

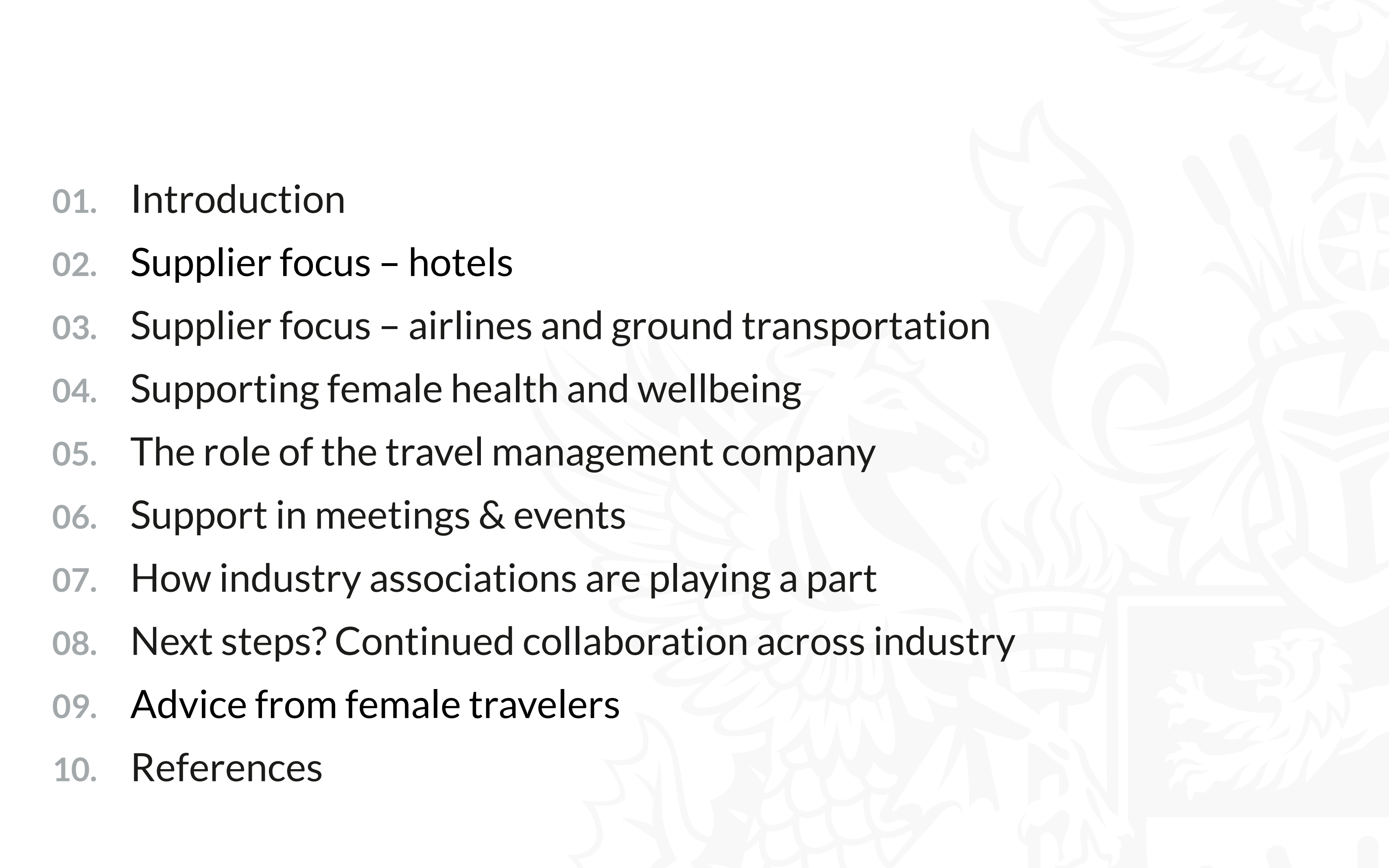


REED & MACKAY

A Navan Company

Supporting female business travelers

Is the business travel industry doing enough?

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01.

Introduction

A woman with long dark hair is sitting on a train seat, looking out the window. She is wearing a white polka-dot top and dark pants. She has white earbuds in her ears and is holding a tablet computer in her lap. The train interior is visible, including the window and the seat. The entire image has a purple tint.

More than 10 million women work full time in the UK¹. Almost 47% of the US workforce are women². In Australia, women now make up 61.5% of the workforce³. And the population of working French women increased to more than 13.6 million in 2022⁴.

Women continue to be a growing demographic in the workplace. They also play a crucial role as business travelers, according to the Global Business Travel Association (GBTA), shaping key trends and driving growth in important areas, as represented in new global traveler data taken from the 2024 GBTA Business Travel Index.

The new data reflects that women make up the majority of professionals on both the buyer and supplier sides of the industry. In a GBTA global survey of more 600 global business travel professionals, women represented 67% of travel managers and buyers⁵.

