

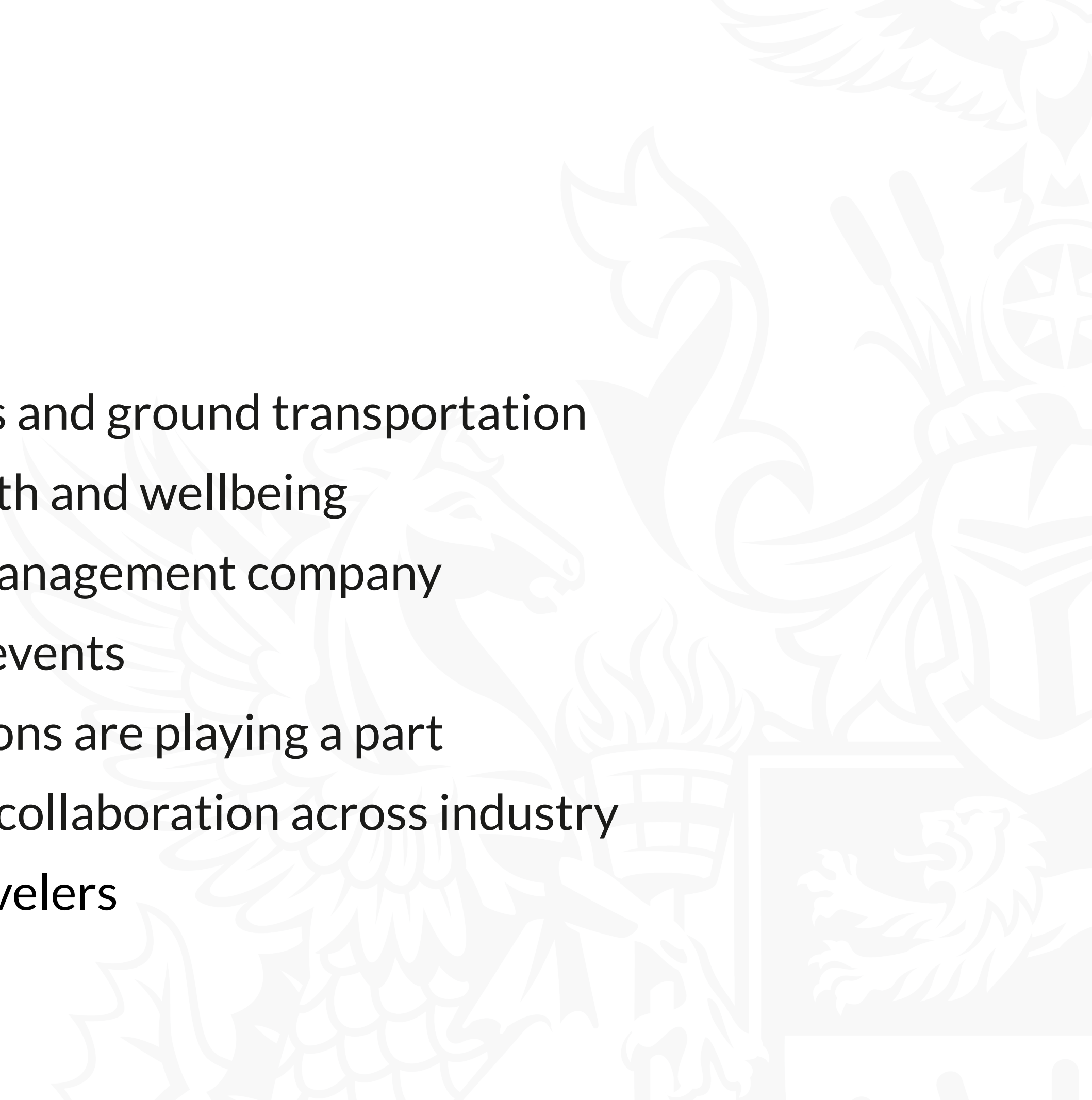


REED & MACKAY

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, looking out the window. She is wearing a white polka-dot top and has her hand near her ear, possibly listening to music or a podcast. She is holding a tablet in her other hand. The train interior is visible, including the window and the seat. The image has a purple tint.

