

Coronavirus Poll Results

April 8, 2020

Connecting the people that connect the world.™



Methodology

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

- Fielding took place from April 1-4, 2020
- In total, 974 travel professionals completed the survey
- An email invitation was sent to 5,517 travel professionals
 - Of these, 909 completed the survey, for a response rate of 16.5%
 - An additional 65 respondents completed the survey after receiving it through another channels – such as an email from a GBTA staff member.

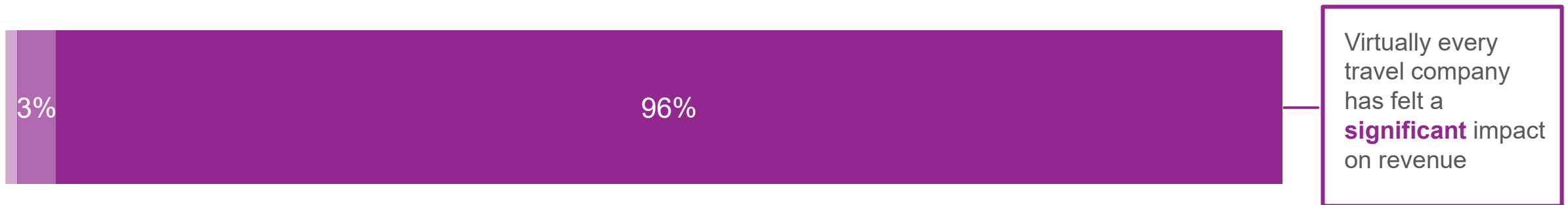
Key Highlights



Travel Companies Feel the Pain

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

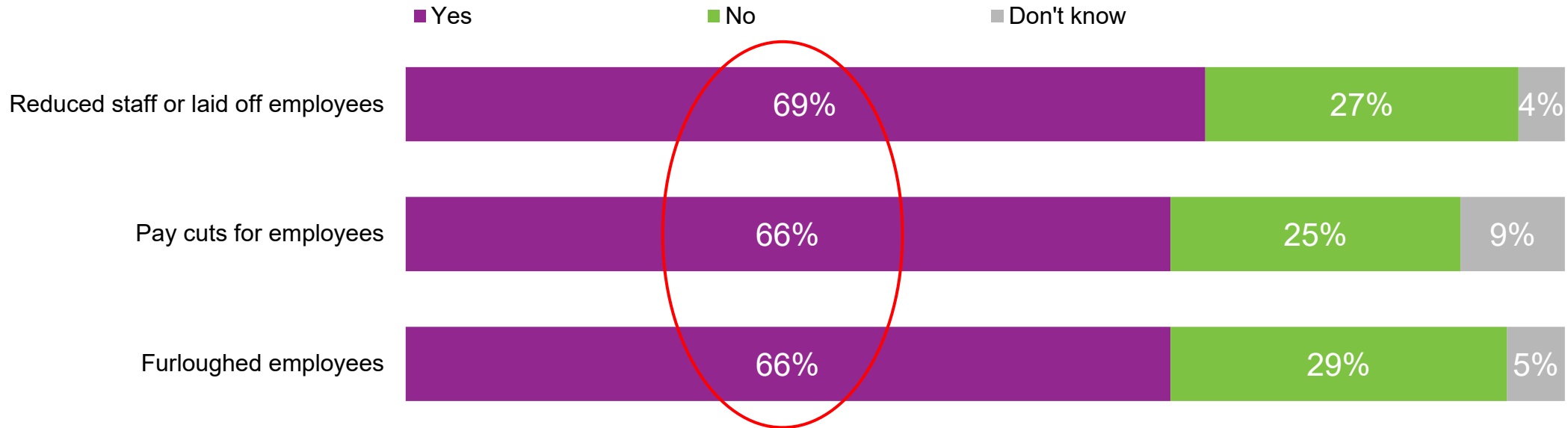
■ No impact at all ■ Slight ■ Moderate ■ Significant



Results filtered for suppliers/TMCs

Travel Companies Feel the Pain (Cont.)

Has your company taken the following actions as a result of the coronavirus?



