

Uber for Business

Navigating business travel uncertainty in 2026

Hong Kong edition

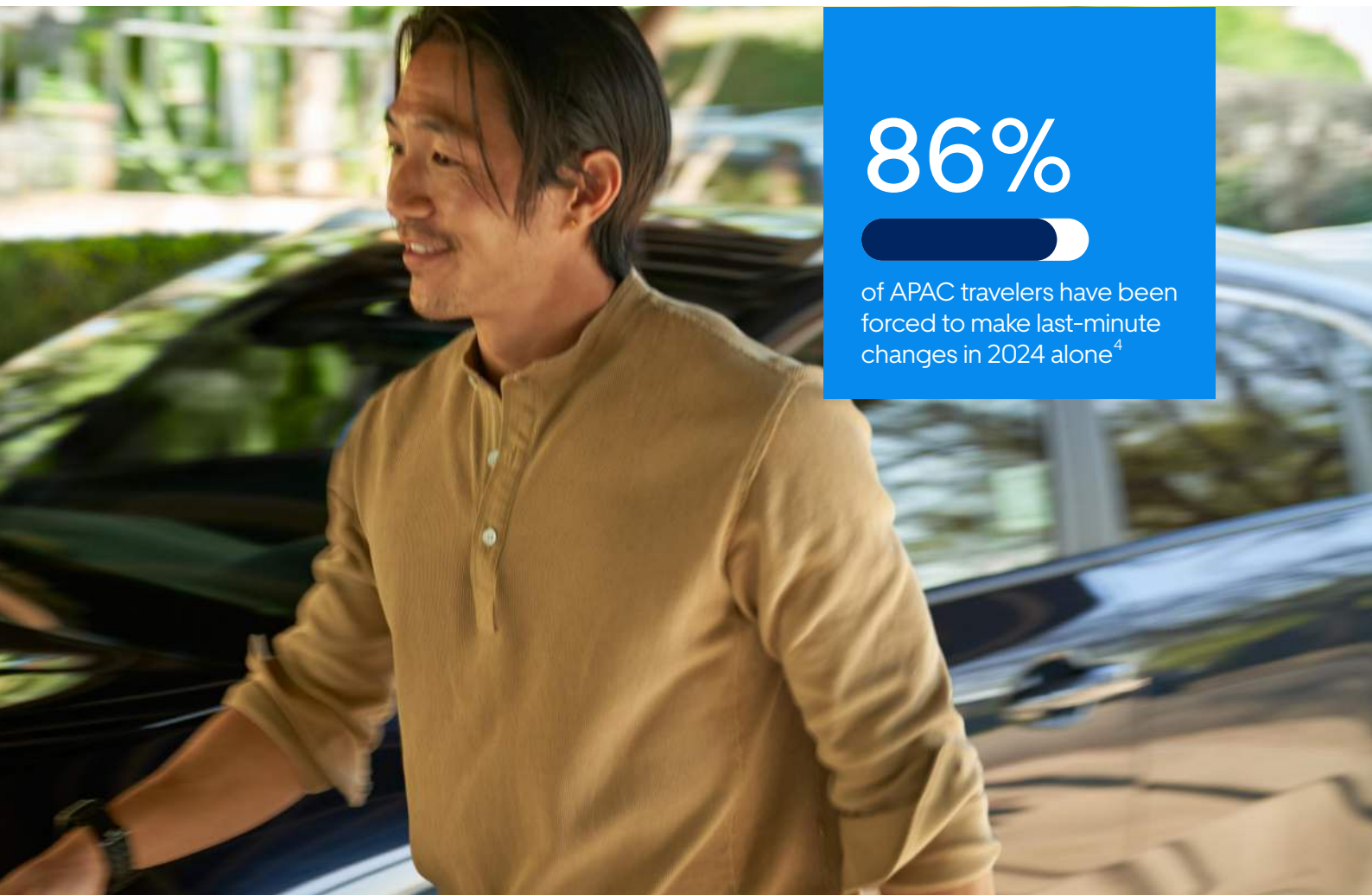


Introduction

From geopolitical tensions to climate-driven disruption, corporate travel in Hong Kong is being reshaped. As one of the world's most densely connected business hubs, Hong Kong links global headquarters with Mainland China and the broader Asia Pacific region. Its own transport network moves more than 10 million passengers on public transport every day, with the MTR alone carrying over 5.5 million people across the city on an average weekday¹.