Almost 47% of the US workforce are women.¹ More than 10 million women work full time in the UK.² In Australia, women now make up 61.5% of the workforce.³ And the population of working French women increased to more than 13.6 million in 2022.⁴

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 buyers.⁵

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 traveling 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 problems.⁶

These issues were raised when the GBTA released results from its survey of female business travelers back in 2018.⁷ Then, more than three quarters of female respondents (83%) felt they faced greater risk when traveling than their male counterparts.

Yet, half a decade later, not much has changed. In a World Travel Protection⁸ survey of global business travelers 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 around? 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 travelers 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 level,⁹ 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.”

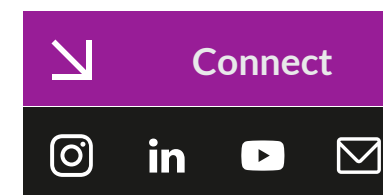
That such a high proportion of women still say they feel less safe than their male counterparts when traveling is particularly pertinent when considering the changing demographics of the workplace.

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 recognizing 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 Program 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.



02.

Supplier focus – hotels





Can industry suppliers do more to ensure the safety and comfort of female business travelers? 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 customizable 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 DC.¹¹

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 illegal.¹² 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 Americas.¹³ 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.

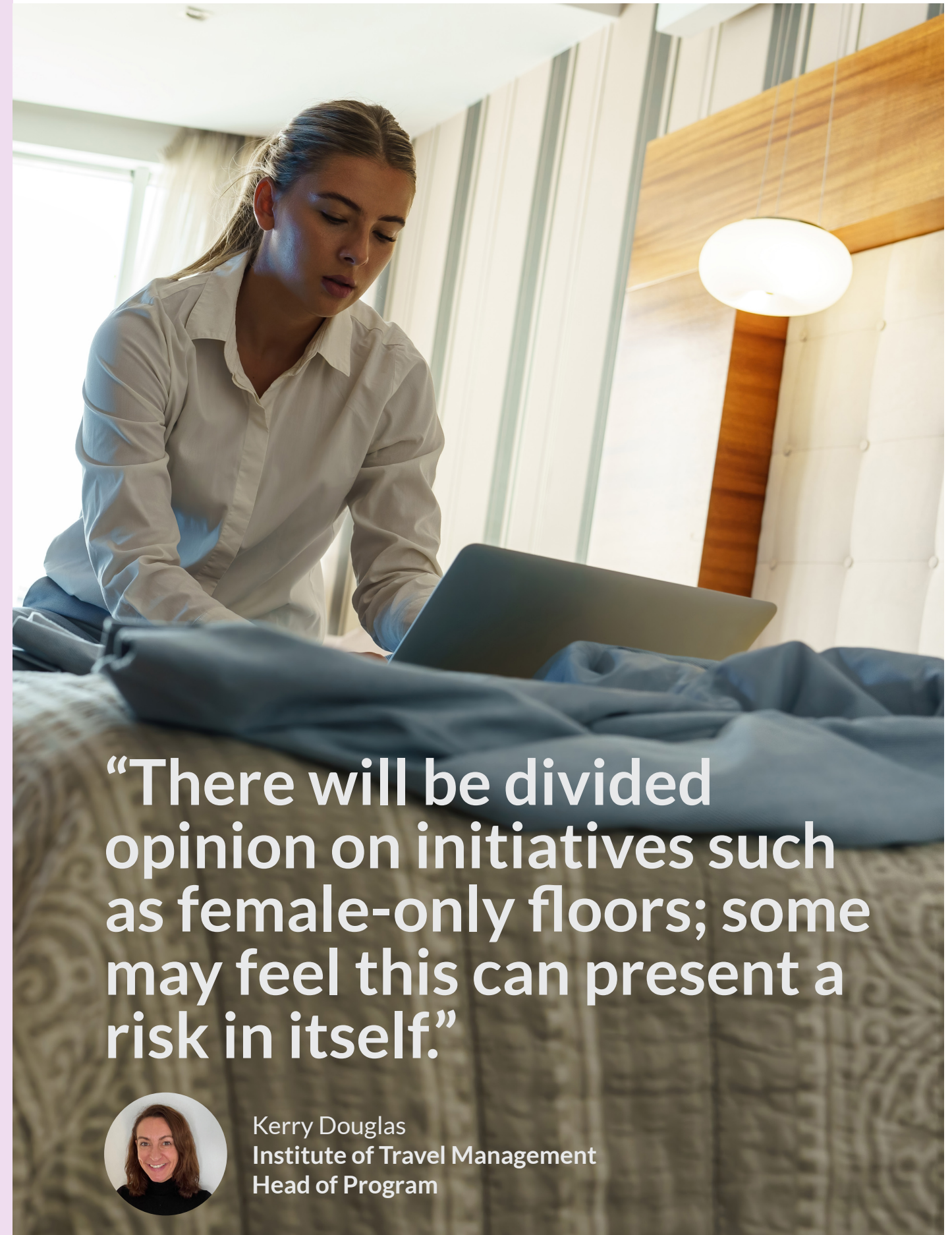
Accor is the first hotel chain in the Americas region to implement the certification, starting with those 25 hotels. Currently, 18 hotels have received their certificates, which can be obtained in three categories: Silver, Gold, or Platinum. The certification is progressive and hotels can improve and 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 traveled to by different business sectors,” Torres says. “This is the kind of initiative that is making a difference for female travelers and I was very impressed.”