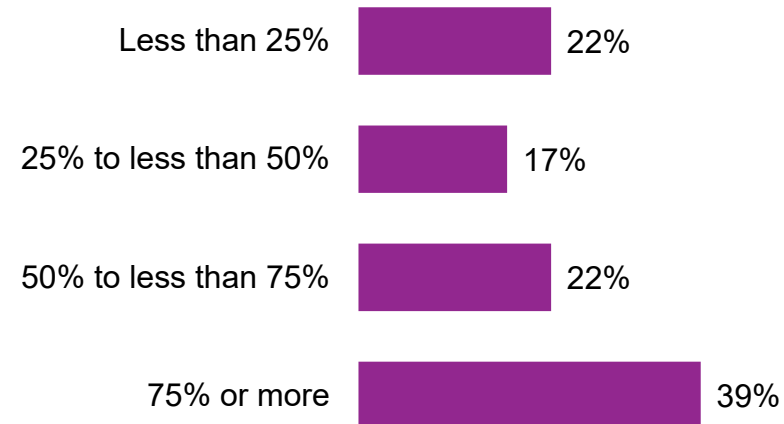
Results filtered for suppliers/TMCs



Travel Companies Feel the Pain (Cont.)

On average, respondents who work for a travel company that has had layoffs or furloughs estimate that **64%** of employees have been affected

What percentage of staff have been affected by layoffs or furloughs?



Q. You mentioned your company has laid off or furloughed employees as a result of the coronavirus. Approximately what percentage has been affected?

Note: Question only displayed to respondents who indicated their company has experienced layoffs or furloughs as a result of the coronavirus

Note: Results filtered for suppliers/TMCs

Travel Companies Feel the Pain (Cont.)

How will the financial impact of the coronavirus compare to other events?

■ The financial impact of the coronavirus will be less severe
 ■ The financial impact will be equally severe
 ■ The financial impact of the coronavirus will be more severe



Q. Thinking about the impact of the coronavirus on the travel industry, how do you think it will compare to the following events?

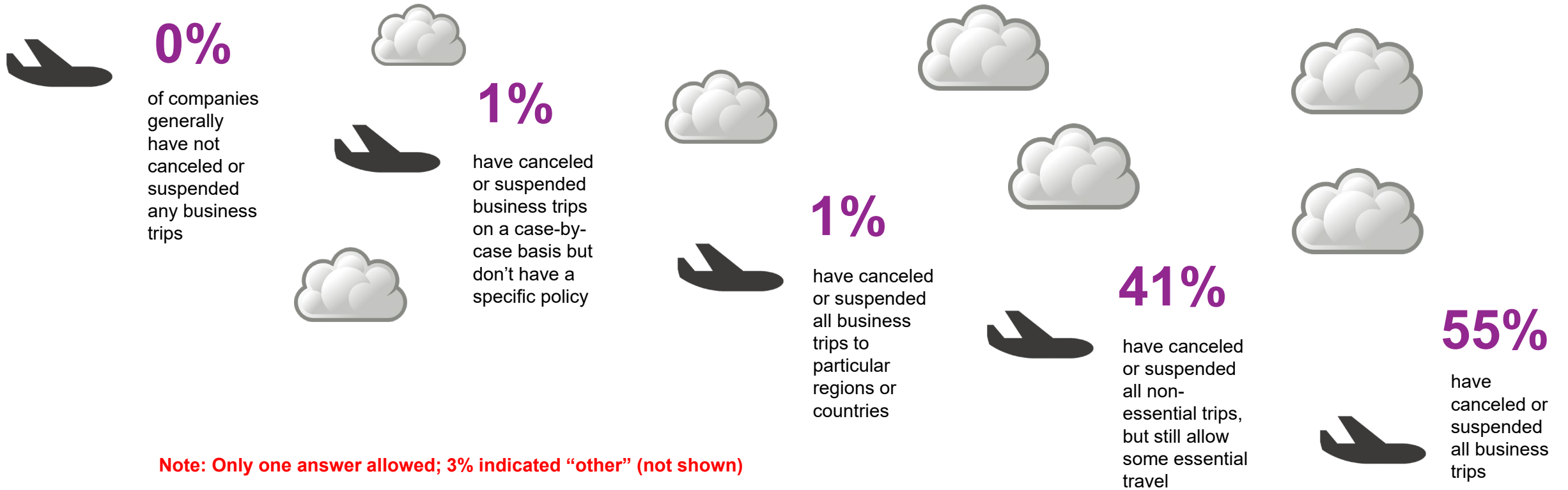
*option only displayed to respondents with more than 20 years of industry experience (n=447)

