

# Coronavirus Poll Results

August 13, 2020

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# 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 August 5 through August 8, 2020
- An email invitation was sent to 16,289 travel professionals including current and inactive members of GBTA; a link to the survey was also included in GBTA's *Daily News Brief* sent to travel professionals worldwide
- In total, 827 companies responded to the poll
- Note: Some totals might not add to 100% because of rounding; each percentage is rounded to the nearest whole number

# Key Highlights



# With an Effective Vaccine or Public Health Measures, Many Travel Managers Expect Their Company's Travel Volume Will Fully Recover Within 3 Years

Post-Covid, how will the number of business trips change?

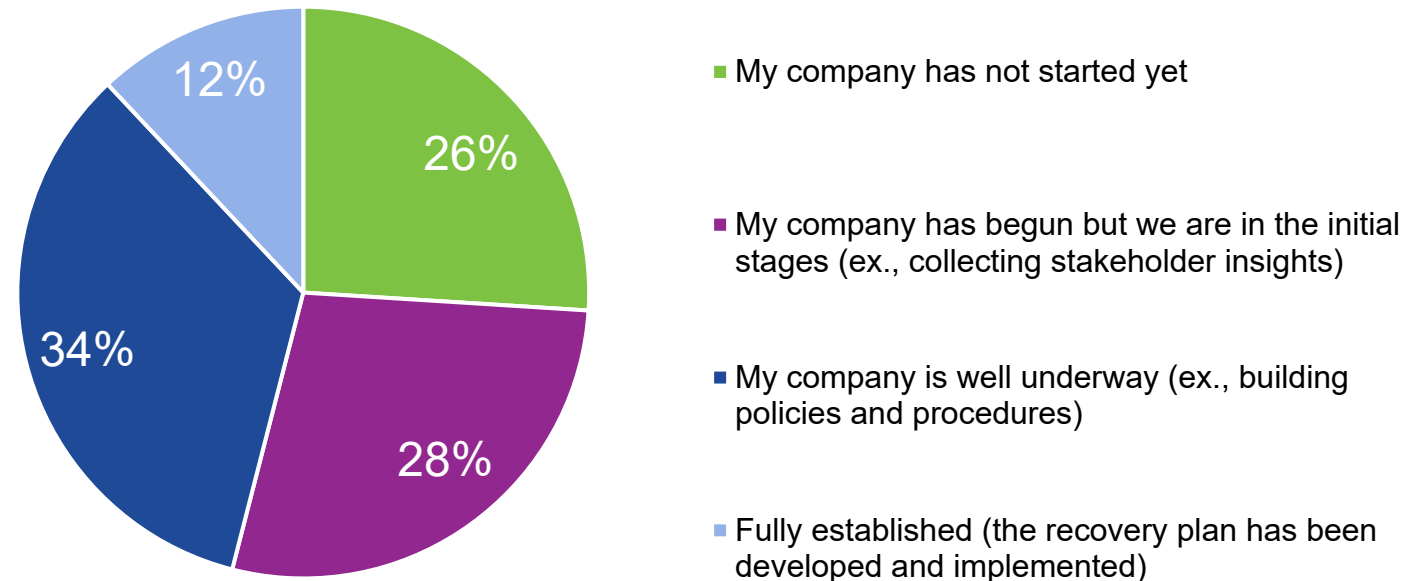


Note: 14% indicated “not sure”

n=365

# Companies Are In the Early Stages of Travel Recovery Planning

How would you characterize your company's travel recovery plan?

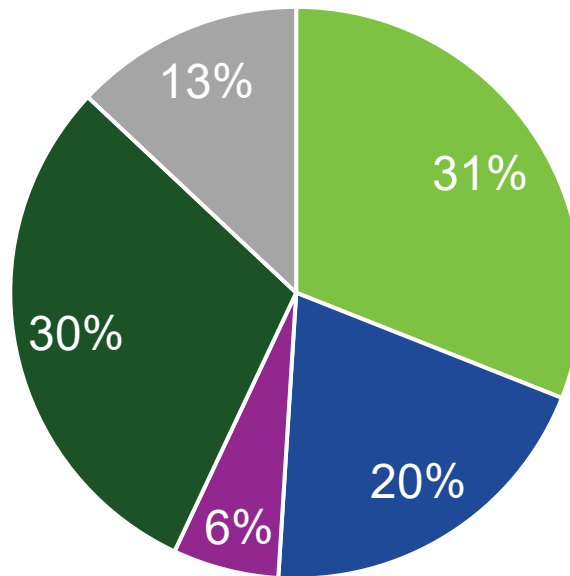


Q. How would you characterize your company's travel recovery plan? (n=609)

# Almost One-Third of Companies Will Provide Travelers With PPE



Will travel programs require or provide PPE?

