

TRAVELER SURVEY: TRAVEL RISK MANAGEMENT

BY BCD TRAVEL RESEARCH & INTELLIGENCE AND
GLOBAL CRISIS MANAGEMENT

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ABOUT THE SURVEY

Research & Intelligence partnered with Global Crisis Management to create a survey and gather intelligence on travel risk management (TRM). The survey seeks to explore the topic of TRM by looking at the traveler experience as well as a variety of measures that may improve the health, safety and security of business travelers.

BCD Travel's Global Crisis Management (GCM) team not only provides travel security monitoring of world events but are the resident subject matter experts on TRM. GCM represents BCD Travel on the GBTA EMEA Risk Committee as well as the ISO TC262 Risk Committee and Standards Council of Canada, collaborates internally with a variety of departments from product development to consulting, and is often asked to participate in industry webinars and events to speak on the topic of TRM.

By combining the knowledge of Research & Intelligence with the expertise of Global Crisis Management, the Travel Risk Management traveler survey was created.



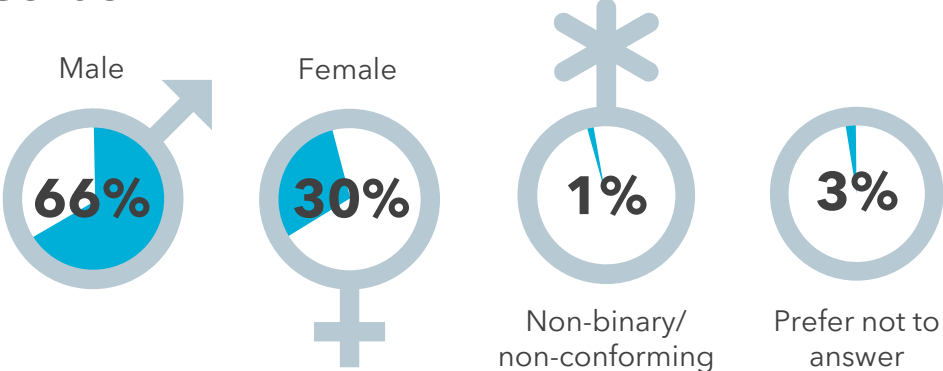
Look for this symbol for insights on travel risk management from Global Crisis Management

- ▶ [Survey participants at a glance](#)
- ▶ [Travelers' perceptions of TRM within their organization](#)
- ▶ [Travelers' attitudes towards safety](#)
- ▶ [How travelers stay safe and feel supported](#)

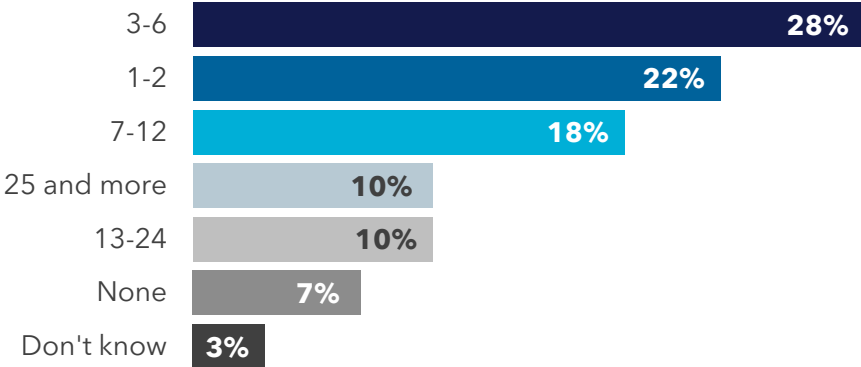
Survey participants at a glance

A total of 674 travelers completed the survey.

Gender



Trips per year

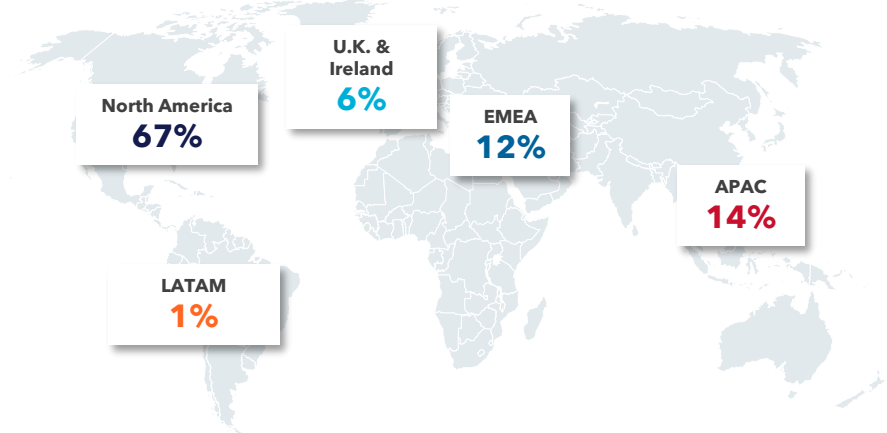


Industry

A total of 22 industries are represented with the most contributors being from:



