

Press Release

To all members of the media

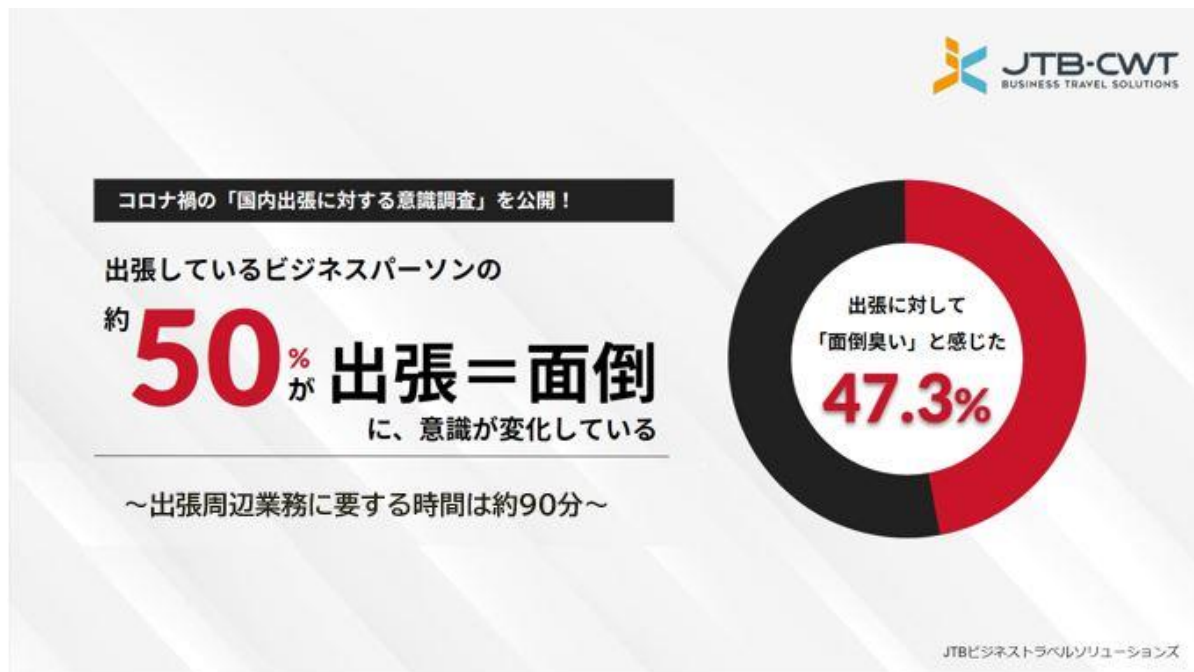


July 21, 2022

JTB Business Travel Solutions, Inc.

Survey of Attitudes toward Domestic Business Travel under the COVID-19 pandemic released
About half of the respondents changed their attitudes toward business travel and found it cumbersome
- About 90 minutes required for business travel-related tasks -

JTB Business Travel Solutions, Inc., a JTB Group company that provides J' sNAVI NEO*, an expense settlement and business travel management solution (headquartered in Koto-ku, Tokyo; President & CEO: Masamitsu Shibuya; hereinafter referred to as "JTB-CWT") conducted a survey entitled "Survey of Attitude toward Domestic Business Travel" among 500 executives and employees who traveled domestically on business involving overnight stays at a frequency of once every three months or more during the period from May 2021 to April 2022.



