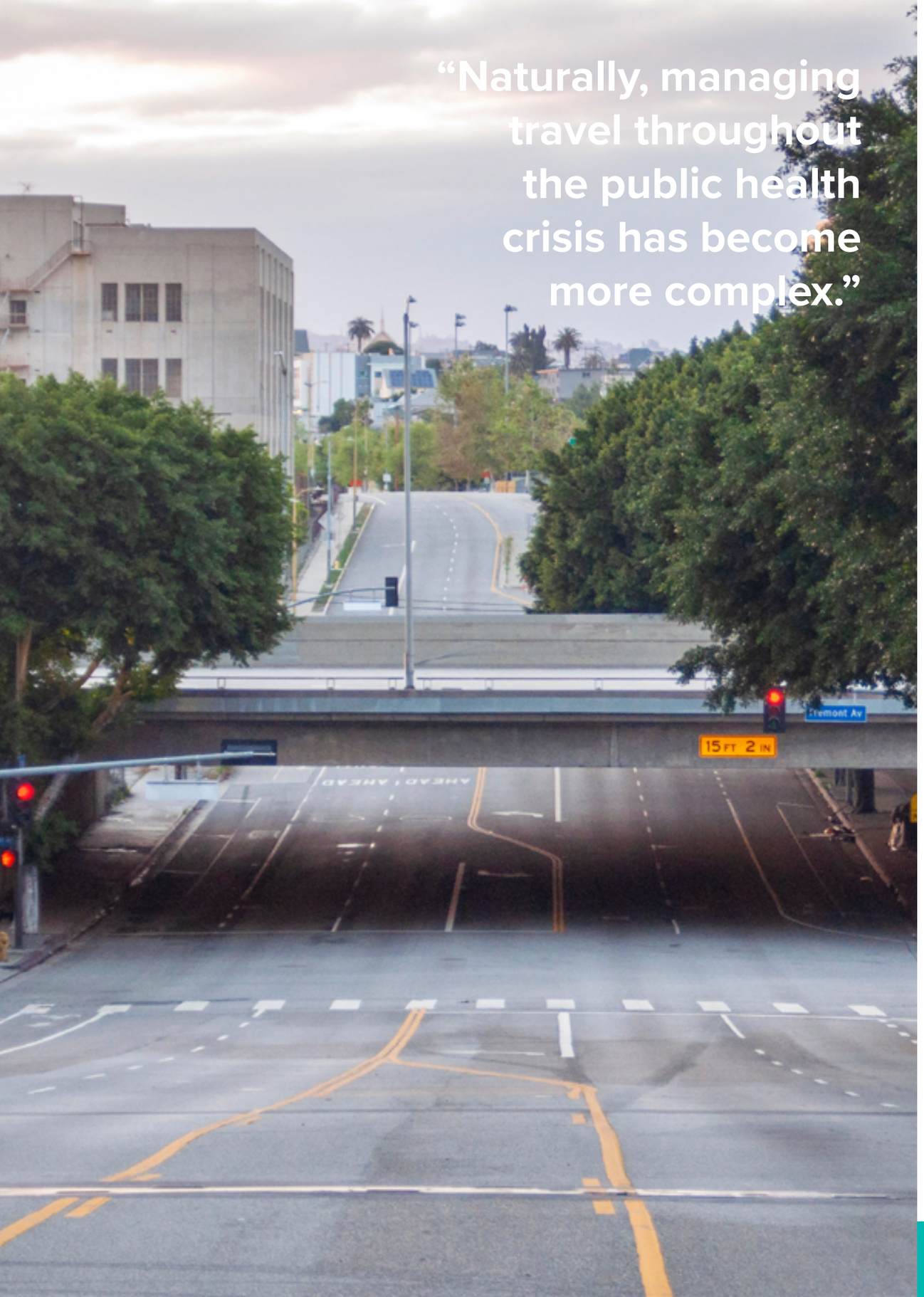
WORKFORCE TRAVEL 2022: NAVIGATING THE NEW NORMAL

PRESENTED BY:

Roomex
The Experts in Workforce Travel.



