

Traveler insights:

Travel Risk Management

by BCD Travel Research & Intelligence



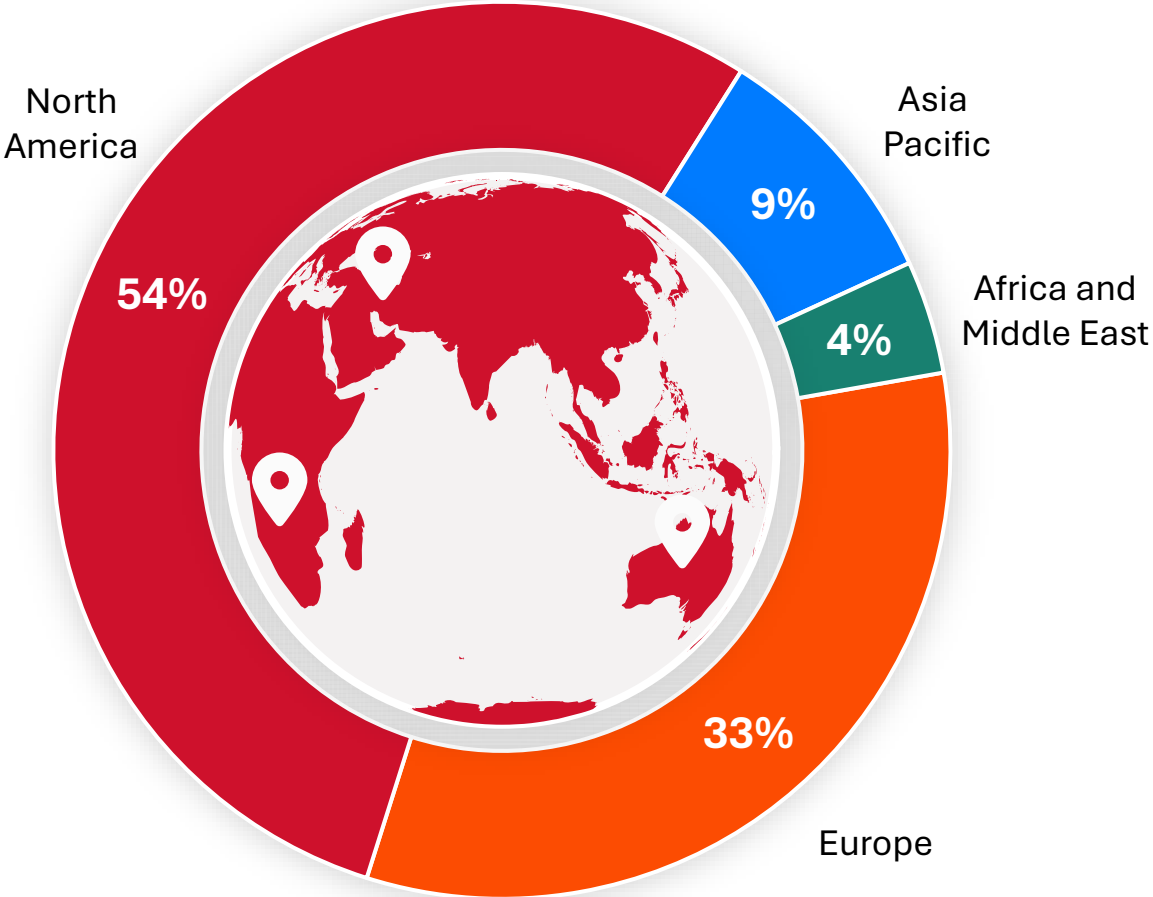
About the survey

In this survey, we explore the topic of travel risk management, focusing on travelers' experiences on the road and safety support measures provided by employers.

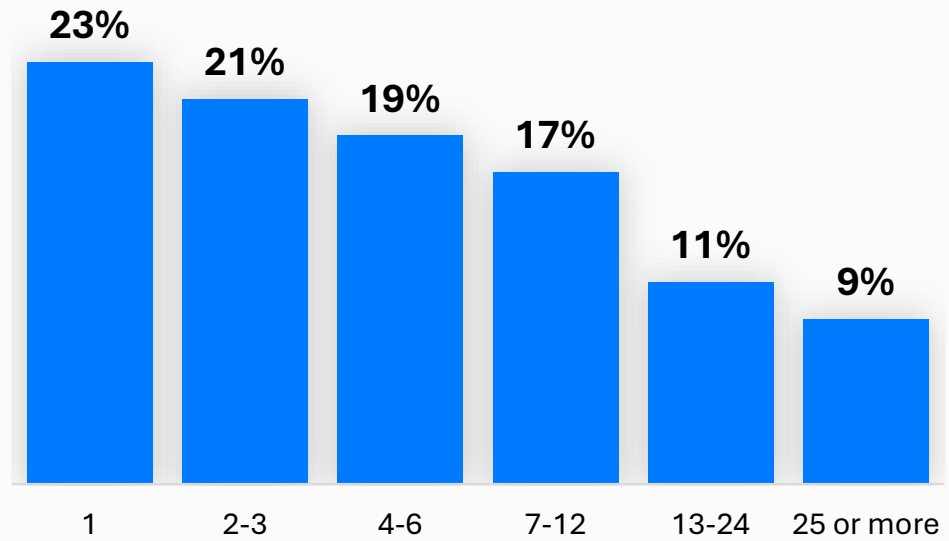
The results are based on an online survey of 1,284 business travelers worldwide. We conducted the survey in November 2025.

