



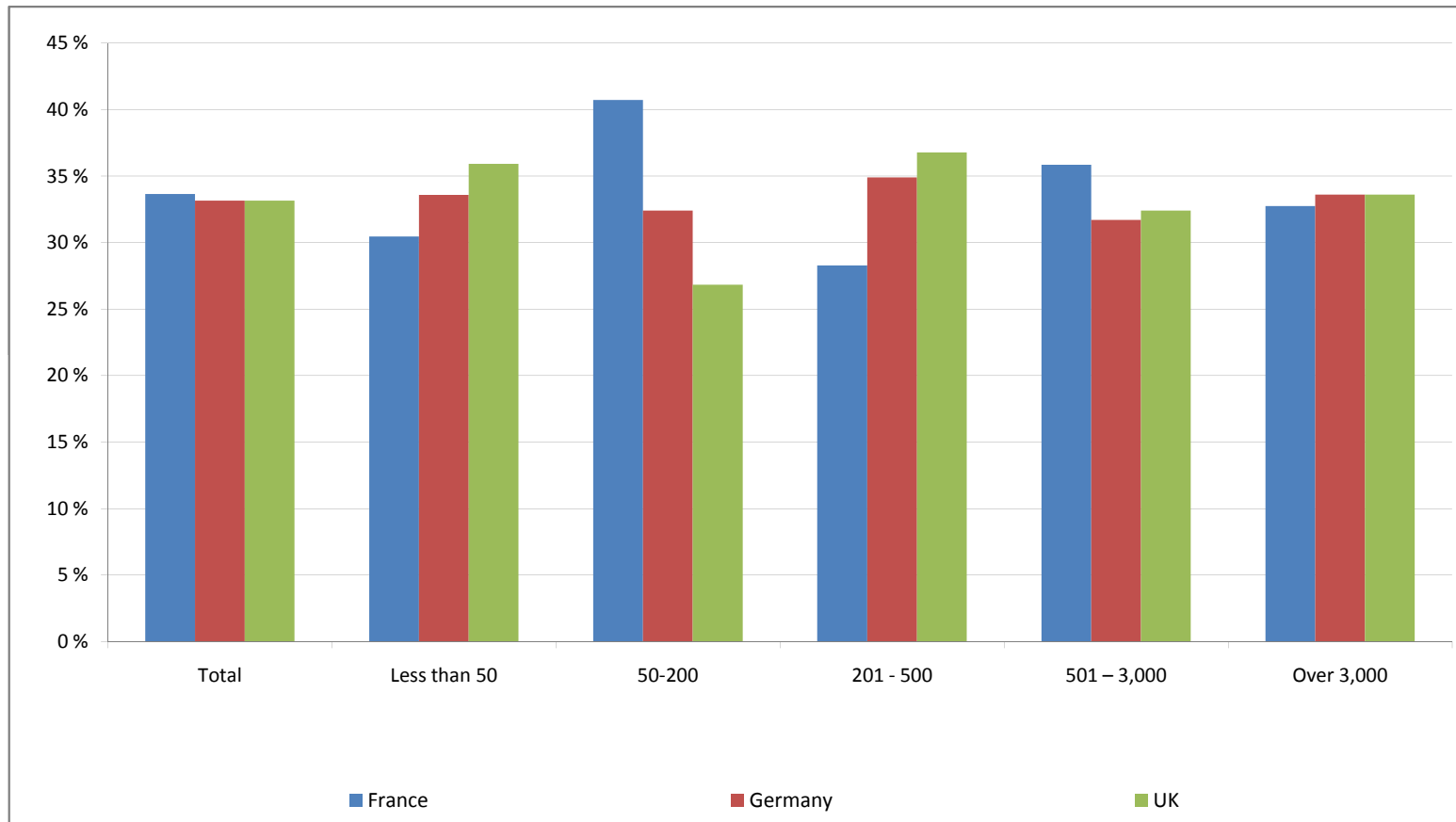
Business Travel Survey

Final Report by Size

- 1 [In which country are you based?](#)
- 2 [What type of business do you work for?](#)
- 3 [In which age group are you?](#)
- 4 [How much business travel do you do?](#)
- 5 [Does your company provide centralised methods for booking business travel?](#)
- 6 [Does your company have policies in place regarding the following elements of business travel?](#)
- 7 [Airline](#)
- 8 [Travel class](#)
- 9 [Hotel](#)
- 10 [Land transport \(inc. taxis\)](#)
- 11 [Has your organisation moved to a stricter policy on any of the following?](#)
- 12 [Over the next 12 months, do you expect to travel:](#)
- 13 [You suggested that in the next 12 months you will travel less on business; in what way will this impact your ability to do your job?](#)
- 14 [Combination grid combining the totals of those who rated '1 - most frequent reason' and '2'](#)
- 15 [Face-to-face meetings with customers and suppliers](#)
- 16 [Face-to-face meetings with team members](#)
- 17 [Conferences and exhibitions](#)
- 18 [Training](#)
- 19 [From your perspective, what do you believe is the most important factor when booking business travel?](#)
- 20 [How would you describe your experience when using your company's expense submission and reimbursement system?](#)
- 21 [Combination grid combining the totals of those who rated '4 - Great influence' and '3'](#)
- 22 [The global economic situation](#)
- 23 [The threat of terrorism](#)
- 24 [The hassle factor of travelling](#)
- 25 [The Environmental impact of travelling](#)
- 26 [Combination grid combining the totals of those who rated '15 or more' and '14'](#)
- 27 [Conference calls](#)
- 28 [Video conferences](#)
- 29 [Webinars](#)
- 30 [Virtual meetings \(i.e. Second Life\)](#)
- 31 [Conference calls](#)
- 32 [Video conferences](#)
- 33 [Virtual meetings \(i.e. Second Life\)](#)
- 34 [Webinars](#)
- 35 [What factors are important for you to use rail as an alternative to air/road for business travel?](#)
- 36 [How much impact has your employer's environmental policies had on your own business travel?](#)
[You have suggested that your employer's environmental policies have had an impact on your business travel, can you tell us in what way](#)
- 37 [from the list below?](#)

