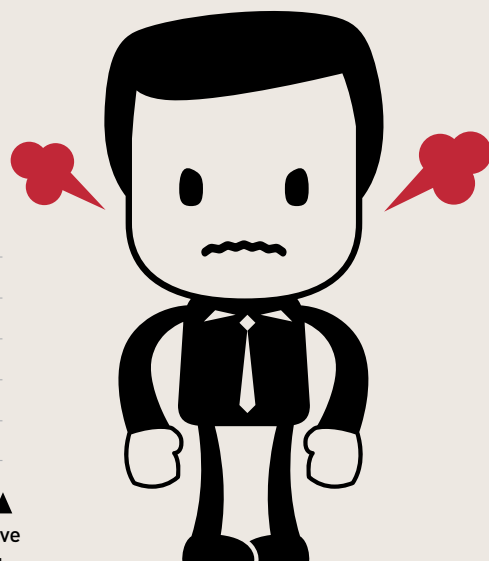
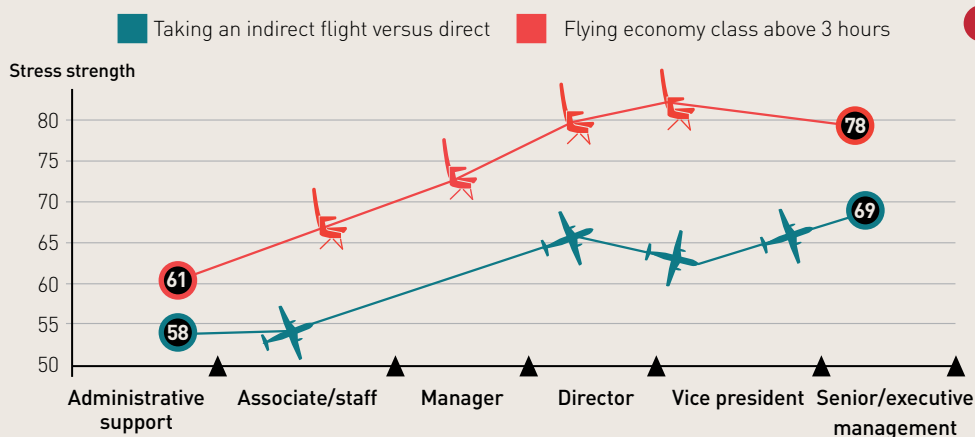