Regions





Travelers' **perceptions** of TRM within their organization

Traveler health, safety and security as a priority

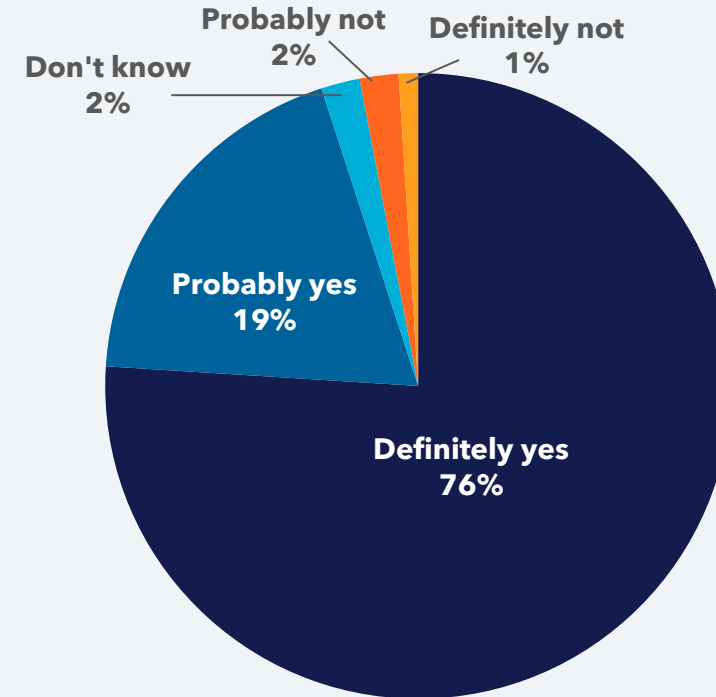
Support for travelers working remotely

Support for travelers who extend a business trip to include leisure travel

Post-trip support for travelers

Perception of travelers who think their organization treats **traveler health, safety and security** as a priority

It's promising to see that **76%** of travelers think their employer treats traveler health, safety and security as a **priority**. Organizations accomplish this not only by creating and maintaining an effective travel risk management (TRM) program, but by making the program and policies **accessible** while establishing a culture that promotes health, safety and security. With **68%** saying their organization has a TRM **policy**, we see that most travelers are informed of their company policies. The **29%** who **don't know** if their organization has a TRM **policy** could indicate a need for organizations to engage their employees more on such policies.



Percentage of companies with a travel risk management policy



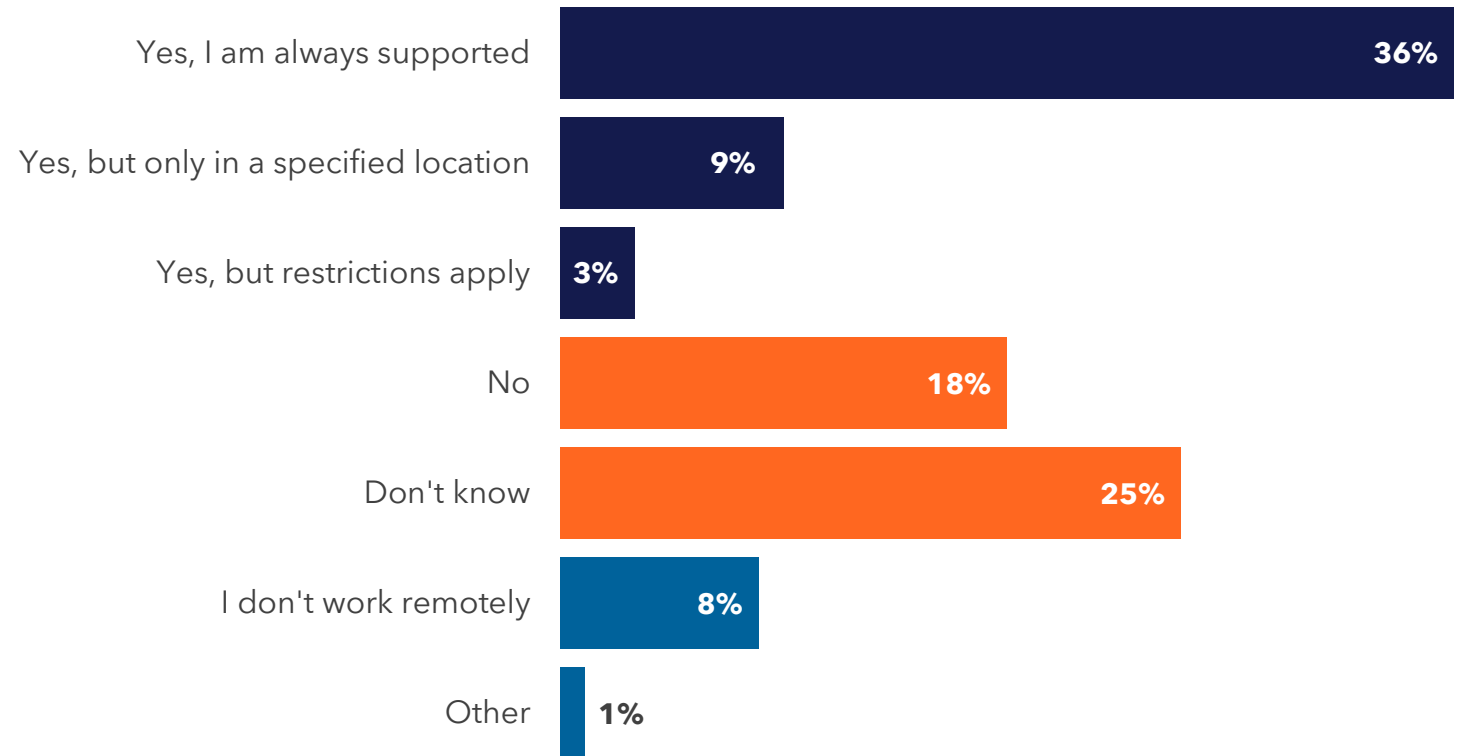
Support for travelers **working remotely**

While more than one-third of travelers indicate their employers **always** look after their safety and security when working remotely, a quarter simply **don't know** if they're covered at all. In some cases, care extends only to specific locations or comes with **restrictions**.

