

Uber for Business

4 predictions for business travel post-pandemic



In 2020, the world came to a standstill. Data from the Global Business Travel Association (GBTA) shows that [93% of companies stopped international travel](#) and 72% canceled domestic travel last year. At Uber, all business travel was halted unless deemed critical by leadership.

We spoke with **Physititia Grant**, Uber's Global Lead of Travel and Expense, and **Terrence Donovan**, Travel Supplier Manager at Uber. They weighed in on what the future of business travel might look like as the world recovers and how Uber is navigating the landscape.

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— Physititia Grant



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Global Lead of Travel and Expense



Terrence Donovan

Travel Supplier Manager



1

Face-to-face collaboration isn't going anywhere

"As a company, Uber places a high value on a collaborative culture. We want to see people, interact, and collaborate, and nothing beats a face-to-face connection. That won't be going anywhere," Donovan says. There are significant benefits to having workers connecting together, such as [social cohesiveness](#), [innovation](#), and [serendipitous idea generation](#), according to McKinsey.



2

Virtual work will stick around

"While we shift back to business travel and in-person meetings, we'll also see a rise in hybrid meetings and conferences," Grant says. Adds Donovan: "Our team met with Hilton recently. They're working to change how people see [virtual and hybrid meeting settings](#). They're so creative, and they've pulled off a few really successful events that have captured the attention of people and kept them engaged."



3

Airports will not be the same

“Things will look different in airports. TSA PreCheck is going to be different. They’re determining what it will look like when airports have more visitors and everyone needs a test result,” Donovan says. “Right now, TSA is trying to come up with their plans to manage more and more people, with everything we need to take into consideration and be checking. Be prepared for a flying experience that is different from what we experienced pre-pandemic.”

4

Processes and requirements will fluctuate

“As we restart travel, it’s going to be a constant process-improvement exercise, since things change so quickly,” Grant says. “There’s definitely a lot of learning and testing going on right now. How viable are specific policies, and how can airlines manage a lot of moving parts in the coming months?”

“Things will potentially pick up in the second half of the year, mainly for domestic travel and potentially domestic small meetings and events. Be prepared for updates and changes regularly, if and when you begin to travel.”



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