Introduction

Travel is an essential part of generating revenue for many companies. During the global pandemic, as leisure and corporate travel ground to a halt, many businesses had no choice but to keep their essential workers out in the field. We began to see the emergence of the workforce segment; those companies with a largely mobile workforce and a unique set of travel needs - they build roads, construct powerlines and feed cities, carrying out project-based work that cannot be done from behind a desk.

Naturally, managing travel throughout the public health crisis has become more complex. Restrictions are constantly changing; guidelines are being updated and safety and ‘Duty of Care’ is always top-of-mind. Never before has a clear and centralized travel management process been as important for employers with teams out on the road.

As new travel guidelines roll out around the world, businesses are looking to update their travel policies to accommodate the ‘new normal’. In 2022, conferences are starting to happen in person, projects are starting or re-starting, and sales reps want to get back on the road. Travel is back on the agenda and businesses in the UK, Ireland, US and Germany are using Roomex to manage their employees’ travel, saving valuable time and resources.

This guide will address:

- Trends in business travel in 2022 including pricing.
- How to create a travel policy that works for you.
- What ‘Duty of Care’ means in a post-pandemic world.

Who is this guide for?

This guide is intended for those who travel regularly for work and for decision-makers in their company's travel process. It focuses specifically on the UK and Ireland. It may be useful to you if you have one of the following job titles:

- Corporate Travel Manager
- HR Manager
- Administration Manager
- Finance Manager
- Procurement Manager
- Operations Manager
- Compliance and Risk Manager

Business travel trends for 2022

Changing Covid-19 Restrictions

Keith Watson, Vice President Supply at Roomex said: “Pandemic restrictions differ depending on your jurisdiction, and often as one country is tightening their rules, another is easing them. As well as having a direct impact on your employees’ ability to travel, there is now a crucial compliance element involved in ensuring your workers are meeting government restrictions.”

It is imperative to know what the vaccination or PCR testing requirements are for international travel, while many hotels and other accommodation options have additional guidelines or requirements. Knowing these can ensure your team members don’t face obstacles at airports or check-in that cause them to miss important meetings.

Spend trends

CNBC has reported that business travel spending worldwide will likely jump more than 37% next year to over $1 trillion but the industry won’t fully recover until 2024. That recovery is likely to be mirrored in the UK and Ireland, and as businesses prepare to resume workforce travel, value for money will be more important than ever.

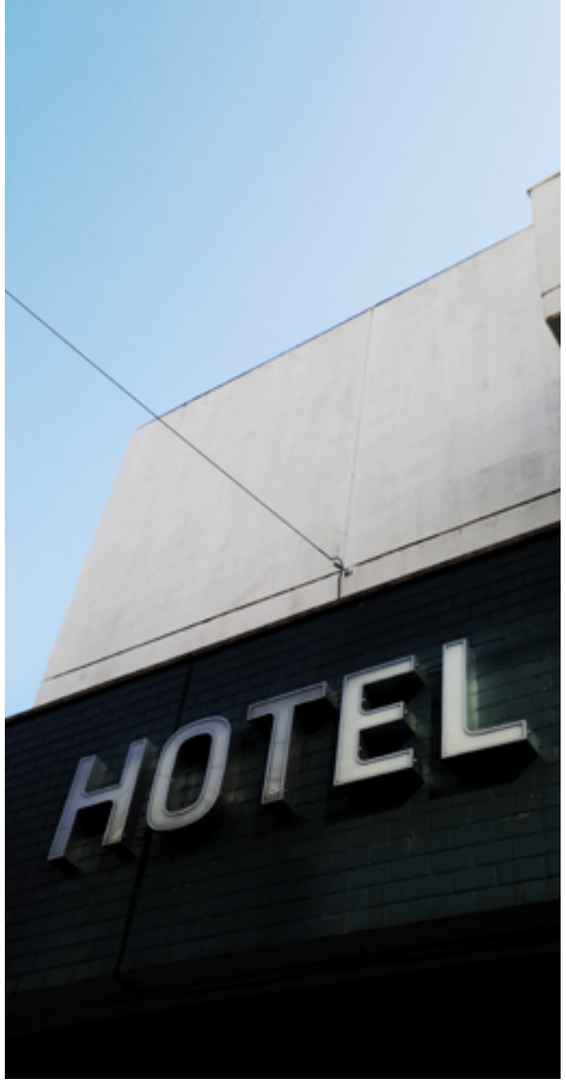
Forward Pricing Report

The Roomex Forward Pricing Report provides a unique insight into hotel pricing trends in the months ahead. The goal of the report is to help travel managers and finance directors plan their travel policies and budgets.