Areas with significant **gaps** between traveler need and provided support could result in **liability** to the company and **loss of employee trust**.

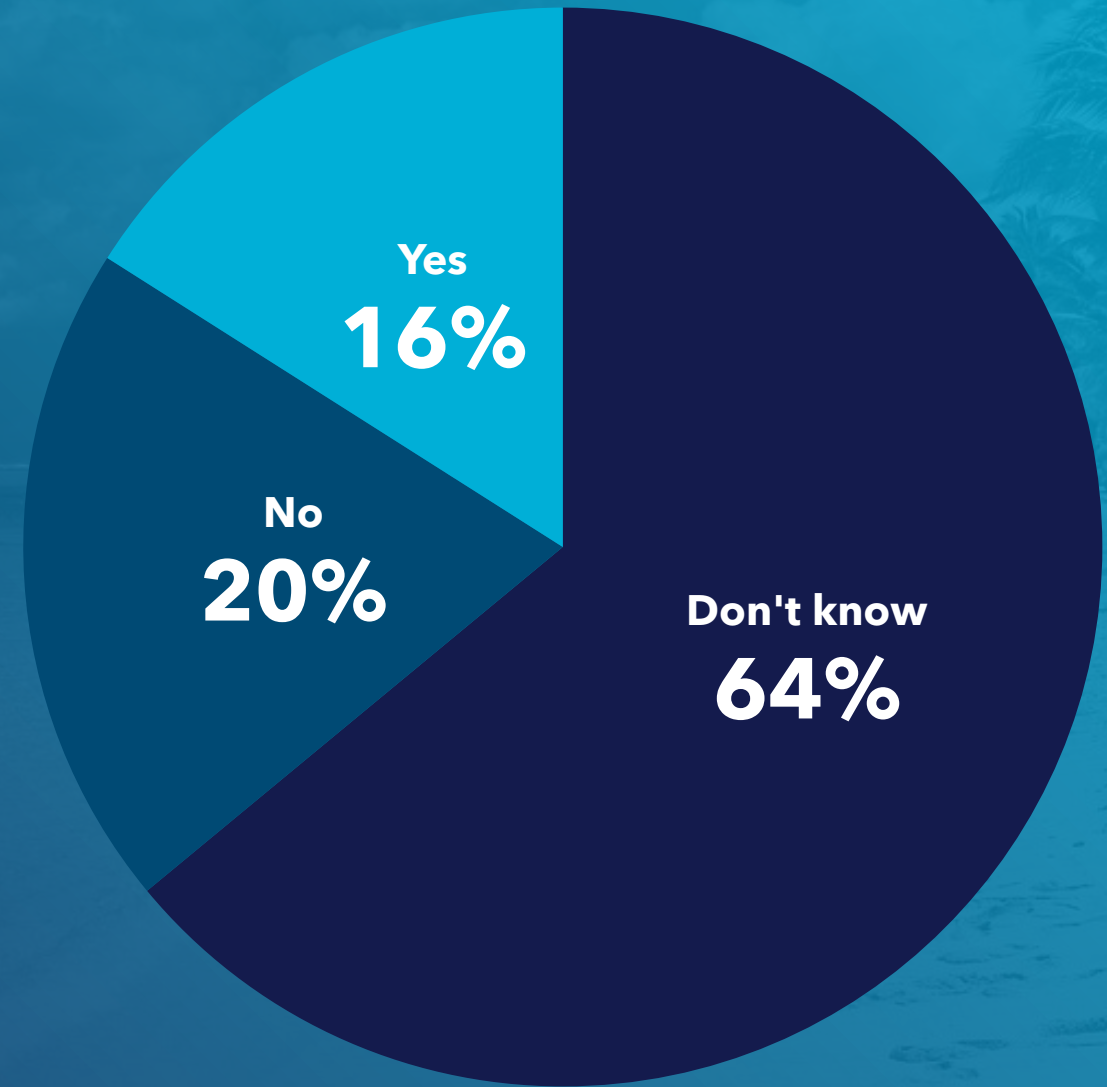


The age of the **digital nomad** and **virtual workplace** has brought with it the industry trend of moving from travel risk management to **people risk management**. In 2021, a [German court ruled](#) that a man who fell while walking from his bed to his home office was commuting, therefore deemed it a workplace accident. With precedents such as these, organizations may need to **re-evaluate** their **duty of care** for all employees in a variety of remote locations and not solely while traveling for business.



