

# Coronavirus Poll Results

April 28, 2020

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# Methodology

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

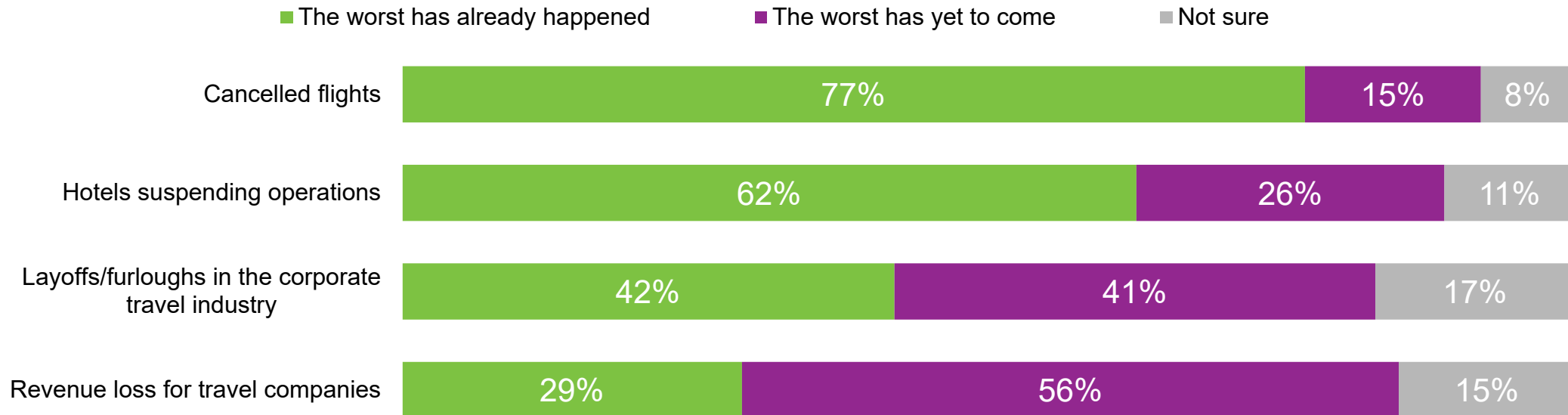
- Fielding took place from April 17 through April 22, 2020
- An email invitation was sent to 5,638 travel professionals
  - Of these, 982 completed at least one question, for a response rate of 17.4%
- An additional 575 people responded through another channel – such as the GBTA Daily News Brief.

# Key Highlights



# Has the Worst Happened? Travel Professionals Have Mixed Opinions

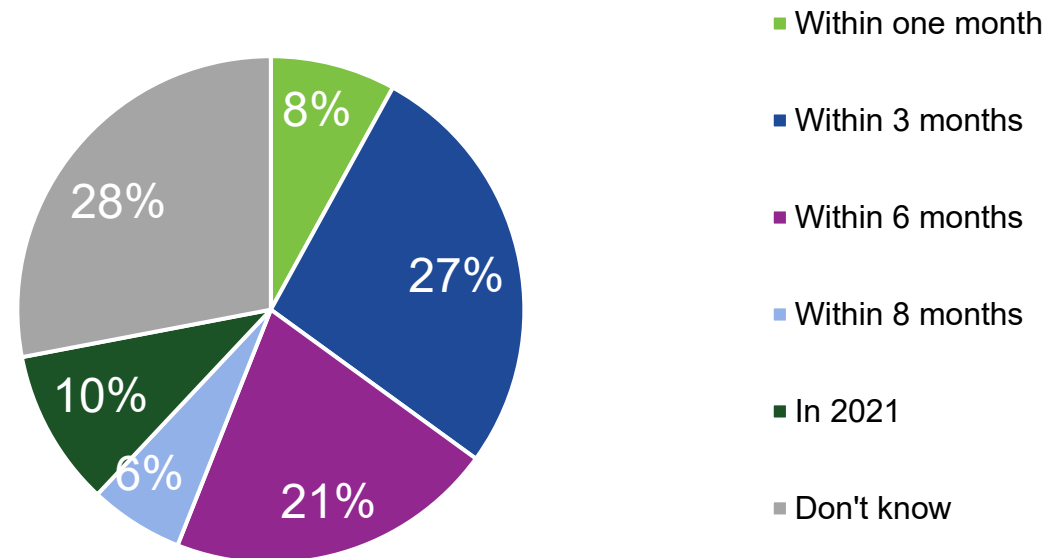
When thinking about the following, which best describes your view?



Q. When thinking about the following, which best describes your view? (n=1,182-1,192)

# Most Companies Are Planning for a Recovery in the Next 6 Months...

What is the timeframe you are planning for your post-coronavirus recovery plan?

