

## **Security Queues and Flight Delays are the Bane of Business Travellers**

### **Thumbs Down to the Use of Mobile Phones In-Flight**

### **Saving Money and Expanding Globally are Top Priorities for Corporate Travel Programmes**

*CWT Business Travel Indicator reveals optimism about business travel growth around the globe in 2006*

**LONDON (JANUARY 23, 2006)** – Whether you are a business traveller from London, New York, Rio de Janeiro or Beijing, you have more in common than not with your flying brethren across the globe. Security queues and flight delays top the list as the events that most negatively affect travel. And, the majority of business travellers do not want mobile phone use allowed in-flight. As for travel managers, they say expectations from top management are cost savings and globalisation of the travel programme.

These are among the findings of the Carlson Wagonlit Travel (CWT) global business travel survey, the “*CWT Business Travel Indicator*.” The survey was commissioned by the travel management leader to gauge attitudes and perceptions of business travellers and corporate travel managers about the current and future state of business travel. The survey randomly sampled opinions of 2,100 business travellers and 650 travel managers, both CWT and non-CWT customers, in 12 countries.

For the purpose of reporting these results, regions are defined as follows: Asia Pacific (Australia, China, India, and Japan); Europe (France, Germany, Italy, Spain, and the United Kingdom); Latin America (Brazil, which represents 50 percent of the business travel market for the region); and North America (Canada and the United States).

### **Business Travel Strong Again in 2006**

The majority of business travellers and corporate travel managers believe business travel will *stay the same* or *increase* in 2006, with travel managers even more optimistic than their travelers. Nearly 60 percent of travel managers say travel expenditures will *increase* this year. Slightly more than 30 per cent of business travellers say they anticipate traveling more, while most (48 per cent) believe they will travel the same amount as last year.

“Business travel is increasing,” said Hubert Joly, president and chief executive officer of CWT. “This is a reflection of strong economic growth around the world and the globalization of the economy and corporations.”

The survey found Latin American travellers (represented by Brazil) are the most optimistic about business travel with nearly 50 percent saying it will *increase* this year, followed by travellers in Asia Pacific (44 per cent), Europe (32 per cent), and North America (27 per cent). Within the Asia Pacific region, 74 percent of travelers in India and 45 percent of travellers in China say their business travel will *increase* in 2006.

### **Top Priorities for Corporations**

When asked about the most common expectation from company leadership, the majority (54 per cent) of travel managers answer *cost savings*, the number-one response across every region.

A global travel programme also proves to be a priority for many companies. Sixty-two per cent of travel managers report their companies are uniting travel at some level, whether by *undertaking a comprehensive global consolidation* (26 per cent), *consolidating over a period of time by region* (16 per cent), or *consolidating piece by piece as the need arises* (20 per cent).

### **Business Travelers Weigh In**

Airport security lines top the list as having the most negative impact on business travel (25 per cent of business travellers), with flight delays coming in a close second (24 per cent), followed by work-life balance and customer service tying for third (21 percent).

If airlines are listening to their most frequent travellers, they may want to shelve any thought of allowing mobile phone use during flight. Whether they are hesitant to give up their “alone time” or they simply don’t want to put up with noisy flights, 61 per cent of business travellers surveyed said they are not in favour of allowing people to talk on mobile phones in-flight. Europeans are most adamant about not allowing cell phone use with 70 per cent responding unfavourably, while North Americans appear more tolerant with just 57 per cent opposing their use.

Of all the annoyances business travellers face, the biggest pet peeve on a global basis is fellow *travelers not checking luggage when they should* (18 percent), followed closely by *crying babies* (17 percent), and those *travelers who stow luggage far forward from their seat* (14 percent).

Regionally, pet peeves vary. Business travelers in Asia Pacific are most annoyed by *crying babies*; Europeans are bothered by *travelers not checking bags they should*; Latin Americans dislike *passengers who disturb* them; and North Americans are irritated by people *stowing luggage far forward from their seat*. All agreed vacationing travelers are the least of their annoyances.

The survey also finds business travelers are more hesitant than their company's travel managers realize to travel to various regions of the world. The Middle East is the region most travelers say they are *hesitant* to travel to (74 percent of travelers versus 67 per cent of travel managers), followed by Africa (53 per cent versus 38 percent), Latin America (46 percent versus 26 per cent), Asia Pacific (38 per cent versus 18 per cent), Europe (22 per cent versus seven per cent), and North America (11 per cent versus seven per cent).

### **Peering into the Crystal Ball**

Travel managers most often believe technologically *advanced security check-in* procedures, such as fingerprint or iris scans, will be a part of business travel in five years. An interesting second choice indicates 83 percent foresee *virtually all bookings online* in that time frame.