When a company needs to send someone to a destination for work, they look to send the right expert, whatever their gender. Yet while everyone faces the challenges that travel can present – from transport delays and cancellations to jet lag and disruption to wellbeing practices – it's important to acknowledge female employees, and those who identify as female, may have different challenges to travelling with confidence than male counterparts.



**Women represent
67% of travel
managers and buyers⁵**

Women face a greater risk of sexual assault or harassment and gender-specific health problems⁶. [And trans persons can be particularly vulnerable – engage with trans-rights organisations for further guidance; you can find resources here.](#)

These issues were raised when the GBTA released results from its survey of female business travellers back in 2018⁷. Then, more than three quarters of female respondents (83%) felt they faced greater risk when traveling than their male counterparts.

Yet, half a decade on, not much has changed. In a World Travel Protection⁸ survey of global business travellers last year, the number of female respondents saying traveling for work is less safe for women than men still stood at 71%.

That this percentage is still so high is concerning, says Reed & Mackay CEO UK, Europe & Global Events Julie Oliver. “Although I personally feel quite safe when I travel, it does depend on the destination you’re visiting,” Oliver says. “Questions to include are what else do you need to understand about a destination’s culture, what are the safest ways to get about? Looking at those recent survey statistics it’s clear we still need to be talking about how we can help our clients feel safer when they travel.”

71% of female travelers said traveling for work is less safe for women than men⁸

Challenges still ahead

Keeping up to speed with what business travellers need is a key focus for the GBTA, explains its Inclusion and Culture Committee Chair Linda Bekoe – the association recently released its accessibility toolkit, for example. However, Bekoe also isn’t surprised about the statistics and believes the industry, as a whole, is not talking about the needs of female business travelers as it once was.

“There’s still a lot of education around how we better support female travelers that needs to be done, particularly as there can be different experiences in different parts of the globe,” Bekoe says. “We need to talk about the culture around that from female travelers’ perspectives, as well as the safety and security aspect of where they’re traveling to; are they aware of local cultural customs in some areas such as not shaking hands with a man, for example?”

Maiden Voyage CEO Carolyn Pearson, who set up the company to tackle these very challenges females face, speaks candidly about how she believes female business travelers still face significant challenges.

“Looking at recent survey statistics it’s clear we still need to be talking about how we can help women feel safer when they travel.”



Julie Oliver
Reed & Mackay
CEO UK, Europe & Global Events



“Women now feel more empowered to demand and expect their companies to deliver risk management designed to their needs.”



Isabel Torres
Reed & Mackay
Managing Director
North America Operations

“Gender-based crimes around the world are still at a high level⁹, so no, it’s not getting any better for women,” Pearson says. “Almost 50% of the demand for our courses – which include inclusive guest excellence training courses for hotels – are still focused on female traveler safety.”

That such a high proportion of women still say they feel less safe than their male counterparts when traveling is particularly pertinent when considering the changing demographics of the workplace.

Yet as women continue to rise up the career ranks, this should drive more positive change, believes Reed & Mackay Managing Director – North America Operations Isabel Torres.

“Women now feel more empowered to demand and expect their companies to deliver risk management designed to their needs, simply because we now make up for half the travel population,” Torres says. “Employers are being more accommodating. They’re also recognising that some countries – which they’re now doing business in – are not as female friendly as others and are acting accordingly.”

The Institute of Travel Management (ITM) Head of Programme Kerry Douglas agrees there’s growing awareness of the need to create more inclusive travel programs. “There’s a shift within the travel industry towards individualized support based on the traveler’s requirements, including female business travelers,” Douglas says. “And the importance of involving stakeholders and collaborating with inclusion teams, accessibility networks and external support services is emphasized to enhance the travel experience for women and other groups.”

In this report, Reed & Mackay aims to generate further discussion on how and where the travel industry can better support female travelers. We explore how TMCs can help with the safety and wellbeing of clients’ female travelers; look at what key industry stakeholders are doing to move the dial to offer better support; and ask our own female business travelers about the advice and support they would give to others.

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02.

Supplier focus – hotels





Can industry suppliers do more to ensure the safety and comfort of female business travellers? Yes, says the Business Travel Association (BTA), explaining that while female-only spaces, advice and resources are increasingly becoming available, there isn't currently a standard offering across the board. Further progression would be welcomed, particularly in areas like safety protocols, personal privacy and wellness.

Reed & Mackay's Oliver agrees there still needs to be some focus on training hotel staff in how to be mindful of protecting a guest's personal privacy. "It's not across the board but I'm still shocked by how often you can check into a hotel and your room number is said out loud at the desk for all around you to hear," Oliver says.

