

# Supporting LGBTQ+ Travelers

IN@GBT

Today, 63 countries around the world criminalize LGBTQ+ people, including popular business and leisure destinations.<sup>1</sup> Global Business Consulting (GBC), the consulting arm of American Express Global Business Travel (Amex GBT), surveyed the company's LGBTQ+ employee inclusion group - LEAGUE - to understand how organizations can improve support for their LGBTQ+ travelers.<sup>2</sup>

According to our LEAGUE group, most (69%) LGBTQ+ travelers feel supported when traveling - but many shared experiences where they have felt uncomfortable



Checking in at hotels.



Checking in for flights.



Concerns when traveling in certain countries.



Being misgendered and / or excluded from facilities.

What resources would LEAGUE travelers welcome?

67%

HEAT MAP OF LOCATIONS.

53%

GUIDANCE ON LOCAL LAWS ON GENDER EXPRESSION.

49%

CITY GUIDES.

46%

DETAILS OF SUPPLIERS' DIVERSITY POLICIES.

41%

LIST OF LOCAL SOURCES OF ASSISTANCE.

30%

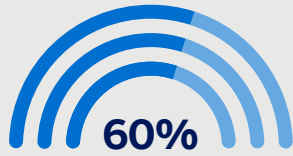
SPECIALIST TRAINING FOR TRAVEL SAFETY.



GLOBAL  
BUSINESS  
TRAVEL

GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the "American Express Global Business Travel" and "American Express Meetings & Events" brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express. © 2023 GBT Travel Services UK Limited.

## Spotlight on suppliers



**LEAGUE travelers' planning decisions are impacted by a supplier's diversity policy.**

Survey respondents welcomed suppliers showing visible support for LGBTQ+ travelers, including:

- Flying flags, running diversity campaigns
- Staff wearing rainbow badges

Above all, LEAGUE travelers enjoyed being treated respectfully.

## How to improve the traveler experience?

Based on the survey findings, GBC has developed recommendations to improve support for LGBTQ+ travelers at every stage of the travel journey.



### BEFORE BOOKING

Include questions on LGBTQ+ inclusivity and diversity during sourcing.

Make it easy for travelers to access your T&E policy.

Provide travel safety training including cultural awareness.



### DURING TRIP

Ensure medical insurance is suitable for all employees with contingencies if medical provisions are unsuitable.

Ask if your security / travel alert provider can support with location updates that include LGBTQ+ specific risks.

Include links to LGBTQ+ resources with emergency contacts in the booking confirmation.



### PRE-TRIP

Provide information on destinations' LGBTQ+ friendliness.

Define an exception process so employees can decline business trips without career repercussions.

Explore how technology and booking tools can support LGBTQ+ travelers.



### POST-TRIP

Provide travelers with more opportunities to share feedback.

Consider a travel focus group so experiences can be continuously improved.

<sup>1</sup> The Equality Index, February 2023. [www.equaldex.com/issue/homosexuality](http://www.equaldex.com/issue/homosexuality). <sup>2</sup> Methodology: GBC and LEAGUE surveyed 84 members of the LEAGUE community in July 2022. 43% were located in North America, 33% in EMEA, 14% in APAC, and 10% in Latin America.

**At Amex GBT, we want everyone to feel safe to be themselves when they travel on business. To find out how you can improve support for your LGBTQ+ travelers, [get in touch](#).**



**GLOBAL  
BUSINESS  
TRAVEL**