

Members Virus Temperature Gauge

42 Members Responded

Percentage

Question Two

What percentage of employees has your company furloughed to date?

0 – 30%	12%
31 – 50%	14%
51 – 70%	45%
71 – 90%	24%
Above 90%	5%

Question Three

What is the current feeling within your company with regards to the immediate future for the TMC community?

Extremely concerned	26%
Concerned	48%
Neither concerned no optimistic	9%
Optimistic	17%
Very optimistic	0%

Question Four

Currently what are your expectations for when corporate travel will recommence?

In the next month	0%
2 – 3 months	21%
3 – 6 months	71%
6 months+	7%

Question Five

Do you currently believe the TMC industry will return to 2019/20 levels in the next 12 months?

Yes	12%
No	88%

Percentage

Question Six

What issues concern you most for the future, choose all that apply?

Lack of credit availability	38%
Lack of available qualified staff	0%
Failure of TMC's	31%
Failure of suppliers to the industry	76%
Poor supplier commercial terms	67%
Non collaborative approach of business travel supply chain	62%
Corporate policy change	50%
Lack of sustained government support	57%
Other	21%

- Lack of demand Environmental pressures excalarating
- Being bonded by IATA if not made a £1 liquidity
- The position of IATA and its view of agents.
- How the travel industry will regain consumer confidence and ramp up within social distancing constraints
- Government is too focused on large travel businesses esp. airlines such as easyJet and not enough on the smaller players in the travel eco-system. Business Interruption Loan rules for SMEs not clear and are being used by Banks to dither over credit requests. Recent group ownership rule that states that all turnover in the group needs to be included in the calculation for eligibility means some companies falling outside the thresholds are discriminated against. CBILS (Coronavirus Business Interruption Loan) has turnover cap £45M; CLBILS (Coronavirus Large Business Interruption Loan) has turnover cap £500M; so if your shareholder group is over £500M you qualify for neither. And the next level up, CFF, (and last level) is for "investment grade" credit rated companies.
- Corporate failures Lack of confidence Zoom seen as a realistic cheaper alternative
- Traveller confidence (Health)
- Lack of clear exit strategy and coordinated reopening of borders
- Ensure that the travel sector is recognised as needing longer term support compared to other industry sectors. For example if Furlough ended on 1st June we would be faced with very difficult employment decisions.

Percentage

Question Seven

How do you expect corporates to change their travel plans when travel resumes? Choose all that apply.

Travel budgets reduced	86%
Downgrading of travel polices to lower airline cabins or hotel grades	43%
Travel policies changed to restrict all but unnecessary travel	67%
Travel significantly replaced by video conferencing	33%
To renegotiate terms with their TMC's to reduce cost	33%
To renegotiate terms with their TMC's to increase cost and recognise value of TMC's	19%
Traveller wellbeing being raised higher up the agenda	60%
Other	12%
<ul style="list-style-type: none">• It will vary by customer and sector but some will reduce travel and turn to video conference• Risk/Security management will be the focus• More focus on sustainability• Domestic business to pick up first• Exploring hygiene ratings of airlines/hotels/car transfer providers and ensuring they meet certain minimum standards.	

Question Eight

Do you expect to have to make redundancies or further redundancies once the government support finishes?

Yes	38%
No	14%
Don't Know	48%

Question Nine

Do you currently expect suppliers, such as airlines and hoteliers, to maximise yields once travel returns and therefore prices increase?

Yes	74%
No	12%
Don't Know	14%

Percentage

Question Ten

What currently gives you optimism about the future?

The historic resilience of the corporate travel industry	74%
The chance to press the reset button on the disruption within the industry	52%
Pent up demand for corporate travel	45%
The opportunity to once again prove the value of the TMC industry	74%
The chance of closer collaboration and community support as a result of the crisis	33%
I have no optimism for the future	0%

Question Eleven

Do you think the stopping of all travel and the positive effects it has had on the environment will increase the focus on sustainability within corporate companies?

Yes	60%
No	40%