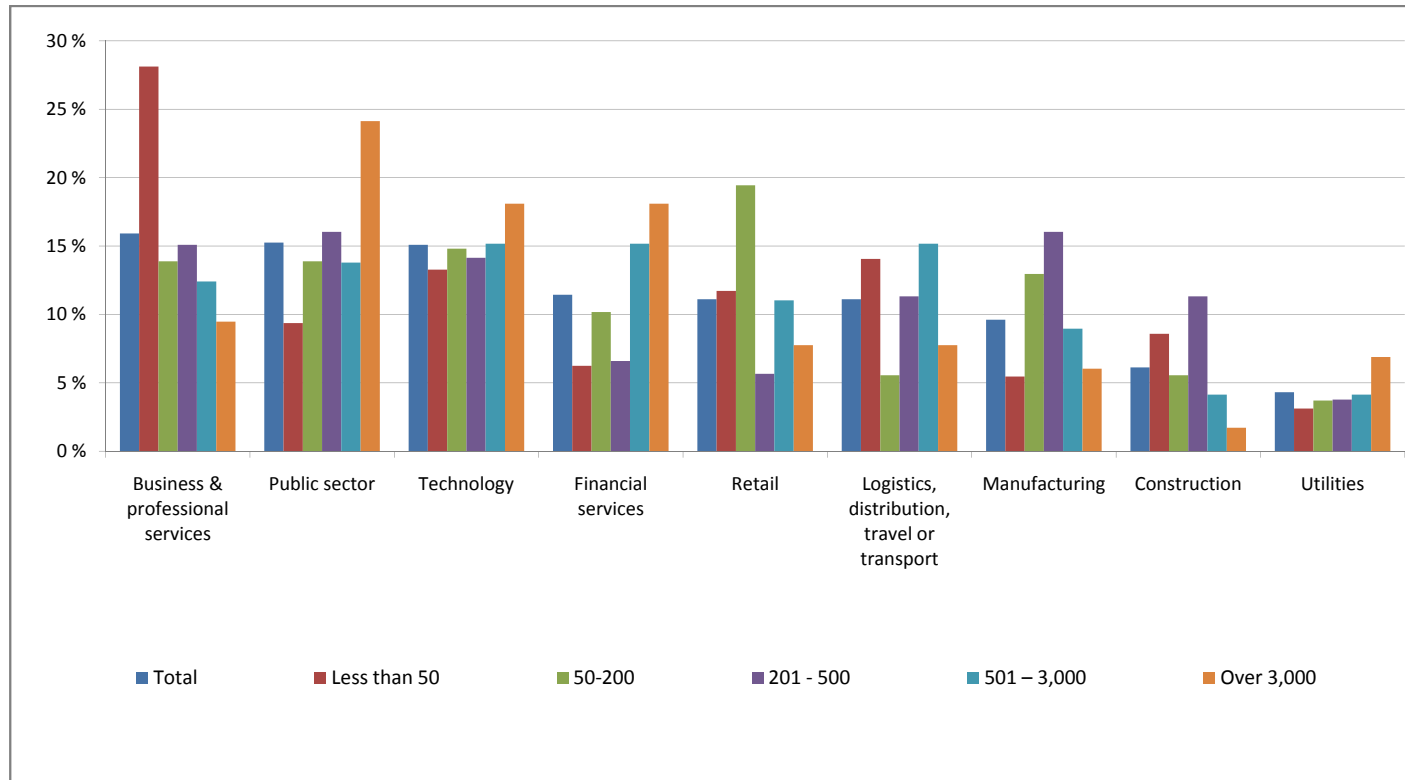
In which country are you based?

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
France	34 %	30 %	41 %	28 %	36 %	33 %
Germany	33 %	34 %	32 %	35 %	32 %	34 %
UK	33 %	36 %	27 %	37 %	32 %	34 %
Base	603	128	108	106	145	116



