

Coronavirus Poll Results

March 23, 2020

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Methodology

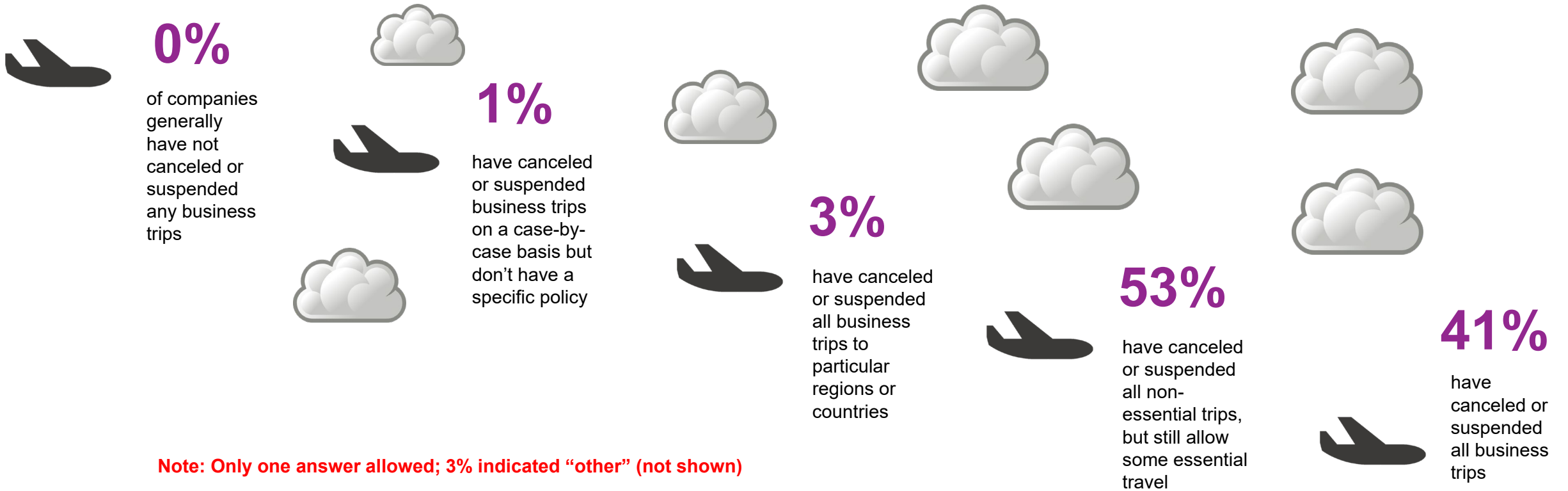
An online flash poll was conducted of GBTA members worldwide, including corporate travel managers and travel suppliers

- Fielding took place from 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



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



Business Travel Grounded (Cont.)



99%

of companies have canceled or suspended **most** (8%) or **all** (91%) trips to China



97%

of companies have canceled or suspended **most** (18%) or **all** (79%) trips to other APAC countries (e.g., Japan, S. Korea, Singapore, Malaysia)



89%

of companies have canceled or suspended **most** (29%) or **all** (59%) trips to Canada



96%

of companies have canceled or suspended **most** (27%) or **all** (69%) international trips



99%

of companies have canceled or suspended **most** (12%) or **all** (87%) trips to Hong Kong



96%

of companies have canceled or suspended **most** (23%) or **all** (74%) trips to European countries



85%

of companies have canceled or suspended **most** (38%) or **all** (47%) trips to the United States

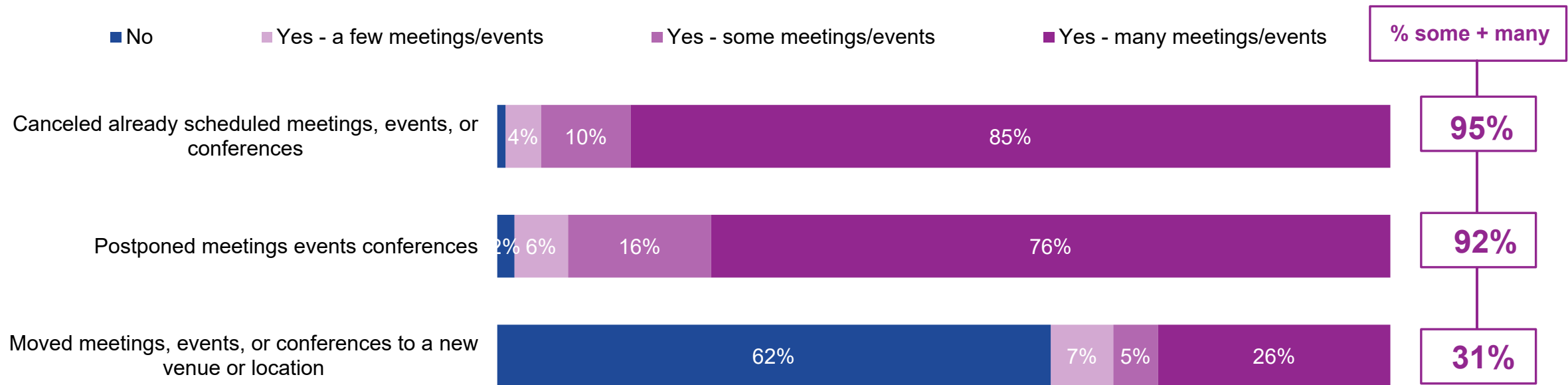


82%

of companies have canceled or suspended **most** (46%) or **all** (36%) domestic travel within their own country

