



# Supporting LGBTQ+ Travelers

Today, 63 countries around the world criminalize LGBTQ+ people, including popular business and leisure destinations.<sup>1</sup> Amex GBT Consulting (Consulting), 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

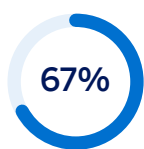


Concerns when traveling  
in certain countries



Being misgendered  
and/or excluded from  
facilities

## What resources would LEAGUE travelers welcome?



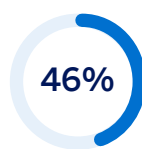
Heat map of  
locations



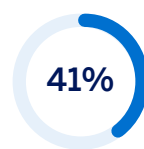
Guidance on local  
laws on gender  
expression



City guides



Details of suppliers'  
diversity policies



List of local sources  
of assistance



Specialist training  
for travel safety

## Spotlight on suppliers

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.

# 60%

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

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## How to improve the traveler experience?

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

### 1 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.

### 2 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.

### 3 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.

### 4 Post-trip

- Provide travelers with more opportunities to share feedback.
- Consider a travel focus group so experiences can be continuously improved.

**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](#).**

1 The Equality Index, February 2023. [www.equaldex.com/issue/homosexuality](http://www.equaldex.com/issue/homosexuality). 2 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.