



### Redefining corporate travel management best practices in a pandemic-impacted world

There are a number of key issues and concerns for businesses as they prepare for a return to business travel post-pandemic. If the last year has taught us anything, it's that the constantly changing restrictions and requirements have made it difficult or impossible to plan an effective resumption of business travel.

With that in mind, there are several elements of the traveler journey that have been impacted by the pandemic and must be considered. We recommend to start with the below and engage your Travel Management Company (TMC) as an active partner in your business.

1. Getting the balance right and address traveler concerns within the travel policy. While a critical step for larger businesses, operating across multiple states or internationally, it's a vital first step for any company aiming to build towards a safe resumption of business travel. Getting the right balance between preparedness and pessimism is vital for guiding your travel programme back. The TMC role is essential and dnata Travel Management has successfully introduced various tools to assist our clients in this very dynamic business environment. As we foresee travel corridors opening, your travel program will most likely need an overhaul to address the new normal.
2. Communicate effectively. Use your TMC partner to help develop communication plans that raise awareness of the policy internally and be sure to share clear facts and sources of accurate information to garner confidence among returning travelers. Ensuring internal stakeholders, and those involved in the travel booking process, are aware of the policy and travel permission process is key to limiting out-of-policy bookings in the future. With a multilingual team in India, UAE and the wider GCC, dnata Travel Management expert team can support customize regular training and updates to all travelers on how the new travel normal looks.
3. Don't miss cost saving opportunities. Partner with your TMC and negotiate supplier contracts with terms that allow flexibility and include additional benefits. Now it's a good time to review and compare your corporate rate vs dnata contracted rates to maximize savings. With the introduction of NDC capability, which dnata Travel Management offers, you can identify additional opportunities for cost savings.