Travel Trends – Future Proofing Your Policies

Is your travel policy caught up with present times? It’s time to review your firm’s travel policy to make sure you are covered.

Introductions

• Michael Steiner  Executive Vice President, Lawyers Travel
• Karen Godfrey  Office Administrator/Firm Travel Manager Brownstein Hyatt Farber Schreck LLP
• Kerri Mesiah  Director of Administration, Houston Office Latham & Watkins LLP
• Tina White  Firm Services Manager Shook, Hardy & Bacon L.L.P.
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Opportunity

- Business travel is typically 2-3rd largest indirect law firm expense
- Up to 60% non-billable
- It’s controllable!
  - Well-managed programs save 10-45%*

*Source: GBTA 2018

The Travel Industry is Unpredictable

- The Washington Post: Buyer Beware as Airlines Embrace “basic economy” Fares
  - March 12, 2018
- PhocusWire: NDC Causing Confusion, Concern for Corporate Travel Managers
  - October 17, 2018
- Skift: Understanding Travel’s Personalization Revolution
  - April 27, 2018
Best Practices

• Consolidate
• Build preferred supplier partnerships & rates
• Shift bookings online
• Automate expense management
• Focus on safety & security

Lawyers Travel Conducted a Survey of our Law Firm Clients re: their Travel Policy

We will show you results throughout today’s session
Fare Class

- When do you allow for premium economy?
- When do you allow for business class travel?
- When do you allow for first class travel?
Fare Class

- Basic economy
  - Different from regular economy
  - Sometimes different from each other
  - Many policies address a lowest logical fare
  - Basic economy fares may qualify as lowest logical before add-ons are factored in

Most Corporate Policies Restrict Basic Economy
Advance Purchase Savings

Gamification

- Price to beat
- Share in savings
Gamification: What Does Corporate America Think?

Sharing Economy

• Only 25% of law firms surveyed address the Sharing Economy in their policy
Sharing Economy

• What is your firm policy on using Uber/Lyft?
• Do you have guidelines on using Airbnb?

Risk Management

62% do not address risk in their travel policy
38% address risk
Risk Management

- How do you address duty of care in your policy?
- Do you have a process for travelers to communicate in case of emergency?
- Travelers on same flight?

Online Booking Tool – Implemented
Online Booking Tool – Usage

- 57% NOT MANDATED
- 43% MANDATED

Online Booking Tool – Adoption

- 22% ADOPTION
Online Booking – Discussion

• Do you have an online booking tool?
• What is your adoption?
• Is online booking mandated?

Contracts – Air, Hotel

- Do you have contracts for air? Perk programs?
- Do you have hotel contracts?
- How do you address it in your policy? i.e. mandate preferreds?
Pre-Trip Approval Process

- Do you have a travel pre-trip approval process? If so, what is it?
- If not, how does it work?
Policy for Billable vs Nonbillable

• Do you have a different policy for billable vs nonbillable?

Recruitment Travel

• Do you have a recruitment travel policy? If so, is it separate from your regular policy?
Travel Policy Communication

- HR
- Firm's intranet
- In-person traveler and travel arranger training/workshops
- Online traveler and travel arranger training/workshops
- Mobile app

Exercise
Next Steps to Take

• Review travel policy checklist
• Management support
• Update policy
• Communicate firm wide

Thank you