International travel demand also continues to rebound strongly. Hong Kong International Airport handled 61 million passenger trips in 2025 – a 15% increase on 2024 – highlighting the city's return as a leading global aviation hub². Global air passenger demand also increased in 2025, with Asia-Pacific seeing the fastest growth rate of any region³.

At the same time, travel disruption has become routine rather than exceptional. About 86% of APAC travelers have been forced to make last-minute changes in 2024 alone because of unexpected delays, cancellations or the need to re-route⁴.



86%

of APAC travelers have been forced to make last-minute changes in 2024 alone⁴

For Travel, Procurement, Sourcing and Finance Managers in Hong Kong, this means balancing three realities:



Business travel is continuing to grow

Travel demand and cross-border activity are growing, airlines alone are expected to welcome **5.2 billion passengers in 2026, up 4.4% on 2025⁵**.



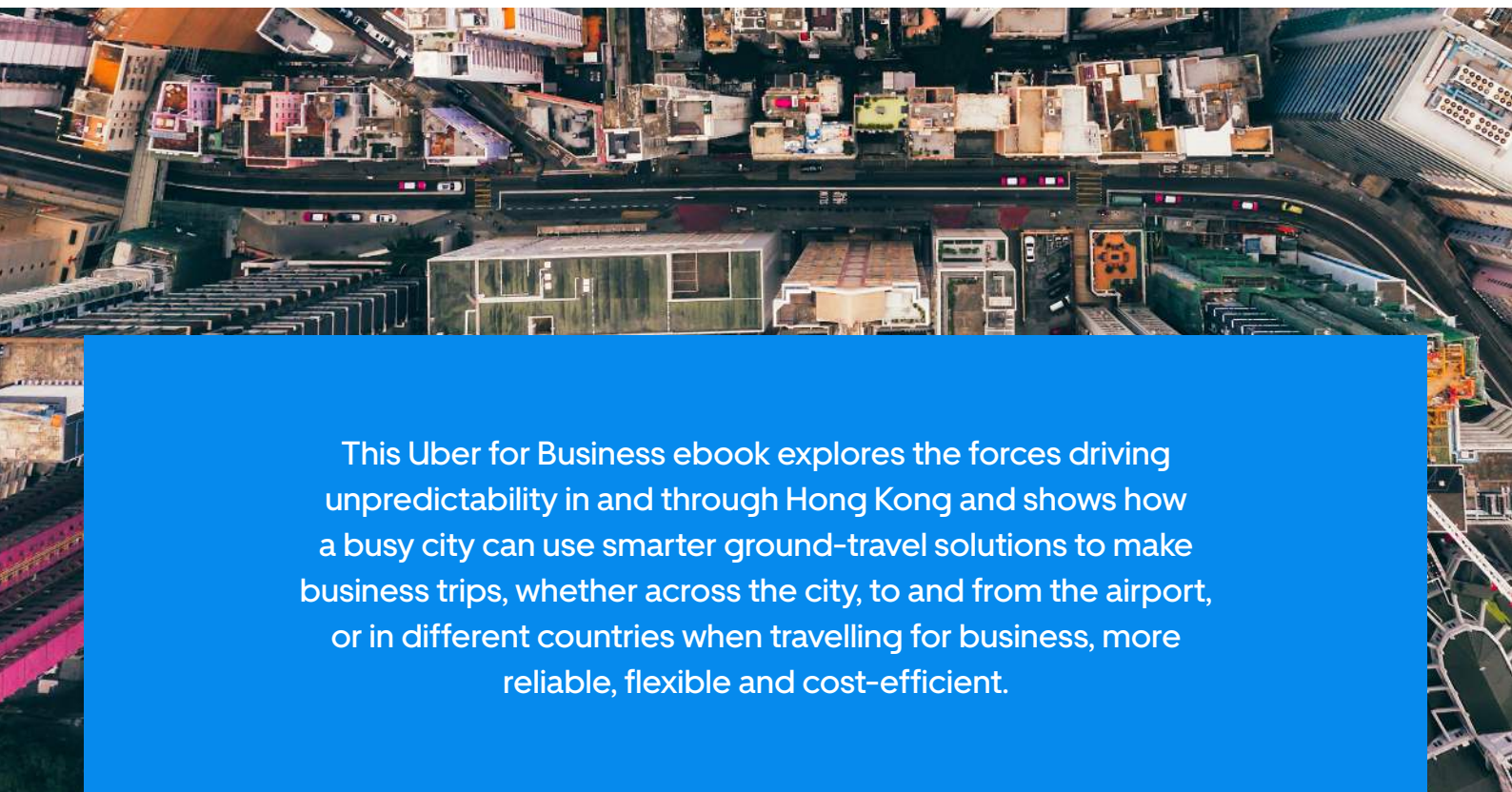
But disruption is the new normal

Each trip carries a more complex cost and risk profile, shaped by economic uncertainty, extreme weather and evolving regulations across Hong Kong–Mainland and wider APAC routes – from new Mainland Travel Permits⁶, to 240-hour visa-free transit ports linked to Hong Kong⁷.



And business travellers are demanding a holistically good experience

In this context, travellers expect safer, more sustainable and flexible options, and are increasingly willing to decline trips that don't meet those expectations⁸.

An aerial photograph of a dense urban area, likely Hong Kong, showing a mix of residential and commercial buildings. A large blue rectangular overlay covers the bottom half of the image, containing white text.

This Uber for Business ebook explores the forces driving unpredictability in and through Hong Kong and shows how a busy city can use smarter ground-travel solutions to make business trips, whether across the city, to and from the airport, or in different countries when travelling for business, more reliable, flexible and cost-efficient.



Business travel uncertainty in 2026: The Hong Kong perspective

In 2026, business travel is still changing fast, and for organisations in Hong Kong, uncertainty has become a built-in part of travel. As a gateway to Mainland China and a regional financial centre, Hong Kong sits at the intersection of booming business, evolving travel regulations and mounting climate impacts. GBTA's 2026 Outlook finds that global business travel is continuing at a steady pace, but with sharply lower confidence amid conflict, costs and complexity⁹.