Who we surveyed

Where they're based

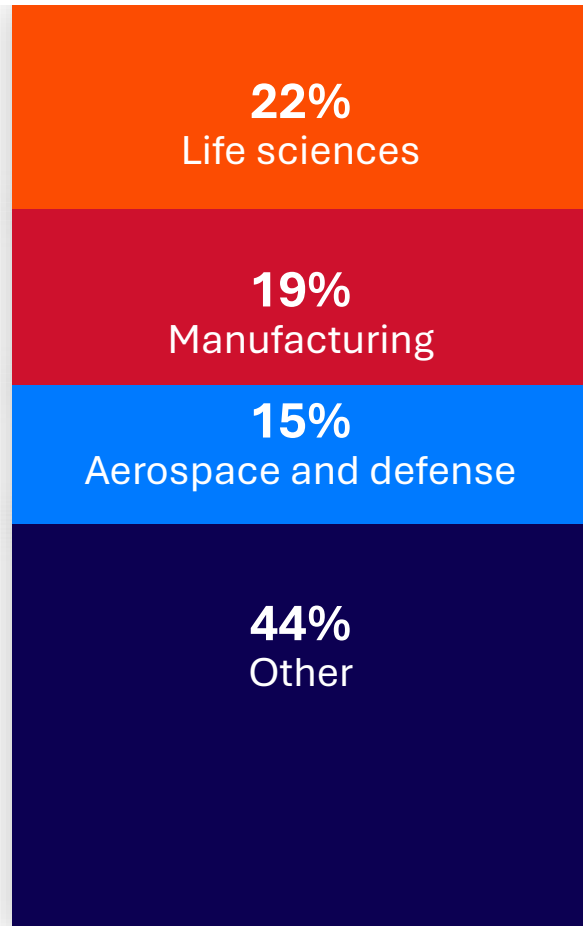


How often they traveled for business in the past 12 months

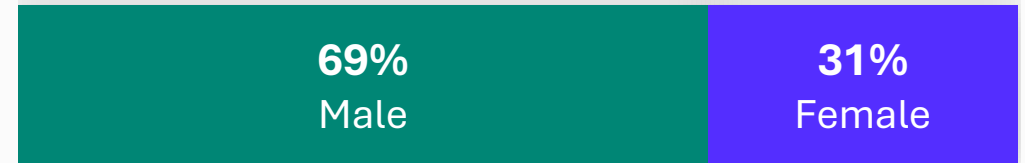


Who we surveyed

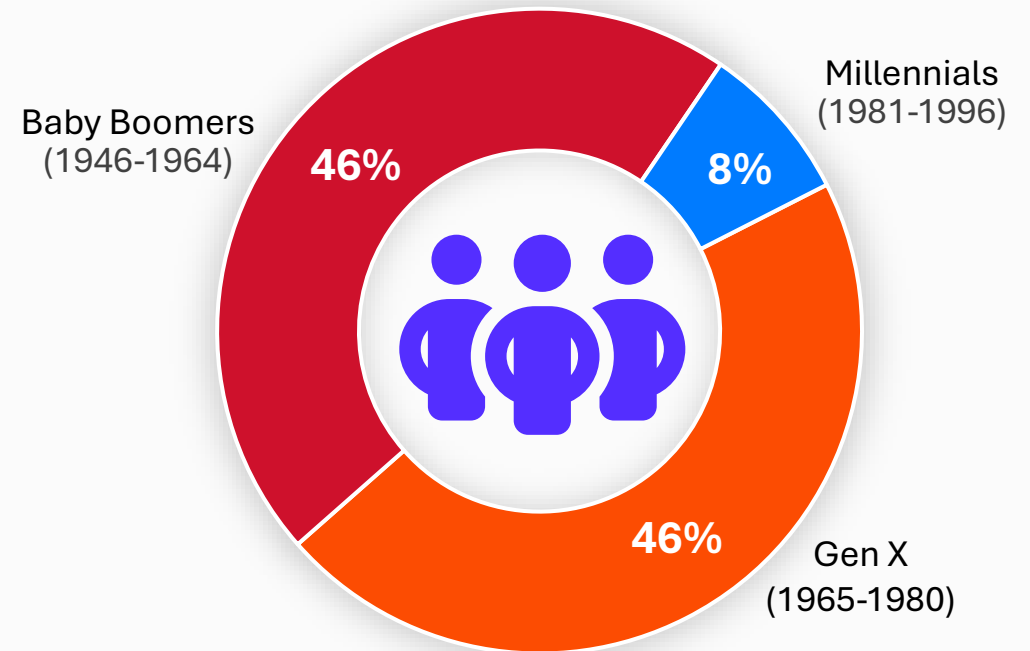
Industries



Gender

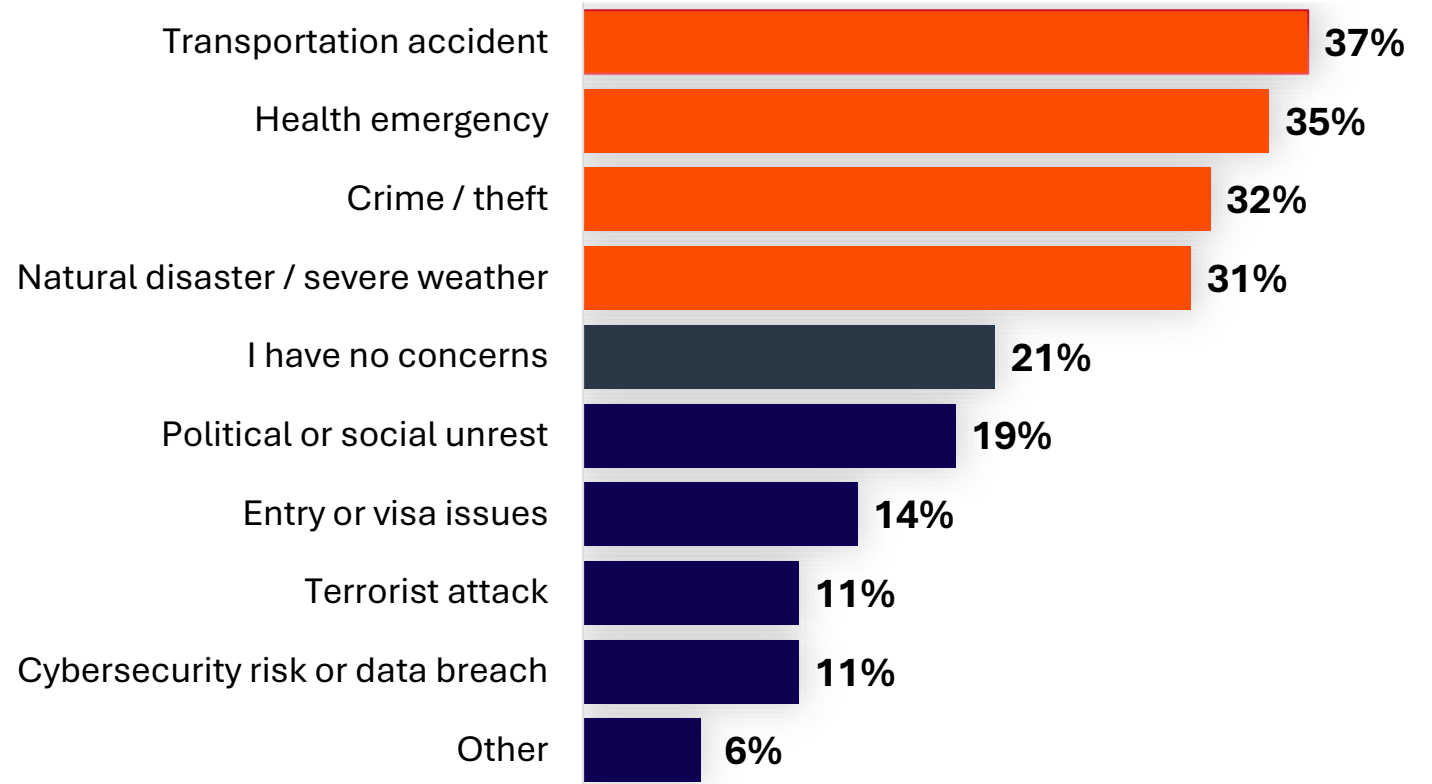


Age



Travelers' risk concerns

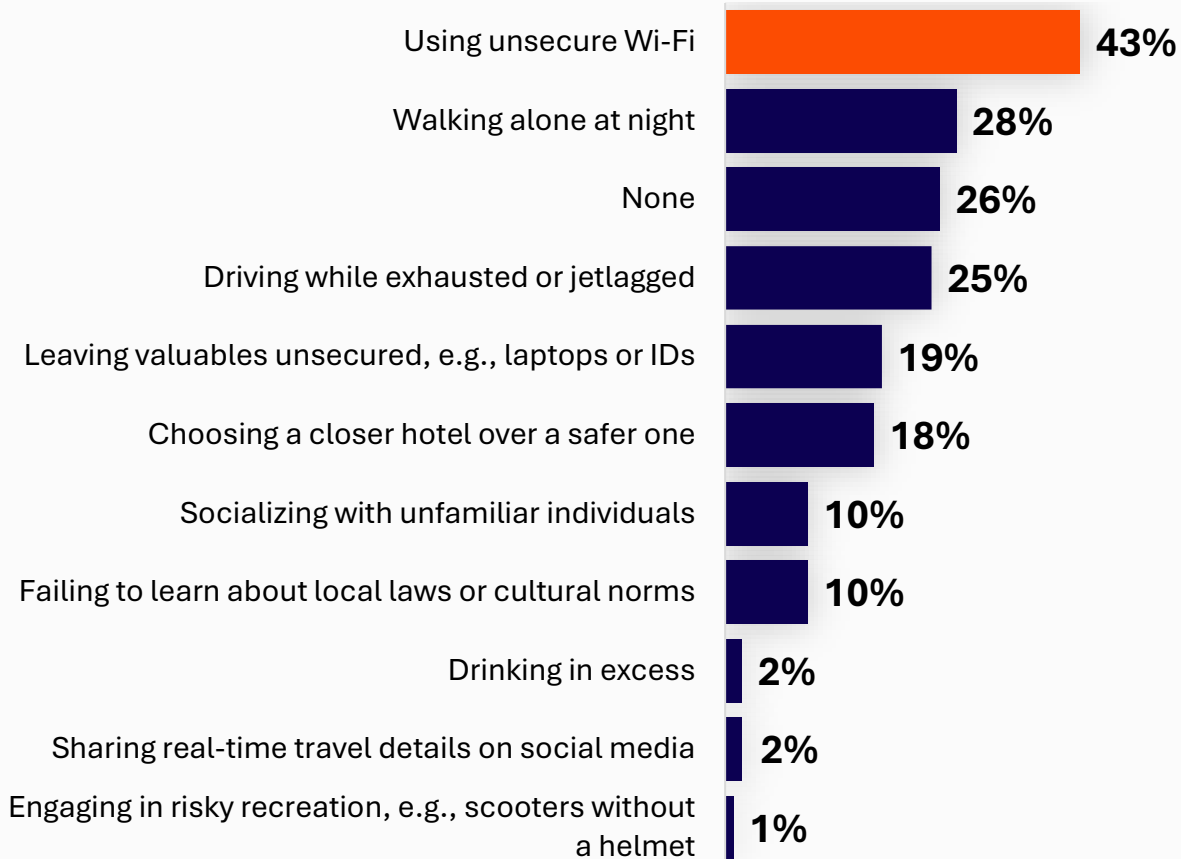
Transportation accidents and health risks are the leading business travel concerns, followed by crime and natural disasters, each cited by about one-third of travelers.



Q: What risks worry you most when traveling for work? Select all that apply.

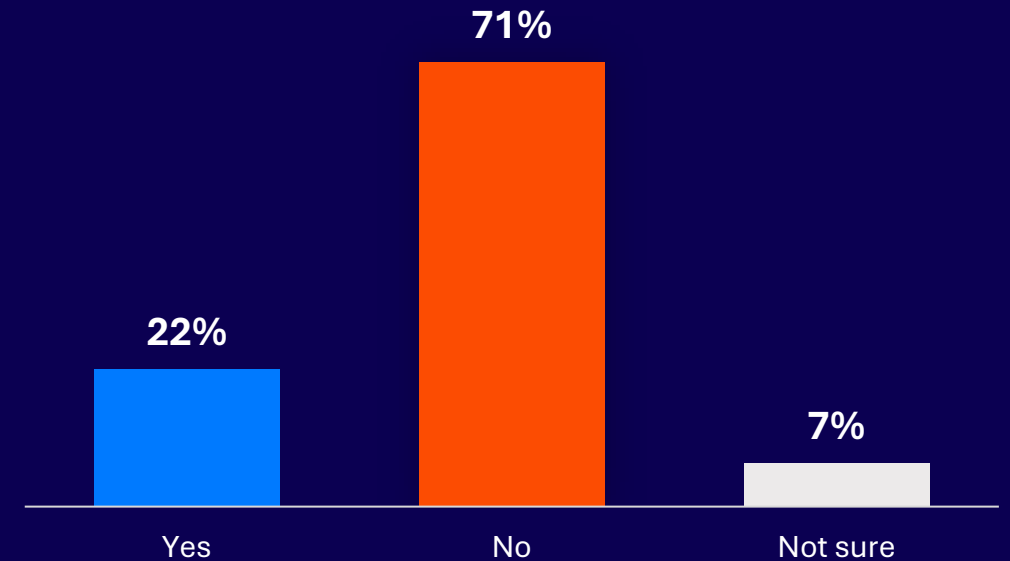
Risky behaviors

Frequent traveler behaviors include using unsecure Wi-Fi, walking alone at night and driving while fatigued.