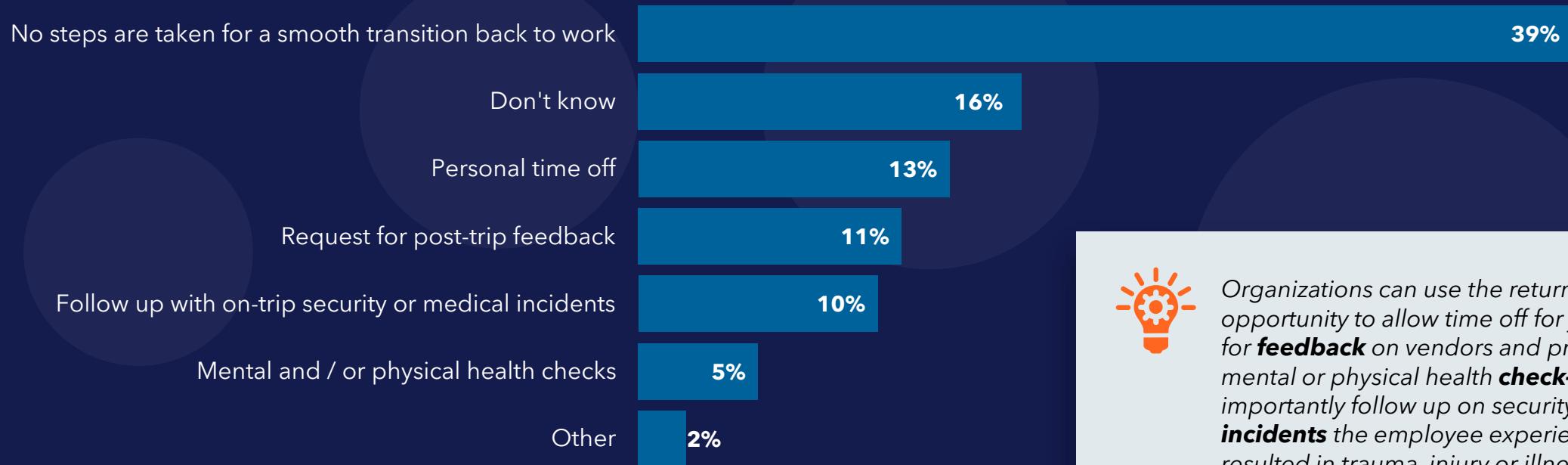
Support for travelers who extend a business trip to include leisure travel

Almost two-thirds of travelers **don't know** if their employer supports any type of medical or security emergency they may encounter on the **leisure portion of an extended business trip**.



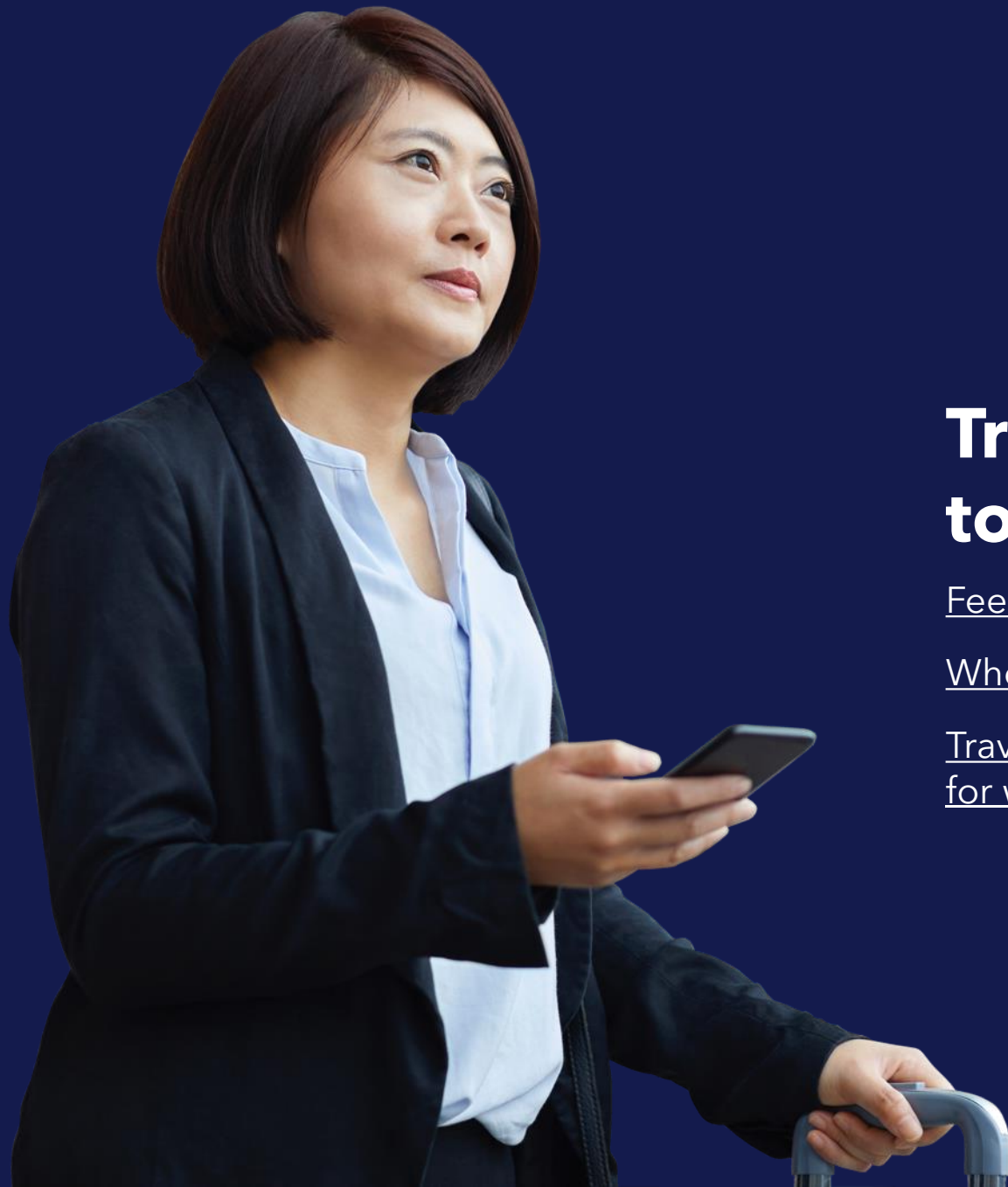
Travelers are continuing to take advantage of **bleisure** travel by extending their business trips for leisure purposes. Organizations need to **determine** their risk management **policies** around this trend and engage their employees accordingly. Additionally, supporting bleisure travel could potentially be used to **attract** and retain top **talent**.

