

2020 Coronavirus Poll March 23, 2020



POLL RESULTS

1. Which of the following best describes you?

- Travel manager / buyer: 46%
- Procurement/sourcing professional: 7%
- Supplier: 32%
- TMC: 9%
- Other: 6%

2. How many individuals are employed in your entire company, including all plants, divisions, branches and subsidiaries? Please provide your best estimate.

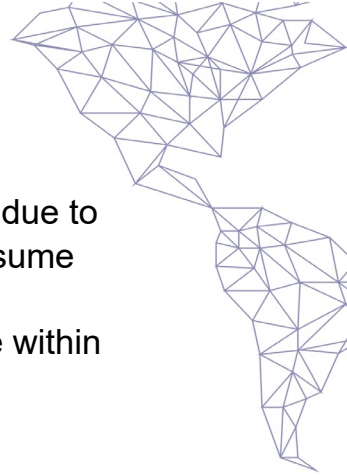
- 1 – 500: 25%
- 501 – 1,000: 7%
- 1,001 – 5,000: 20%
- 5,001 – 10,000: 10%
- 10,001 – 25,000: 14%

- 25,001 – 75,000: 9%
- 75,001 or more: 12%

3. Thinking about your company, how has the coronavirus impacted business travel to... ? **[MATRIX: WE HAVE CANCELED OR SUSPENDED ALL TRIPS, WE HAVE CANCELED OR SUSPENDED MOST TRIPS, WE HAVE CANCELED OR SUSPENDED SOME TRIPS, WE HAVE CANCELED OR SUSPENDED A FEW TRIPS, WE HAVE NOT CANCELED OR SUSPENDED ANY TRIPS]**

- a. China
- b. Hong Kong
- c. Taiwan
- d. Other Asia Pacific countries (e.g., Japan, South Korea, Malaysia)
- e. Europe
- f. United States
- g. Canada
- h. Latin America
- i. Middle East/Africa
- j. All international travel
- k. All Domestic travel

	Cancelled All Trips	Cancelled Most Trips	Cancelled Some Trips	Cancelled Few Trips	Cancelled No Trips
China	91%	8%	0%	0%	0%
Hong Kong	87%	12%	0%	0%	1%
Taiwan	84%	14%	1%	0%	1%
Other APAC	79%	18%	2%	0%	1%
Europe	74%	23%	2%	1%	1%
United States	47%	38%	7%	4%	4%
Canada	59%	29%	5%	4%	3%
Latin America	68%	25%	3%	2%	2%
Middle East/Africa	75%	20%	2%	2%	2%
All International	69%	27%	2%	1%	1%
All Domestic Travel	36%	46%	9%	4%	4%



4. You said your company has canceled or suspended business travel due to the Coronavirus. When do you expect your business travelers to resume regular travel to the countries or regions that have been canceled or suspended due to the Coronavirus? Do you expect travel to resume within the next. . . SELECT ONE

- 3 months: 40%
- 6 months: 17%
- 8 months: 2%
- 12 months: 1%
- More than 12 months: 0%
- Unsure: 40%

5. Has your company taken the following actions in response to the coronavirus? **[DROP-DOWN= YES – MANY MEETINGS/EVENTS, YES-SOME MEETINGS/EVENTS, YES – A FEW MEETINGS/EVENTS, NO, NOT SURE]**

- Canceled already scheduled meetings, events, or conferences
- Postponed meetings, events, or conferences
- Moved meetings, events, or conferences to a new venue or location

	Canceled	Postponed	Moved
Yes, Many	85%	76%	26%
Yes, Some	10%	16%	5%
Yes, Few	4%	6%	7%
No	1%	2%	62%

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

- Significant: 73%
- Moderate: 19%
- Slight: 7%
- No impact at all: 1%





7. Has your company instituted new trip approval procedures due to the coronavirus? SELECT ONE

- Yes: 71%
- No: 24%
- Don't know: 6%

8. Has your company modified its travel safety and security policies for your travelers due to the coronavirus? SELECT ONE

- Yes: 70%
- No: 21%
- Don't know: 8%

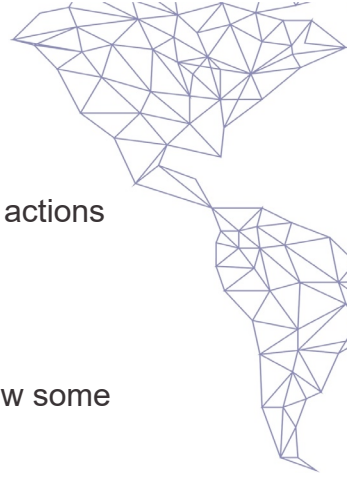
9. Thinking about the business trips that your company had booked for March 2020, approximately what percentage have been cancelled as a result of the coronavirus?

- 89% (Global Average)

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

- a) Frequently: 75%
- b) Occasionally: 18%
- c) Rarely: 5%
- d) Never: 2%
- e) Don't Know: 0%





11. Thinking about the impact coronavirus has taken on your company, what actions have been implemented?

- a) We have canceled or suspended all business trips: 41%
- b) We have canceled or suspended all non-essential trips, but still allow some essential travel: 53%
- c) We have canceled or suspended all business trips to particular regions or countries: 3%
- d) We have canceled or suspended business travel on a case-by-case basis, but we do not have a specific policy: 1%
- e) We generally have not canceled or suspended business trips: 0%
- f) Other_____ Please specify: 3%

12. What actions has your company taken to help protect your employees from the coronavirus? SELECT ALL THAT APPLY

- a) Instituted work from home policies: 86%
- b) Closed the office entirely: 25%
- c) Provide updated health and safety information: 79%
- d) Limit the number of people who work in the office: 59%
- e) Developed contingency policies to get work done such as increase teleconferences and video meetings: 70%
- f) Temporarily closed all but essential departments: 26%
- g) Move some employees to new locations: 11%
- h) Other, please specify_____ : 6%
- i) None of the above: 1%



13. Do you think the coronavirus will change the way your company conducts business once there is no more threat from the disease? SELECT ONE

- a) Yes: 54%
- b) No: 23%
- c) Don't know: 22%