

COVID-19:

TRAVEL INDUSTRY BRIEFING

April 8, 2020

AGENDA

- Covid -19 impact to travel industry
- Latest country-by-country updates
- Industry projections
- Risk management; what you can do
- Travel advice sources



INDUSTRY IMPACT

The global impact of Covid-19 is more significant than expected:

- According to <u>Pew Research</u>, 93% of the world's population now lives in countries or territories that have imposed travel restrictions
- Wide scale social distancing measures or lock downs
- International borders are closed
- Widespread airline cancellations with little to no new bookings
- TMC's/airlines furiously processing cancellations, refunds, repatriations
- Companies & organizations are facing unprecedented financial and legal stress

Industry suppliers have taken action:

- Massive industry layoffs & furloughs
- Move to homeworking
- Airlines have slashed routes, modified schedules & grounded planes;
- Airports have closed or shuttered some terminals, i.e. 26 countries in the EU:
 - Arriving flights to Orly rerouted to CDG
 - Heathrow at 25% capacity
 - i.e. Gatwick, Frankfurt, Amsterdam, Rome, Madrid, Barcelona shuttered terminals
- Eurostar rail service drastically slashed
- Coach services suspended in many countries



INDUSTRY IMPACT

- Business travel has come to a halt across the globe. Companies are canceling or suspending almost all business travel due to the coronavirus regardless of country or region
- **GBTA** members report their companies have canceled or suspended "all" or "most" business trips to:

China – 99 percent canceled or suspended Hong Kong – 99 percent canceled or suspended Taiwan – 98 percent canceled or suspended Other Asia-Pacific countries (e.g., Japan, South Korea and Malaysia) – 97 percent canceled or suspended Europe – 96 percent canceled or suspended Middle East/Africa – 95 percent canceled or suspended Latin America – 92 percent canceled or suspended Canada – 89 percent canceled or suspended United States – 85 percent canceled or suspended



GLOBAL UPDATES*

Global Travel Restrictions, Flight Operations and Screening (Updated Daily)

* Per ISOS (International SOS Security Services)



WHEN WILL TRAVEL RETURN?

Depends on:

- Flight restrictions
- Border closures
- Lockdowns
- Restricted movement
- Furloughs & layoffs
- Unspecified timeline

Additional factors will also play a part:

- Travel vendor recovery
- Individual company/org resilience
- Traveler mindset
- Budgets
- Increased reliance on HR, medical, Security



WHEN WILL TRAVEL RETURN?

INDUSTRY PROJECTIONS

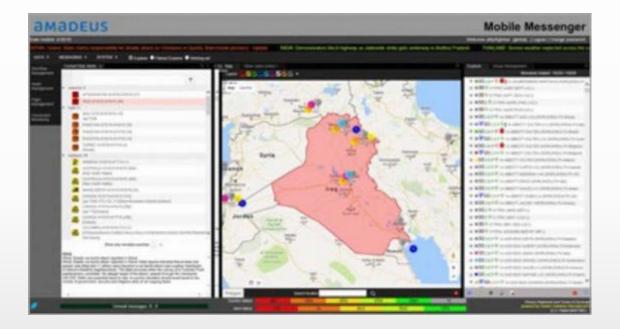
The only thing certain is that no one knows exactly what will happen or when...

- Patchy travel will come back a short burst out of the gate for operations and clients/prospects region by region
- Recovering the business will be slow and uneven for global organizations
- Work from home will be the norm through the recovery phase and likely into the future
- Travel will be tightly controlled given financial stress and may not return to pre-Covid levels for at least 3-6 months
- Management scrutiny of all trips expense control
- Meetings & events will be greatly impacted virtual meetings will expand/take hold



FORWARD PLANNING WHAT YOU CAN DO

- Review travel program, policy & risk management program
 - 24x7 emergency service
 - Crisis management support
 - Pre-trip advisory communications
 - High risk destination & threat level alerts
 - Mobile alerts
 - Same flight alerts
 - Medical evacuation & repatriation
- Ensure you have a robust traveller tracking & data strategy
 - Real time reporting
 - GPS traveller tracking
 - 2-way messaging functionality
- Review your TMC and suppliers strategy
- Review your assistance & insurance provider strategy
- Create a business resilience plan; prepare for future waves of COVID or next event





TRAVEL ADVICE RESOURCES

*ISOS www.internationalsos.com

*Worldaware https://www.worldaware.com/resources/intelligence-alerts/sars-cov-2-and-covid-19-coronavirus-intelligence-center

World Health Organization www.who.int

CDC https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen

Homeland security <u>www.dhs.gov</u>

GBTA www.gbta.org

*Sources

United States Centers for Disease Control and Prevention (**CDC**) World Health Organization (**WHO**) European Centre for Disease Prevention and Control (**ECDC**) Ministries of Health, national and regional health authorities



TRAVEL ADVICE RESOURCES



Coronavirus Travel Advice Changes as Brite Told to Avoid Going Abroad Indefinitely



STORY SOURCE: MIRRO

he FCO has announced that it is advising Brits against all but essential travel idefinitely' amidst the coronavirus. The original advice was announced on Tuesday 17t arch and initially applied for 30 days. However the FCO is now extending this to idefinitely' as the global pandemic continues. **CONTINUE READING >>**

VID-19 Update

DRONAVIRUS: TRAVEL RESTRICTIONS, BORDER SHUTDOWNS BY COUNTRY JAZEERA) DNG KONG TRAVEL BAN EXTENDS TRAVEL BAN UNTIL FURTHER NOTICE MPLE FLYINH) DVID-19 EUROPE: FIRST GLIMMERS THAT CORONAVIRUS LOCKDOWN IS ORKING AS AUSTRIA EASES LIMITS (NATIONAL POST) LOBAL COVID-19 FIGHT CONTINUES AS CURVE FLATTENS IN HARDEST-HIT





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QUESTIONS