Click the link below or scan the QR code to read the latest Forward Pricing Report and get ahead of price changes in the UK and Ireland.

Read more

SCAN ME



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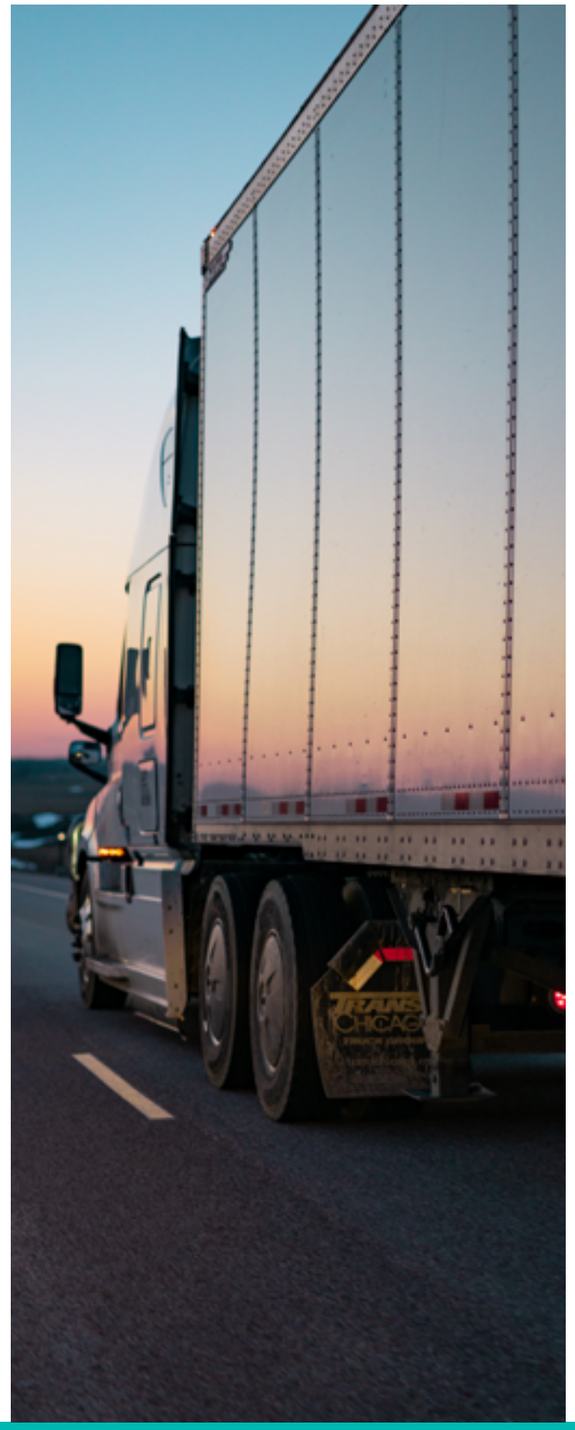


The importance of a defined travel policy - and how to create one

Workforce travel works best when it is well planned, and employees have a clear understanding of the company's expectations and the resources it provides. If you have employees who are expected to travel regularly, it is essential you have an up-to-date workforce travel policy that your employees can easily consult.

If you already have one, make sure it's accessible and useful - ask your team for feedback. Before writing, you should also decide exactly what the goal of your policy is. This will help guide its content. Below is a guide on how to structure a company travel policy. If you're still not sure where to start, check out our example at the end of this ebook and simply modify it to suit your organization.

The introduction:

Briefly explain why you created a travel policy and the reasons your business requires employees to travel for work. Firstly, explain what you want to achieve with your policy. Does it aim to save time or money? Is it for the benefit of employees? Will it provide flexibility for travelers?

