

Coronavirus Poll Results

December 17, 2020

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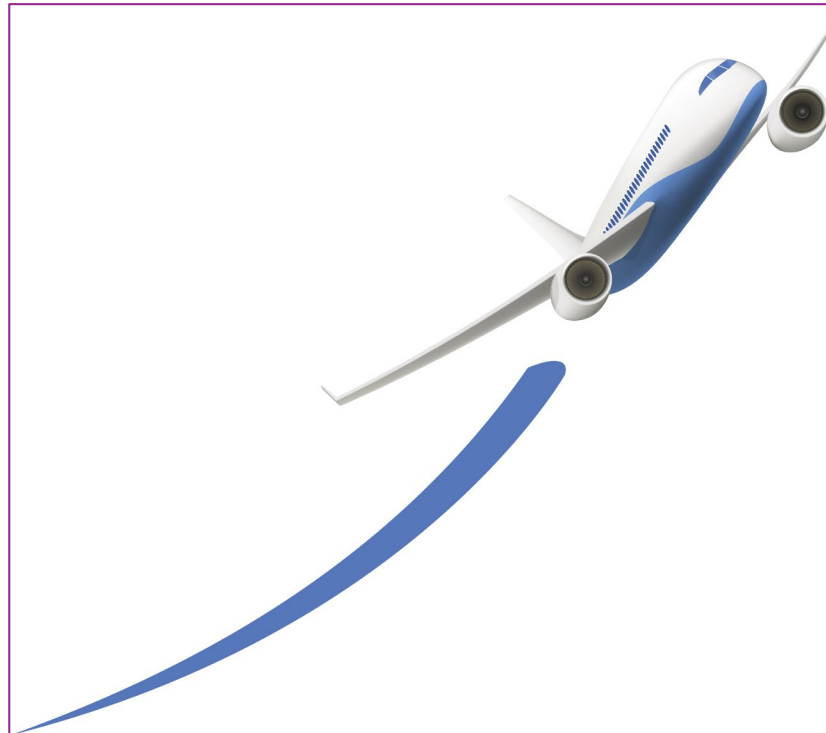


Methodology

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

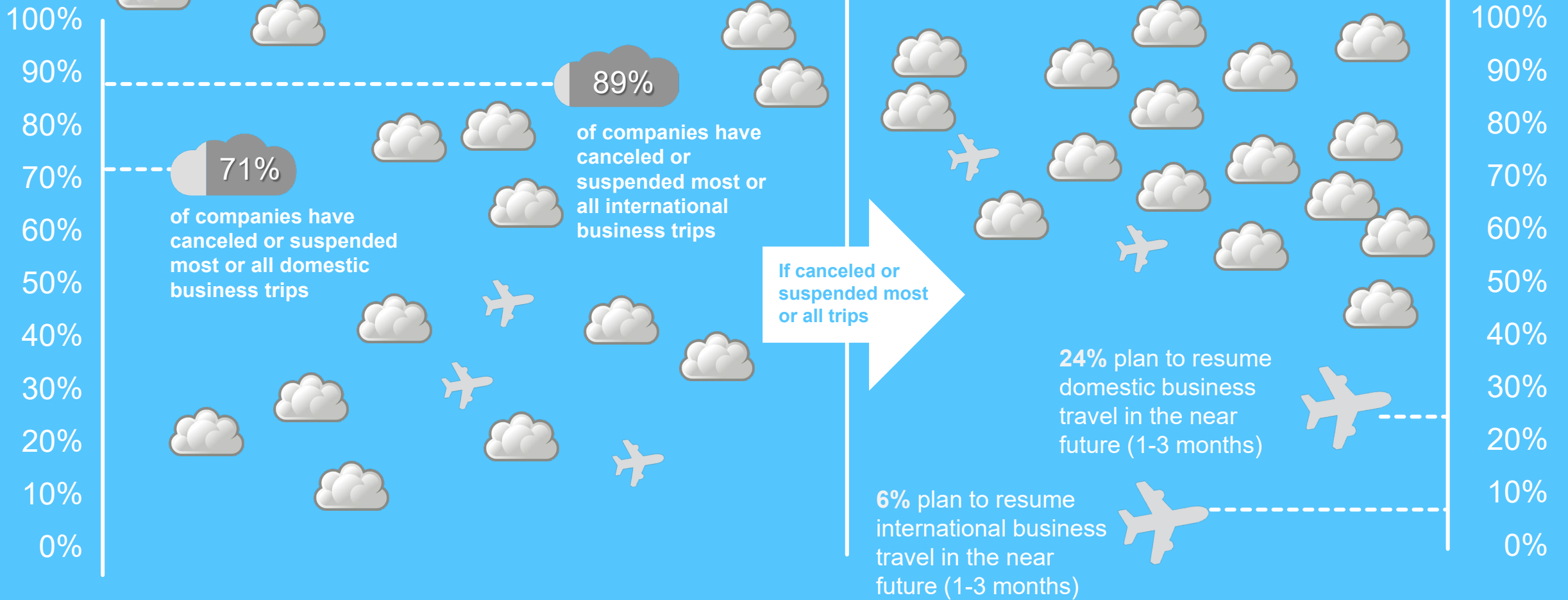
- Fielding took place from December 7 through December 14, 2020
- An email invitation was sent to 16,269 travel professionals including current and inactive members of GBTA; a link to the survey was also included in GBTA's *Daily News Brief* sent to travel professionals worldwide
- In total, 760 companies responded to the poll
- Note: Some totals might not add to 100% because of rounding; each percentage is rounded to the nearest whole number