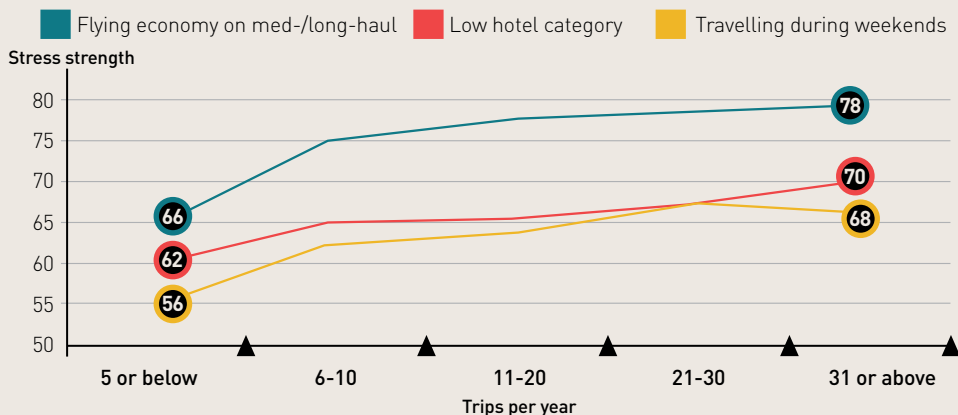
# Databank

## CWT: STRESS INDEX

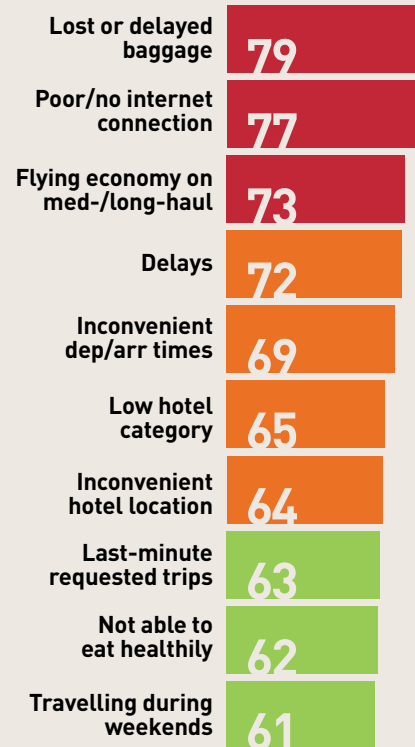
### EVOLUTION OF PERCEIVED STRESS WITH JOB TITLE



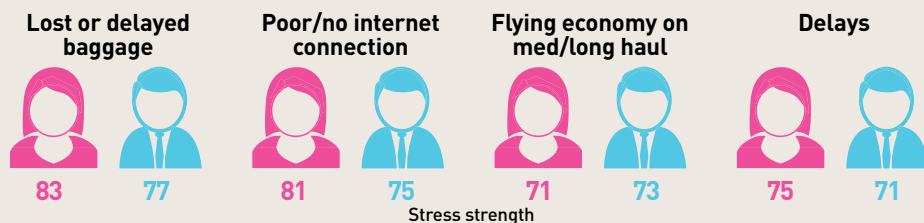
### CORRELATION BETWEEN THE FREQUENCY OF TRAVEL AND POTENTIAL CUMULATIVE IMPACT OF STRESS



### STRESS-TRIGGER RANKING BY PERCEIVED STRENGTH



### TOP 4 STRESS TRIGGERS BROKEN DOWN BY GENDER



Source: Carlson Wagonlit Travel survey of 6,000 global business travellers

# AVERAGE FARE & ADVANCED PURCHASE SAVINGS 2013

Egencia's predictions for 2013's air fare increases include a guide to how much can be saved by making advanced purchases (AP) more than 21 days ahead of departure. Forecast average fare increases (and decreases) are for travel from anywhere within a given region to the destination indicated.

	Average fare	AP fare saving		Average fare	AP fare saving		Average fare	AP fare saving
<b>Europe to:</b>			<b>North America to:</b>			<b>Asia-Pacific to:</b>		
Frankfurt	+7%	51%	Houston	+7%	30%	Hong Kong	+2%	20%
Munich	+7%	48%	Toronto	+2%	30%	Melbourne	-2%	20%
Stockholm	=	48%	Montreal	+2%	28%	Taipei	+6%	19%
Berlin	-1%	47%	Dallas	+6%	26%	Manila	=	18%
London	-3%	46%	Minneapolis	+5%	25%	Seoul	+5%	17%
Marseille	=	46%	Calgary	=	23%	Tokyo	+5%	17%
Milan	+6%	46%	Washington	+1%	23%	Shanghai	+9%	16%
Amsterdam	+6%	44%	Philadelphia	+7%	22%	Beijing	+6%	15%
Paris	+6%	44%	Atlanta	+1%	21%	Sydney	+1%	15%
Lyon	+4%	43%	Chicago	+8%	20%	Bangkok	+9%	10%

Source: Egencia



## 61%

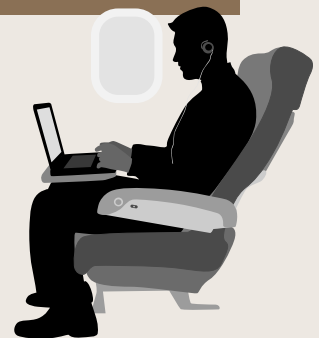
In a recent GBTA/Egencia survey of 1,500 travel professionals worldwide, the majority (61 per cent) defined "control over travel policy" as "driving savings and controlling costs".

Source: GBTA/Egencia

## 6A and 1A

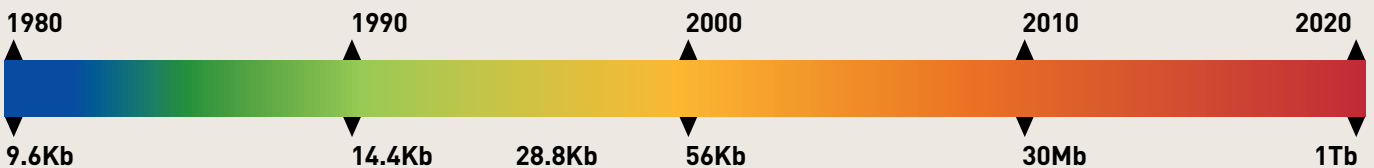
The two most popular seats on Easyjet aircraft, as opposed to 16B and 19B, which are the least popular. From this month (November), the budget airline's passengers will be able to reserve specific seats – for a fee of up to £12.