Hong Kong prides itself on being a strategic destination for business, being the home of thousands of startups and tens of thousands of regional businesses HQs¹⁰. Being a regional hub opens up local businesses for lots of travel, whether seeking startup funding or visiting other regional offices and HQs. But maintaining competitiveness and good business practice means keeping a close eye on costs, having tight travel policies and visibility, and of course ensuring employees' safety when travelling.



International travel challenges

Over the last year or so, geopolitical challenges have caused uncertainty for businesses globally, while the regulatory ground has shifted noticeably for Hong Kong corporate travellers in 2026 and looks set to keep moving. This environment requires travel managers to be constantly vigilant, monitoring official sources and updating policies accordingly to ensure safe travel continues smoothly.

Alongside this, climate change is reshaping risk locally and internationally. In September 2023, Hong Kong experienced its heaviest rainfall in at least 140 years, causing widespread flooding and transport shutdowns¹¹. In 2024, the city then recorded its warmest year on record, with annual mean temperature 1.3°C above the 1991–2020 norm¹². These extremes translate into cancelled flights, disrupted rail, road closures and heightened safety concerns.



Local travel challenges

On the island itself, business activity is spread across dense, multi-district areas, and professionals frequently move several times a day between Central, Kowloon and the wider metropolitan area. Uber for Business analysis shows that many professionals make multiple trips between districts throughout a working day. With people constantly on the move, businesses must be supporting employees with ways to drive efficiency as they travel from place to place.



2023

Hong Kong's heaviest rainfall in at least 140 years

2024

Hong Kong's warmest year on record

For Hong Kong-based organisations, these forces increase both the visible and hidden costs of business travel. Trips that once felt routine can now be derailed by changing regulations, severe weather, capacity constraints or the need to justify each journey's carbon footprint. Moving people safely and efficiently has moved beyond logistics to something leaders need to consider as part of business strategy.