The State of Business Travel



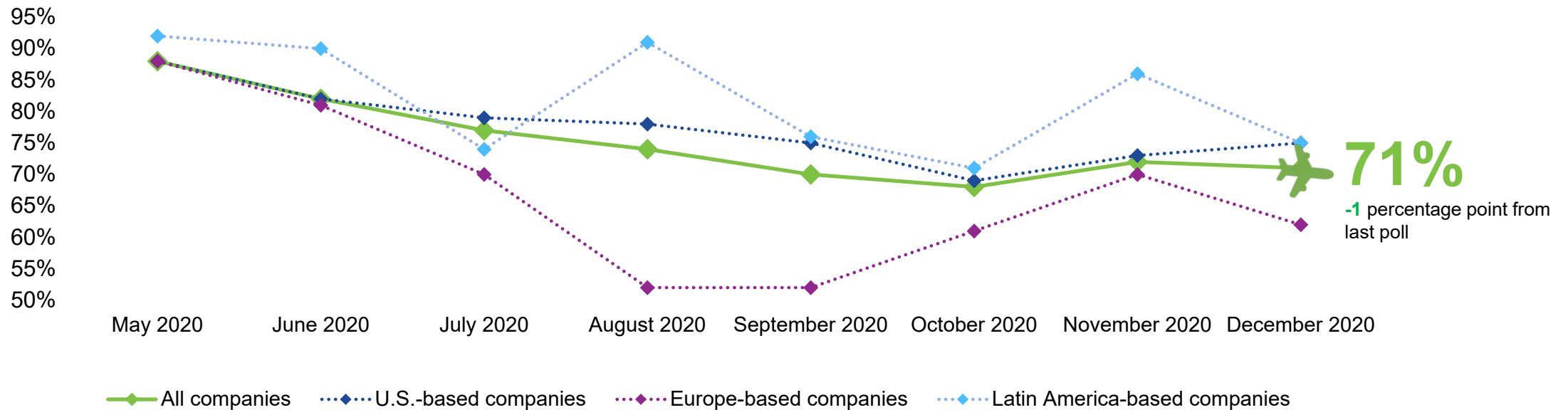
The State of Business Travel

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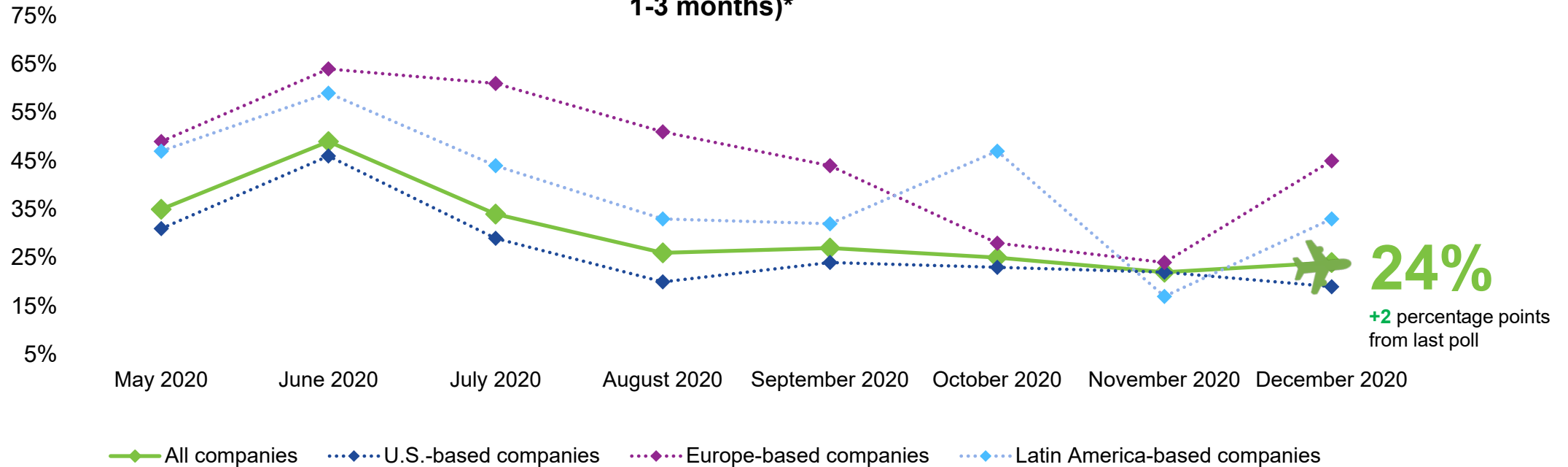
The State of Domestic Business Travel