Q: Which of the following situations have you experienced when traveling for work? Select all that apply.

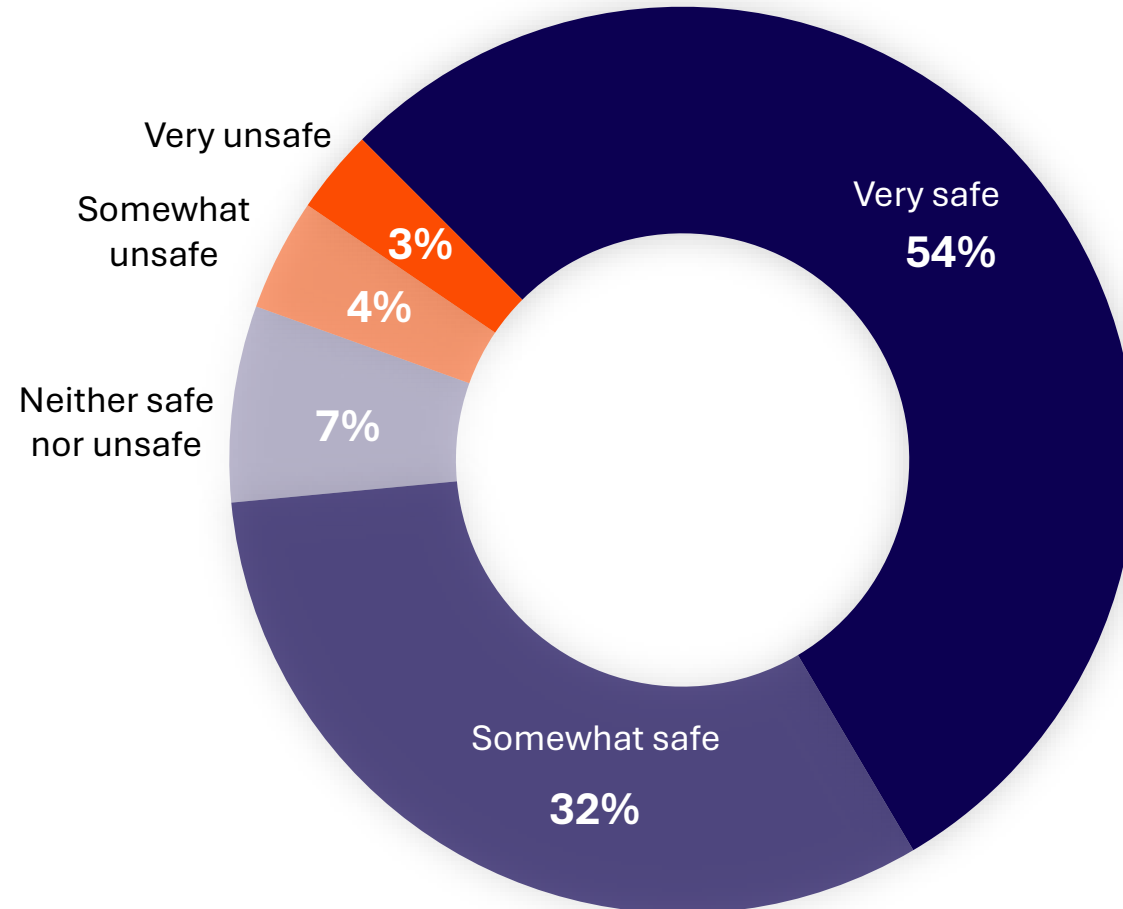
Almost a quarter of business travelers reported feeling unsafe due to exhaustion from long trips.



Q: Have you ever felt unsafe due to exhaustion from long travel?

Hotel safety

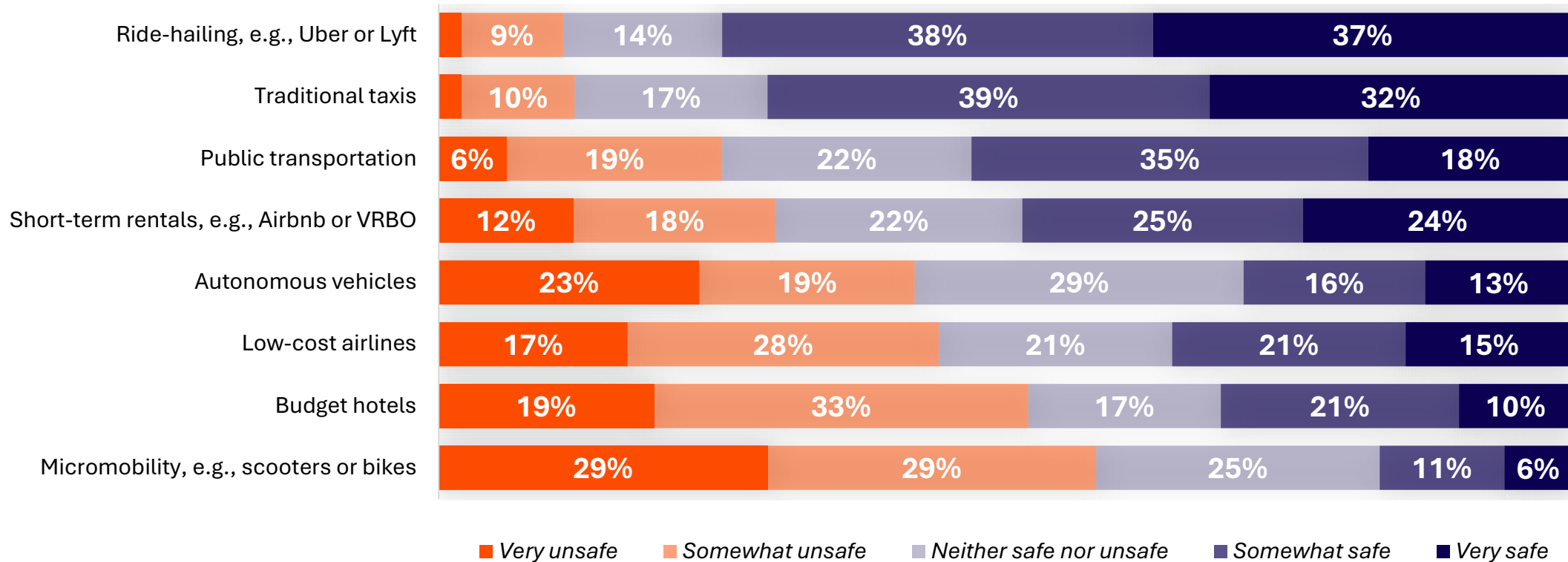
Most travelers feel safe when staying at hotels included in their corporate travel program.



Q: How safe do you feel when staying at the hotels included in your company's travel program?

Safety of other suppliers

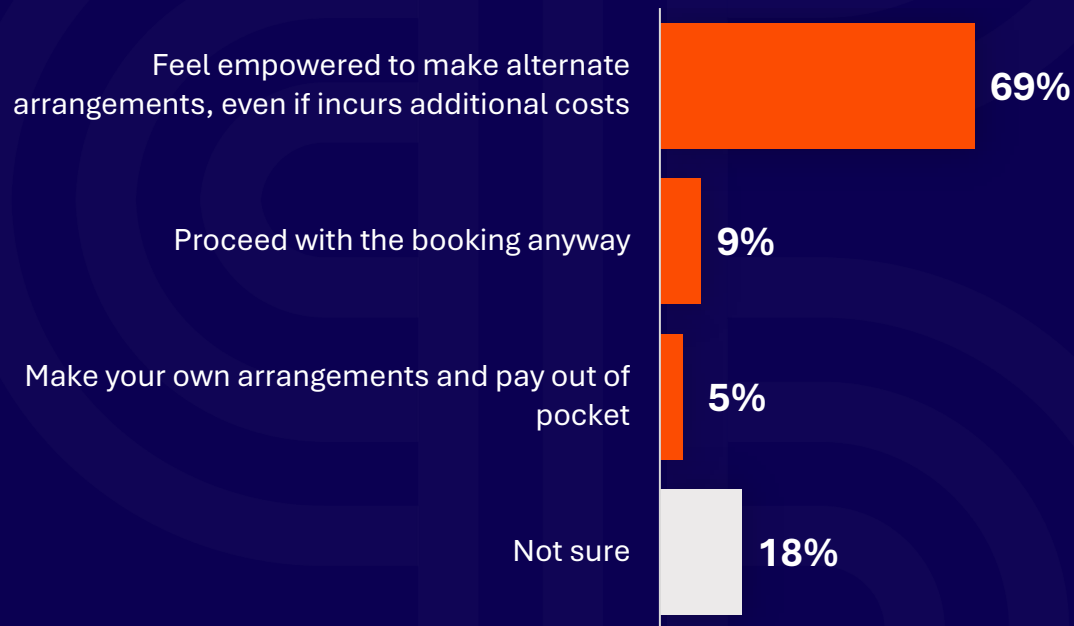
Ride-hailing services, traditional taxis and public transportation rank high in safety perception, while micromobility options such as scooters or bikes are viewed as least safe. Similarly, budget hotels and low-cost airlines are considered unsafe by over half of the sample.