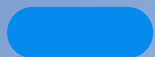
How uncertainty affects business travellers

Business travel has become a core part of corporate life, and even a perk for many employees, especially if they are able to visit new locations. But while corporate travel is firmly back on the business agenda, travellers are far more conscious of safety, wellbeing and sustainability – and they are prepared to say no to travel when these are not a part of the mix.

The APAC Business Traveler Report shows 93% of APAC business travellers with a corporate travel policy expect to be allowed to book outside that policy for reasons such as safety, work-life balance or sustainability, and 92% are willing to decline an assigned trip over concerns about health, safety, social issues, environmental impact or work-life balance¹³.

Employees want flexibility with their company's travel policies to enable:

53%



a healthy work-life balance

47%



safety in specific destinations

40%

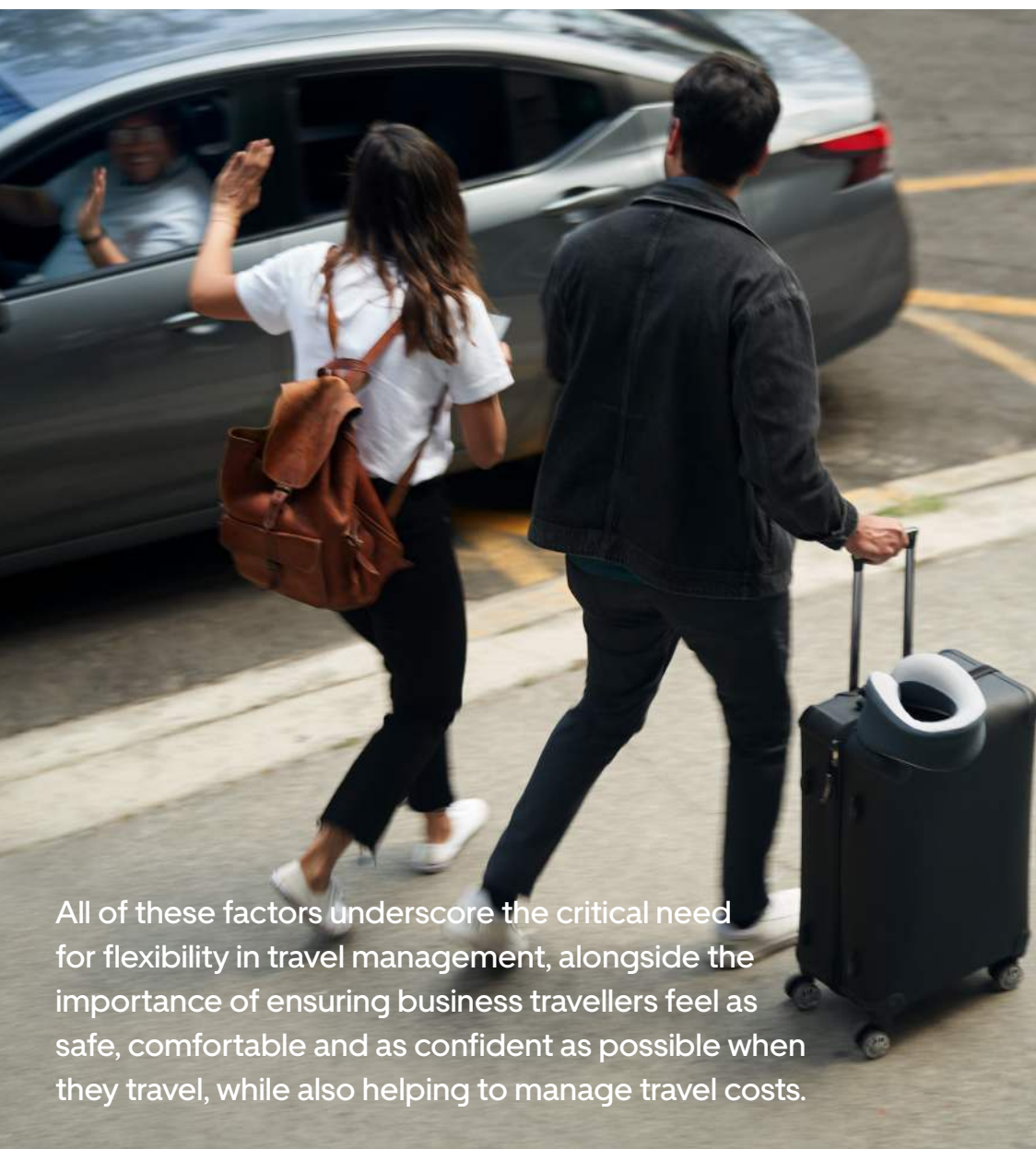


access to more sustainable options



As organisations place greater emphasis on the value of business travel, more people are also looking to stay longer in destinations they visit to maximise travel opportunities. 'Bleisure' travel sees staff combine business and personal travel, for example working for a few days and then taking further days as annual leave to explore a new country or city¹⁴. Hong Kong itself is known as a business travel hub, ranking as a five-star bleisure city: a location where people want to stay longer for leisure if they're visiting for business already.

Alongside these big-picture factors changing business travel, there is a more everyday challenge: getting between meetings efficiently within Hong Kong itself. With workdays often involving numerous trips across Hong Kong, these multi-modal trips can introduce delays at each transfer point, especially during peak hours or bad weather. An Uber for Business analysis suggests ride-hailing can reduce this friction, saving around 21 minutes per trip on average and approximately 2.7 million hours annually city-wide¹⁵. This is especially valuable when travelling to and from the airport.



**2.7M
hours**

saved annually city-wide
via ride-hailing

**21
mins**

saved per
ride-hailing trip
on average

All of these factors underscore the critical need for flexibility in travel management, alongside the importance of ensuring business travellers feel as safe, comfortable and as confident as possible when they travel, while also helping to manage travel costs.



How uncertainty affects businesses

For Travel, Procurement, Finance and Sourcing Managers, the uncertainty of the business travel landscape presents operational challenges which can impact bottom lines. They also have the vital role of ensuring employees' safety and comfort are assured throughout the business travel process, and that travel policies are keeping up with critical factors, like adopting sustainable practices where possible.