% of companies that have canceled or suspended most or all domestic business travel within their country



The State of Domestic Business Travel (Cont.)

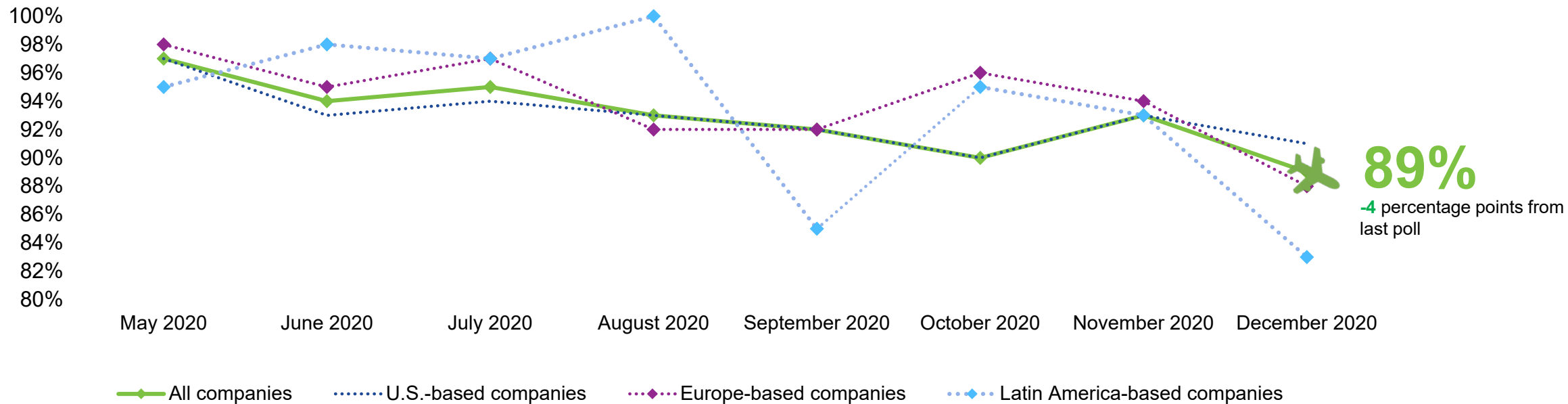
% of companies that plan to resume domestic business travel in the near future (next 1-3 months)*