Q: How safe do you feel using the following travel options during business trips?

Booking decisions

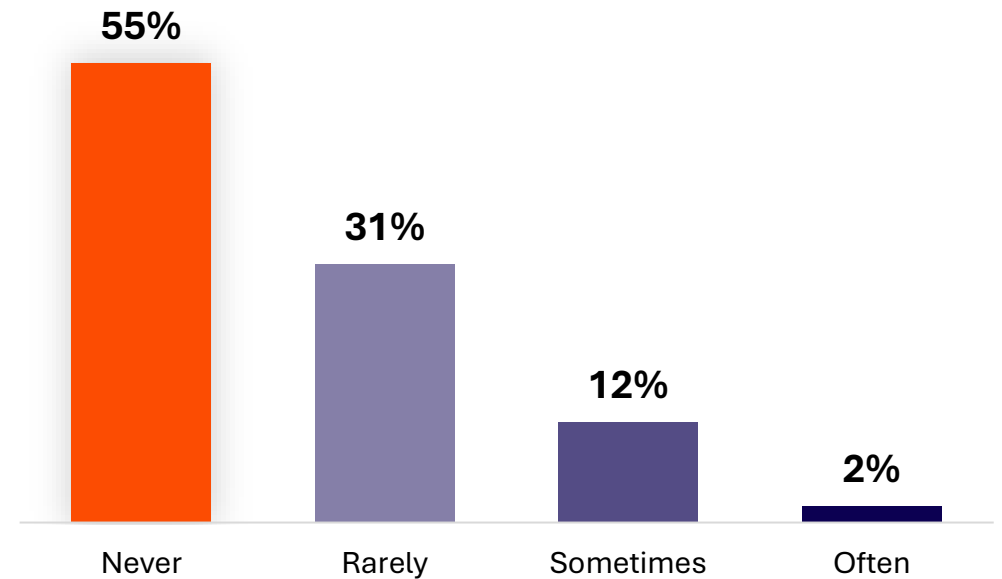
Two-thirds of travelers feel empowered to change travel bookings they perceive as unsafe, yet 10% proceed despite their concerns.



Q: If your company books a travel option you believe is unsafe, what do you do?

Booking channels

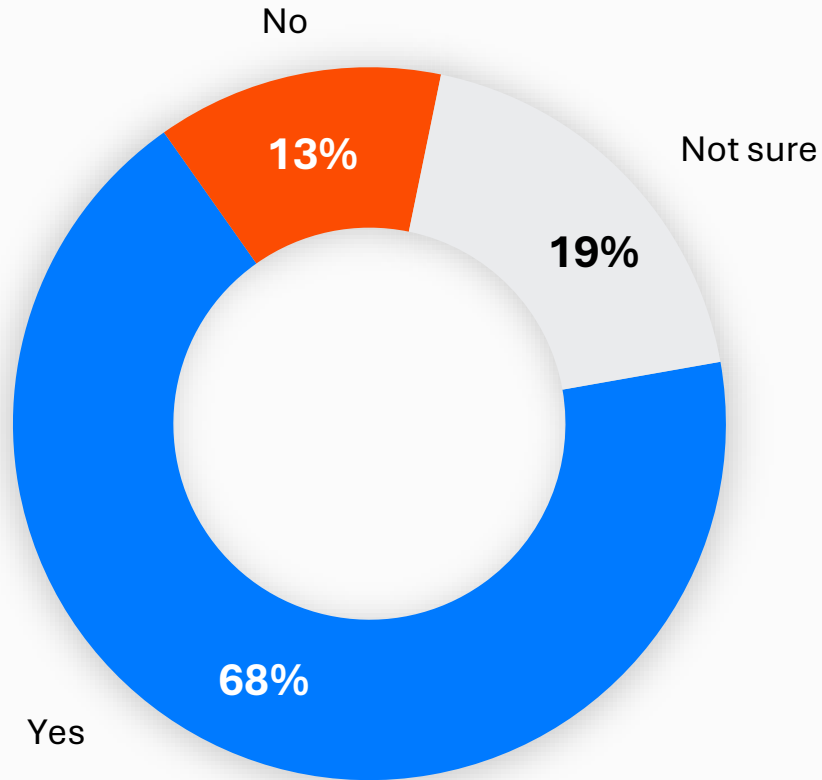
Most travelers trust their company's booking channels, although 45% admit booking outside these channels at times.



Q: How often do you book outside of approved channels to get safer travel options?

Access to safety information

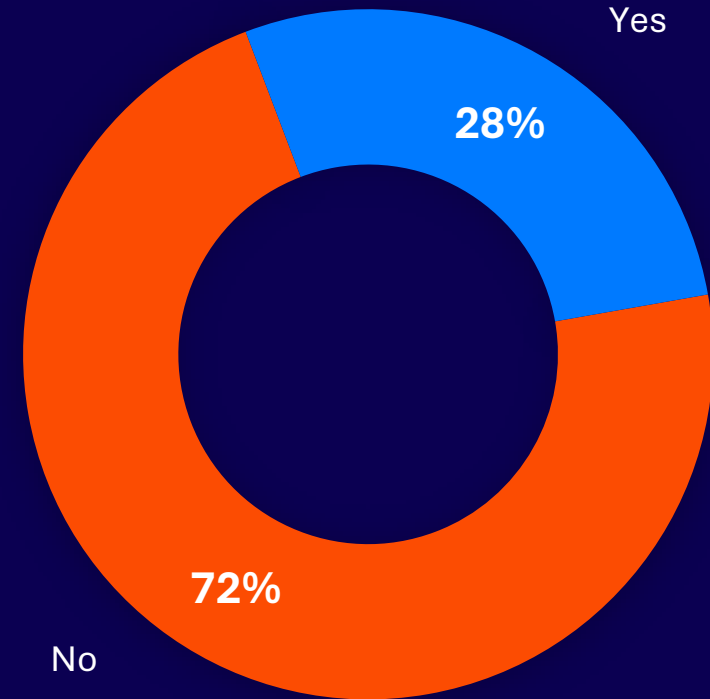
Nearly one-third of travelers don't know where to find safety details.



Q: Do you know where to find travel safety information when you need it?

Alternative channels

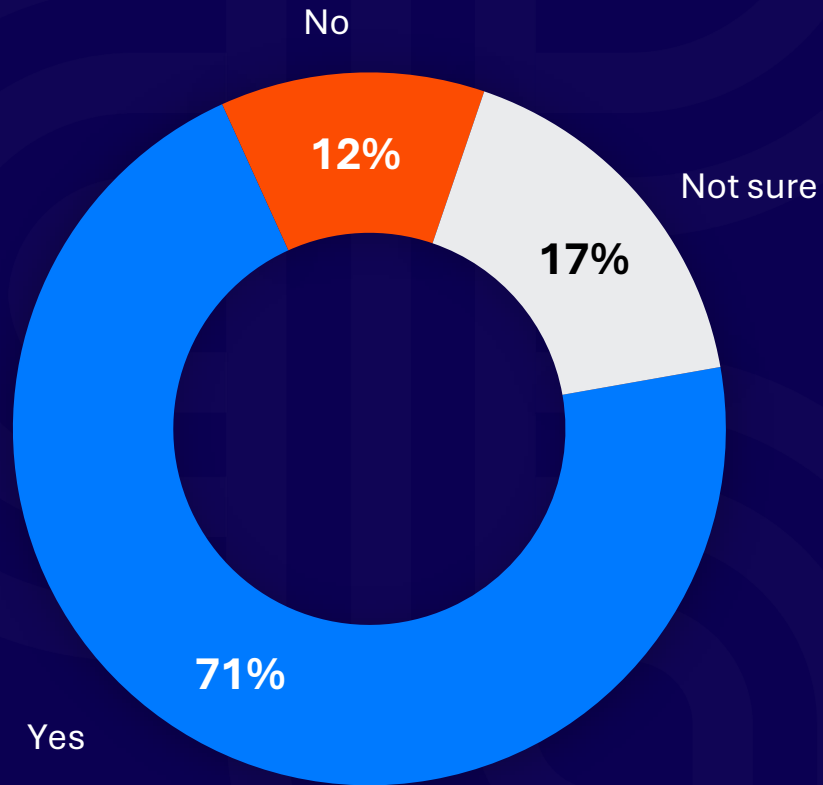
Over one-quarter occasionally use alternative information channels to obtain safety details.



Q: Have you ever had to find safety information on your own, e.g., online or via colleagues, because company resources were insufficient?