Post-trip support for travelers



Organizations can use the return from a trip as an opportunity to allow time off for jet lag **recovery**, ask for **feedback** on vendors and processes, provide mental or physical health **check-ups**, and most importantly follow up on security or medical **incidents** the employee experienced that could have resulted in trauma, injury or illness.

Travel can be taxing on an individual's overall wellbeing, which is why the **travel risk management** process **doesn't end** once the trip is over. We've seen in our [Travel Program Priorities](#) surveys from 2020 to 2022, **traveler wellbeing/satisfaction** is consistently the **2nd top priority** after duty of care, however **39%** of travelers say they receive **no support when returning from a trip**.



Travelers' attitudes towards **safety**

Feeling unsafe on a business trip

Where travelers feel the least safe on business trips

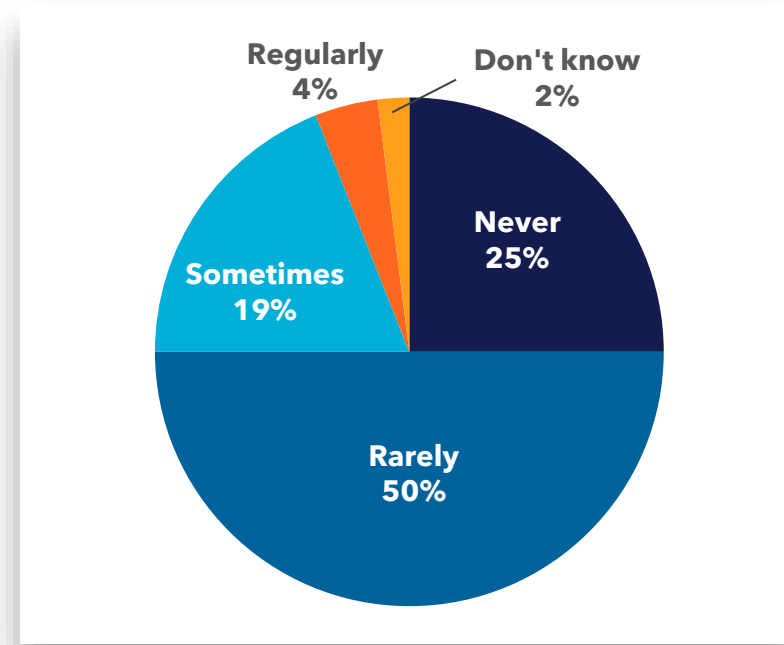
Travelers' health or safety concerns when traveling
for work

Feeling unsafe on a business trip

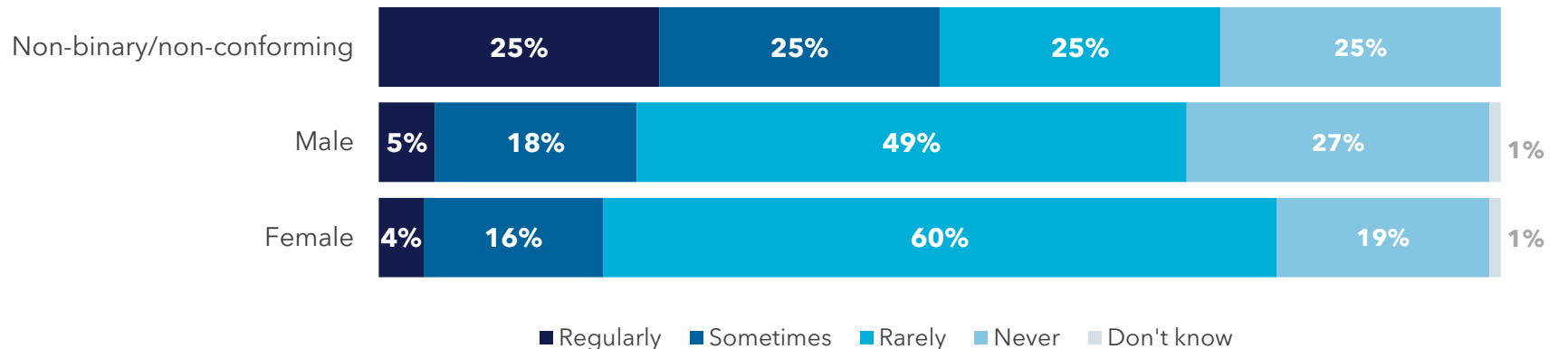
Fortunately, three-quarters of travelers **rarely or never** feel unsafe during a business trip, however almost one-quarter of travelers expressed feeling unsafe more regularly.

When breaking this down by gender, we see a slightly **higher percentage of men** who experience feeling unsafe than women.

According to one percent of respondents that identify as **non-binary/non-confirming**, half express feeling unsafe on business trips.



While most travelers usually don't feel unsafe on business trips, **best practice** for organizations is to be **proactive** and plan for potential traveler risks. Taking a reactive approach to travel risk management could result in the organization not fulfilling their **duty of care**.