**option only displayed to respondents with at least 15 years of industry experience (n=572)

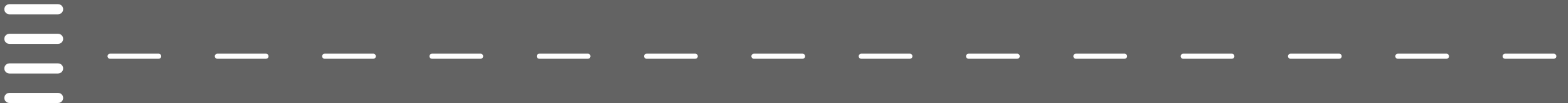
*** option only displayed to respondents with at least 11 years of industry experience (n=691)

**** option only displayed to respondents with at least 6 years of industry experience (n=817)

Business Travel Grounded



Note: Only one answer allowed; 3% indicated "other" (not shown)



Business Travel Grounded (Cont.)



99%

of companies have canceled or suspended **most** (7%) or **all** (92%) trips to China



97%

of companies have canceled or suspended **most** (18%) or **all** (79%) trips to European countries



95%

of companies have canceled or suspended **most** (27%) or **all** (68%) trips to Canada



98%

of companies have canceled or suspended **most** (21%) or **all** (76%) international trips



98%

of companies have canceled or suspended **most** (15%) or **all** (83%) trips to other APAC countries (e.g., Japan, S. Korea, Singapore, Malaysia)



97%

of companies have canceled or suspended **most** (19%) or **all** (77%) trips to Latin America



94%

of companies have canceled or suspended **most** (35%) or **all** (58%) trips to the United States



92%

of companies have canceled or suspended **most** (42%) or **all** (50%) domestic travel within their own country

Coronavirus Drives Growth of Virtual Meetings

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

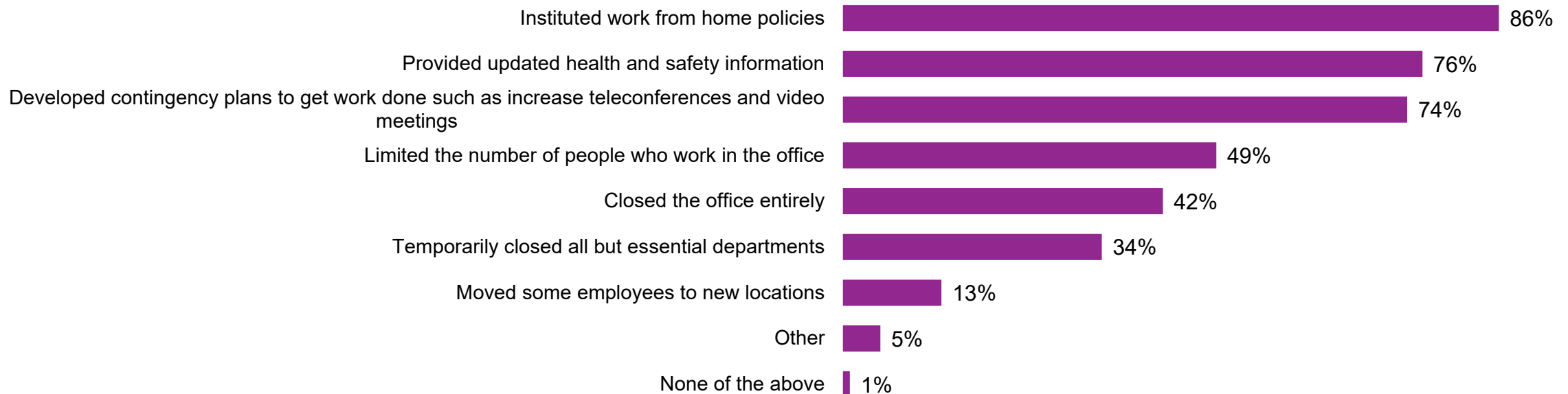
■ Never ■ Rarely ■ Occasionally ■ Frequently



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?



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