New priorities and <u>partnerships</u>

84% of corporate travel agencies have changed their business priorities, with top focus on



Cost optimization and efficiencies (66% ranked this as "1" or "2")



Meeting customer demands (22% ranked this as 3rd priority)

In the next 12 months, the top 3 priorities TMCs are laser-focused on:

Adjusting/adopting new 62% revenue models Integrating new technologies 58% and digital services Establishing new partnerships 56% with travel providers



Rise of internal corporate travel

What will be the biggest driver to recovery of business travel

- 73% Re-opening of borders
- 64% Lifting of Covid-19 restrictions
- 50% Rise of internal corporate travel
- 45% Emerging corporate travel market trends
- 44% Improved risk management policies from TMCs and agencies





More than two-thirds saw an increase in bookings from corporate clients:



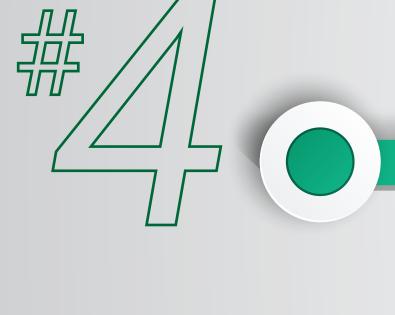


Travel Management Agencies

80%

More than fourth-fifths of respondents expect a return to pre-pandemic levels within the next 12 months

- 44% More business travel than in 2021
- 23% A return to pre-pandemic levels • 15% Business travel boom, exceeding
- pre-pandemic (2019) levels
- 13% Remain the same as 2021
- 4% Others



Switching to Low-cost carriers _CC)- or vice-versa

Cost still remains a key corporate travel consideration, with respondents ranking the switch from a full-service carrier to a LCC as the top trend.



- 50% Global Companies
- 52% Multi-national companies

North Asia reported a 41% switch from FSCs to LCCs

Increase was guided by:

- 32% Companies' lowest fare policy • 31% Travellers' preference
- 27% More options in terms of flight timings

24% noted a decrease in LCC share, largely due to: • 61% Flight change and ancillary fees

- 36% LCC content not available in GDS





Restrictions to recovery Respondents viewed the following as the biggest

barriers to a full recovery: 41% Virtual/Hybrid meetings



replacing face-to-face meetings

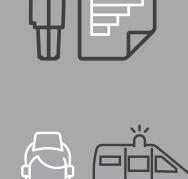


government Covid-19 measures

39% Unpredictable and inconsistent

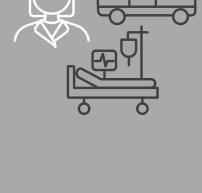


33% Budget constraints



company travel policy

32% Stricter



and access to health facilities

30% Fear of Covid-19 infection





TRENDSIN CORPORATETRAVEL

Changing priorities, technology adoption and the key drivers for growth:

Technology Adoption

Four-fifths of respondents have adopted new technological solutions, and reasons for it:



Meeting customer demands

Support business with

fewer employees

For those that have adopted, 90% indicated

that it has benefited their business.

67% Travel risk management tools

Solutions adopted:

Automated workflows in booking tools Of which, 57% of respondents selecting

Virtual payment tool

this option were from small-enterprises (10-49 employees)

Those whom have not adopted, 42% plan to adopt in the next 1-2 years

management



Automated

workflows in

booking tools

Travel risk

tools



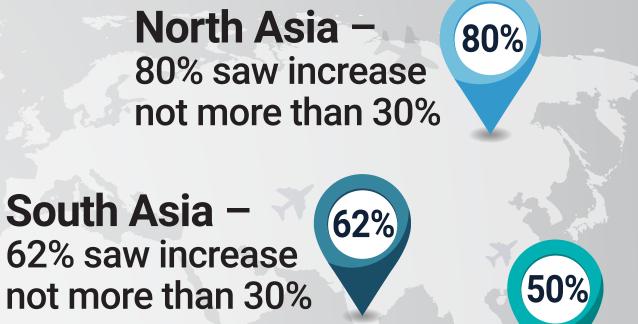
Virtual payment



Recovery is varying from market to market

70% seen an uptick in the bookings from their corporate clients

- 68% saw increase of not more than 30%
- 18% saw increase between 31% 50% 14% saw increase of more than 50%



