



Increase Compliance

Increase Compliance – 5 Easy Steps

Travel policies need to be effective for the company, but what happens when the traveler doesn't comply or simply doesn't understand the relevance? Getting your travelers to read the policy is step one, but then making sure it resonates with them so they understand the importance, rather than the potential inconvenience, is where you find the success. Here are five tips to consider that will encourage your travelers to maintain compliance.

- 1. Provide a well-designed travel policy.** Use an engaging design to encourage your travelers to read it. Break up larger sections into smaller paragraphs or bullet points. Draw the reader's eye in; add icons and graphics to help tell the story.
- 2. Share the policy regularly and through well-used channels.** Distributing a printed booklet one time to your newly-hired traveling associates is a guaranteed way to have a travel policy ignored. Once the policy is created, be sure to share it often and across multiple platforms that your employees use on a daily basis, such as email or a company app.
- 3. Make it practical to the traveler by providing explanations and reasons behind the policy decisions.** Every policy should be supported by the benefits created by following that piece of the policy. For example, explain to travelers that booking their trip 14 days in advance of the travel date can save the company upwards of 24% on the cost of the flight versus booking at the last minute. While last-minute trips are sometimes unavoidable, changing this one behavior can significantly benefit the bottom line.
- 4. Keep an open door and an open mind, and ask for suggestions from your travelers.** Who knows better about what works and what is important on business trips than your company's travelers? Travel policies can always be adjusted, and allowing travelers to have input on the policy may greatly improve their job satisfaction.
- 5. Put measurements in place to ensure the policy is optimized and effective.** Once a policy is established, make sure you work with your TI Account Manager to analyze the compliance. Incorporate the traveler feedback along with the data analytics to periodically refresh the changes that need to be made – communicating clearly why and how this will benefit the traveler. Policies should be reviewed every two to three years, using the interim to analyze the policy and communicate to your travelers.

Stay in touch, and stay relevant. Plenty of time, effort, and resources go into creating and writing a solid travel policy. No matter how much time you put into crafting a policy around cost savings and duty of care, in the end, the communication and inclusion will encourage travelers to make the 'right' buying decisions.