

How often does your senior management team review your overall travel and entertainment program? 1

Generally speaking, by what percent would you say your company's travel has increased or decreased over the last year?..... 2

Has your company conducted a review of your travel agency relationship in the past 3 years? 3

Does your company have a formal written policy on travel and entertainment expenses?..... 4

[SUMMARY - YES] Does your company have policies or rules covering any of the following types of purchases?..... 5

In which department does this person work? Would it be..... 6

By how much do you expect online booking to increase in the next 12 months? Please stop me when I reach your range. 7

Please choose the one statement that most accurately describes your company's intentions regarding online travel booking. 8

Does your company issue corporate cards to employees to use for business expenses and travel? 9

Which of the following statements most closely describes your company's approach to using corporate cards? 10

Please choose the one statement that best describes your company's intentions or experiences with automated expense reporting. 11

How easy is it to access data to provide a detailed presentation about your company's travel and entertainment expenses, to your senior leadership team? Is it... 12

Does your company have someone who has the ultimate responsibility for the management of travel expenditures?..... 13

What category best describes how much employees at your company in Canada spent in the last fiscal year on travel and entertainment, including local expenses? Stop me when I reach your category. Was it..... 14

How often does your senior management team review your overall travel and entertainment program?

Proportions/Means: Columns Tested (5% risk level) - A/B/C

* small base

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Respondent with ultimate responsibility for the management of travel expenditures	492	129	310	46*
At least once annually	291 59%	69 53%	185 60%	33 72% A
Every second year	65 13%	10 8%	47 15% A	7 15%
Have not yet reviewed in the past 2 years, but there are plans to do so	59 12%	12 9%	44 14%	2 4%
Have not yet been reviewed in the past 2 years, and there are no plans to do so	70 14%	38 29% BC	28 9%	3 7%
(DK/NS)	7 1%	0 -	6 2%	1 2%

Generally speaking, by what percent would you say your company's travel has increased or decreased over the last year?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C

* small base

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Spokesperson for travel and entertainment behaviour in company	495	129	314	46*
Increased by	273 55%	53 41%	189 60%	28 61%
Decreased by	62 13%	16 12%	39 12%	6 13%
Unchanged	157 32%	60 47%	85 27%	12 26%
(DK/NS)	3 1%	0 -	1 0	0 -

Has your company conducted a review of your travel agency relationship in the past 3 years?

Proportions/Means: Columns Tested (5% risk level) - A/B/C

* small base

		SPEND		
	Total	Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Respondent with ultimate responsibility for the management of travel expenditures	492	129	310	46*
Yes	220 45%	23 18%	160 52%	33 72%
No	262 53%	103 80%	144 46%	12 26%
(DK/NS)	10 2%	3 2%	6 2%	1 2%

Does your company have a formal written policy on travel and entertainment expenses?

Proportions/Means: Columns Tested (5% risk level) - A/B/C

* small base

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Respondent with ultimate responsibility for the management of travel expenditures	492	129	310	46*
Yes	359 73%	59 46%	252 81%	45 98%
No	132 27%	69 53%	58 19%	1 2%
(DK/NS)	1 0	1 1%	0 -	0 -

[SUMMARY - YES] Does your company have policies or rules covering any of the following types of purchases?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C

* small base

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Best person to speak with about non-travel purchasing	489	129	306	44*
Software / hardware	397 81%	85 66%	261 85%	42 95%
Office supplies	374 76%	83 64%	241 79%	41 93%
Telecom	370 76%	73 57%	249 81%	40 91%
Advertising agencies	298 61%	63 49%	196 64%	30 68%
Temp services/labour	320 65%	59 46%	217 71%	36 82%
Industrial supply	305 62%	75 58%	188 61%	33 75%
Maintenance	334 68%	75 58%	218 71%	32 73%

In which department does this person work? Would it be...

Proportions/Means: Columns Tested (5% risk level) - A/B/C

* small base; ** very small base (under 30) ineligible for sig testing

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Respondent with ultimate responsibility for the management of travel expenditures	268	66*	173	28**
Accounting	34 13%	6 9%	26 15%	2 7%
Administration	43 16%	11 17%	30 17%	2 7%
Executive Suite	85 32%	25 38%	53 31%	6 21%
Finance	61 23%	11 17%	42 24%	8 29%
Human Resources	5 2%	1 2%	3 2%	1 4%
Purchasing/ Procurement/ Strategic Sourcing	15 6%	2 3%	8 5%	5 18%
A dedicated department for travel	4 1%	0 -	3 2%	1 4%
Other (NOT SPECIFY)	21 8%	10 15% B	8 5%	3 11%

By how much do you expect online booking to increase in the next 12 months? Please stop me when I reach your range.