Emergency contact

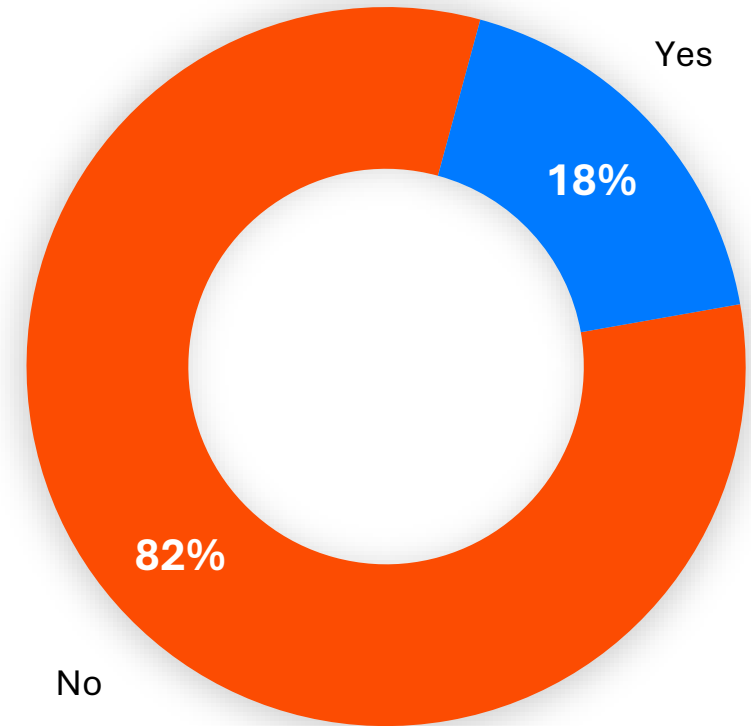
About 30% are unsure whom to contact in case of a travel emergency.



Q: Do you know who to contact in case of a travel emergency?

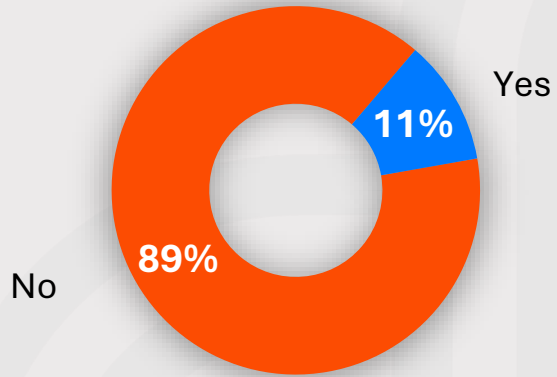
Asking for help

18% of travelers have hesitated to seek help, uncertain if their situation was serious enough.



Q: Have you ever hesitated to ask for help because you weren't sure the situation was serious enough?

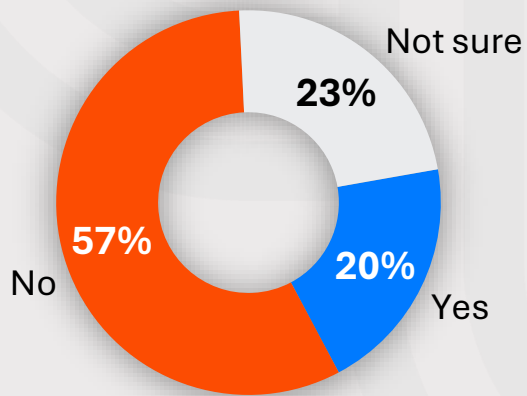
Trip cancellations



Safety concerns prompted 11% of travelers to cancel trips.

Q: Have you ever declined a business trip due to safety concerns?

Negative career impact

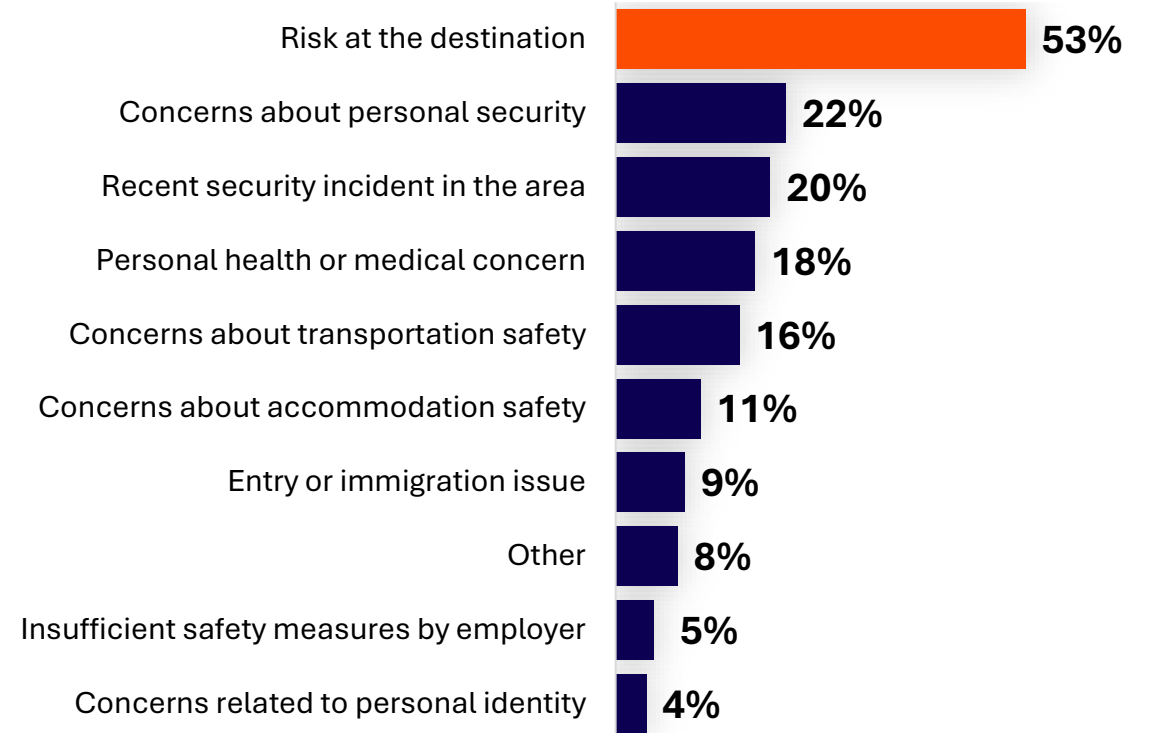


One in five think refusing a trip for safety reasons could harm their career.

Q: Do you believe refusing a business trip for safety reasons could negatively impact your career?

Reasons for decline

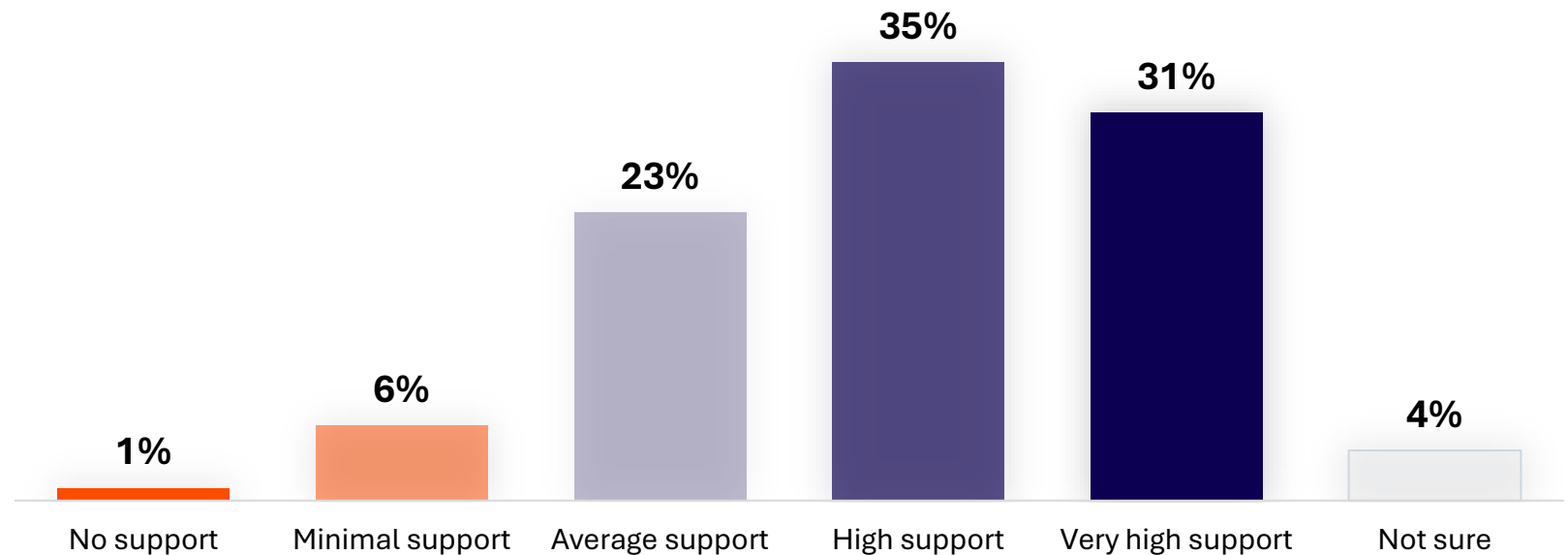
Destination-related risks, such as political unrest or natural disasters, were among the top reasons for trip cancellations, followed by personal security concerns, recent incidents at the destination, and health issues.