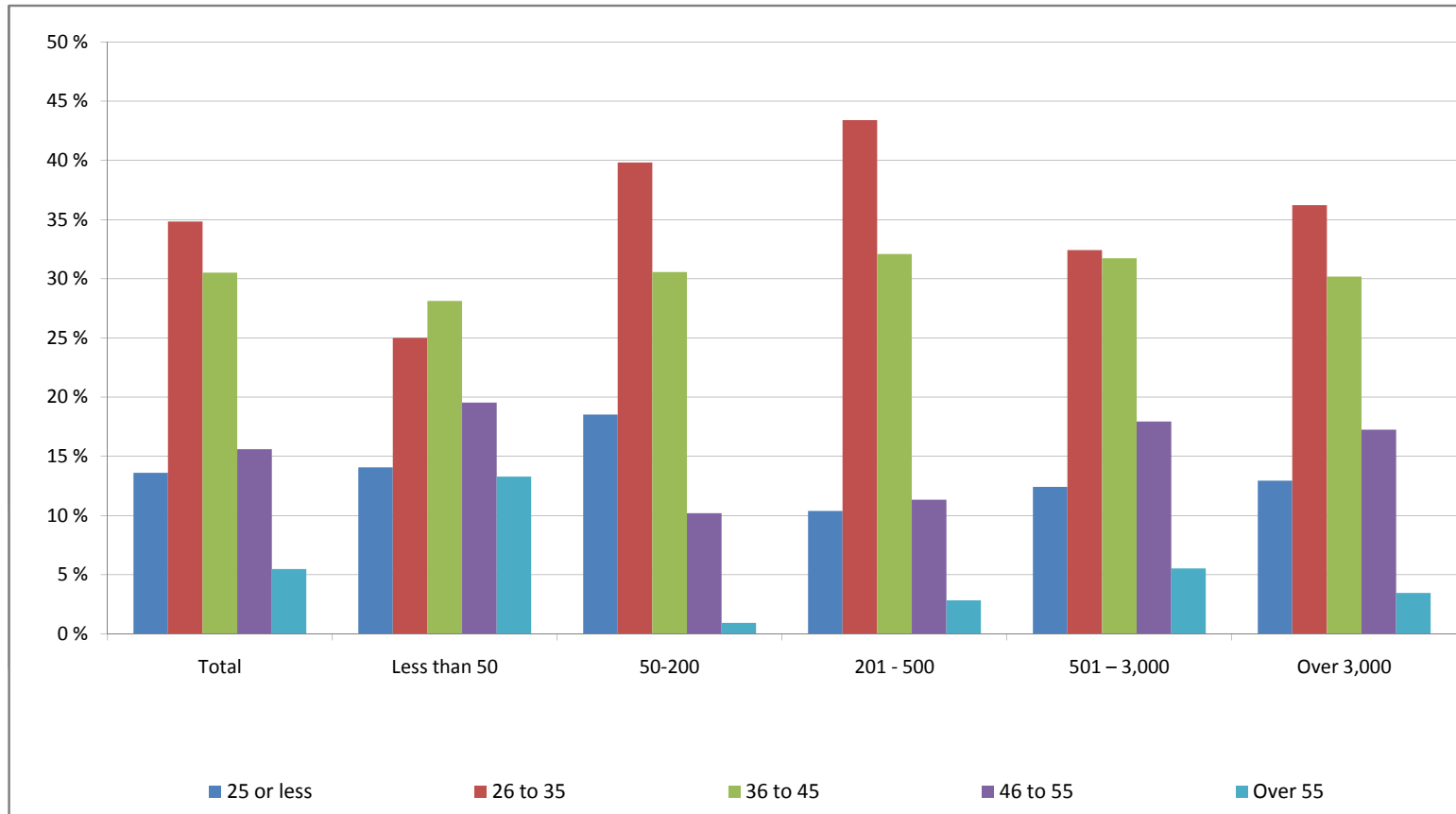
What type of business do you work for?

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Business & professional services	16 %	28 %	14 %	15 %	12 %	9 %
Public sector	15 %	9 %	14 %	16 %	14 %	24 %
Technology	15 %	13 %	15 %	14 %	15 %	18 %
Financial services	11 %	6 %	10 %	7 %	15 %	18 %
Retail	11 %	12 %	19 %	6 %	11 %	8 %
Logistics, distribution, travel or transport	11 %	14 %	6 %	11 %	15 %	8 %
Manufacturing	10 %	5 %	13 %	16 %	9 %	6 %
Construction	6 %	9 %	6 %	11 %	4 %	2 %
Utilities	4 %	3 %	4 %	4 %	4 %	7 %