*figures are among those that indicated their company has canceled or suspended most or all domestic business trips within their country

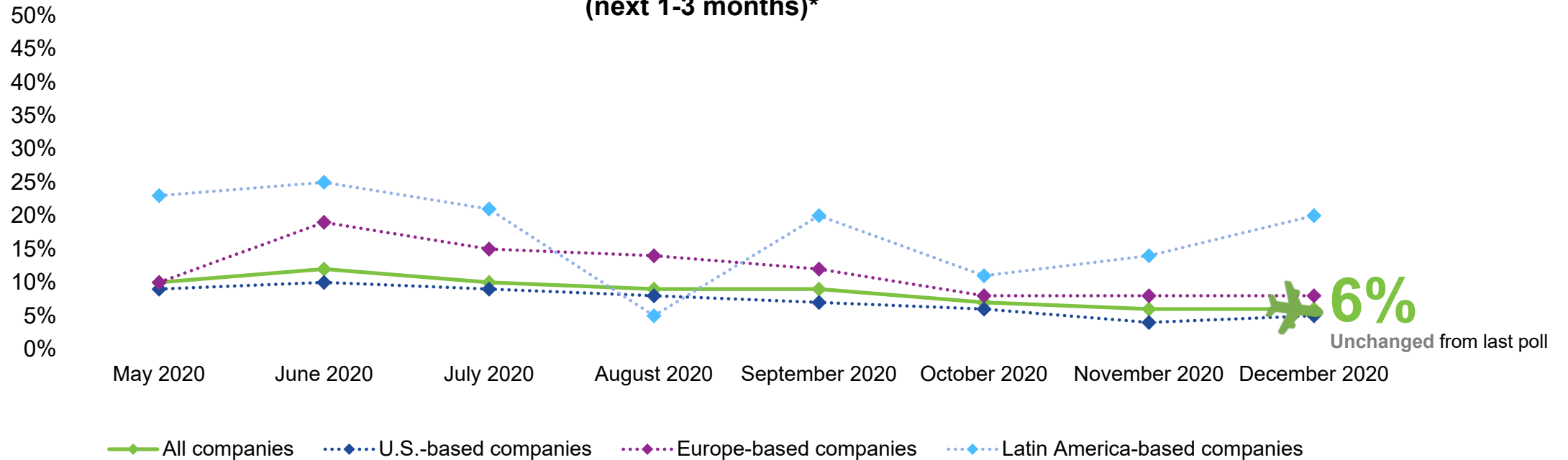
The State of International Business Travel

% of companies that have canceled or suspended most or all international business travel



The State of International Business Travel (Cont.)

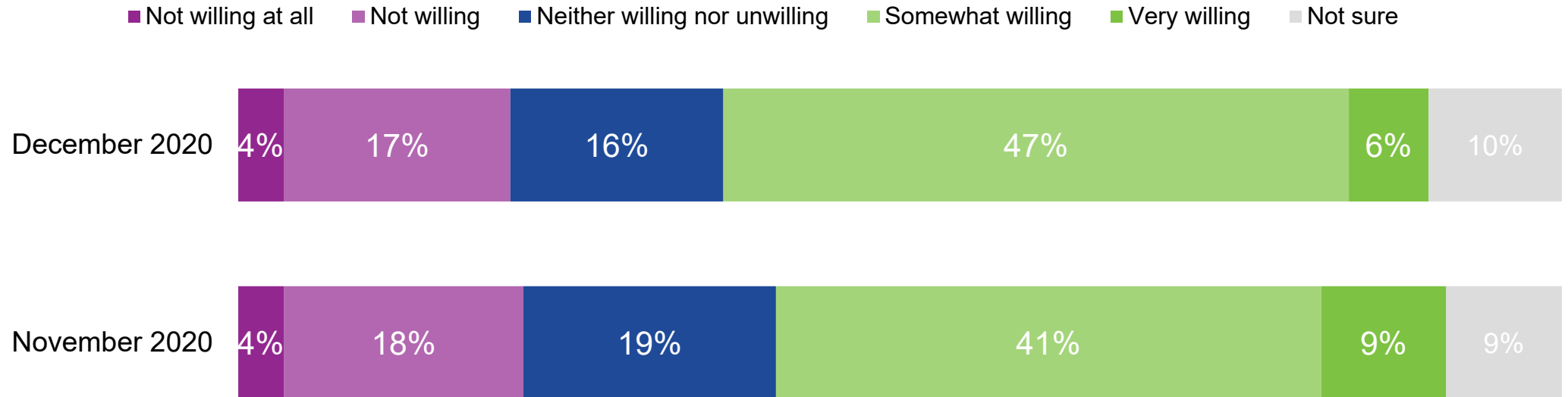
% of companies that plan to resume international business travel in the near future (next 1-3 months)*