Q: What was the reason for refusing the trip?

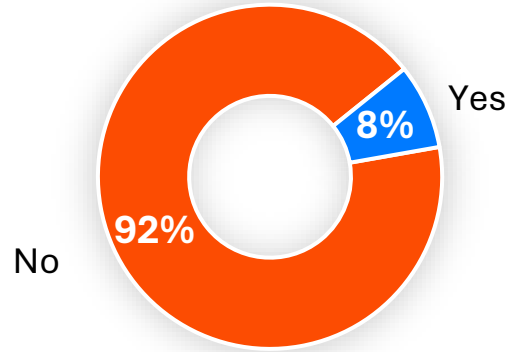
Incident support

Most travelers feel well-supported during risk incidents, with 66% highly rating their company response and only 7% reporting minimal or no support.



Q: How would you rate the level of support your company provides for your safety when you travel for work?

Risk incidents

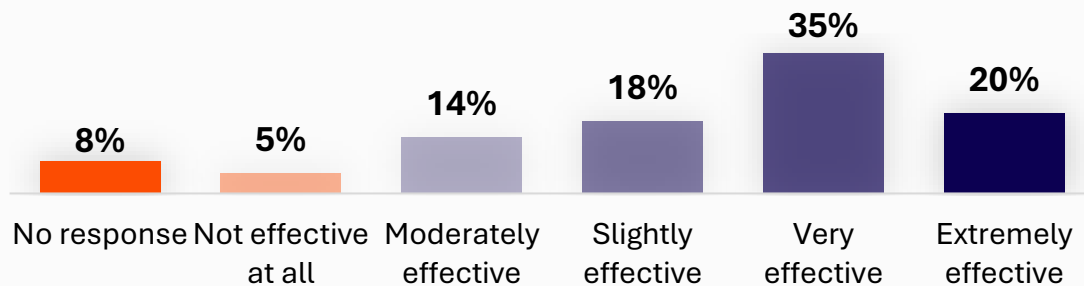


In the past year, 8% of travelers experienced an incident requiring company support.

Q: In the past 12 months, have you experienced an incident while traveling for work that required company support?

Company response

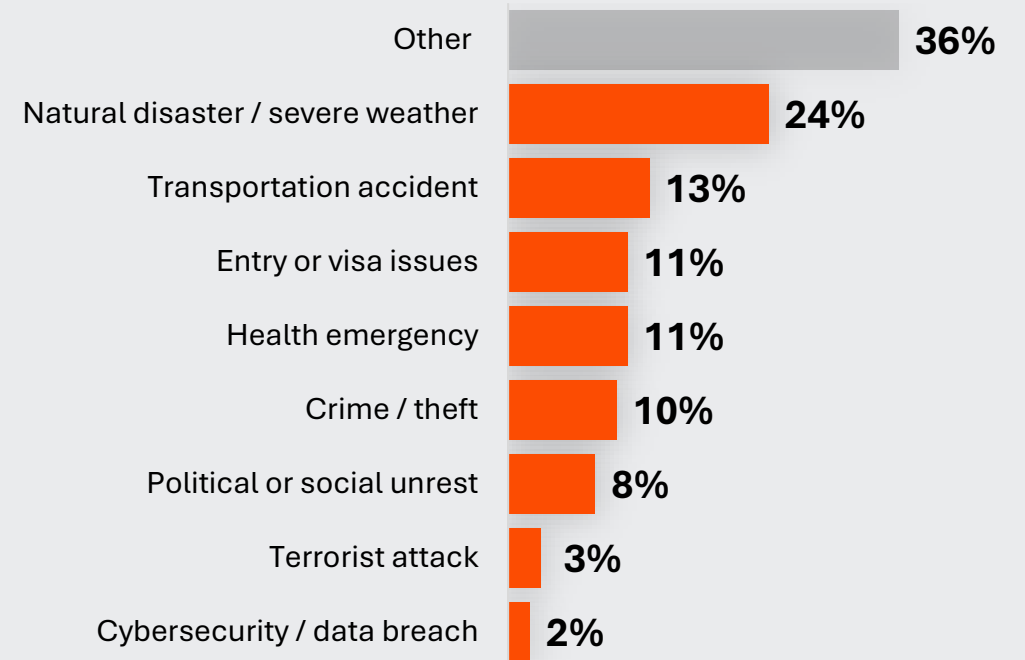
While support was effective in most cases, 13% reported no response or ineffective assistance.



Q: How effective was your company's response to the incident?

Type of incident

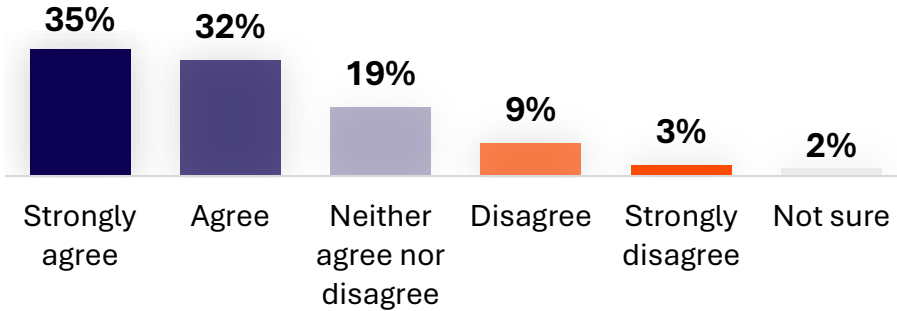
Weather conditions were named as the most frequent reason for the experienced incidents.



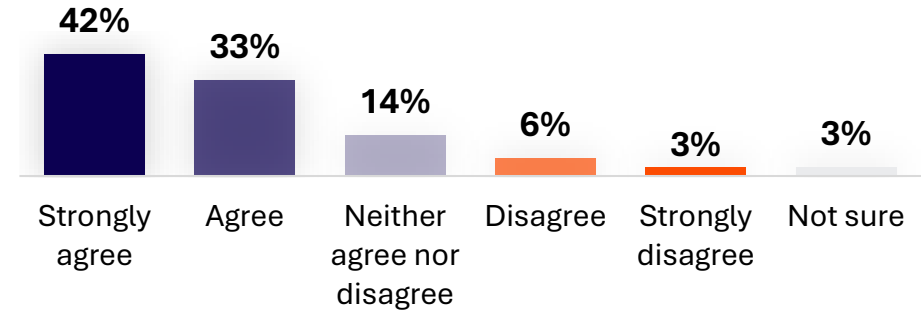
Q: What type(s) of incidents did you experience? Select all that apply.

Employer risk management

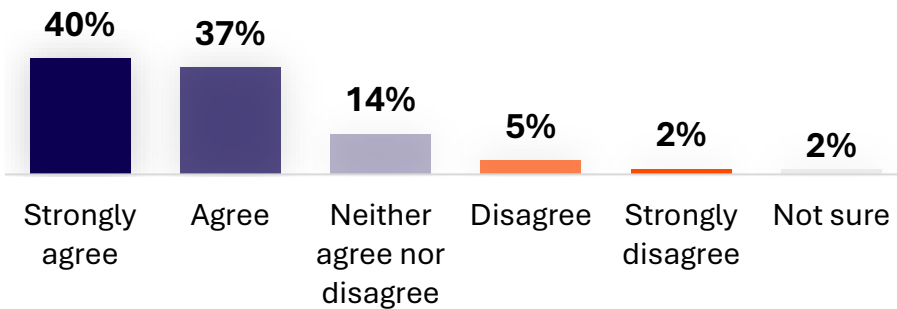
My company prioritizes my safety over cost savings.



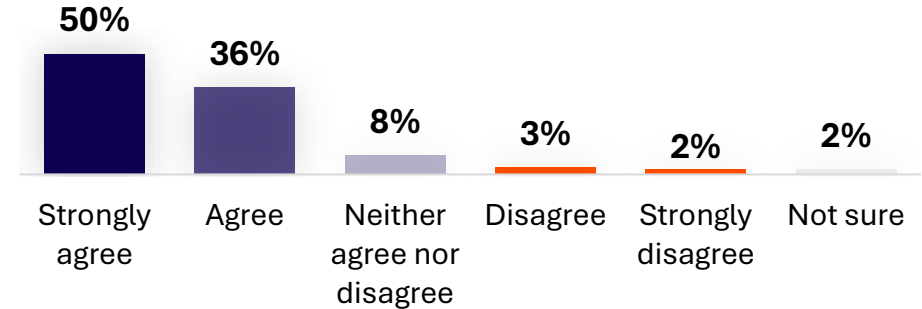
I am confident my company could locate and assist me quickly in a crisis.



My company communicates travel risks in a clear and understandable way.