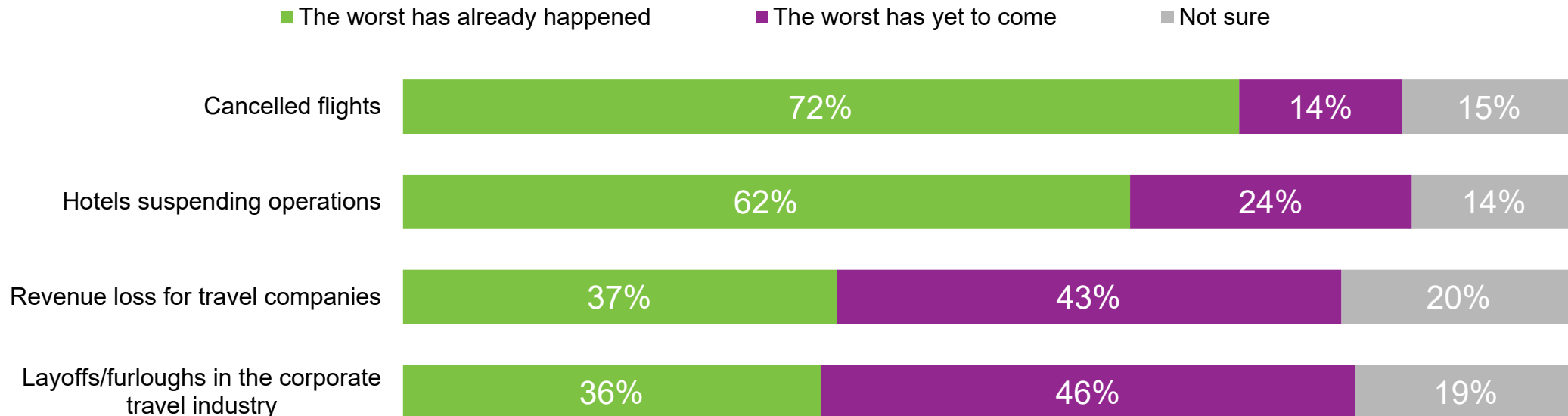


- Yes, the company will provide it to travelers
- Yes, the individual traveler is required to provide their own
- No, we are not requiring or providing PPE for our travelers
- Not yet determined
- Don't know

Q. Is your company planning to provide or require your travelers to have personal protective equipment (PPE) or travel kits as an essential item for their safe return to travel? (n=616)

# Has the Worst Already Happened? Travel Professionals Are Split

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



Q. When thinking about the following, which best describes your view? (n=612-617)

# Travel Suppliers Remain Pessimistic

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

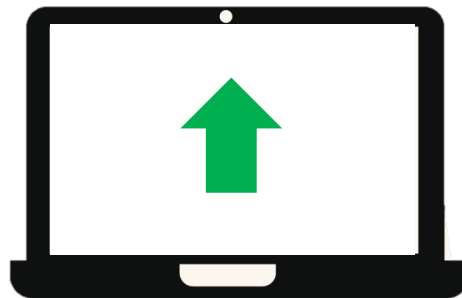


**Note: Question only displayed to travel suppliers/TMCs**

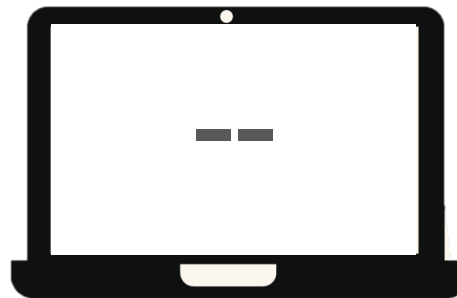


## After Signs of Recovery, Bookings Stall...

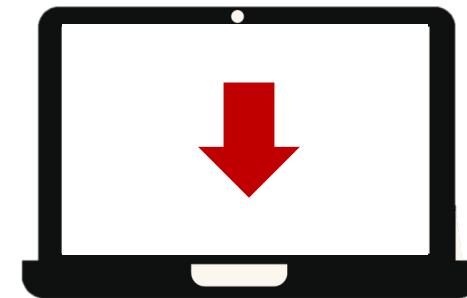
How have bookings from corporate customers changed in the past week?