*figures are among those that indicated their company has canceled or suspended most or all international business trips

Are Employees Willing to Travel for Work?

Do Travel Managers think their company's employees are willing to travel?

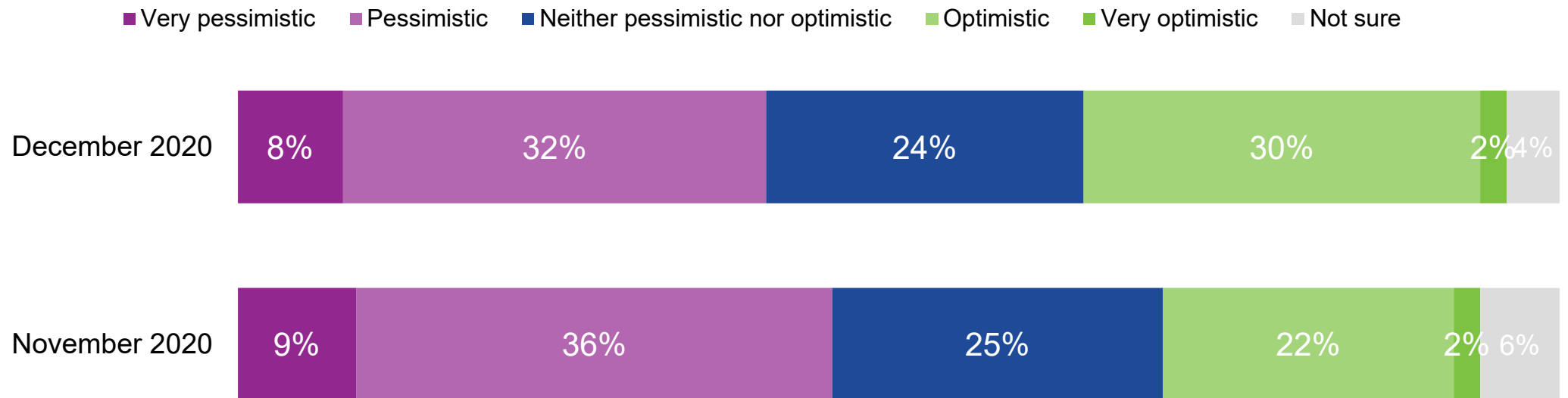


Q. Thinking about your company's employees, please rate their willingness to travel for business in the current environment?

Note: Only displayed to travel managers/ procurement professionals (n=353-376)

Business Travel Suppliers Are Pessimistic About the Industry's Near-Term Prospects

Are suppliers optimistic about the near-term financial prospects of companies in the business travel sector?



Q. In the current environment, how do you feel about the financial prospects of companies in the business travel sector? **Note: Question only displayed to travel suppliers/TMCs (n=227-332)**