Addressing female travelers’ needs is also about diving 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.



Connect



“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 Program

03.

Supplier focus - airlines and ground transportation

A woman with long dark hair, wearing a white V-neck top under a dark blazer and a dark skirt, is walking through an airport terminal. She is smiling and looking to her right while pulling a black rolling suitcase. The background shows airport architecture with glass walls and a sign that reads "GROUND EAST PLAZA". The entire image has a purple overlay.



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 feedback.¹⁴

Although there have been mixed opinions cited across social channels about the initiative,¹⁵ 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 transportation companies. Also, ensure that any pick-up points are in well-lit areas or, if a traveler is collecting a rental car, that it’s from a manned collection point – also in a well-lit area – and that GPS navigation devices 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 safety.¹⁶ 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 traveler the option to ask for a female driver. And destinations such as Dubai offer taxi services for women only. The “pink service” is driven by women only, and is exclusive to women and families.¹⁸ There are a number of similar initiatives across the globe, 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.com



 Connect

04.

Supporting female health and wellbeing

We're working in a unique time - four generations now form the working population.¹⁹ 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 travelers? 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 that companies should consider for female business travelers 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 program where 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."

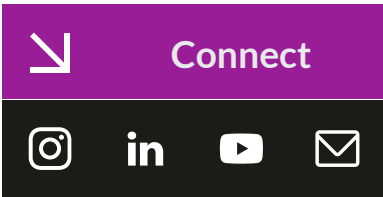


Carolyn Pearson
Maiden Voyage
CEO



“Then, the mental health aspect of menopause is becoming more widely recognized,” Pearson adds. “Employers should have an authentic check in; when people hit 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 aging 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 load,²⁰ it’s something to consider when looking at how to better support female business travelers.”



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 accommodations 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+ travelers](#), the role of a TMC is also to look beyond the hotel itself during hotel site visits and consider the safety of area in which a hotel is located.

Traveler tracking equals added security

“What’s also pivotal is traveler 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 travelers 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, change 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 travelers – 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 destination advice; from local dress codes and whether women can move freely in that destination to whether it’s safe to take public transportation.

“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 the 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 travelers' preferences with consultants. If, for example, travelers 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 elevators, 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 must 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 public transportation, and which were reputable locations for hotels when traveling 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 that women 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 traveler'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 traveling 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, which means providing them with all the information that allows them to make informed choices, including for their female business travelers and delegates.
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 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.
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 categorized, and you can ensure that the highest risk are in the safest environment. Work with your TMC to categorize whether a hotel is on-site, a ten-minute walk away, whether delegates have to get public transportation 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 travelers.

8. One of Reed & Mackay's USPs is exceptional, personalized service, which gives an additional layer of reassurance, from our traveler tracking to our 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.

 Connect

07.

How industry associations
are playing a part

A woman in a business suit is walking down a hallway, pulling a suitcase and carrying a briefcase. The image 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 the middle.

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.