Proportions/Mean: Columns Tested (5% risk level) - A/B/C

* small base; ** very small base (under 30) ineligible for sig testing

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Book travel Online	224	59*	140	21**
Expect a decrease	5 2%	0 -	5 4%	0 -
Expect it will stay the same, an increase of zero	131 58%	42 71%	80 57%	8 38%
More than zero, up to 25%	73 33%	15 25%	46 33%	10 48%
26 to 50%	11 5%	1 2%	7 5%	3 14%
51 to 75%	1 0	0 -	1 1%	0 -
75% to 100%	2 1%	1 2%	1 1%	0 -
(DK/NS)	1 0	0 -	0 -	0 -

Please choose the one statement that most accurately describes your company's intentions regarding online travel booking.

Proportions/Mean: Columns Tested (5% risk level) - A/B/C

* small base

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Spokesperson for travel and entertainment behaviour in company	495	129	314	46*
We are currently considering different online travel booking systems	27	2	23	2
	5%	2%	7%	4%
We have chosen a system but have not yet implemented it within the company	13	0	10	3
	3%	-	3%	7%
			A	A
We have chosen a system and are currently implementing it within the company	24	4	16	4
	5%	3%	5%	9%
We intend to move most of our travel to an online booking system	14	5	8	1
	3%	4%	3%	2%
We have no plans to use an online booking system	182	55	112	13
	37%	43%	36%	28%
Already book online	226	59	141	22
	46%	46%	45%	48%
(DK/NS)	11	4	5	2
	2%	3%	2%	4%

Does your company issue corporate cards to employees to use for business expenses and travel?

Proportions/Means: Columns Tested (5% risk level) - A/B/C

* small base

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Best person to speak with about how travel and entertainment is purchased including card programs	494	129	314	45*
Yes	295 60%	64 50%	197 63%	32 71%
No	198 40%	65 50%	117 37%	12 27%
(DK/NS)	1 0	0 -	0 -	1 2%
		BC		A B

Which of the following statements most closely describes your company's approach to using corporate cards?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C

* small base; ** very small base (under 30) ineligible for sig testing

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Use Corporate cards to pay for travel and entertainment expenses	277	64*	181	29**
Employees who travel or entertain on behalf of the company must use the corporate card	95	16	60	17
	34%	25%	33%	59%
The company mandates corporate card use and employees are encouraged to comply by enrolling them in a loyalty rewards program.	24	4	16	4
	9%	6%	9%	14%
While corporate card use is not compulsory, employees are encouraged to use it by being able to enrol in a loyalty/rewards program.	17	3	14	0
	6%	5%	8%	-
Employees are free to choose their own way to pay for business expenses and the corporate card is one option.	126	35	83	7
	45%	55%	46%	24%
(DK/NS)	15	6	8	1
	5%	9%	4%	3%

Please choose the one statement that best describes your company's intentions or experiences with automated expense reporting.

Proportions/Means: Columns Tested (5% risk level) - A/B/C

* small base

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Best person to speak with about expense reporting	493	129	313	45*
We are currently considering different automated expense reporting systems	49	5	40	4
	10%	4%	13%	9%
We have chosen a system, but have not implemented it within the company yet	16	0	15	1
	3%	-	5%	2%
We have chosen a system and are currently implementing it within the company	31	3	21	6
	6%	2%	7%	13%
We are currently using an automated expense reporting system	134	23	86	23
	27%	18%	27%	51%
We have no plans to use an automated expense reporting system	248	96	139	11
	50%	74%	44%	24%
(DK/NS)	15	2	12	0
	3%	2%	4%	-

How easy is it to access data to provide a detailed presentation about your company's travel and entertainment expenses, to your senior leadership team? Is it...

Proportions/Mean: Columns Tested (5% risk level) - A/B/C

* small base

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: Respondent with ultimate responsibility for the management of travel expenditures	492	129	310	46*
Very easy	150 30%	43 33%	85 27%	18 39%
Somewhat easy	214 43%	60 47%	137 44%	16 35%
Somewhat difficult	97 20%	18 14%	68 22%	10 22%
Very difficult	29 6%	6 5%	20 6%	2 4%
(DK/NS)	2 0	2 2% B	0 -	0 -
Summary				
Very/ Somewhat easy	364 74%	103 80%	222 72%	34 74%
Very/ Somewhat difficult	126 26%	24 19%	88 28% A	12 26%

Does your company have someone who has the ultimate responsibility for the management of travel expenditures?

Proportions/Means: Columns Tested (5% risk level) - A/B/C

* small base

	Total	SPEND		
		Up to \$500k	\$500k - <\$5m	\$5m+
		A	B	C
Base: All respondents	506	129	319	46*
Yes	268 53%	66 51%	173 54%	28 61%
No	233 46%	63 49%	146 46%	18 39%
(DK/NS)	5 1%	0 -	0 -	0 -

What category best describes how much employees at your company in Canada spent in the last fiscal year on travel and entertainment, including local expenses? Stop me when I reach your category. Was it...

Proportions/Means: Columns Tested (5% risk level) - A/B - C/D/E/F/G - H/I/J

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	Total
Base: All respondents	500
\$0 to just under \$500,000	129 26%
\$500,000 to just under \$2 million	247 49%
\$2 million to just under \$5 million	72 14%
\$5 million to just under \$10 million	24 5%
\$10 million and over	22 4%
(DK/NS)	6 1%