Additionally, ensuring employees hotel rooms are pre-paid can add another layer of security, Oliver adds. "If a client has billback, we always double check with the hotel before the traveler arrives that the payment is accepted," she says. "There would be nothing worse than arriving late and having an issue at check in with your payment."

Another question that's been debated is whether travel suppliers should offer more customisable options for female travelers, such as secure bookings on female-only floors in hotels.

A quick online search will show that, around a decade ago, there were a number of hotels introducing women-only or women-friendly floors – from the Naumi Hotel in Singapore¹⁰ to the Hamilton Crowne Plaza in Washington DC¹¹.

However, this trend has somewhat tailed off over the last few years. One possible reason this has

happened was that it was deemed to be gender discriminatory. In one case, the Danish Board of Equal Treatment ruled one of the destination's hotel's women-only floor as such and was therefore illegal¹². Another reason could be that it's not deemed financially viable for the hotel.

"There will be divided opinion on initiatives such as female-only floors at hotels; some may feel this can present a risk in itself," ITM's Douglas argues. "Whether you are a female traveler, part of the LGBTQ+ community and/or have a hidden or non-hidden disability, the focus should be on products and policies that meet the individual need. However, if we can open the lines of communication and talk to each other about how we can support travelers throughout their journey, this will incite positive industry change."

So what are some hotels doing to offer better support to their female guests?



Hotel initiatives – at a glance

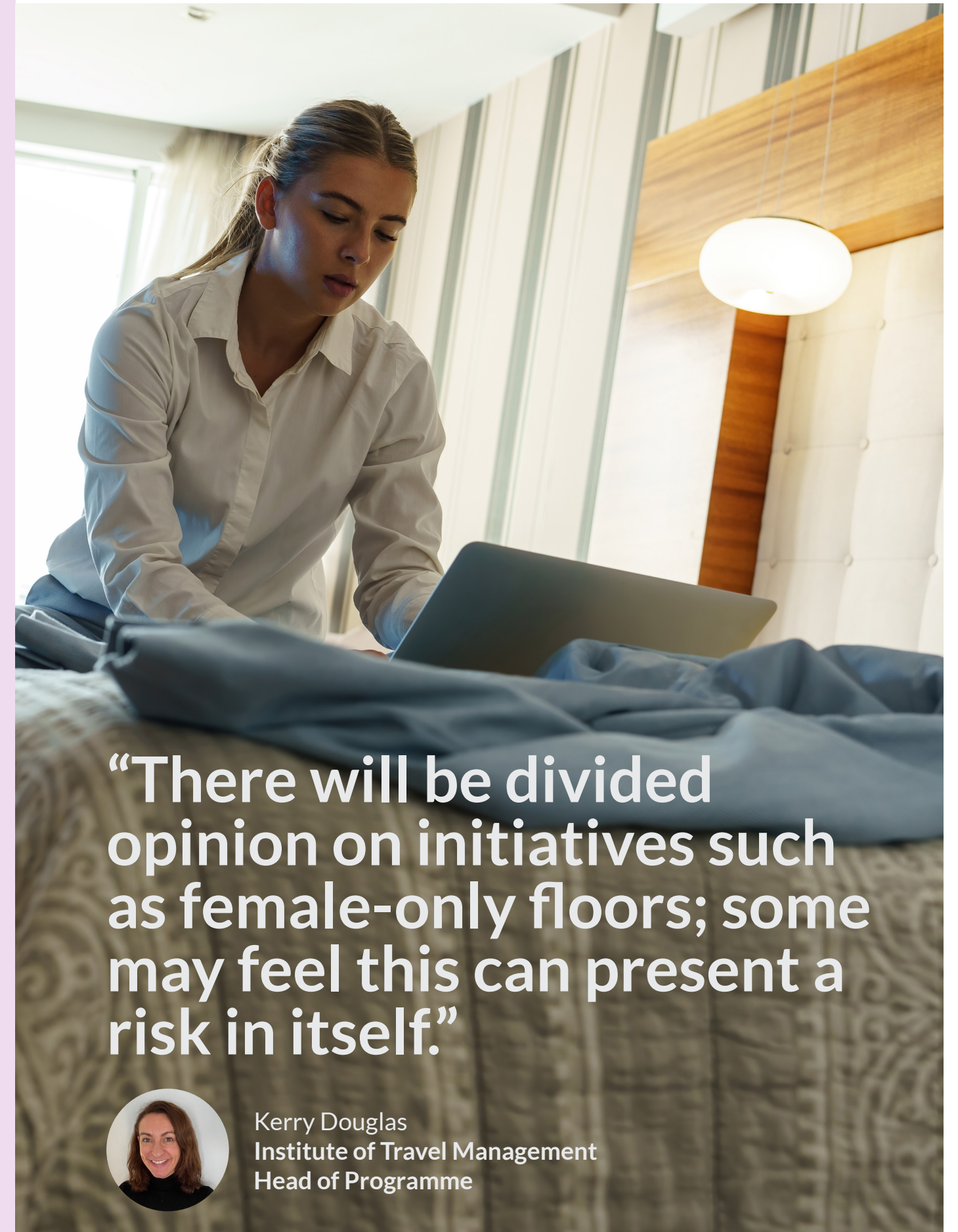
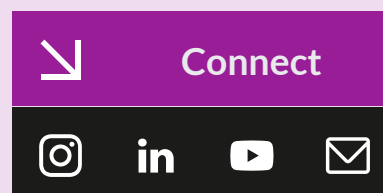
Hotel group Accor collaborates with the She Travel Club (STC) in 25 hotels located in the Americas¹³. This is dedicated to making improvements to ensure a welcoming and safe environment for female guests.