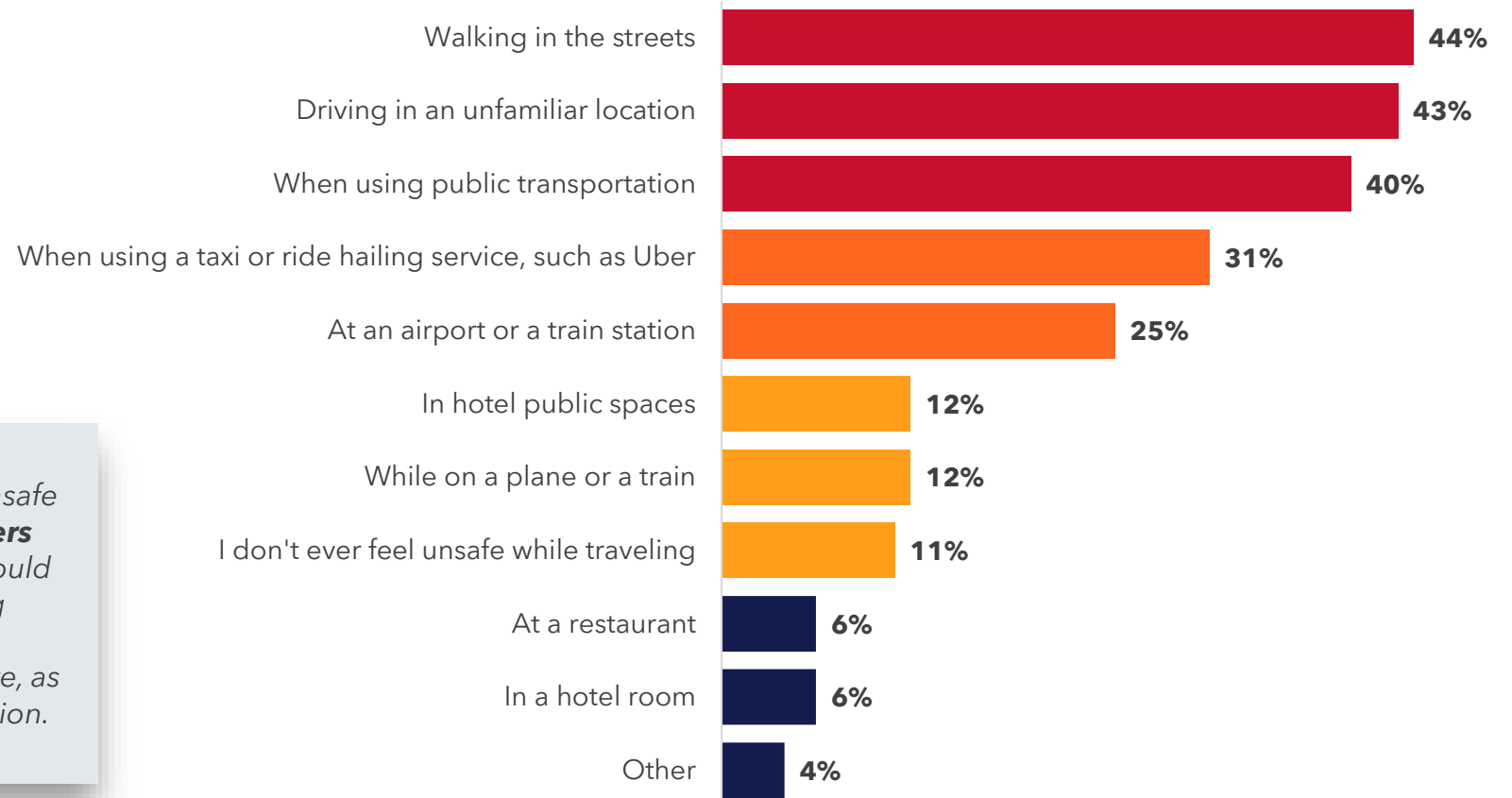


Where travelers feel the least safe on business trips

There isn't much difference in the attitudes towards safety while traveling domestically versus internationally. Rather, **42%** of travelers say they experience **feeling unsafe** during **both domestic and international** travel.



Even though most travelers rarely or never feel unsafe while traveling, there are still **areas where travelers feel more unsafe than others**. Organizations should consider this when preparing travelers by offering travel security **training** that covers situational awareness, road travel safety and cultural etiquette, as well as pre-trip destination briefings and information.

