



KEY TRAVEL

**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 [Pew Research](#), 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](http://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](http://www.who.int)

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

Homeland security [www.dhs.gov](http://www.dhs.gov)

GBTA [www.gbta.org](http://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



Daily News Brief  
April 7, 2020

## Coronavirus Travel Advice Changes as Brits Told to Avoid Going Abroad Indefinitely



STORY SOURCE: MIRROR

The FCO has announced that it is advising Brits against all but essential travel 'indefinitely' amidst the coronavirus. The original advice was announced on Tuesday 17th March and initially applied for 30 days. However the FCO is now extending this to 'indefinitely' as the global pandemic continues. [CONTINUE READING >>](#)

### COVID-19 Update

CORONAVIRUS: TRAVEL RESTRICTIONS, BORDER SHUTDOWNS BY COUNTRY (ALJAZEERA)  
HONG KONG TRAVEL BAN EXTENDS TRAVEL BAN UNTIL FURTHER NOTICE (SIMPLE FLYINH)  
COVID-19 EUROPE: FIRST GLIMMERS THAT CORONAVIRUS LOCKDOWN IS WORKING AS AUSTRIA EASES LIMITS (NATIONAL POST)  
GLOBAL COVID-19 FIGHT CONTINUES AS CURVE FLATTENS IN HARDEST-HIT



**KEY TRAVEL**

**QUESTIONS**