In your introduction, it's also a good idea to make clear what constitutes 'travel'. How far do employees need to travel to be eligible for expenses? What kind of trips are covered? Branch visits, site visits, events, talks, media appearances and client meetings could be included here.

Bookings:

This section should outline who is responsible for booking trips.

If it is a secretary or someone in the finance department, provide their contact details.

If you allow employees to organize their own trips, you may want to outline how far in advance arrangements should be made, the type of tickets they can book, the amount of luggage covered by expenses and any preferred hotels or airlines.

If you use a travel management tool, here you can explain how it works. A tool like Roomex allows members of your team to choose their own hotel while remaining within the parameters of your company travel policy.

Set out price restrictions, room requirements, amenities - like breakfast - and any other terms and conditions featured in your travel policy. This will ensure employees stay within budget while also providing them with flexibility. It's a win-win.

Expenses explained:

Here, include what expenses can be reimbursed. For example, this list might include toll fees, fuel, car rental, transport tickets, and meals. You may want to set limitations to individual expenses, such as '£20 per meal' or 'only taxis hailed for business related purposes are eligible'.

When eating out with a client, how much more can be spent? Also, consider outlining who will pay when more than one team member is present.

This section should also highlight when expenses must be submitted by and how long it will be before they are reimbursed. Explain if paper receipts need to be retained or if they should be uploaded to an app or software program. It's also a good idea to note which person or department approves expenses.

Responsibilities and what to do in case of an emergency:

In this section, provide details of the company's travel insurance policy. Explain what kind of medical coverage can be expected if an incident occurs while travelling for business, as well as who to contact and what to do in an emergency.

It is also wise to highlight who is responsible for the expenses incurred after a missed flight or what happens if an employee wants to extend a stay for leisure.

Once you've completed your policy, consider its format. Make it clear, simple and easy to access. Consider using memorable visuals and a table of contents to help employees find the information they are looking for. Compliance can be difficult to enforce, so make it as easy as possible for your team to follow.

“The pandemic has placed a renewed emphasis on this Duty of Care”

A renewed focus on ‘Duty of Care’

When an employer asks an individual to travel for work, they have a Duty of Care to that person. That means you must take reasonable steps to ensure the mental and physical wellbeing of your employees. The pandemic has placed a renewed emphasis on this Duty of Care, which includes health and safety; how emergencies are handled, well-being, and ensuring the practical aspects of a trip are well handled.

For companies who manage travel in an ad hoc, disorganised way, ensuring your employees’ needs are met is much more difficult. Neglecting these needs can harm your employees’ wellbeing, impact your employer brand, or even result in lawsuits.

With Roomex, Duty of Care is directly integrated with your hotel stays. Our Duty of Care map displays travel history, contact information, and upcoming trip details. Should any problems arise while making a booking or on the road, our team is ready to assist.

Your personalized real-time Duty of Care map makes it easy to check on employees domestically and globally. A strong workforce travel policy ensures your Duty of Care to your employees is always top of mind, addressing factors such as these:

- **Bespoke needs:** In certain fields such as construction and engineering, irregular hours of working are common and late check-ins are often needed. One benefit of using a hotel booking platform is the ability to cater to needs like this.
- **Transfers:** A high priority is to ensure secure transport to and from destinations for colleagues, especially late at night. You may want to think about a corporate account for taxi transfers, as well as providing pre-booked train tickets, to avoid colleagues having to pay out of pocket and reclaim.
- **Room sharing:** If colleagues share rooms, this should be consensual and respectful to their personal needs. A company guidebook should highlight the importance of personal safety and expected behaviors.
- **Expenses and claims:** When employees work away from home, it’s standard practice to reimburse them for meals and transfers. A travel and expense policy should outline these in greater detail. If possible, prepaid hotel rooms should be aimed for, since these can be costly.
- **Emergency situations:** Consider the impact if trains or flights are delayed, or emergency healthcare if colleagues become sick or injured while on duty travel. Personal well being and welfare is one of the biggest business travel problems that employees encounter today. As such, private healthcare and insurance is highly advisable.

How to manage your workforce travel in 2022 with Roomex

The Roomex platform lets you book, manage, and pay for all travel accommodation, all in one place.

Your employees will have access to the largest accommodation network of workforce suitable hotels globally and gain access to Exclusive Roomex Rates.

