Coronavirus Poll Results

March 23, 2020
Methodology

An online flash poll was conducted of GBTA members worldwide, including corporate travel managers and travel suppliers

• Fielding took place from March 18-21, 2020
• An email invitation was sent to 5,626 travel professionals
  • Of these, 1,155 completed the survey, for a response rate of 20.5%
Key Highlights
Business Travel Grounded

0% of companies generally have not canceled or suspended any business trips.

1% have canceled or suspended business trips on a case-by-case basis but don’t have a specific policy.

3% have canceled or suspended all business trips to particular regions or countries.

53% have canceled or suspended all non-essential trips, but still allow some essential travel.

41% have canceled or suspended all business trips.

Note: Only one answer allowed; 3% indicated “other” (not shown).
## Business Travel Grounded (Cont.)

<table>
<thead>
<tr>
<th>Country</th>
<th>Impact to Business Travel</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>99%</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>99%</td>
</tr>
<tr>
<td>APAC countries (e.g., Japan, S. Korea, Singapore, Malaysia)</td>
<td>97%</td>
</tr>
<tr>
<td>Canada</td>
<td>89%</td>
</tr>
<tr>
<td>United States</td>
<td>85%</td>
</tr>
<tr>
<td>Domestic travel within own country</td>
<td>82%</td>
</tr>
<tr>
<td>International trips</td>
<td>96%</td>
</tr>
</tbody>
</table>

Q. Thinking about your company, how has the coronavirus impacted business travel to…?
## Companies Cancel Many Meetings

Has your company taken the following actions in response to the coronavirus?

<table>
<thead>
<tr>
<th>Action</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canceled already scheduled meetings, events, or conferences</td>
<td>4% 10% 85%</td>
</tr>
<tr>
<td>Postponed meetings, events, conferences</td>
<td>2% 6% 16% 76%</td>
</tr>
<tr>
<td>Moved meetings, events, or conferences to a new venue</td>
<td>62% 7% 5% 26%</td>
</tr>
<tr>
<td>% some + many</td>
<td>31% 92% 95%</td>
</tr>
</tbody>
</table>

Note: Some respondents indicated don't know; these responses were excluded from the analysis.

Q. Has your company taken the following actions in response to the coronavirus?
Travel Companies Feel the Pain

How would you characterize the impact of the coronavirus on your company’s revenue?

- No impact at all
- Slight
- Moderate
- Significant

Virtually every travel company has felt a **significant** impact on revenue

Results filtered for suppliers/TMCs
On average, travel buyers estimate their company has canceled 89% of the bookings it had made for March 2020, as a result of the coronavirus.

Q. Thinking about the business trips that your company had booked for March 2020, approximately what percentage have been cancelled as a result of the coronavirus? Please enter a percentage. Your best estimate is fine. Note: Question only displayed to travel buyers/procurement professionals.
Coronavirus Drives Growth of Virtual Meetings

How often does your company host virtual meetings as a result of the coronavirus outbreak?

- Never
- Rarely
- Occasionally
- Frequently

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>2%</td>
</tr>
<tr>
<td>Rarely</td>
<td>5%</td>
</tr>
<tr>
<td>Occasionally</td>
<td>18%</td>
</tr>
<tr>
<td>Frequently</td>
<td>75%</td>
</tr>
</tbody>
</table>

Q. How often does your company host virtual meetings as a result of the coronavirus outbreak?
Coronavirus Changes How Companies Do Business

What have companies done to protect employees?

- Instituted work from home policies: 86%
- Provided updated health and safety information: 79%
- Developed contingency plans to get work done such as increase teleconferences and video: 70%
- Limited the number of people who work in the office: 59%
- Suspended all travel: 58%
- Temporarily closed all but essential departments: 26%
- Closed the office entirely: 25%
- Moved some employees to new locations: 11%
- Other: 6%
- None of the above: 1%

Q. What actions has your company taken to help protect your employees from the coronavirus? Please select all that apply.