Companies Cancel Many Meetings

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

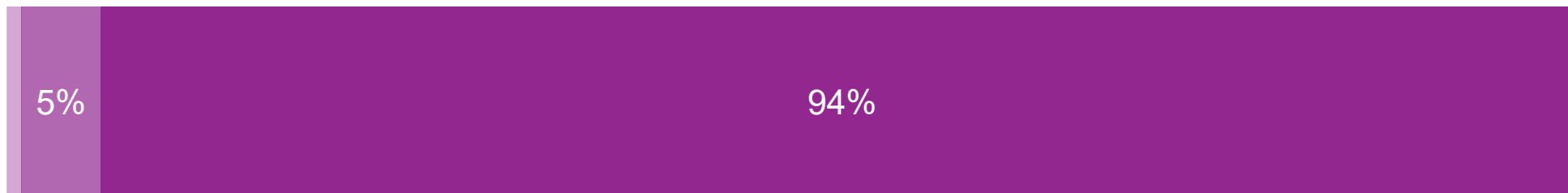


Note: Some respondents indicated don't know; these responses were excluded from the analysis

Travel Companies Feel the Pain

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

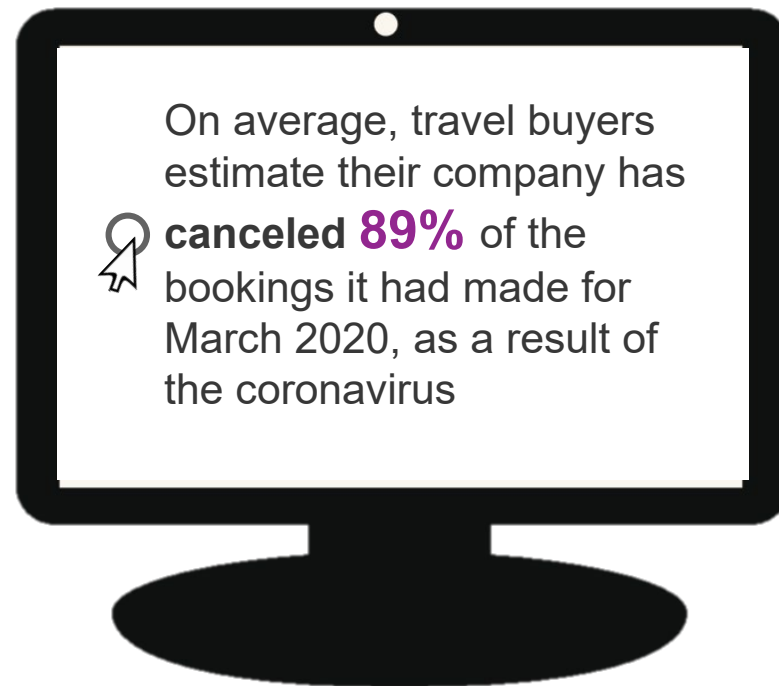
■ No impact at all ■ Slight ■ Moderate ■ Significant



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

Results filtered for suppliers/TMCs

Companies Cancel Most Bookings Made for March, 2020



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?

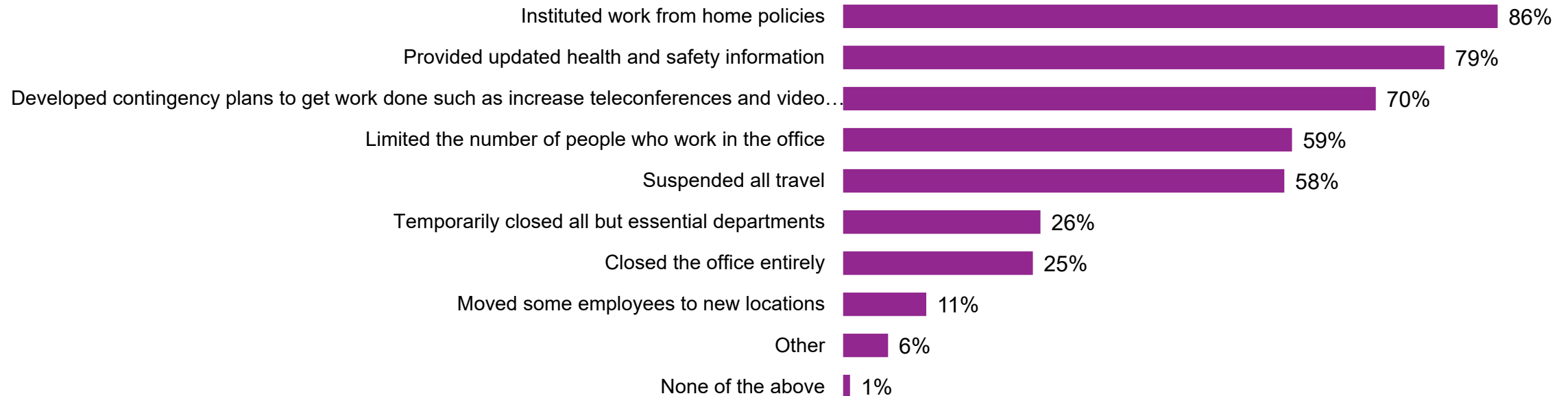
■ Never ■ Rarely ■ Occasionally ■ Frequently



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.**