Benefits of using Roomex:

- Gain visibility into, and take control of, travel spend.
- Understand the key cost drivers behind your travel spend through realtime data on privacy compliance and spend distribution.
- Ensure hassle-free trips with a live 'Duty of Care' map and best in class support.
- Make bookings and get support on the road with our mobile app.
- Consolidate all travel spend, including accommodation, food, and transport, into a single invoice.

Roomex is **the only** workforce Travel and Expense Management Platform.

No matter where your workforce needs to be, we make travel easier for you so you can search, book, manage, and pay for all your travel bookings in one place, whether you're at your desk or on the road with our mobile app.

Roomex | STAY

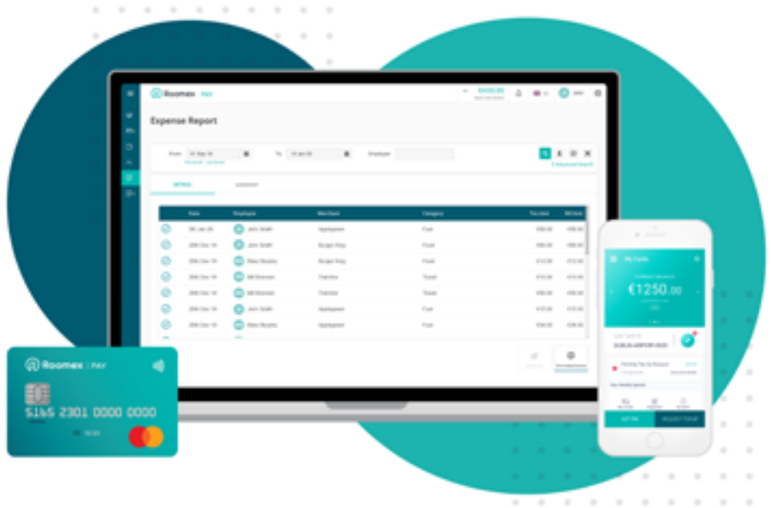
Largest breadth, depth, and discounts on accommodation globally

Roomex | ANALYTICS

Control and visibility of travel spend, backed by data

Roomex | PAY

Smart end-to-end spend management solution



Sample Travel and Expenses Policy for [Company Name]

The purpose of this policy is to provide a fair framework that covers the procedures that all employees should follow concerning expenses that are incurred while doing business for Our Company.

This policy applies to all employees of [COMPANY NAME] as of [MONTH] 20XX.

This policy will cover the following:

- Management and Employee expectiations on policy compliance.
- [COMPANY NAME]'s stance on fraud. bribery, and corruption.
- How to book accommodation.
- Expenses that can and cannot be claimed.
- Overview of how to use our expense management platform, Roomex.

I. Management and Employee expectations on policy compliance.

It is Management's responsibility to ensure that costs are controlled and expenses are not extravagant. However, we realise our guidelines have exceptions, and will never suit every occasion or circumstance. Management's job is to set clear directions and a fair budget for all employees and justly settle any problems.

As an employee, we expect you to:

- Be honest, respectful, and responsible, staying within the guidelines of this policy.
- When possible, use your RoomexPay card, record a picture of your receipt, and select a spend category for each purchase.
- Stay within the allocated budget, set by your manager.

If employees do not comply with policy, we reserve the right to freeze access to the card. Persistant or deliberate non-complicance may result in disciplinary action.

II. [COMPANY NAME]'s stance on fraud, bribery, and corruption.

[COMPANY NAME] has a zero-tolerance approach to bribery that is compliant with relevant anti-bribery laws in [COUNTRY OR COUNTRIES THAT COMPANY OPERATES IN]. It is not acceptable to accept or offer a bribe. We will not tolerate fraudulent or excessive purchases on company cards, and transactions will be monitored.

III. How to book accommodation.

Overnight accommodation

When possible, it is expected that employees (or their travel manager) use Roomex to book accommodation and follow the travel policy within the platform. If this is not possible, ensure your manager is aware and apply a common sense approach to booking accommodation.