With the global economy under pressure, cost is arguably one of the leading components affecting corporate travel decisions today. Uber for Business' 2025 survey of Hong Kong finance leaders shows that 78% list cost control, efficiency and capital allocation among their main priorities for 2025, with 42% naming it as their single top priority, and 42% saying responsibility for managing employee travel budgets, benefits or vendor partnerships has recently been added to their remit¹⁶.

While teams do all they can to ensure travel plans are as cost-effective as possible, in the past year alone, about 86% of business travellers across APAC have been forced to make last-minute changes to their travel plans due to unexpected delays or cancellations¹⁷.

These last-minute changes often lead to logistical complications which can affect important relationships, for example if meetings need to be rescheduled. Furthermore, they can incur unexpected costs related to rescheduling or cancelling flights, as well as difficulties in ensuring compliance with travel policies and fulfilling duty of care obligations.

78%



of finance leaders in Hong Kong list control, efficiency and capital allocation among their top priorities for 2025

In short, proactivity, adaptability and cost controls are the names of the game when it comes to managing uncertainty in the business travel landscape in 2026.

When building business travels and programmes for the year, travel managers, procurement and finance can work through these seven key considerations to ensure they are managing uncertainty effectively:

- 01. Cost management**
Monitoring travel costs (e.g., airfares and accommodation) and negotiation for better deals and more flexible options where relevant. Travel policies should be optimised to balance cost-savings with employee needs.
- 02. Travel risk management and duty of care**
Geopolitical risks, economic instability and other concerns (like extreme weather or other potential disasters) should be considered before travel is booked. Employees should also have access to emergency support, and travel tracking systems can help ensure safety.
- 03. Sustainability**
Unnecessary travel can be replaced with virtual meetings, and sustainable travel options and behaviours should be encouraged by travel policies. This can include riding with electric vehicles (i.e. Uber Electric) or choosing rail over short-haul flights where possible.
- 04. Employee wellbeing and satisfaction**
Employee sentiment should be a key consideration when booking business travel. Travel can also be made more enjoyable by offering clear policies around work-life balances (allowing 'bleisure' for example) and wellness support like travel fatigue management and ergonomic accommodations.

