

MONDELÉZ INTERNATIONAL REVAMPED TRAVEL PROCESSES TO PROTECT EMPLOYEES

BCD Travel's trip approval solution helped global snacks company fulfill its duty of care

Challenge

In February 2020, Mondelēz International changed the security status globally to High Risk level 4. This meant that all business travel would need approval from security. Mondelēz International introduced a three-tier authorization process, requiring approval from two business critical approvers and a regional security team.

Approach

Within a few hours, BCD put all online booking tools on hold and updated the new process in Trip Authorizer, BCD's automated trip approval solution. All reservations had to go through an offline agent team. BCD would check all bookings for compliance and resolve any challenges with approval deadlines or technical issues.

Results

- ✓ BCD ensures all travelers reach their destinations as scheduled
- ✓ Security is aware of all employees' travel plans, including departure, arrival, destination, car and hotel details
- ✓ Employees feel safe and comfortable about traveling, knowing that their company ranks duty of care as a top priority

As COVID threat levels rose, Mondelēz International revamped its travel processes. To protect its employees, the company introduced a three-tier authorization process, requiring pre-trip approval for all business travel.

CHALLENGE

In February 2020, global snack-food giant Mondelēz International changed the security status for all locations around the world to High Risk level 4. This meant that all business travel for 18k international and 25k domestic travelers in 81 countries in four regions would need approval from the company's security team.

Mondelēz International at a glance

- Leading global snacks company, headquartered in Chicago, Illinois
- Number of employees: 80,000+
- Present in 81 countries, divided into four regions
- Annual revenue: over US\$26 billion
- Annual travel spend: US\$130 million



APPROACH

Mondelēz International introduced a three-tier authorization process, requiring pre-trip approval from two business critical approvers and from the regions' designated security teams. BCD Travel communicated the approval system change to all Mondelēz International regions globally. Within a few hours, a BCD expert was able to put all online booking tools (OBTs) on hold and update the new process in Trip Authorizer, BCD's automated trip approval solution.

Pre-COVID, Mondelēz International had a solid online adoption rate of 70% globally (representing over 46,000 tickets booked online in 2019). Since the new approval process, travelers are required to make all future bookings through one of BCD's regional offline agent teams, ensuring an additional check. Travelers can still use some OBTs to compare dates, times and fares, but the online booking feature is disabled. Travelers trying to make online reservations are redirected by an automated pop-up message to an offline team.

BCD's agents run up to eight daily reports to ensure that all bookings are compliant. They also liaise with the security team to help resolve challenges like technical issues or missed ticketing time limits and Trip Authorizer deadlines. In case of any impacted reservations, they take action to get the needed approvals so as not to disrupt any scheduled trips.

Trip Authorization

With the new risks and economic impacts of travel, it's more important than ever before to make informed travel decisions. Trip Authorizer, BCD's proprietary trip approval solution, is a seamless and effective way to govern travel decisions. With the right strategy in place, travel teams can manage costs, monitor compliance, reduce risks and promote traveler wellness.



RESULTS

With continuous monitoring and reporting, BCD ensures that all travelers reach their destinations as scheduled. The Mondelēz International security team is aware of all employees' travel plans, including departure, arrival, destination, car and hotel details. Employees feel safe and comfortable about traveling, knowing that their company ranks duty of care and employee safety as a top priority.



“Thank you for your ongoing support and partnership to help us **fulfill our traveler duty of care requirements**. The COVID-19 pandemic has brought unique challenges to the whole travel industry as well as our internal processes. It has tested our agility, but **with your support we'll lead the way amongst peers**. I'm looking forward to our continued collaboration!”

Christine Boyd

Global Travel Lead at Mondelēz International

“Travel the right way” campaign wins prestigious award

- BCD's consultancy branch Advito worked with Mondelēz International to develop the “Travel the Right Way” campaign. It was designed to make it easy for their travelers to find relevant information when and where they needed it the most.
- Advito's Traveler Engagement team used a holistic approach for the campaign to not only educate the travelers but also motivate them to make the right choices.
- As a result, Mondelēz International saw enhanced accuracy of bookings, improved service levels and increased turn around speed. Their travelers spend less time on administrative tasks, freeing up their time to focus on their consumers and company growth.



“We're thrilled that our long-term partner, Mondelēz International, won the SSON Award for their incredible employee engagement work. During this particularly stressful time for business travelers all over the world, we were able to work together to create the “Travel the Right Way” campaign and help their travelers make the right decisions. Mondelēz International was one of our most Traveler Engagement partners, and their success demonstrates how a robust internal communications strategy can drive savings and traveler satisfaction in any travel program.”—Lesley O'Bryan, Senior Vice President Advito