IV. Expenses that can and cannot be claimed.

[TIME I.E. WEEKLY, DAILY] Allowance

[COMPANY NAME] will add [£XX] to your RoomexPay card that can be used for expenses incurred over a [ONE MONTH/2 WEEK, ETC] period. Should you need more funds, request a top up with ar eason through the app or contact your administrator. Please categorize your expenses and take a picture of all receipts to attach to each transaction in the RoomexPay app.

Meal allowances

You can spend on meals while staying overnight, or if travelling on behalf of [COMPANY NAME] before [9AM] or after [7PM] and away from the office more than half a day (i.e. at a project or job site).

The maximum spend limits are:

- Hotel breakfast: £
- Other breakfast: £
- Lunch: £
- Dinner (including 1 alcoholic drink): £

Please remember to pay with your RoomexPay card and attach the receipt, and categorise as 'Food and Beverage'.

Entertainment

When entertaining clients, please add a note to your claim in RoomexPay stating the following:

- Business purpose.
- Where the event took place.
- The name, status, and company of every person in attendance, even if they work for [COMPANY NAME]. This ensures we are in compliance with the UK Bribery Act.

Again, be respectful and fair and consider the company's budget when hosting guests.

Mileage

Please charge petrol to your RoomexPay card so there is no need to calculate per mile reimbursement. Attach the receipt in the app from each refuel and categorize it as 'PETROL'.

Use of taxis or car service

Please use your RoomexPay card when possible when travelling in a taxi, car hire, or through a taxi app. If this is not possible, please use your RoomexPay card beforehand to withdraw cash and account this into your decided allocated [WEEKLY, MONTHLY...] budget.

Train Travel

[SECOND/ECONOMY] class should be used for all journeys other than those over [X] hours where First Class may be used. Please book train travel through the Roomex platform.

[EXPLAIN YOUR COMPANY'S AVERAGE PRICES PER REGULARLY TRAVELLED JOURNEY. E.G. TRAINS FROM X TO Y SHOULD COST NO MORE THAN X].

Air Travel

Book all flights through [PLATFORM] using your RoomexPay card selecting the category 'TRANSPORTATION'. Budget airlines are preferred for European flights. If travelling out of Europe consult your manager for details on ticket type.

General expenses

[HERE ARE OTHER EXPENSES TO CONSIDER INCLUDING IN YOUR POLICY. SELECT WHICH ONES WILL BE REIMBURSED, AND WHICH ONES WILL NOT BE. ADD TO EXCLUSIONS SECTION BELOW]

- Phone related costs.
- Membership of professional bodies.
- Training courses.
- Purchases of equipment.
- Road traffic offenses.
- Visas.
- Birthday gifts/cakes.
- Postage for business purposes.
- Laundry service/dry cleaning.
- Mini-bar contents.
- Pay-per-view movies in the hotel.
- Newspapers.
- Parking fines.

- The loss/theft of goods.
- Childcare/pet care.
- Damage to personal vehicles.
- Spa and fitness clubs.
- Tourist attractions.
- Bar bills.

Exclusions
[Add any of the above here.]

V. Overview of how to use our expense management platform, Roomex.

1. If you have an expense card, we expect you to:

    b. Protect it to the best of your ability. Don't leave it unattended, or give it to unauthorized people (e.g. friends, family, colleagues) even just to hold.
    c. Report it stolen or lost as soon as possible. If, for example, there's a break-in at your home and your card is taken, you need to file a police report and call our accounting department immediately.
    d. Use it only for approved reasons. Follow the instructions in this policy and don't use the card for personal or unauthorized expenses, even if you intend to compensate the charges later.
    e. Document all expenses. Please record the spend category per transaction and upload a photo of the receipt for tracking purposes.

2. Take a picture of every recipt and attach it to each transaction.
3. Select the correct category for each expense:

    a. 'FOOD AND BEVERAGE' - Meals, coffee, tea, and snacks.
    b. 'TRANSPORTATION' - Train, air, taxi travel.
    c. 'PETROL' - Filling up car with petrol.
    d. 'ENTERTAINMENT' - Hosting guests and clients.
    e. 'MISC.' - Office supplies, memberships, trainings, etc.

Roomex
The Experts in Workforce Travel.

tryus@roomex.com

www.roomex.com