Coronavirus Poll Results
April 8, 2020

Connecting the people that connect the world™
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 April 1-4, 2020
- In total, 974 travel professionals completed the survey
- An email invitation was sent to 5,517 travel professionals
  - Of these, 909 completed the survey, for a response rate of 16.5%
  - An additional 65 respondents completed the survey after receiving it through another channel – such as an email from a GBTA staff member.
Key Highlights
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

Results filtered for suppliers/TMCs

Virtually every travel company has felt a significant impact on revenue.
Travel Companies Feel the Pain (Cont.)

Has your company taken the following actions as a result of the coronavirus?

<table>
<thead>
<tr>
<th>Action</th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduced staff or laid off employees</td>
<td>69%</td>
<td>27%</td>
<td>4%</td>
</tr>
<tr>
<td>Pay cuts for employees</td>
<td>66%</td>
<td>25%</td>
<td>9%</td>
</tr>
<tr>
<td>Furloughed employees</td>
<td>66%</td>
<td>29%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Results filtered for suppliers/TMCs

Q. Has your company taken the following actions as a result of the coronavirus?
Travel Companies Feel the Pain (Cont.)

On average, respondents who work for a travel company that has had layoffs or furloughs estimate that 64% of employees have been affected.

What percentage of staff have been affected by layoffs or furloughs?

- Less than 25%: 22%
- 25% to less than 50%: 17%
- 50% to less than 75%: 22%
- 75% or more: 39%

Q. You mentioned your company has laid off or furloughed employees as a result of the coronavirus. Approximately what percentage has been affected?

Note: Question only displayed to respondents who indicated their company has experienced layoffs or furloughs as a result of the coronavirus.

Note: Results filtered for suppliers/TMCs.
Q. Thinking about the impact of the coronavirus on the travel industry, how do you think it will compare to the following events?

<table>
<thead>
<tr>
<th>Event</th>
<th>Less Severe</th>
<th>Equally Severe</th>
<th>More Severe</th>
</tr>
</thead>
<tbody>
<tr>
<td>September, 11, 2001 terrorist attacks on the United States*</td>
<td>4%</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>2003 SARS outbreak**</td>
<td>5%</td>
<td>2%</td>
<td>93%</td>
</tr>
<tr>
<td>2008-2009 financial crisis/great recession***</td>
<td>4%</td>
<td>11%</td>
<td>85%</td>
</tr>
<tr>
<td>European sovereign debt crisis****</td>
<td>5%</td>
<td>11%</td>
<td>84%</td>
</tr>
</tbody>
</table>

Q. Thinking about the impact of the coronavirus on the travel industry, how do you think it will compare to the following events?

*option only displayed to respondents with more than 20 years of industry experience (n=447)
**option only displayed to respondents with at least 15 years of industry experience (n=572)
*** option only displayed to respondents with at least 11 years of industry experience (n=691)
**** option only displayed to respondents with at least 6 years of industry experience (n=817)
0% of companies generally have not canceled or suspended any business trips.

1% have canceled or suspended business trips on a case-by-case basis but don’t have a specific policy.

1% have canceled or suspended all business trips to particular regions or countries.

41% have canceled or suspended all non-essential trips, but still allow some essential travel.

55% have canceled or suspended all business trips.

Note: Only one answer allowed; 3% indicated “other” (not shown)
99% of companies have canceled or suspended most (7%) or all (92%) trips to China

98% of companies have canceled or suspended most (15%) or all (83%) trips to other APAC countries (e.g., Japan, S. Korea, Singapore, Malaysia)

97% of companies have canceled or suspended most (18%) or all (79%) trips to European countries

95% of companies have canceled or suspended most (27%) or all (68%) trips to Canada

98% of companies have canceled or suspended most (21%) or all (76%) international trips

97% of companies have canceled or suspended most (19%) or all (77%) trips to Latin America

94% of companies have canceled or suspended most (35%) or all (58%) trips to the United States

92% of companies have canceled or suspended most (42%) or all (50%) domestic travel within their own country

Q. Thinking about your company, how has the coronavirus impacted business travel to…?
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?

- Instituted work from home policies: 86%
- Developed contingency plans to get work done such as increase teleconferences and video meetings: 74%
- Provided updated health and safety information: 76%
- Limited the number of people who work in the office: 49%
- Closed the office entirely: 42%
- Temporarily closed all but essential departments: 34%
- Moved some employees to new locations: 13%
- Other: 5%
- None of the above: 1%

Q. What actions has your company taken to help protect your employees from the coronavirus? Please select all that apply.