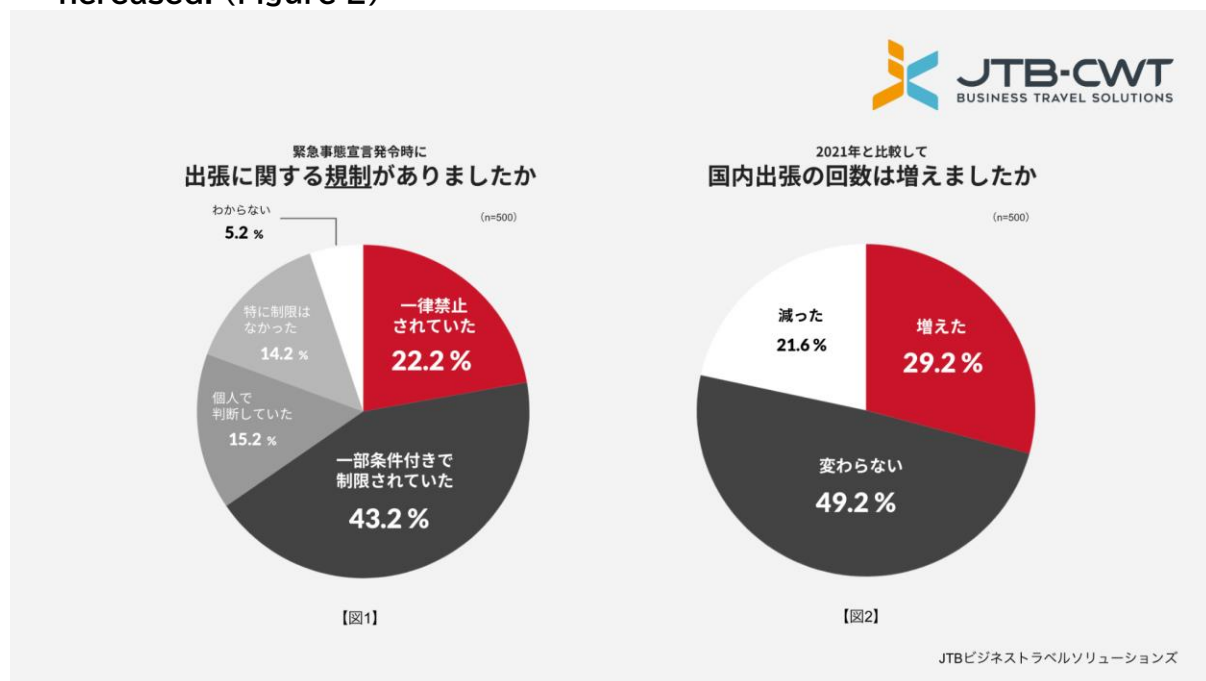
We conducted a questionnaire survey that asks about changes in business people's attitudes toward business travel in the context of the COVID-19 pandemic, which imposed restrictions on outings and business travel. The result shows the importance of business travel and the reality of business travel-related operations.

▼Overview of the Survey

- A total of 65.4% answered that their business travel and outings were restricted when the state of emergency was declared because of the spread of the COVID-19 infection.
- When comparing the frequency of domestic business travel in 2021 and 2022, 49.2% answered that it remained the same, and 29.2% answered that it increased. It became clear that there was a trend to resume domestic business travel, although slowly.
- After having experienced the restrictions on outings and business travel, more people find it cumbersome to go on a business trip (47.3%). As for what they find cumbersome, about 50% answered travel arrangements and scheduling and about 20% answered travel expense settlement and reimbursement. Many of the responses were about travel-related tasks before and after the travel.
- It takes about 92.3 minutes per business trip on average to complete business travel-related tasks, such as arrangements, scheduling, and expense settlement.
- Although remote work and online business meetings have become very popular, 67.8% answered that business travel was important for their business. Business travel provides important business opportunities because it allows face-to-face communication and on-site observation.

Detailed Results of the Survey

- ◆ A total of 65.4% answered that their business travel and outings were restricted when the state of emergency was declared. (Figure 1)
Comparing the number of domestic business travel in 2021 and 2022, 49.2% answered that it remained the same, and 29.2% answered that it increased. (Figure 2)



As shown in Figure 1, 65.4% answered that their business travel was restricted when the state of emergency was declared.* The largest breakdown (43.2%) was “partly restricted under some conditions.”

As shown in Figure 2, comparing the number of domestic business travel in 2021 and 2022, 49.2% answered that it remained the same and 29.2% answered that it increased. It indicates that as we have entered the third year since the COVID-19 outbreak, some companies are gradually resuming domestic business travel.

*Duration of the state of emergency declaration

(The periods when the state of emergency was declared in at least one prefecture are listed because it varies from prefecture to prefecture.)