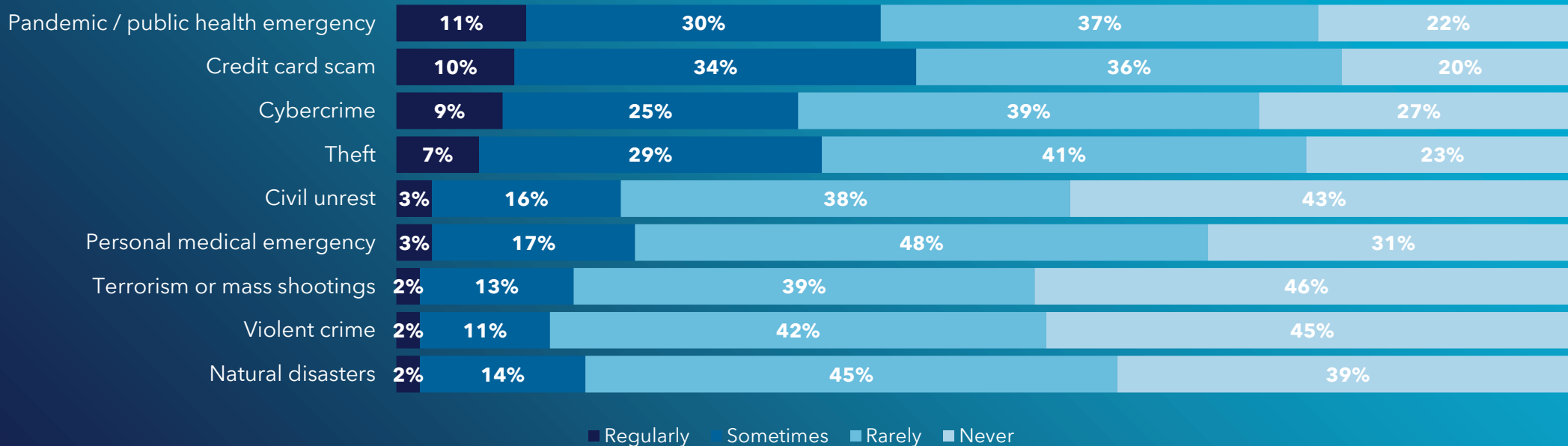


Travelers' health or safety concerns when traveling for work

44% of travelers say they experience some concern about credit card scams, with 41% that worry about a pandemic/public health emergency and 34% who are concerned about cybercrime.



It's important to **understand** travelers' attitudes toward safety in various scenarios to ensure their needs are being addressed. Organizations should be proactive in planning to **mitigate** all types of risks associated with security or health incidents.





How travelers stay safe and feel supported

[Actions travelers take to support their safety](#)

[Hotel amenities that contribute to travelers' safety and security](#)

[Support measures on a business trip](#)

[Travel risk support tools and services](#)

Actions travelers take to support their safety



50% regularly separate their hotel room key from its envelope.



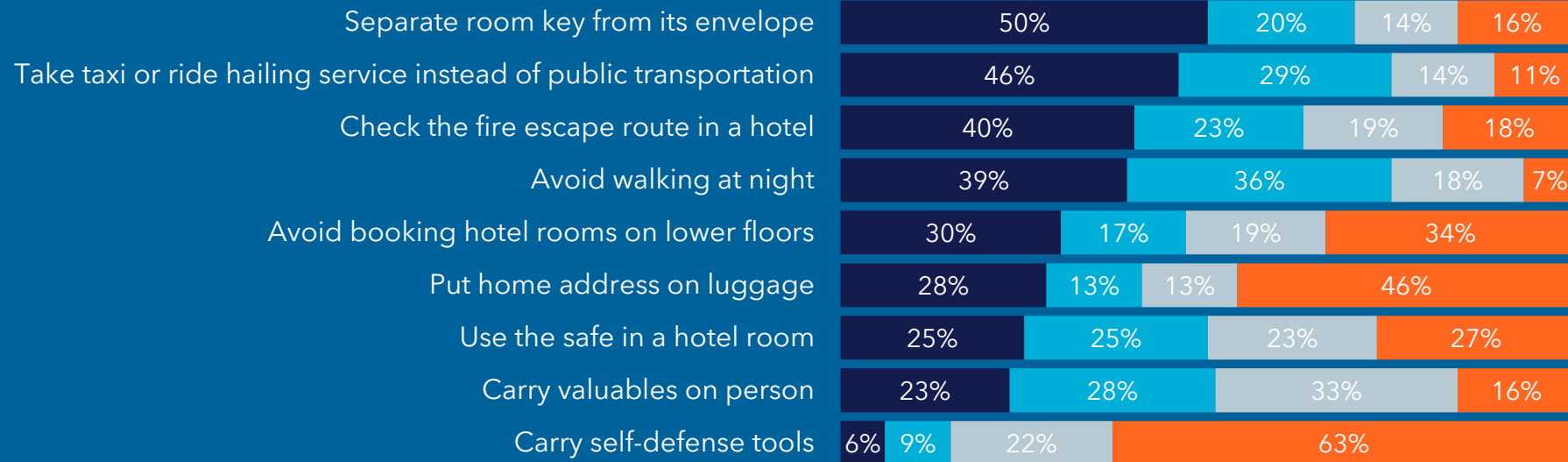
46% take a taxi or ride-hailing service instead of public transportation.



40% check the fire escape route at their hotel.



Only **6%** carry self-defense tools with them while traveling.



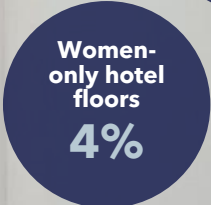
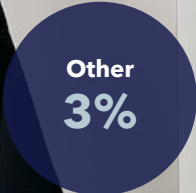
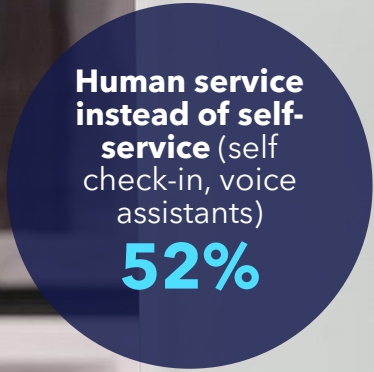
■ Regularly ■ Sometimes ■ Rarely ■ Never

Hotel amenities that contribute to travelers' safety

At the hotel, **more than half** of travelers feel safer with double locking doors, door peepholes, human service instead of self-service, restricted floor access and using chain hotels over independent hotels.