The partnership between Accor and STC began in Europe and Asia in September 2022, with more than 50 hotels certified. During the audit, services and products geared towards women's needs are evaluated, which can guarantee greater safety, comfort and the services needed during accommodation. This includes everything from double locks for rooms to personal hygiene kits, wellness services with flexible opening hours and staff trained to meet women's needs.

Accor is the first hotel chain in the Americas region to implement the certification, starting with those 25 hotels. Currently, 18 hotels have received their certificates, which can be obtained in three categories: Silver, Gold or Platinum. The certification is progressive and hotels can improve and adapt their services.

“It’s important to see this from a hotel group, particularly in destinations that may have higher crime rates but that are still frequently travelled to by different business sectors,” Torres says. “This is the kind of initiative that is making a difference for female travellers and I was very impressed.”

Addressing female travelers needs is also about delving deeper into what they’re looking for from their accommodation. The Red Carnation Hotel Collection, for example, has always celebrated female leadership. Founded by Beatrice Tollman, daughters Vicki and Toni Tollman oversee the business today and the group has many female hotel managers. The group has responded to female guests requesting healthier food alternatives when traveling – its female chefs have been instrumental in the creation of its vegan and vegetarian menu options.



“There will be divided opinion on initiatives such as female-only floors; some may feel this can present a risk in itself.”



Kerry Douglas
Institute of Travel Management
Head of Programme

03.

Supplier focus - airlines and ground transportation

A woman with long dark hair, wearing a white blouse and a dark blazer, is walking through an airport terminal. She is smiling and looking to her right. She is pulling a black rolling suitcase. In the background, there is a sign that reads "GROUND EAST PLAZA". The entire image has a purple tint.



In the air

The safety and security of passengers is a priority for airlines. And, in summer 2024, Air IndiGo – one of India’s largest airlines – took the step of announcing a pilot phase feature that would allow female passengers to select a seat next to other female passengers. The initiative was launched following customer feedback¹⁴.

Although there have been mixed opinions cited across social channels about the initiative¹⁵, is this the start of other airlines adopting similar policies?

Reed & Mackay CEO Asia Pacific Jane Warren believes that while it’s an encouraging option – much like you can choose an aisle seat – it would be challenging for other airlines to follow suit.

“I think it would be hard for airlines to manage this, as it will be dependent on the female-to-male ratio on a particular flight,” Warren says. “You also have the gender mix and how would airlines screen for this, where someone identifies as a woman? I believe an airline would not be able to guarantee this and therefore I don’t believe many will follow suit.”

On the ground

“When I have a booked car picking me up from the airport, I feel safer,” Warren says, acknowledging the concerns female travelers may have when arriving at a destination. Using a trusted private transfer company or licensed taxi can bring peace of mind, particularly if it’s the first time visiting a destination.

One additional safety aspect travel managers could consider featuring in travel policies is incorporating airport transfers with reputable transport companies. Also, ensure that any pick-up points are in well-lit areas or, if a traveler is collecting a hire car, that it’s from a manned collection point – also in a well-lit area – and that sat navs are provided.

Encouragingly, ground transportation services are taking women travelers’ safety seriously. In the UK, for example, Addison Lee worked with UN Women UK and their Safe Spaces

Now initiative to provide its drivers with specific training to improve their awareness of women’s safety¹⁶. The training was designed to ‘empower drivers to report any concerns they have with a woman’s safety and also educate them on what makes their vehicle a safe space for someone who may feel unsafe or vulnerable’¹⁷.

Further initiatives across the globe include in the US, where the car service Lyft gives the traveller the option to ask for a female driver. And destinations such as Dubai offer taxi services for women only. The ‘pink service’ is only driven by females and is exclusive to women and families¹⁸ and there are a number of similar initiatives across the globe, ranging from the UK to India.

Do these initiatives from suppliers make you feel safer as a female business traveler? Let us know your thoughts at hellous@reedmackay.



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04.

Supporting female health and wellbeing



We're working in a unique time - four generations now form the working population¹⁹. Organizations are having to meet the needs of all these different demographics, which also extends to business travel needs.