05. Policy adaptability

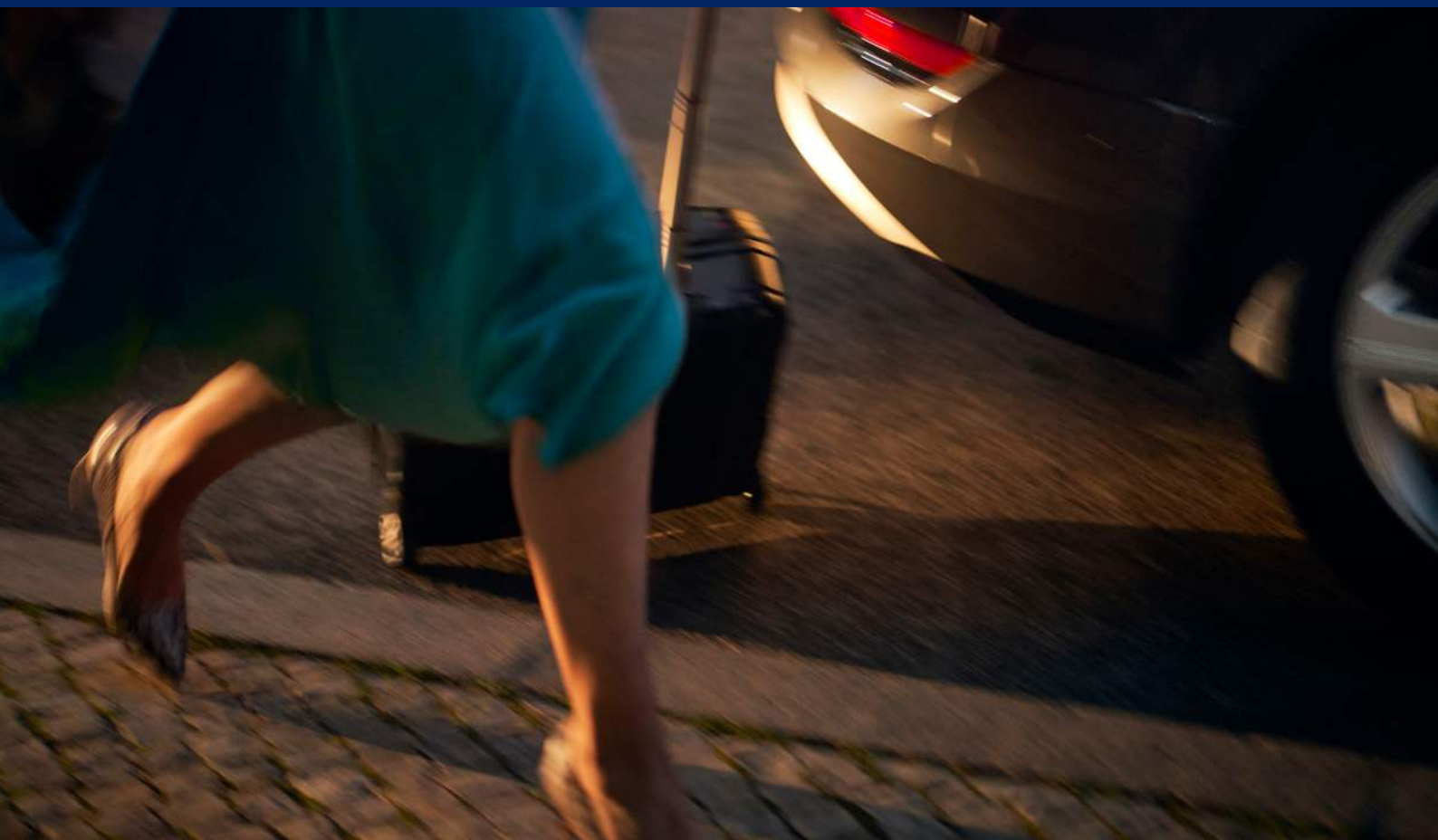
Policies must be dynamic to adjust to external conditions in an unstable environment. Allowance for last-minute changes (for example, due to cancellations) must be built. Ensuring partners have flexible cancellation policies is also key.