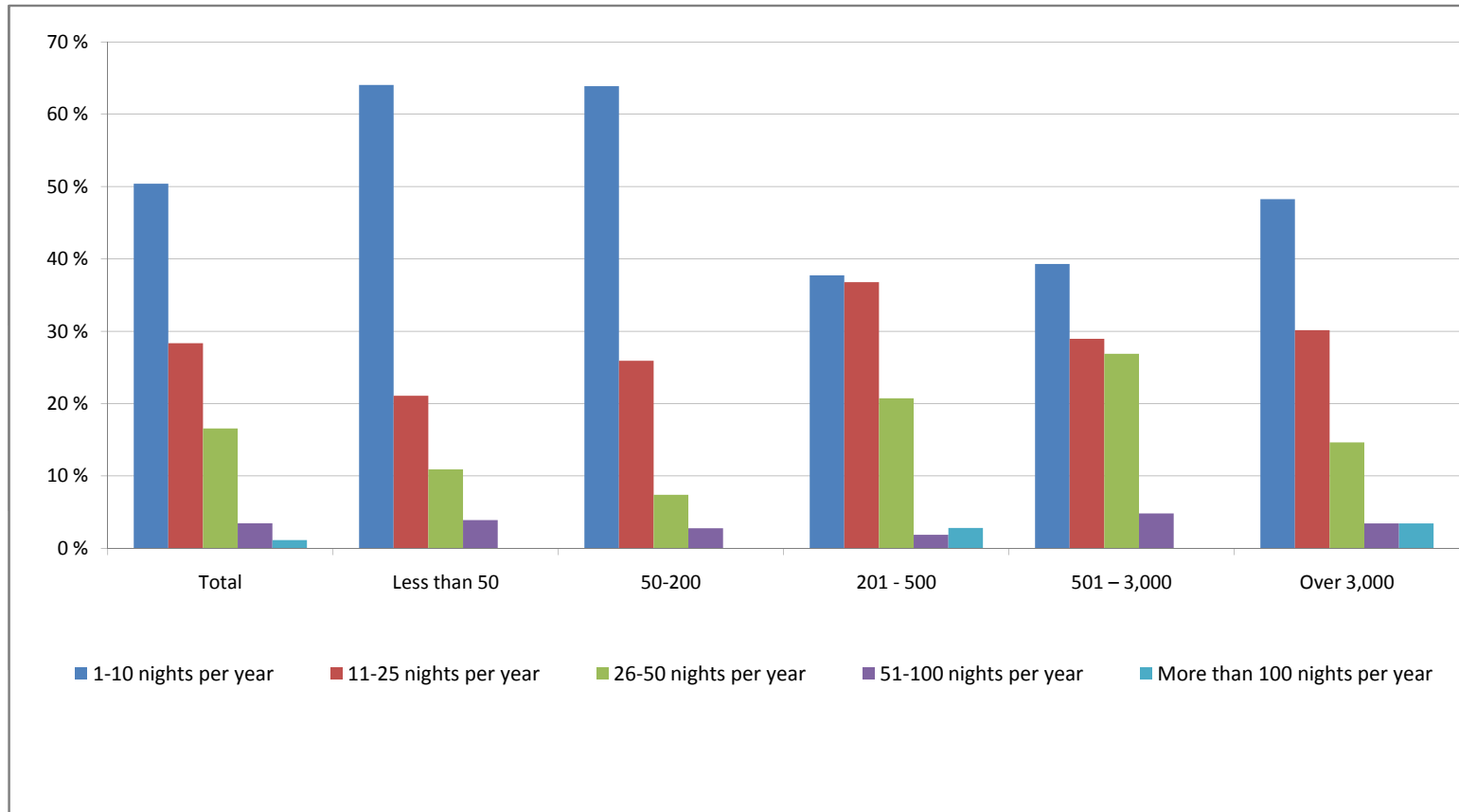
In which age group are you?

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
25 or less	14 %	14 %	19 %	10 %	12 %	13 %
26 to 35	35 %	25 %	40 %	43 %	32 %	36 %
36 to 45	31 %	28 %	31 %	32 %	32 %	30 %
46 to 55	16 %	20 %	10 %	11 %	18 %	17 %
Over 55	5 %	13 %	1 %	3 %	6 %	3 %