Japan -40% saw increase between 21% to 30%, while 24% saw increase between 31% to 40%

Southeast Asia -50% saw increase between 31% to more than 50%



Corporate travel policies are easing and spend is increasing

73% of agencies say corporate travel clients changed their corporate travel policies to adapt to the Covid-endemic world.

Top 3 changes are:

34% Imposing new

53%

Stricter policies on justification for corporate travel

Making it mandatory to be vaccinated

However, corporate travel sellers are also seeing these positive

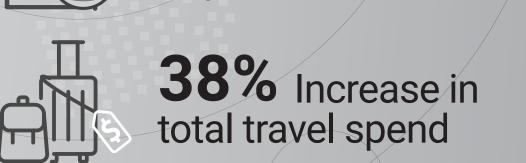
budget constraints

on business travel

upticks in the 3 months leading to August:

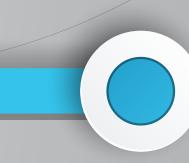


55% Ease of Covid-19 corporate travel restrictions





35% Increase in domestic trips

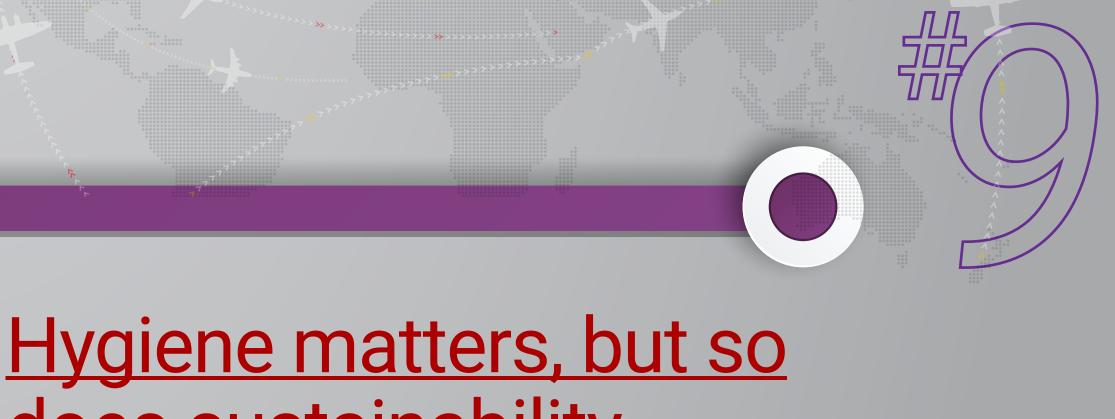




Information and flexibility are key Complexity and confusion that reigned throughout

the pandemic has corporate travellers placing high priority on information and flexibility. The top demands in the 3 months leading to August: Additional information on country-specific entry/

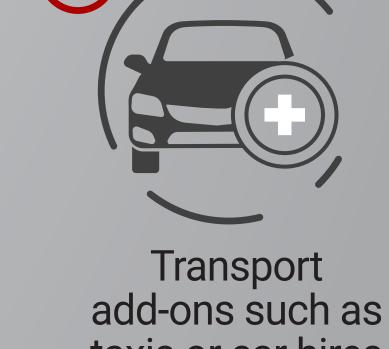
- quarantine measures Flexibility in re-arranging travel schedules
- (e.g. change in flight plans; travel plans) Information on duty-of-care resources – emergency
- contacts; medical emergency while on business travel etc.



does sustainability Travellers now equate cleanliness with health more than ever. Sustainability is also top of mind as corporate

travel sellers observed these top 3 personalization demands:









stringent hygiene standard taxis or car hires