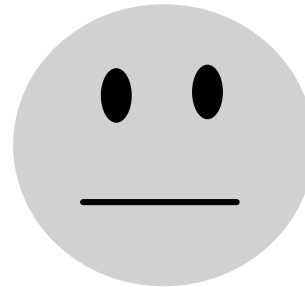


## ...But Supplier Optimism Remains Muted

How do suppliers feel about the corporate travel industry's path to recovery?



**19%** are **more optimistic** than last week



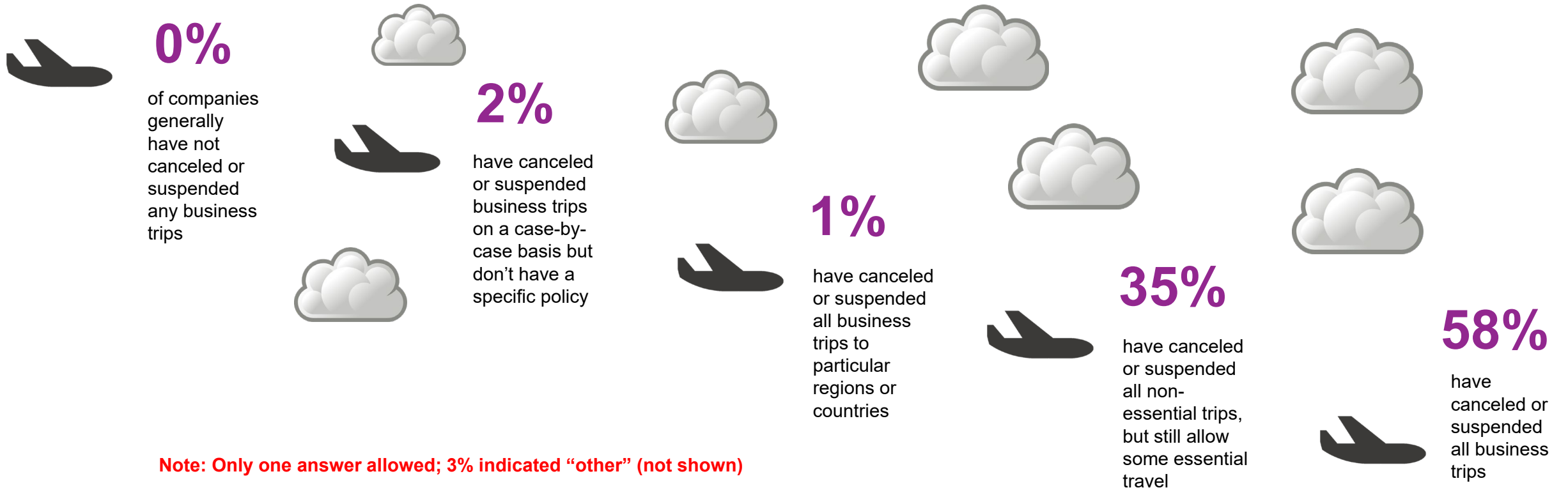
**57%** feel the same as last week



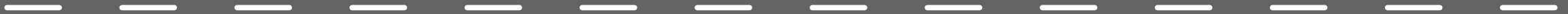
**24%** are **more pessimistic** than last week

**Note: Question only displayed to travel suppliers/TMCs**

# 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** (10%) or **all** (89%) trips to China



99%

of companies have canceled or suspended **most** (20%) or **all** (78%) trips to European countries



95%

of companies have canceled or suspended **most** (23%) or **all** (73%) trips to Canada



98%

of companies have canceled or suspended **most** (21%) or **all** (77%) international trips



99%

of companies have canceled or suspended **most** (15%) or **all** (84%) trips to other APAC countries (e.g., Japan, S. Korea, Singapore, Malaysia)



97%

of companies have canceled or suspended **most** (17%) or **all** (80%) trips to Latin America



95%

of companies have canceled or suspended **most** (34%) or **all** (61%) trips to the United States