What does that mean for female business travellers? As each demographic should expect a duty of care from their employers, there can be additional aspects to be aware of to better support them, says Maiden Voyage's Pearson.

"People are now a lot more comfortable talking about pregnancy and menopause, which is a step in the right direction, but there are different elements companies should consider for female business travellers experiencing these," Pearson says.

"With your travelers who are pregnant, employers need to ensure they have fit-to-fly certificates. I've heard of incidences when a traveler was intercepted on the way back from a business trip because the fit-to-fly certificate had expired. They were off-boarded and told to get another medical certificate, which was a really stressful situation."

Pearson also advises to be mindful of pregnant business travelers being asked to travel to regions where the Zika virus may be prevalent, as it is dangerous for an unborn child. Or, if a traveler is breastfeeding, find out if there are areas in the destination where they can pump safely and securely. Plus, does the company offer a scheme whereby women can send breast milk back home?

"With menopause, there may be increased levels of fatigue and exhaustion, which needs to be considered with travel itineraries, time of flights, choice of hotels and meeting venues."



Carolyn Pearson
Maiden Voyage
CEO



“Then, the mental health aspect of menopause is becoming more widely recognized,” Pearson adds. “Employers should have an authentic check in; when people hit the menopause there may be increased levels of fatigue and exhaustion, plus they may become more sensory aware, which all needs to be considered with travel itineraries, times of flights, choice of hotels, meeting venues etc. And stress and anxiety can also play a part, especially as women are often are taking the lead on caring for ageing parents.”

GBTA’s Bekoe agrees the importance of a work/life balance is perhaps an issue people don’t talk enough about. “I’ve been on many business trips and attended many events and often feel a lot more anxiety because, when I’m traveling, I have a lot to deal with, not just my trip, but making sure everything’s running smoothly back home too,” Bekoe says. “This feeling of anxiety isn’t exclusive to females but, with so many reports highlighting that women carry the mental load²⁰, it’s something to consider when looking at how to better support female business travellers.”

[Connect](#)

05.

The role of the travel management company





The Business Travel Association believes travel management companies (TMCs) can play a pivotal role in the future of supporting female travelers – could they introduce ways that help filter female-friendly accommodation and transport options or even create features within booking tools, for example?

A TMC should already have vetted accommodation for safety features, from double-locking doors to safe parking. And, as Reed & Mackay Implant Manager/ Client Lead James Darney explains in our previous Thought Leadership on [how to better support LGBTQ+ travellers](#), the role of a TMC is also to look beyond the hotel itself during recess and consider the safety of area in which it's located.

Traveler tracking equals added security

“What’s also pivotal is traveller tracking,” Reed & Mackay’s Oliver adds. “Clients have access to this in our technology and our in-house, 24/7 global [Incident Management Unit](#) provides an added layer of protection as it monitors incidents across numerous sources. We encourage all our travellers to sign up for these alerts.

“In addition, clients can find all the latest travel and health restrictions from around the world in our platform. For further peace of mind while on the move, clients can access all our systems to book, amend and approve travel plans, plus access real-time live schedules, via our mobile app.

“And our partnerships with risk management companies such as Crisis24, ISOS and Healix demonstrate our commitment to providing a supported, secure travel experience. Duty of care is not gender specific but it’s about making sure all travellers – including females travelling alone – have access to 24-hour support and know who to call in an emergency.”

Advice from consultants

Reed & Mackay’s Torres adds that where a TMC can add significant value is with its destination advice; from local dress code and whether women can move freely in that destination to whether it’s safe to take public transport.

“Our consultants are very proactive,” Torres says. “They’re trained to understand the nuances of both the geographic location and the demographic traveling there. We task our people to be accountable and entrepreneurial in their approaches with our clients. And, if they have to do more research about a destination, we give them that time and the tools to be able to do that.”

Trusted relationships with clients

Strong relationships between clients and TMCs can contribute to better support of female travelers, such as sharing updates on travellers' preferences with consultants. If, for example, travellers now feel less tolerant of noise and chatter, as referenced in the previous section, they may want to request a quiet room away from hotel lifts or ask for a room with an opening window.

“Reed & Mackay can update client profiles that provide our consultants with the tools to support female travelers,” Warren says. “Yet to provide our consultants with additional information this has to come from the client, to ensure duty of care. Then, we can work in partnership with suppliers to provide that extra layer of support.”

Reed & Mackay client, Acteon Executive Business Partner to the CEO Jodie Will, shares how she welcomes advice from TMCs, particularly as business travel safety is one topic recently discussed at the company's female employee affinity group.

“We have a strong global community of women with three formal committees (in the UK, APAC and US), which was set up partly because our industry (Energy & Marine) is male dominated and we felt we needed to empower women through representation, giving them the voice and safe space to discuss how to make the industry more inclusive and diverse,” Will explains.