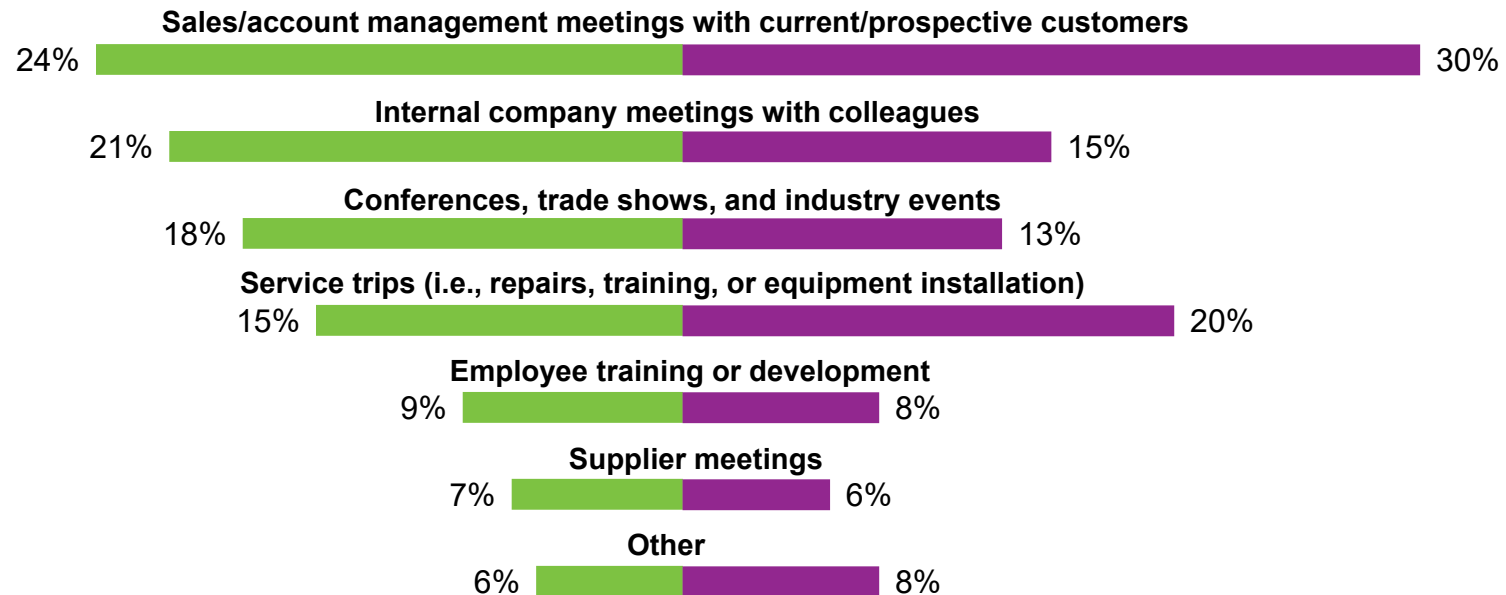
Key Highlights



Will Employees Travel for Different Reasons in 2021?

Average percentage of travel spend for different purposes in 2019

Average percentage of travel spend respondents expect their company will allocate to different purposes in 2021

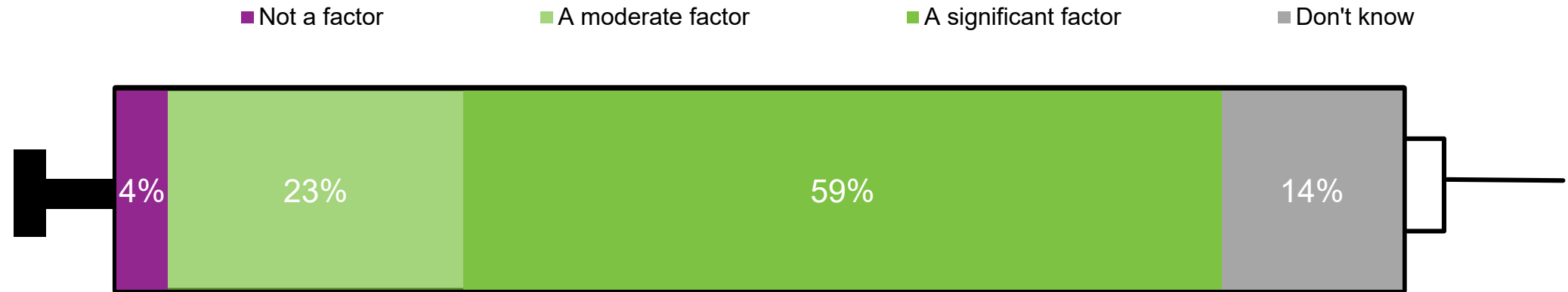


Q. In 2019 (before the Covid-19 pandemic) approximately what percent of your company's travel spend was allocated for each of these purposes? **Answers must add to 100%, but your best estimate is fine.** If you don't know, please skip this question; results filtered for travel buyers/procurement professionals (n=208-209).