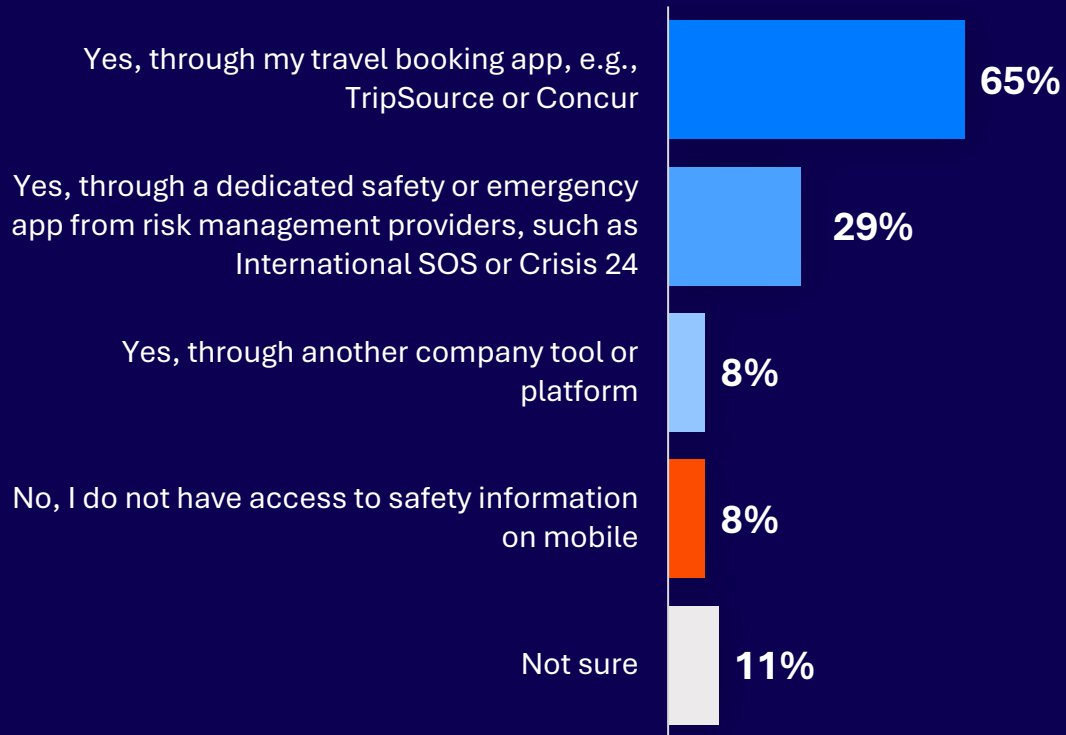
If I raised a travel safety concern, I believe it would be taken seriously.



Q: Agree or disagree?

Safety apps

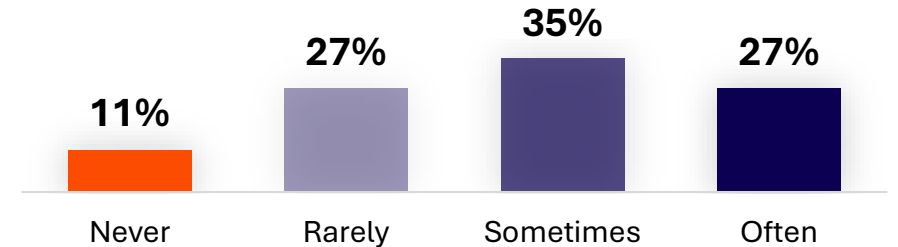
Two-thirds can access safety information via booking apps and one-third have dedicated risk apps at their disposal.



Q: Do you have access to a mobile app or digital tool provided by your company to check travel safety information or receive alerts during business trips?

Frequency of use

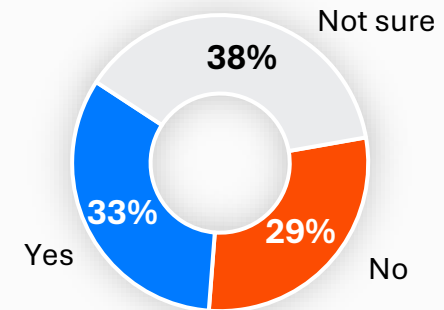
Nine in 10 use these apps, although their usage frequency varies.



Q: How often do you use this app on business trips?

Trust in Artificial Intelligence

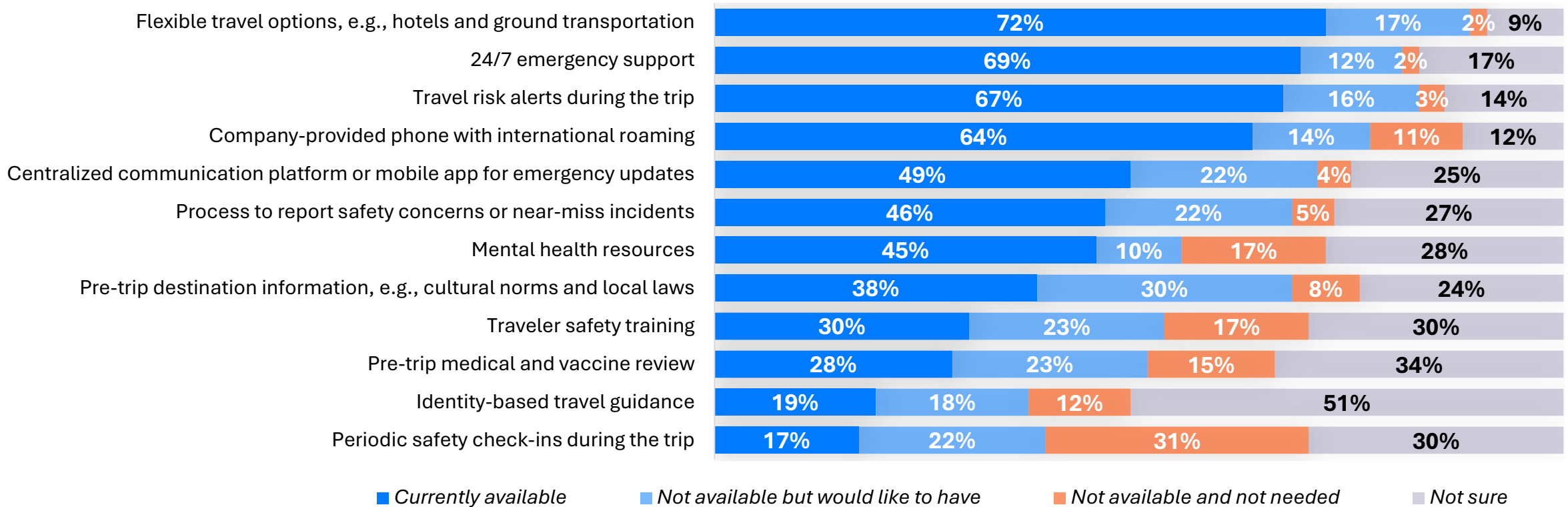
33% would trust AI tools to provide reliable safety information.



Q: Would you trust an AI tool, e.g., chatbot or predictive alert, to provide reliable travel safety information?

Employer resources

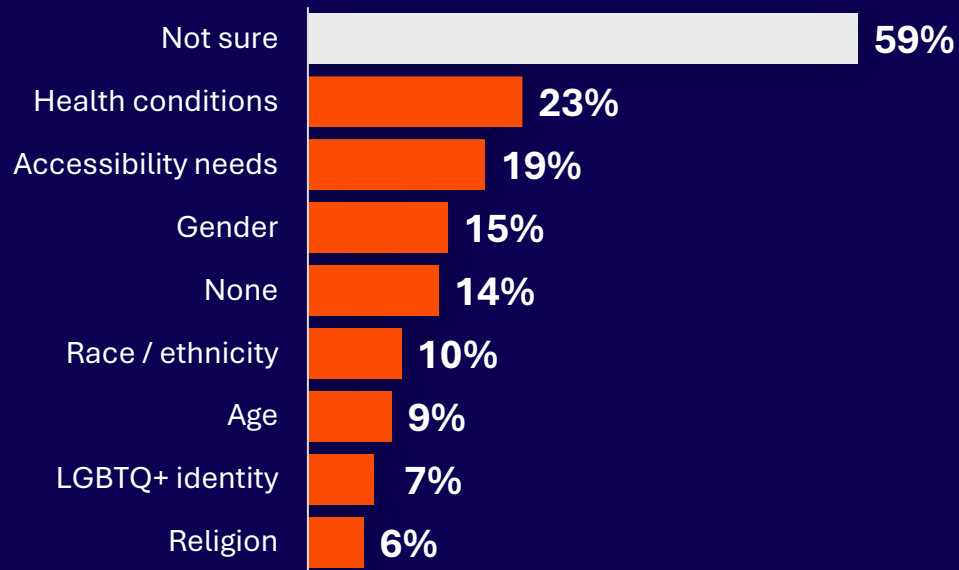
Companies provide employees with various measures to ensure safe travel. Common safety resources include flexible travel options, 24/7 emergency support, risk alerts and company phones with roaming. Among resources not currently offered, 30% of travelers would like to receive relevant pre-trip destination information.



Q: What company resources are currently available to you - or would you like to have - to feel safer and more supported while traveling for work? Select what applies for each option.