“Business travel safety is one topic we recently raised in the affinity groups because, with so much international travel, we wanted to share information such as the safest parts of cities for dinner, how to use the public transport and which were reputable locations for hotels when travelling as a solo female. The travel risk assessment also has to reflect where you're going.

“And, from the wellness side, could we look at whether the hotel has its own gym, are there routes females can go for a run safely, are hotels well educated on making women feel safe, with female-only floors and discreet check-in at reception etc? It would be great

if we could introduce more of those insights and we welcome any advice we get from our TMC in this area.”

And it's important for TMCs to maintain transparency and open communication, especially for women, adds Reed & Mackay client Clyde & Co LLP Senior Diversity & Inclusion Advisor Jess Franklin (she/her).

“For instance, taking into account the time of day when scheduling travel can significantly impact a traveller's sense of safety,” Franklin says. “By remaining flexible and mindful of these factors, we can help create a more inclusive and supportive environment for women travelling for business.”

“If clients provide our consultants with traveler preferences, we can work in partnership with suppliers to provide that extra layer of support.”



Jane Warren
Reed & Mackay
CEO Asia Pacific



The education element

Reed & Mackay Spain Managing Director Paula Fuster agrees TMCs have long been key players in sharing knowledge of destination safety information to clients. There can be so much information online – which can, paradoxically, lead to misinformation – that having a TMC’s specialist knowledge available is an advantage.

Trip pre-planning can also make a lot of difference, Fuster adds. “Draw up a schedule of what you need to do from the moment you arrive at your destination to more easily plan your requirements,” Fuster advises. “Share your agenda and itinerary with people both at home and in your company and always leave an emergency contact number.”

**How else can a TMC support?
Share your thoughts.**



Connect



06.

Support in meetings and events



Reed & Mackay Events experts share their insights on how a TMC can better support female event delegates and business travelers.

- 1.** A TMC should work as an extension of the client; that means providing them with all the information that allows them to make informed choices and that includes for their female business travelers and delegates.

destination, can delegates have somebody meet and greet them at the airport? Are the taxis at the airport safe? All these factors need to be considered and the TMC's part in that is integral.
- 2.** The actual location of the event is the absolute starting point. So if a corporation is running events in countries deemed more challenging on the safety front for women, it's a TMC's job to explain what the government messaging is for that destination and what to do when traveling to those areas.
- 3.** The TMC also makes sure the client and their delegates have the correct documentation to travel to that country, so it avoids them being put in a difficult situation. And, if the event is in a remote
- 4.** Getting ahead of potential situations is crucial. Spirits at events, conferences etc can be high and it's worth creating an environment that can avoid people overstepping the mark and keeps everyone safe.
- 5.** That can include the choice of hotel locations and room allocations. For a large-scale event you might be working with a number of hotels to accommodate all your delegates. And your TMC can work with a risk manager to deem which are the best ones for different group demographics.





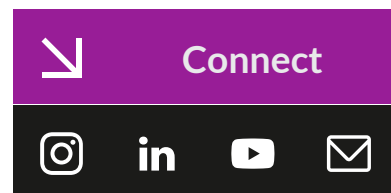
6. Risk groups are then categorised and you can ensure that the highest risk are in the safest environment. Work with your TMC to categorise whether a hotel is on-site, a ten-minute walk away, whether delegates have to get public transport between the hotel and event venue, whether the routes are safe etc.

7. Of course, there are different maturity levels within companies that are holding events. For some, it's their first time and a TMC can provide additional risk guidance. At the other end of the spectrum there are clients who have been holding the same event for 20 years and have risk managers all over it, plus delegates who are regular travellers.

8. One of Reed & Mackay's USPs is exceptional, personalised service,

which gives an additional layer of reassurance, from our traveler tracking to 24/7 Incident Management Unit. People want their event or conference experience to not just mirror but be an elevated experience of their own personal travel, so that expectation level of safety reassurance is going to become much higher.

9. Another quick tip for event delegates – when you're traveling for events, it's quite common to keep your badge or lanyard on outside a conference location. This contains personal information, so take your badge off as soon as you leave the venue.



07.

How industry associations
are playing a part

A woman in a business suit is walking through a hallway, pulling a suitcase and carrying a briefcase. The scene is overlaid with a purple tint. The text '07.' is in the top left corner, and the main title 'How industry associations are playing a part' is centered in white.

As well as turning to your TMC for support, the travel management industry is facilitating the conversation and helping business travel professionals create inclusive programs that ensure specific groups, such as female business travelers, are supported.