Q. Thinking about your company's 2021 travel spend, approximately what percent of likely be allocated to the following purposes? **Answers must add to 100%, but your best estimate is fine.** If you don't know, please skip this question; results filtered for travel buyers/procurement professionals (n=192).

Vaccines Will Have a Significant Impact on Return to Travel...

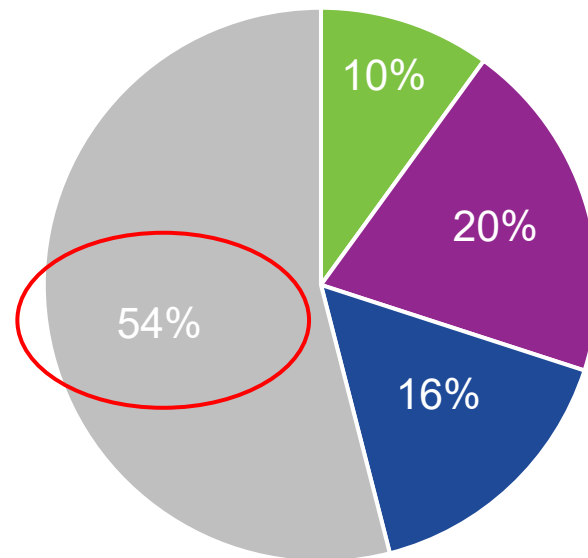
To what extent will the availability of vaccines factor into your company's decision to resume business travel?



Q. To what extent will the availability of vaccines factor into your company's decision to resume business travel? (n=563)

Will Companies Expect *Employees* to Receive a Vaccine Before Traveling? Or Will They Focus on Vaccination Rates in the Broader *Population*? Most Aren't Sure

How will vaccines influence decision to resume business travel?

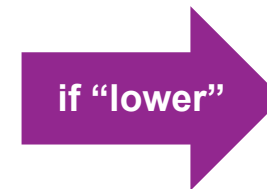


- Employees will be permitted to travel for work when they have been vaccinated
- Employees will be permitted to travel for work when they and a significant portion of the population have been vaccinated
- Employees will be permitted to travel for work once a significant portion of the population has been vaccinated
- Don't know

Q. Thinking about Covid-19 vaccines that are expected to become available in 2021, what best describes your company's position on vaccines and the return to business travel? **Note: Question only displayed to those who indicated the availability of a vaccine will factor into their company's decision to resume business travel (n=458)**

On Average, Buyers Expect Their Travel Spend Will Be 46% Lower in 2021 Than Before the Pandemic

Will travel spend bounce back in 2021?



On average, respondents estimate their 2021 travel spend will be

46%

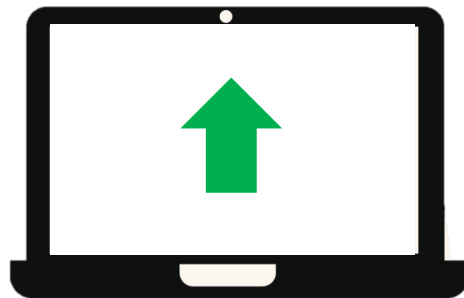
lower than in 2019

Q. What do you think your company's travel spend will be in 2021 compared to 2019 (i.e., pre-pandemic)? **Note: Results filtered for travel buyers/procurement professionals (n=351)**

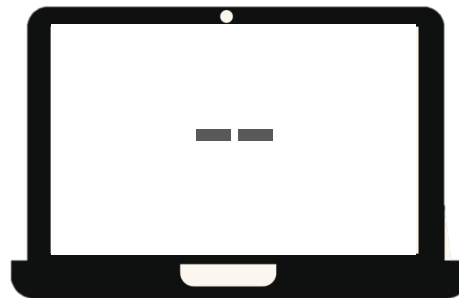
Q. What do you think your company's travel spend will be in 2021 compared to 2019 (i.e., pre-pandemic)? **Note: Results filtered for travel buyers/procurement professionals who expect their company's travel spend to be lower in 2021 than in 2019 (n=295)**