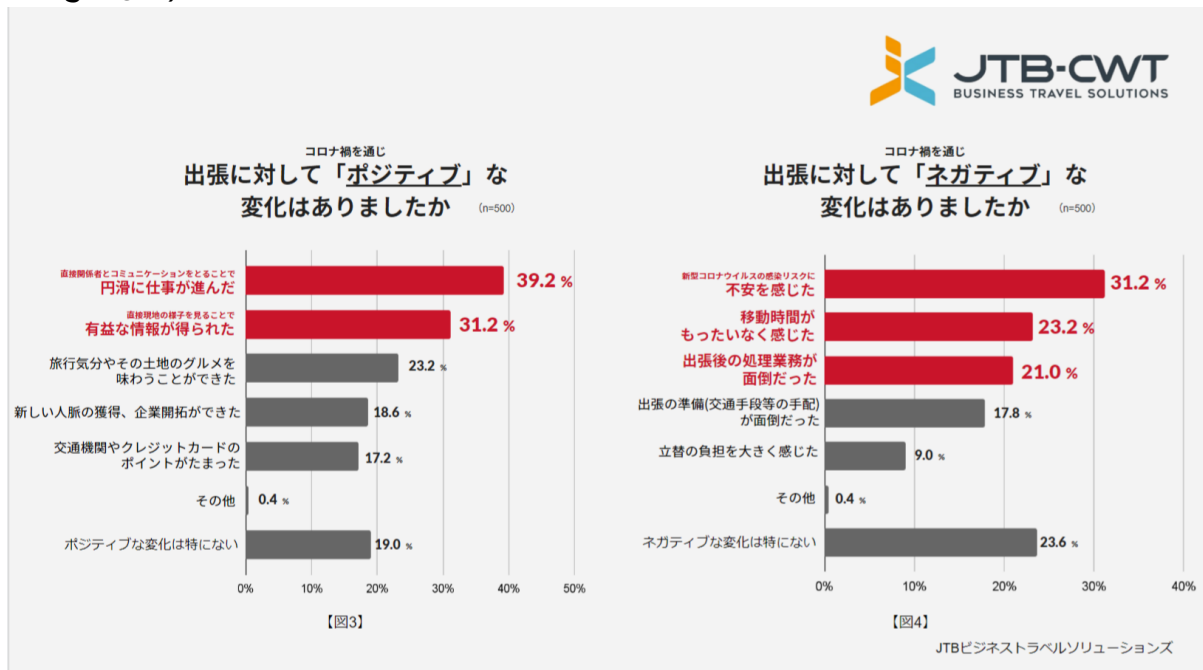
1st: April 7 to May 25, 2020

2nd: January 8 to March 21, 2021

3rd: April 25 to June 20, 2021

4th: July 12 to September 30, 2021

- ◆ After the experience of the COVID-19 pandemic, attitudes toward business travel have changed. The most common positive change was about direct communication with persons involved (39.2%) (Figure 3) and the negative ones were about infection risk (31.2%) and travel time (23.3%) (Figure 4).



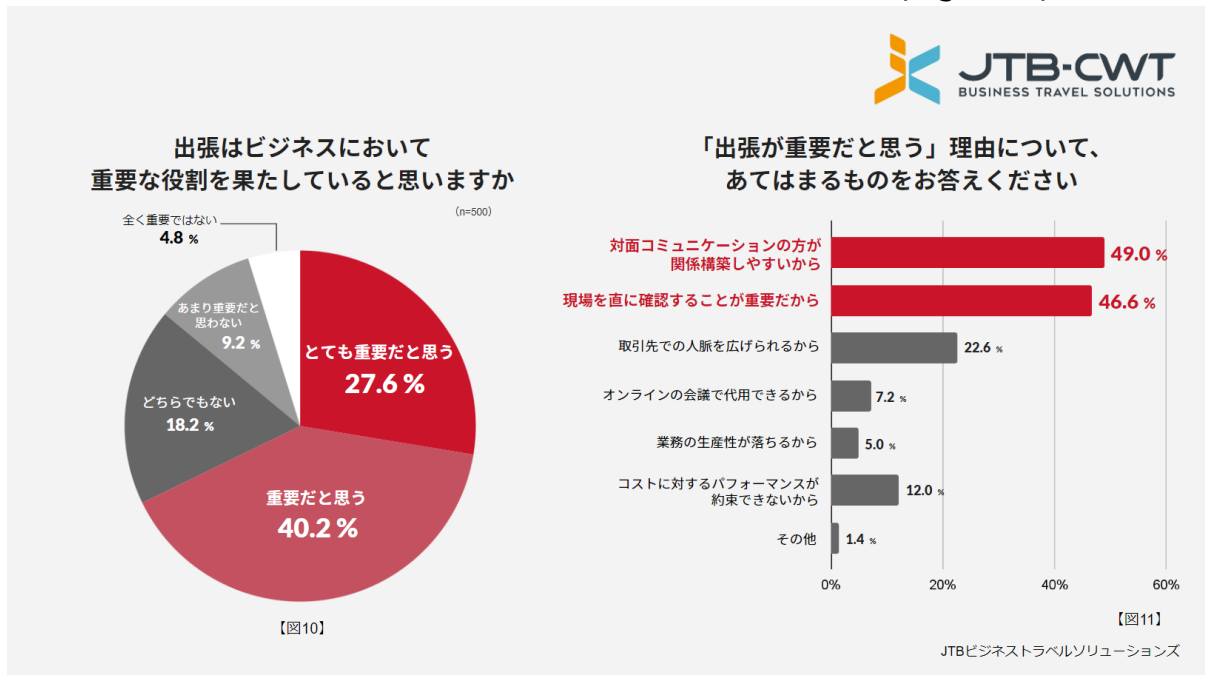
After the experience of the restrictions on business travel due to the COVID-19 pandemic, attitudes toward business travel showed both positive and negative changes. The most common positive change (Figure 3) was “Work went more smoothly thanks to the direct communication with persons involved” (39.2%). This was followed by “Able to obtain useful information by observing what it was like on-site” (31.2%). Both indicate the benefit of visiting the real site.