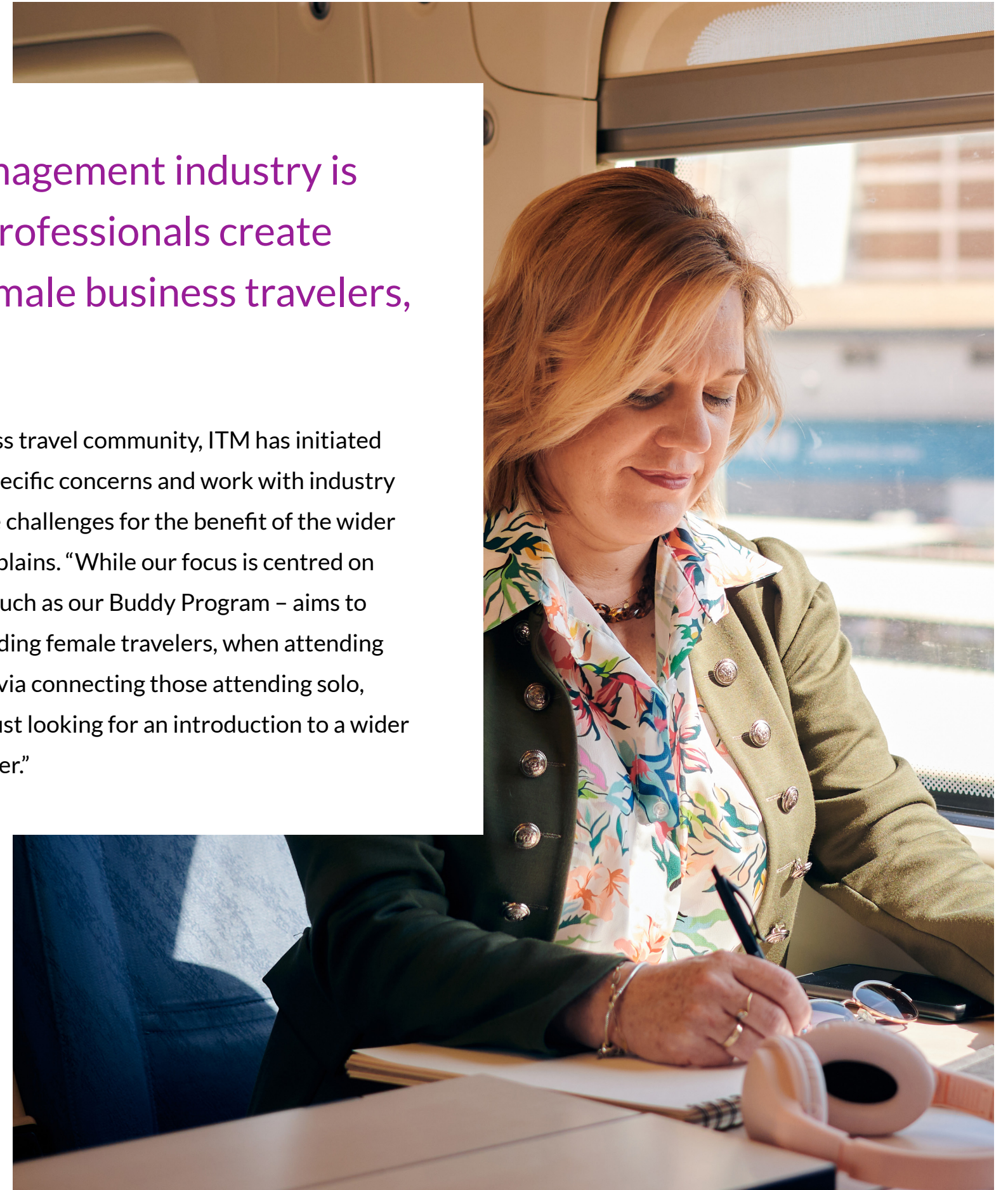
The [BTA](#), for example, is working to promote diversity, equity and inclusion (DEI) within the travel industry, recognising the importance of creating a safer environment for female business travelers.

In collaboration with the Association of Women Travel Executives, the BTA introduced a DEI best-practice charter, which serves as a guide for the business travel industry. This charter includes advice and measurement tools to ensure a safe working environment for all employees, addressing the specific needs of diverse groups.

The BTA does suggest more focused sessions on female traveler safety, with dedicated forums where women can provide direct feedback on their travel experiences, as well as a deeper dive into how technology can be used to create safer travel environments.

And [ITM](#)'s Buyer Knowledge Exchanges offer buyers the chance to explore and progress initiatives that support all business travelers. Focused forums where members can openly share concerns and work through solutions in confidence are coupled with inclusive webinars and in-person events focused on topics raised.

“Listening to the business travel community, ITM has initiated taskforces to address specific concerns and work with industry influencers to overcome challenges for the benefit of the wider community,” Douglas explains. “While our focus is centred on inclusivity, initiatives – such as our Buddy Program – aims to support delegates, including female travelers, when attending our events. This is done via connecting those attending solo, new to the industry or just looking for an introduction to a wider support network together.”