**20%** Our bookings have increased



**50%** Our bookings have remained the same



**30%** Our bookings have decreased

**Note: Question only displayed to respondents who work for an airline, hotel chain, hotel property, TMC, or ground transportation company**

## Business Travel Still Grounded...



96%

of companies have canceled or suspended **most** (26%) or **all** (71%) trips to China



93%

of companies have canceled or suspended **most** (25%) or **all** (68%) trips to Latin America



88%

of companies have canceled or suspended **most** (31%) or **all** (57%) trips to Canada



93%

of companies have canceled or suspended **most** (37%) or **all** (56%) international trips



94%

of companies have canceled or suspended **most** (28%) or **all** (66%) trips to other APAC countries (e.g., Japan, S. Korea, Singapore, Malaysia)



90%

of companies have canceled or suspended **most** (35%) or **all** (55%) trips to European countries



83%

of companies have canceled or suspended **most** (41%) or **all** (41%) trips to the United States

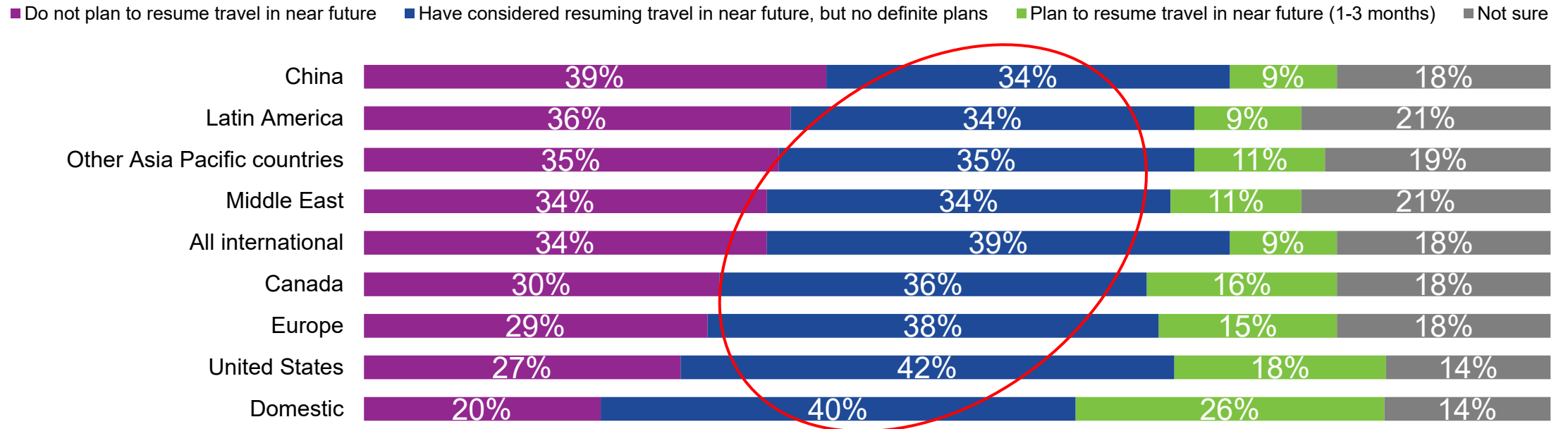


74%

of companies have canceled or suspended **most** (47%) or **all** (27%) domestic travel within their own country