“This enthusiasm for online booking is what we are experiencing with our own clients around the world,” said Joly. “There is intense growth in Australia, where CWT’s online bookings are up 160 per cent over last year, in Europe where they are up 71 per cent, and in the United States, where there’s an increase of 43 per cent. Online booking is a key factor for those companies looking to save money in their travel programme.”

In North America, however, where online booking is more prevalent than in other regions, travel managers are less aggressive in predicting mass online use, compared to their global counterparts. Eighty-one per cent of North American travel managers say it is *very* or

*somewhat likely* all bookings will be online in five years, versus a higher prediction in Latin America (90 per cent), Europe (87 per cent), and Asia Pacific (83 per cent).

### **Travelers Undaunted by Current State of Airlines**

The *Indicator* clearly shows frequent travellers are relatively unaffected by the state of some air carriers today, including those experiencing financial instability and labour issues and offering fewer services and amenities. For example, when business travellers were asked what impacts their travel negatively, only seven per cent selected *frequently* for *airline management issues*, such as strikes and bankruptcies.

At the same time, they've resigned themselves to the fact that airline food and beverage service will continue to be limited five years down the road. Additionally, nearly 70 per cent of travelers say it is *very* or *somewhat likely* there will be fewer major airlines and more discount carriers in five years, while 61 per cent predict *flight crew-size reductions*.

### **Low-Cost Carriers Carrying Business Travelers**

Sixty-six percent of business travellers report having used a low-cost carrier at one time or another and 14 per cent of them do so 61-100 per cent of the time. Business travellers in Latin America are the most frequent users with 28 per cent of them saying they use a low-cost carrier for more than 60 per cent of their business travel. In North America, 16 per cent of travellers say the same, and in Europe just nine per cent. In Asia Pacific, China and Japan do not have low-cost carriers, but in Australia and India combined, 16 per cent of travelers use them for more than 60 per cent of their business travel. Conversely, nearly 50 per cent of European business travellers say they have never used a low-cost carrier.

### **Business and Pleasure**

Fifty-eight per cent of business travelers extend their business trip to include leisure or holiday time, at least one time a year, either at the beginning or end of their trip. Of those, 47 per cent said they *occasionally* or *frequently* have family or friends join them for the leisure portion of the trip.

### **About the Survey**

The “CWT Business Travel Indicator” survey, conducted by KRC Research, was fielded October 27 to November 23, 2005. The survey included responses from 2,100 business travelers and 650 travel managers in 12 countries. The data files were weighted to accurately reflect the current business travel landscape. The margin of error for the total sample of travel managers surveyed is N=650 +/- 3.8 percentage points. The margin of error for the total sample of business travelers surveyed is N=2,100 +/- 2.1 percentage points. The survey did not target CWT clients but does include some as randomly selected through the research process.

### **About Carlson Wagonlit Travel**

Carlson Wagonlit Travel is a world leader in business travel management, partnering with large corporations, small and medium-sized companies, and government institutions. CWT designs and implements superior travel management programs for clients based upon its recognized consulting expertise, strong purchasing power, technological strength, and consistent delivery of high-quality service. CWT has operations in more than 145 countries and services 60 of the world’s 100 largest companies. Annual sales of \$19 billion are generated under the Carlson Wagonlit Travel brand. For more information, visit [www.carlsonwagonlit.com](http://www.carlsonwagonlit.com).

### **About Carlson Wagonlit Travel in the UK**

Carlson Wagonlit Travel is one of the top business travel management companies (TMCs) in the UK with 1,300 clients; whose combined average travel spend is in excess of £840 million. The company serves all major industry sectors, including banking, finance, media, manufacturing and energy. CWT offers a range of services to companies and organizations of all sizes, from the small and medium-size business sector (SME) to major global corporations with national or multi-national travel programmes. The company's award-winning CWT Corporate Select online business travel offering was specially designed for customers with a spend of up to £500,000. As the largest travel supplier to the UK Government, CWT, through its Government Travel Group, has more than 35 core travel contracts with an annual expenditure of £100 million. For further information, visit [www.carlsonwagonlit.com/en/countries/uk/](http://www.carlsonwagonlit.com/en/countries/uk/)

### **Media contacts:**

Alex Jacob / Clare Anderson  
Financial Dynamics  
0207 269 7282/020 7 269 7181  
[alex.jacob@fd.com](mailto:alex.jacob@fd.com) / [clare.anderson@fd.com](mailto:clare.anderson@fd.com)