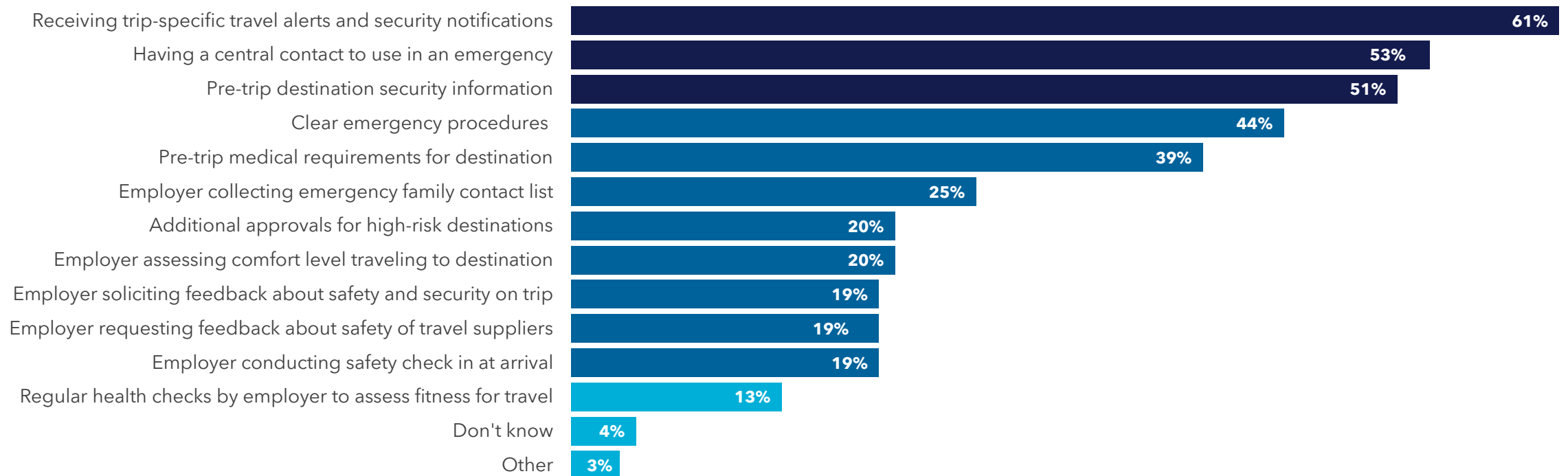


Organizations can require these measures as part of the **RFP process** to ensure they are providing these amenities in their hotel program.



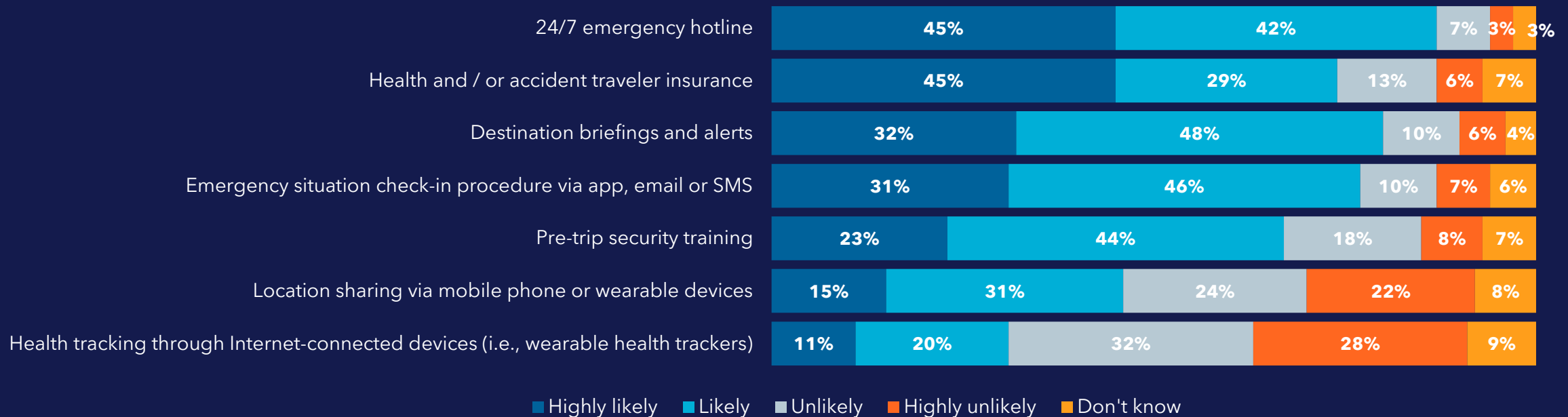
Support measures that make travelers feel safe

Travelers are looking for **support measures** that include receiving reliable information at the right time. According to travelers, organizations accomplish this by sending **travel alerts and security notifications** that may impact them, having a **central contact** to use in case of an emergency, pre-trip destination **security information** and having **clear instructions** on what to do in an emergency.



Support tools and services travelers want to use

The travel risk support tools and services that travelers are highly **likely to use** are health and / or accident traveler **insurance**, a **24/7 emergency hotline**, followed by **destination briefings and alerts**.



When comparing the support measures that make travelers feel the safest with the support tools and services that travelers are most likely to use, you'll see alignment of a 24/7 **central point of contact**, full **destination and security information**, plus clearly communicated **emergency instructions** and support are of **utmost importance** for travelers. Prioritization of these areas will build employee trust and streamline the crisis response process.

Gaps exist between what's available and traveler awareness



64% of travelers don't know if they are covered by their organization's travel security and medical support if extending their trip for leisure purposes.

39% receive no support to ensure a smooth transition back to work after returning from a trip, with an additional **16%** who don't know if such support exists.

29% of travelers don't know if their organization has a travel risk management policy.

21% of travelers have had to seek medical attention while traveling, but **38%** don't know if their organization aids with doctor or hospital visits while traveling.

45% of travelers don't know if their organization offers any type of security training related to travel safety, with an additional **26%** stating their organization does not offer security training. **67%** of travelers stated they would be likely or highly likely to use pre-trip security training if offered.

25% of travelers don't know if their employer takes care of their safety and security when working remotely.



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