Source: Easyjet



## SABRE: TECHNOLOGY TIMELINE

### Internet network speeds (bits per second)



Time taken to download a 1-hour video (700Mb) | 2000: 28hours | 2010: 3 minutes | 2011: 6 seconds | 2020: 6/1,000 second

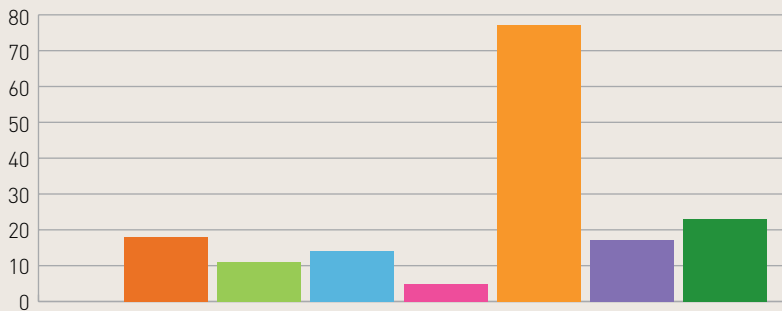
### Price per gigabyte of storage



Source: Sabre

# GRIEF ENCOUNTERS

A You Gov survey commissioned by Concur of 1,000 British business travellers reveals the major "pain points" in the life of an average road-warrior.



- **18%** have issues dealing with the stack of receipts and expense reports that need to be completed at the end of a trip
- **11%** find it difficult to book last-minute itinerary changes
- **14%** resent policy restrictions
- **5%** feel insecure/unsafe on business trips
- **77%** say travel time is unproductive because they don't have the right tools
- **17%** say at least half their travel time is unproductive
- **23%** say previous bad travel experiences would prompt them to turn down any new job which involved frequent business trips

Source: Concur

**84%** The percentage of US hotels that offer some sort of exercise, health or fitness facility, according to the American Hotel & Lodging Association (AH&LA). It's not all clean living, however – 37 per cent of properties have still to impose a total smoking ban.

Source: AH&LA's 2012 Lodging Survey



## IATA'S FULL-YEAR PROFIT PREDICTION

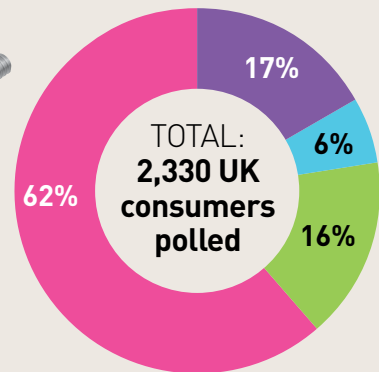
Last year, the world's airlines made US\$8.4 billion in profits; this year they are expected to net just US\$4.1 billion. However, that is a significant improvement on the US\$3 billion predicted in midsummer.

Region	June forecast	Latest forecast
Europe	-US\$1.1bn	-US\$1.2bn
Middle East	US\$400m	US\$700m
Africa	-US\$100m	Break even
Asia-Pacific	US\$2bn	US\$2.3bn
North America	US\$1.9bn	US\$1.4bn
Latin America	US\$400m	US\$400m
<b>Global total</b>	<b>US\$3bn</b>	<b>US\$4.1bn</b>

Source: IATA

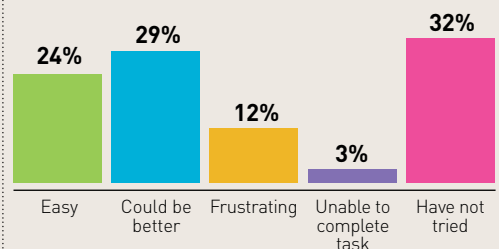
## CONSUMER VIEW ON MOBILE USE FOR TRAVEL

To what extent would a website that is easy to use on a smartphone affect your decision to make travel bookings on a website?



- Slight positive impact
- Slight negative impact
- Significant positive impact
- Significant negative impact

### SMARTPHONE TRAVEL WEBSITE EXPERIENCE



Overwhelmingly, travel consumers believed that travel websites could be improved.

Source: Eye for Travel Consumer Report, 2012-13

## EUROPE'S BUSINESS TRAVEL SPEND

	Projected 2012 spend	Versus 2011	Projected 2013 spend	Versus 2012
<b>Germany</b>	US\$50.8bn	+1.6%	US\$52.5bn	+3.3%
<b>UK</b>	US\$40.2bn	=	US\$41.3bn	+2.8%
<b>Italy</b>	US\$32.9bn	-6.9%	US\$32.5bn	-1.2%
<b>France</b>	US\$17.9bn	-2.2%	US\$18.1bn	+1.1%
<b>Spain</b>	US\$17.9bn	-7.8%	US\$17.6bn	-1.6%

Source: GBTA

## 29 days

The elapsed time between Patrick McLoughlin's appointment as transport secretary in the September 4 Cabinet reshuffle, and October 3, when the hapless MP for Derbyshire Dales had to tell First Group bosses that they had not, after all, won the West Coast Mainline rail franchise.