93%

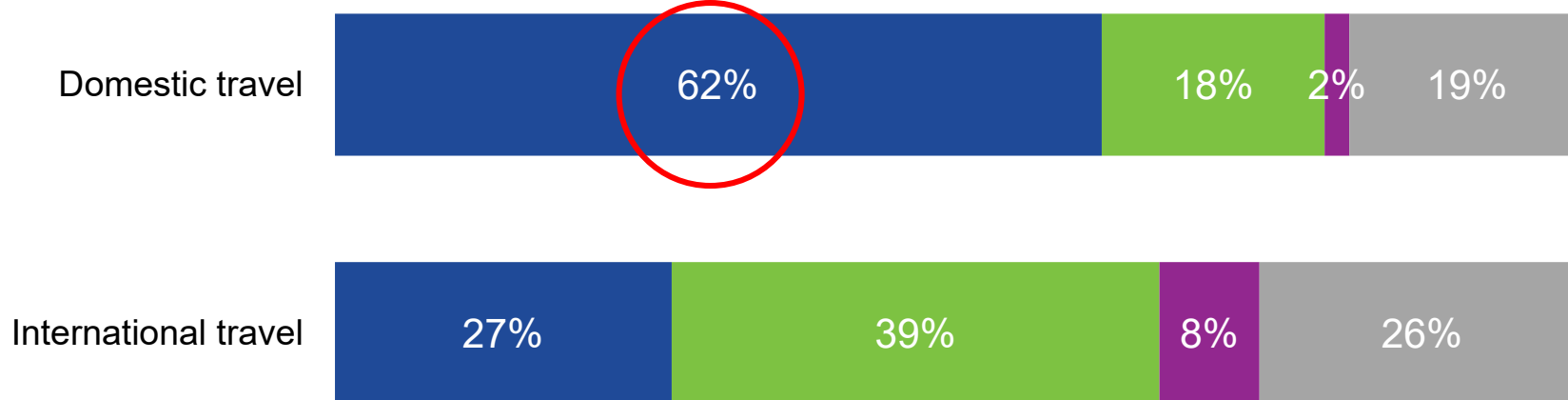
of companies have canceled or suspended **most** (40%) or **all** (52%) domestic travel within their own country



# What's the Good News?

## Will travel resume within...?

■ 2-3 months ■ 6-8 months ■ 12 months or longer ■ Unsure



Most companies expect to resume **domestic travel** within 2-3 months. However, **international travel** may take longer

Q. You said your company has canceled or suspended business travel due to the Coronavirus. Do you expect travel to resume within the next...?

Note: Question only displayed to respondents who said their company has cancelled at least "a few" domestic or international trips as a result of the coronavirus (n=1,011-1,026)

# What Will Influence Decision to Resume Travel?

Thinking about what it would take for you to feel comfortable with your company's employees traveling on business, how important are each of the following?

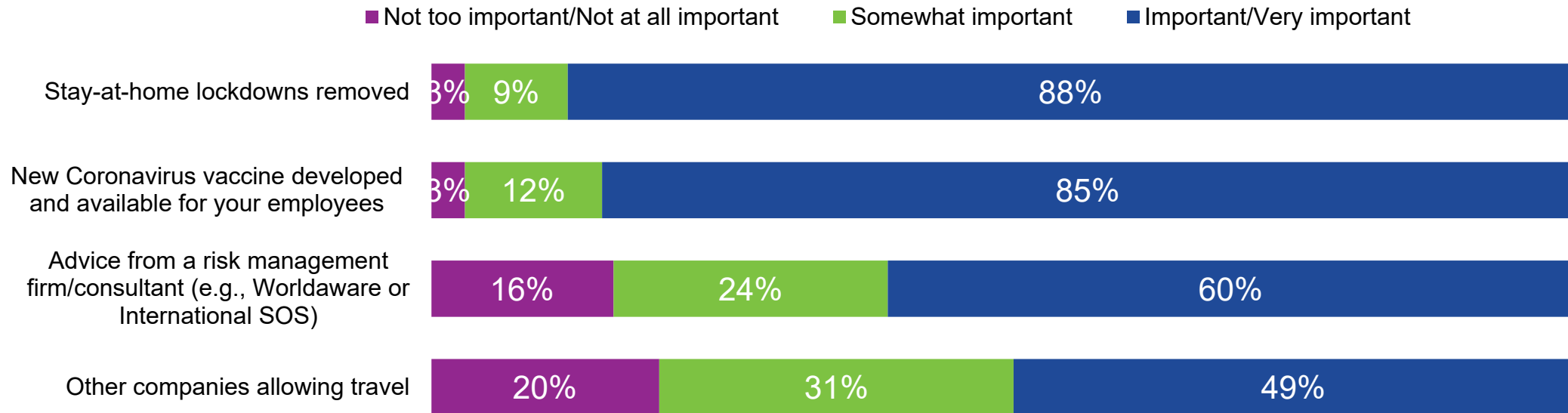
■ Not too important/Not at all important   ■ Somewhat important   ■ Important/Very important



Q. Thinking about what it would take for you to feel comfortable with your company's employees traveling on business, how important are each of the following? (n=1,120-1,177)

# What Will Influence Decision to Resume Travel? (Cont.)

Thinking about what it would take for you to feel comfortable with your company's employees traveling on business, how important are each of the following? (cont.)



Q. Thinking about what it would take for you to feel comfortable with your company's employees traveling on business, how important are each of the following? (n=1,120-1,177)