On the other hand, the most common negative change (Figure 4) was “Worried about the risk of the COVID-19 infection” (31.2%), followed by “Traveling wastes time” (23.2%) and “Cumbersome settlement tasks after business travel” (21.0%). It has become clear that time associated with business travel is an issue.

The survey shows that it is important to use travel time effectively and reduce the amount of time spent on business travel-related tasks in order to obtain full benefits from business travel.

It was found that the total time spent on “arrangement of accommodations and transportation,” “scheduling before the business travel,” and “travel expense settlement” out of all tasks related to business travel was about 92.3 minutes on average. This indicates the need to improve the efficiency of travel-related tasks. (Figure 7)

- ◆ A total of 67.8% answered that business travel played an important role in business. (Figure 8) The top responses represent the importance of face-to-face communication and on-site observation. (Figure 9)



While many found the travel cumbersome, 67.8% answered that business travel itself played an important role in business. (Figure 8) As shown in Figure 9, the top reasons represent the importance of visit, such as “Building relationships is easier through face-to-face communication” (49.0 %) and “It is important to visit and see the site in person” (46.6 %). All these suggest that business travel is considered by business people as an important means to build relationships.

Conclusion

The survey made it clear that business travel is considered important in business as a valuable opportunity to meet face-to-face with customers. On the other hand, as a result of the COVID-19 outbreak, more and more work is being done online, and negative attitudes toward the time required for travel and settlement tasks after the travel are increasing. The average time spent on “arrangement of accommodations and transportation,” “scheduling before the business travel,” and “travel expense settlement” is more than 90 minutes. Under these circumstances, more efficiency is needed for travel-related tasks.

Credit required when quoting or reprinting

When quoting or reprinting the results of this survey, please credit the source as “Survey by JTB Business Travel Solutions, Inc.”

Overview of the Survey
 Survey method: Internet research
 Surveyed by : JTB Business Travel Solutions, Inc.
 Target of survey: Men and women aged 29-59 nationwide, executives and company employees who made domestic business travel involving overnight stays at a frequency of at least three times a year
 Survey period: May 31 to June 3, 2022
 Number of responses: 500
 * Percentage totals may not add up to 100 due to rounding.

▼About J' sNAVI NEO

J' sNAVI NEO is a business travel and expense settlement management solution that integrates an online business travel arrangement system and an expense settlement system. It can be used not only for the settlement of travel, meetings, and entertainment expenses but also for the application, arrangement, settlement, and payment for domestic and international business travel. By consolidating expense settlement and business travel-related operations, which have been separately handled, client companies will be able to make their operations more efficient and labor-saving.

Official J' sNAVI NEO website

<https://www.jsnavineo.com/function/ticket/>

J' sNAVI NEO Product Introduction Video * You will be redirected to an external website.

· Business travel arrangement and expense settlement version
<https://youtu.be/QxjhUJkwkVE>

· Product overview version
<https://youtu.be/pUVv3Fysqns>

About JTB Business Travel Solutions, Inc.

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Established in: August 2000/Corporate website: <https://www.jtb-cwt.com/>

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