Suppliers See Corporate Bookings Decline

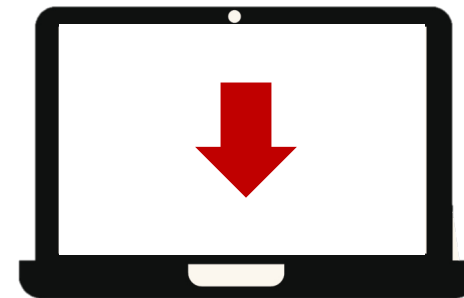
How have bookings from corporate customers changed in the past week?



10% Our bookings have increased



39% Our bookings have remained the same



50% 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...



93%

of companies have canceled or suspended **most** (21%) or **all** (71%) trips to China



89%

of companies have canceled or suspended **most** (27%) or **all** (61%) trips to Latin America



87%

of companies have canceled or suspended **most** (30%) or **all** (57%) trips to Canada



89%

of companies have canceled or suspended **most** (39%) or **all** (50%) international trips



91%

of companies have canceled or suspended **most** (31%) or **all** (60%) trips to other APAC countries (e.g., Japan, S. Korea, Singapore, Malaysia)



88%

of companies have canceled or suspended **most** (39%) or **all** (49%) trips to European countries



76%

of companies have canceled or suspended **most** (45%) or **all** (31%) trips to the United States

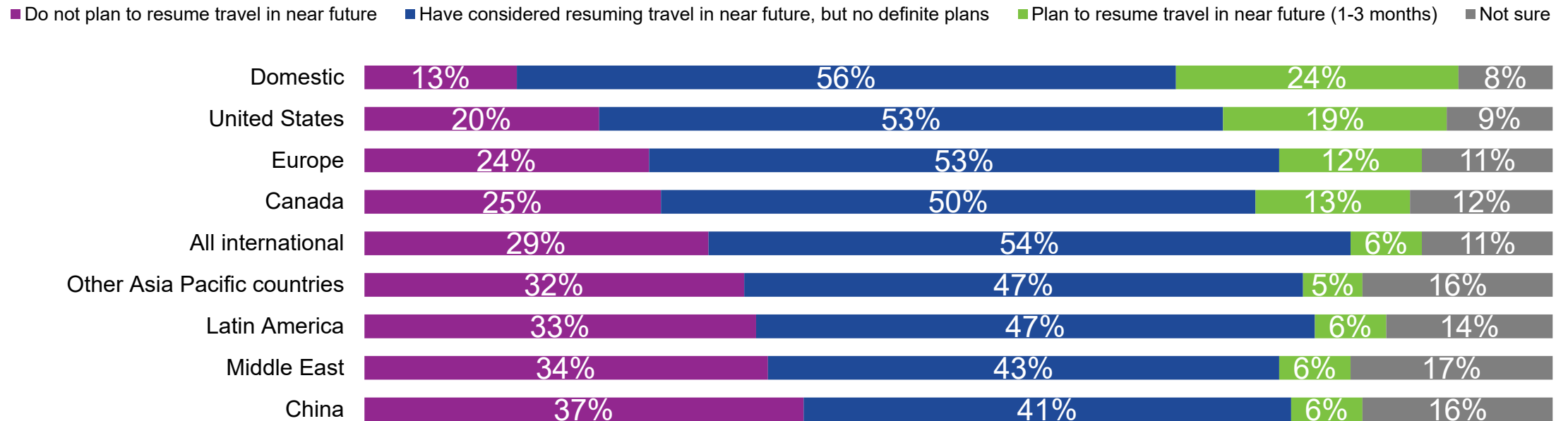


71%

of companies have canceled or suspended **most** (51%) or **all** (20%) domestic travel within their own country

Companies Consider Resuming Travel – But Few Have Definite Plans

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=231-330)