Employer consideration of traveler characteristics

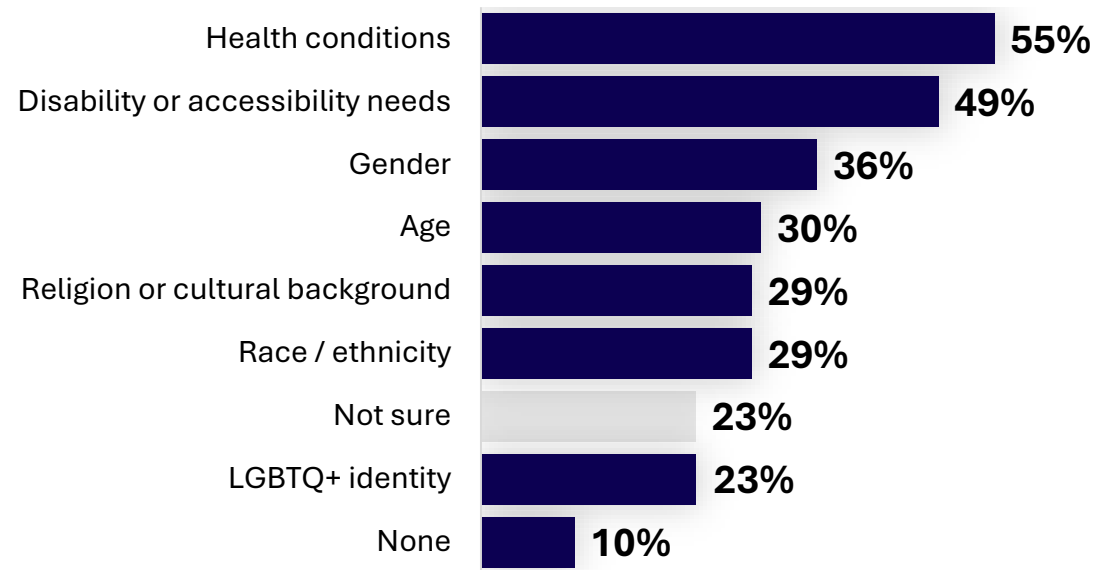
Six in 10 travelers are unsure what personal characteristics employers consider when managing travel risks. Among those they are aware of, health conditions and accessibility rank the highest.



Q: In your opinion, which traveler characteristics should your company consider when managing travel risks? Select all that apply.

Traveler characteristics to be considered

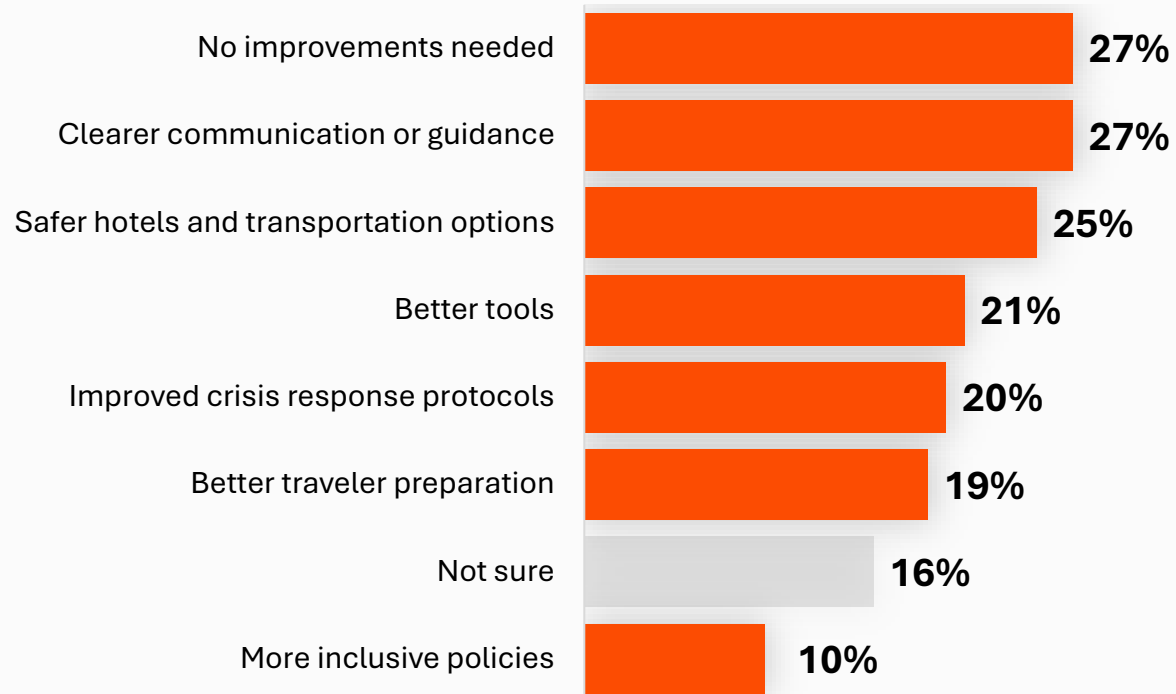
There's a notable gap between traveler expectations and employer practices. Nearly half of travelers consider health and accessibility needs important, yet only about 20% of employers account for them.



Q: In your opinion, which traveler characteristics should your company consider when managing travel risks? Select all that apply.

Safety measures to improve

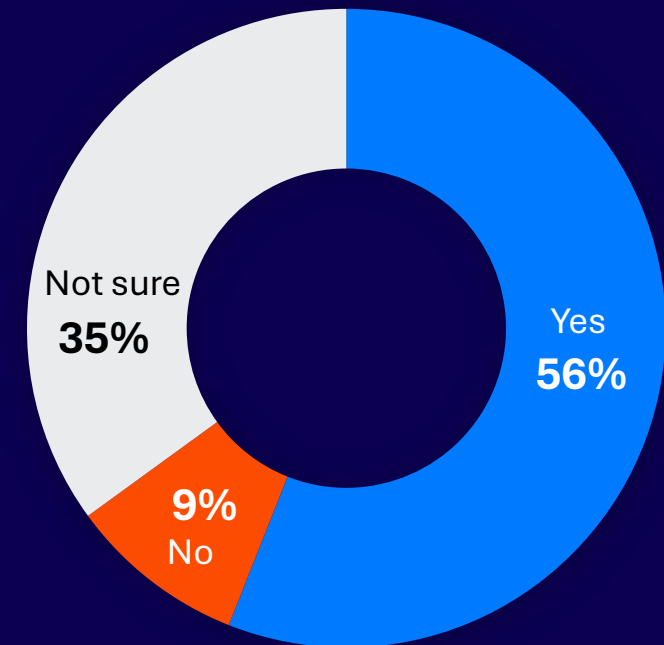
Three-quarters of travelers want their employers to introduce additional measures to enhance safety.



Q: What would you like your company to focus on to improve traveler safety? Select all that apply.

Addressing new needs

Nearly 10% believe their company's safety measures aren't evolving to address new risks and 35% are uncertain.



Q: Do you believe your company's travel safety measures are evolving to address new and emerging risks?

How BCD can help

BCD Travel provides visibility, communication and informed decision-making to support faster response when travel risk conditions change.



Destination Intelligence

- Provides location-specific insight on security, health & environmental risks.
- Supports informed travel decisions with contextual guidance.
- Includes information for diverse travelers, including women and LGBTQ+ travelers.



Risk Alerts

- Delivers timely alerts on security, health and disruption risks.
- Keeps travelers and teams informed as conditions change.
- Available in seven languages.



Traveler visibility and communication

- Enables travel and security teams to locate travelers during incidents.
- Supports targeted SMS/email communication with affected travelers.
- Strengthens situational awareness for faster, coordinated response.

How BCD can help

[Advito](#) is BCD's consulting division with solutions designed to help you strengthen travel risk programs by measuring program maturing, aligning providers and process to duty of care and ISO 31030.

Traveler Security Program Assessment

- Evaluates the maturity of a program's travel risk management program against the ISO 31030 and industry standards.
- Identifies gaps and redundancies across processes, policies and tools that may affect safety or cost.
- Provide customized analysis with findings, evaluations and recommendations to strengthen duty of care and optimize the health, safety and security of traveling employees.

Travel Risk Management Sourcing Support

- Supports evaluation and selection of third-party assistance providers aligned to organizational risk and duty of care needs.
- Develops and manages RFI/RFP processes based on client-defined criteria to identify providers that best match program requirements.
- Supports provider selection and negotiation aligned to client needs, service expectations and program priorities.

Travel Risk Management Policy Development

- Signals to employees that safety is an organizational priority while supporting alignment with ISO 31030 guidance.
- Supports development of clear practical travel risk management policies aligned to organizational culture and risk realities.
- Helps align policy with real-world behavior to improve consistency, compliance and confidence.



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About BCD Travel

BCD Travel creates connections that move people and ideas forward. Through open technology and trusted human expertise, we help companies and people navigate change, simplify complexity and make confident decisions about how and when they travel. Our intuitive digital experiences for every stakeholder power journeys that fuel success and drive progress. With 15,000+ dedicated team members serving clients in 170+ countries, BCD is shaping a more sustainable future for business travel. Industry-leading meetings and events management and a global consultancy complete our suite of solutions and services. In 2024, BCD achieved \$22.9 billion in sales. For more information, visit www.bcdtravel.com.

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