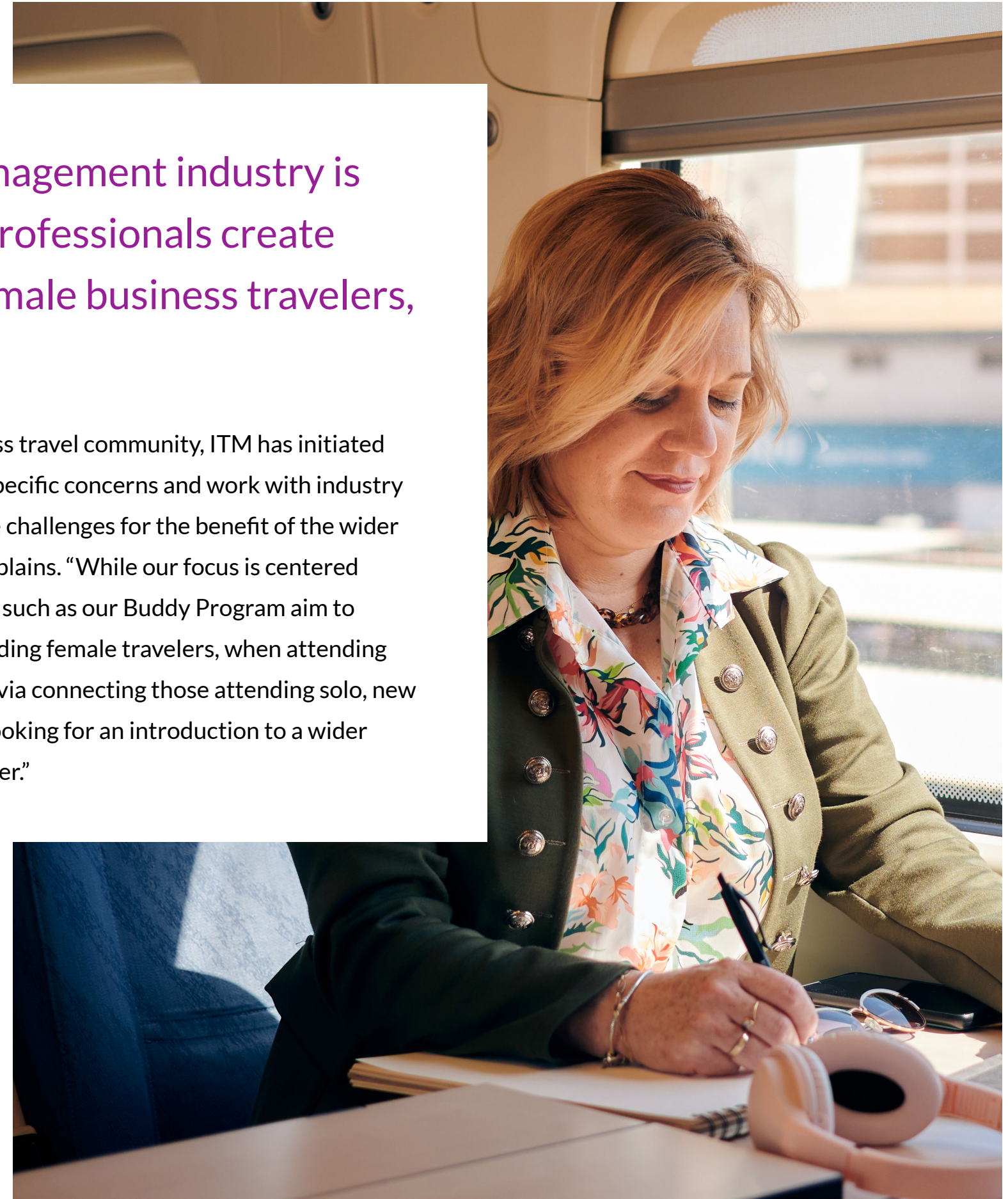
The [BTA](#), for example, is working to promote diversity, equity, and inclusion within the travel industry, recognizing the importance of creating a safer environment for female business travelers.

In collaboration with the Association of Women Travel Executives, the BTA introduced a 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 task forces 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 centered on inclusivity, initiatives such as our Buddy Program aim 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, overlaid with a semi-transparent purple filter. In the center, a woman with dark hair and a man with glasses are shaking hands. To the left, another woman is smiling and looking towards them. To the right, a man is partially visible, looking towards the group. The background shows a modern office with large windows and city buildings outside.

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 travelers’ 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, hotels, 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 that 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, transportation, 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 customized 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 efficient and effective programs that promote 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 elevator rather than at the end of long hallways or near emergency exits. These rooms allow quicker access to the main areas of the hotel, minimizing time spent walking in potentially isolated hallways. Additionally, elevator-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 organize 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 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 neighboring 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 in hotel rooms before you even put your luggage down – that way, if you're not happy, you don't have to repack. And choose hotels that have card access for the elevators."



Louise Wiggins
UK Operations Director

10.

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