# Companies Consider Resuming Travel

## Are Companies Planning to Resume Travel to...?



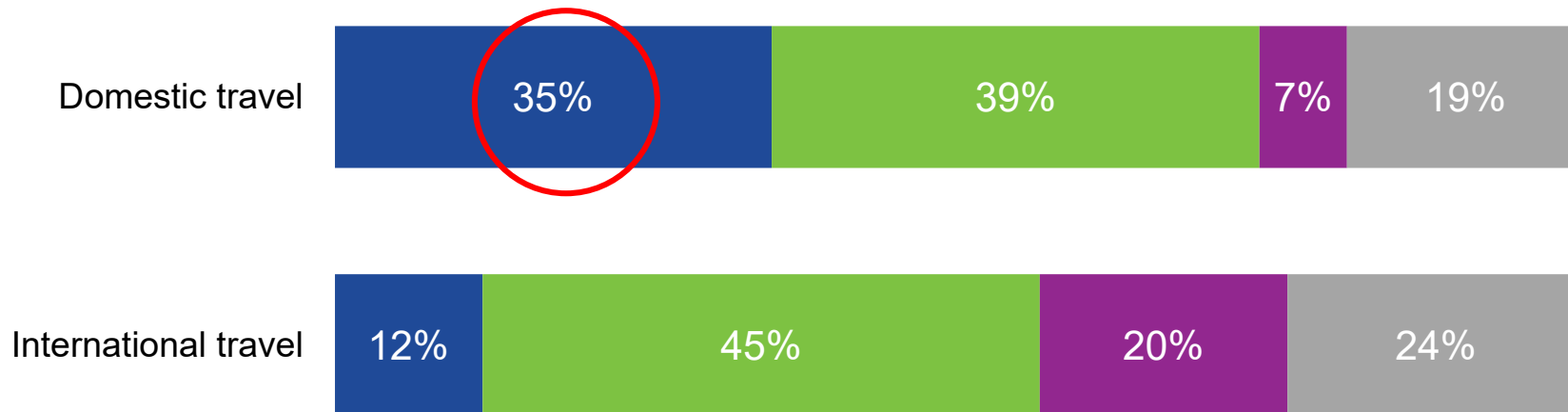
Q. You mentioned your company has canceled or suspended most or all trips to the following regions or countries. Thinking about each region or country, which best describes your company's position?

Note: Respondents only asked about countries/regions where they indicated their company has canceled or suspended most or all business travel (n=300-437)

# What's the Timeline?

## Will travel resume within...?

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



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

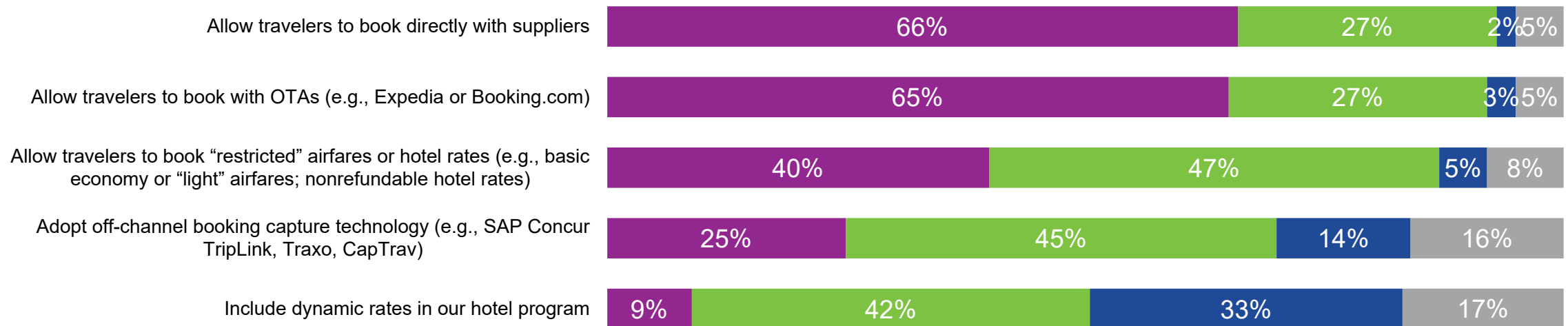
Q. You said your company has canceled or suspended business travel due to the Coronavirus. Do you expect travel to resume within the next...?

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=500-512)

# Will the Coronavirus Prompt Stricter Policies About Booking?

**As a result of the pandemic, are companies more or less likely to...?**

■ Less likely than before the pandemic    
 ■ Neither more nor less likely    
 ■ More likely than before the pandemic    
 ■ Not sure



Q. As a result of the pandemic, do you think your company is more or less likely to take the following actions?

Note: Question only displayed to travel buyers/procurement professionals (n=348-349)