06. Tech and automation

Technology can be a travel manager's best friend during periods of uncertainty. Travel management tools can enable the likes of risk assessments, instant itinerary adjustments and expense tracking. They can also better streamline the accommodation of employee preferences, for example not booking middle seats during long haul flights. Data analytics can also be used to forecast travel trends and make data-driven decisions.

07. Compliance

Being on top of local and international travel regulations is key as visa and entry requirements shift due to geopolitical changes.



Uber for Business:

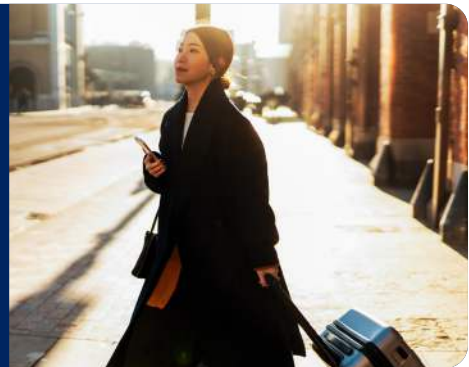
A seamless platform to streamline business travel

In an era of unprecedented travel disruption, companies are seeking solutions that are simple, efficient and cost-effective. Uber for Business emerges as a compelling option, offering a comprehensive suite of services designed to help mitigate the effects of uncertainty, and make business travel as stress-free as possible.

A trusted platform, wherever your business needs to travel

Offer a first class employee experience

Provide access to rides and meals across the globe, with great rewards and exclusive perks for your employees, all with the tap of a button.



Do it all from a central dashboard

Elevate your travel programme with unparalleled control, visibility and flexible integrations with top systems.

