

Building a resilient travel program

5 key pillars for long-term success

A resilient travel program isn't about predicting the next disruption, but instead being prepared for whatever comes next. Use this checklist to ensure your strategy focuses on the key areas that shape program performance and traveler confidence.

Pillar 1

Visibility

Resilient programs are about keeping a pulse on the market and your travelers at all times, so you can respond early before disruption hits and support informed, risk-based decision making.

Market visibility:

- Monitor pricing drivers (e.g., fare + surcharge composition)
- Watch capacity and network changes that impact key routes and budgets
- Flag your top city-pairs/regions most exposed to volatility

Traveler visibility:

- Enable live traveler tracking and timely alerts
- Use destination-level risk insights to guide decisions

Pillar 2

Value

Maintain a competitive edge even when markets shift. The most resilient programs don't wait for annual sourcing to drive value, but instead adjust strategy as the market evolves.

- Evaluate your preferred carrier mix, looking at coverage, reliability and discount shifts

- Renegotiate contract terms to better fit the current needs of your organization

- Run structured quarterly reviews with preferred partners

Pillar 3

Flexibility

Resilience is built before a crisis, not during one. A modern policy should adapt as conditions change without creating confusion or slowing decisions down, giving travelers the confidence to make the right decision every time.

- Design policy around "flex zones" for approvals, routing, support and destination guidance

- Put safety tools, contacts, and partner guidance inside the policy

- Make expectations clear, defining what changes (and what doesn't) when conditions shift



Over one-third of travel buyers call out policy and governance as major gaps in their travel risk management program.

Source: BCD Travel buyer survey, Travel Risk Management

Pillar 4

Engagement

During uncertainty, your program should give travelers clear direction in real-time. The right communications framework drives consistent behavior even as conditions shift.

- Deliver clear, timely, situation-specific guidance in channels travelers actually use

- Align messages to policy to reduce confusion and support duty of care

- Make communications omnichannel so guidance reaches travelers before, during and after trips

Pillar 5

Response

When disruption happens, your program needs to respond quickly and consistently. A strong operating model ensures the right support, coordination, and escalation paths are in place before they're needed.

- Establish (or define) primary lines of contact and make support easy to find

- Define clear escalation paths for rapid decision-making

- Ensure global coverage and coordination across partners

How prepared is your program for disruption?

Our team can assess your approach, identify key gaps and help you prioritize actions to strengthen resilience and protect travelers.

[Get started →](#)