08.

Next steps? Continued
collaboration across industry

A photograph of four business professionals in an office setting. A man and a woman are shaking hands in the center, while two other women look on. The image is overlaid with a purple tint and contains text.

Ultimately, as highlighted in our previous DEI Thought Leadership Reports on [supporting travelers with visible and invisible disabilities](#) and [supporting LGBTQ+ travelers](#), increased support will be driven by the industry coming together to offer inclusive traveler experiences.

“We have a joint responsibility to ensure the safety of all travellers’ end-to-end journeys,” ITM’s Douglas says. “While corporate travel buyers and TMCs are crucial in creating travel policies that prioritize safety and inclusivity, industry suppliers (such as airlines, accommodation and ground transportation providers) also need to play a proactive role in implementing changes. The future of travel programs is to make sure everyone can travel confidently, with a reassurance their company has done the due diligence to ensure safe travel.”

GBTA’s Bekoe agrees. “It’s not that there isn’t support and duty of care available from suppliers,” Bekoe says. “But everybody – hotels, transport, venues – is doing their own thing. We need to all come together collectively to promote industry standards,

whether that’s for accessibility, inclusivity or security.”

With Gen Z’s strong focus on social issues and personal safety, there’s a greater expectation for inclusivity and customised options in their services. And the BTA believes the demand for more tailored and thoughtful solutions, especially in areas such as safety and privacy for female travelers, will likely push the industry to make these measures a standard offering.

“Furthermore, having these standards in place for travelers will go a long way towards attracting and retaining talent,” Bekoe adds.

Reed & Mackay’s Fuster believes women themselves are already playing a key role in driving those standards forward. “As women we should demand that companies

create appropriate policies for their female employees,” Fuster says. “Let’s ensure our companies’ travel policies include an efficient and effective programs that promotes open communication. Besides considering personal safety, we must also consider the health needs we face in our lives, as well as the differences we encounter according to local cultural differences.

“Knowing what to do if a crisis occurs during a trip is vital because the reality is that, in many areas, women are not safe to report a serious incident in the same way we would at home, for example. And finally, let’s ensure we provide clearly defined support systems and resources for each stage of the trip. Pre-trip planning, duty of care during the trip and post-trip feedback and follow-up are critical.”

“We need to all come together collectively to promote industry standards, whether that’s for accessibility, inclusivity or security.”



Linda Bekoe
Global Business Travel Association
Inclusion and Culture
Committee Chair

09.

Advice from female travelers



Discover safety tips some of Reed & Mackay's female business travelers employ when traveling.

"Walk with purpose, show you know where you're going and try to blend in so as not to appear like you're new to a destination. Research your destination; understand its culture, choose flights that allow you to arrive during daylight hours and find out how you will travel around that destination."



Julie Oliver
CEO – UK, Europe and Events

"For safety reasons, solo female travelers often prefer hotel rooms closer to the lift rather than at the end of long hallways or near emergency exits. These rooms allow quicker access to the main areas of the hotel, minimising time spent walking in potentially isolated hallways. Additionally, lift-adjacent rooms tend to have more foot traffic, which can act as a deterrent for unwanted encounters."



Isabel Torres
Managing Director -
North America Operations

"Ask if you can be provided with a buddy or contact at the company you're visiting so you have someone to call in the same time zone for emergencies. Ask if someone will be checking in to ensure you've arrived safely. Companies need to not leave it to the employee to organise taking a taxi or ordering an Uber on arrival, but pre-book instead. And, as not every business traveler stays at hotels, if you're booked into a private accommodation and arrive late at night/early morning, ask your driver to wait for you if you have to access a lock box in a location you don't know."



Jane Warren
CEO Asia Pacific

"Ensure you know local emergency numbers. Share your location on your phone with friends/family while you are away and share your itinerary with them. Always make sure you have your phone charged – take a power bank – and trust your gut feeling about a place or situation. Plus, if you've got headphones in when you're out and about, you can't hear the noise of someone approaching. Walk with one of your headphone buds out so you can be more aware of your surroundings."



Mandy Warwick
Senior Director Meetings & Events

"Be careful about information you share about your trip on social media. Keep personal and travel documents safe. Provide feedback about your travel experience to your company and TMC; it will be useful for other travelers to understand a destination and how to get around it safely."



Paula Fuster
Managing Director Spain

"Avoid middle seats on flights. Ideally, choose seating with an empty middle seat, as there's always the risk of neighbouring passengers taking up more space than their seat allows. At your hotel, request the hotel arranges your taxis when you're heading out. And avoid booking a room on the ground floor."



Eva Moen
Managing Director Nordics

"Always check the locks on hotel rooms before you even put your case down – that way if you're not happy you don't have to repack. And choose hotels that have card access for the lifts."



Louise Wiggins
UK Operations Director

10.

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