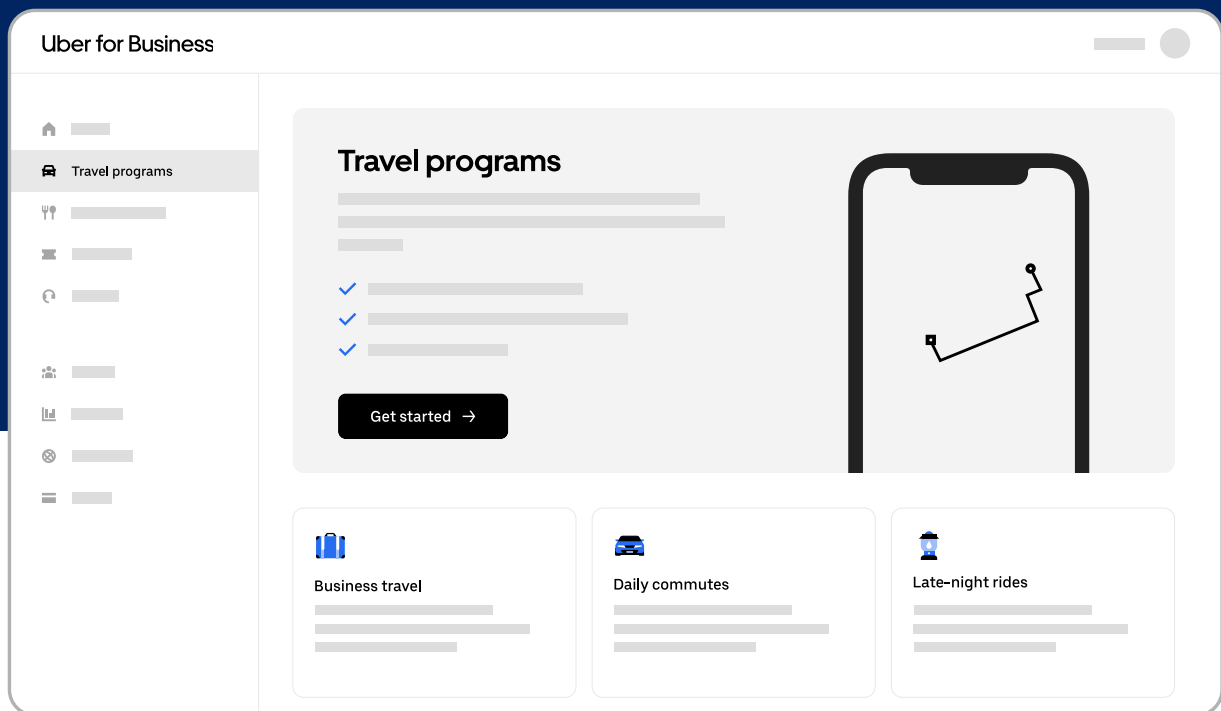


Drive your sustainability goals

From hybrid or electric vehicles to sustainability reporting, we provide the ability to track, report and act on their ground transportation carbon emissions. Join us on the road to zero emissions.



With a presence in more than 70 countries and over 15,000 cities worldwide, Uber for Business provides extensive global coverage for corporate travel and meal services¹⁸. This expansive network ensures that business travellers can access transportation options in many of the destinations where their work takes them. Integration with providers like [SAP Concur](#) and [Coupa](#) also streamline expense reporting (having Uber-related business expenses flow directly into expense reports, getting rid of receipt attachment requirements).



70+ countries

15K+ cities

To further enhance the travel experience, Uber for Business offers Uber Business Comfort, an elevated ride option that helps get business travelers picked up as fast as possible and includes extra legroom, premium support, and more to help your employees be productive and less stressed on the road.* Employees can also link their Cathay membership account with their Uber account to earn Asia Mile rewards with their ground travel.

Uber Electric and Uber Comfort Electric are also available to help employees and businesses manage their carbon footprint with hybrid or electric vehicles.

Finally, Uber for Business helps deliver peace of mind for business travellers and travel managers. Uber support is available 24/7, and our Door-to-Door Safety Standard is designed to help protect the health and safety of everyone involved¹⁹.

* Available in select cities. Faster pickup is not guaranteed. Not all users will immediately see this feature update upon release, as availability may vary by location and device. Priority pickup is not available at airport locations.

Conclusion

Companies are under pressure to adapt their business travel programmes to navigate uncertainty and embrace more sustainable practices. As this ebook has demonstrated, Uber for Business offers a compelling solution with features helping to address both of these critical aspects.

By providing transportation options with global coverage, and seamless integration with corporate travel policies, Uber for Business helps companies mitigate some of the risks and disruptions associated with modern business travel. At the same time, its commitment to sustainability, exemplified by lower-emission offerings like Uber Electric and Uber Comfort Electric, allows organisations to align their travel practices with their environmental goals and employee expectations.

For Travel, Procurement, Sourcing, and Finance Managers seeking to optimise their corporate travel programmes, Uber for Business represents a forward-thinking partner that can help them navigate the complexities of the current landscape.



Footnotes

¹ [HK Government Annual Transport Digest 2022](#)

² [Hong Kong Airport 2025](#)

³ [IATA Passenger Demand Report 2025](#)

⁴ [SAP Concur 2024 research](#)

⁵ [IATA 2026](#)

⁶ [National Immigration Association](#)

⁷ [MTR High Speed Rail](#)

⁸ [Perk: The State of Travel Disruption in 2025](#)

⁹ [GBTA 2026 Outlook](#)

¹⁰ [2025 Annual Survey of Companies in Hong Kong](#)

¹¹ [DW](#)

¹² [HK Gov info](#)

¹³ [SAP Concur APAC Business Traveller Report](#)

¹⁴ [FCM Travel Solutions Bleisure Infographic](#)

¹⁵ [Uber: The Impact of Uber in Hong Kong](#)

¹⁶ Uber for Business finance leader data: Based on an Uber for Business survey of 111 finance leaders in Hong Kong conducted in 2025. Results are self-reported and may not be representative of all organisations in the market.

¹⁷ [SAP Concur Global Business Traveller Survey 2024](#)

¹⁸ [Uber for Business](#)

¹⁹ [Uber for Business Safety Guide](#)

As your organisation looks to the future of business travel, we invite you to explore how Uber for Business can support your specific needs and objectives.

By working together, we can build a more resilient, sustainable, and efficient travel ecosystem that benefits your company, your employees, and the planet.

Find out more today

uber.com/business



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