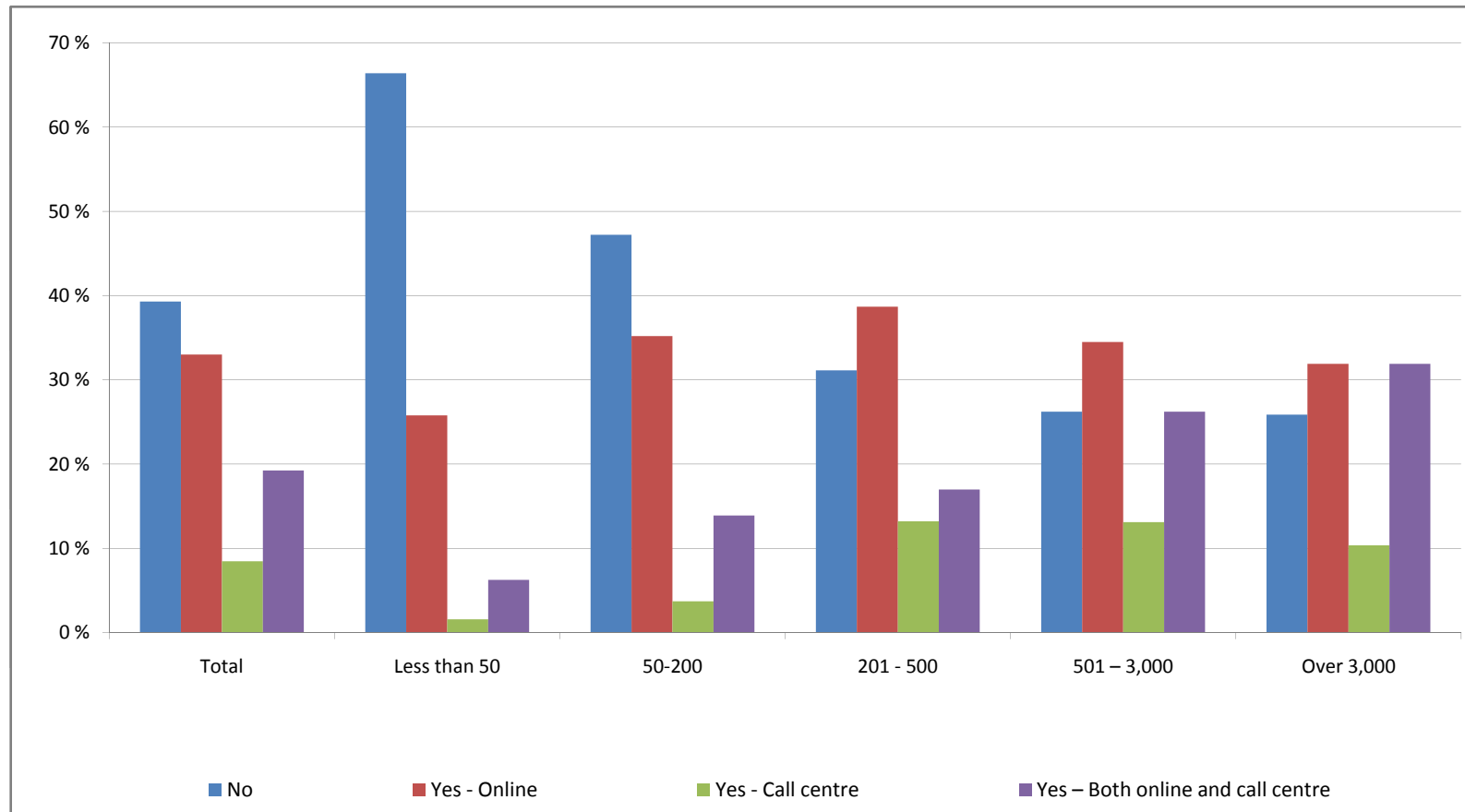
How much business travel do you do?

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
1-10 nights per year	50 %	64 %	64 %	38 %	39 %	48 %
11-25 nights per year	28 %	21 %	26 %	37 %	29 %	30 %
26-50 nights per year	17 %	11 %	7 %	21 %	27 %	15 %
51-100 nights per year	3 %	4 %	3 %	2 %	5 %	3 %
More than 100 nights per year	1 %	0 %	0 %	3 %	0 %	3 %



Does your company provide centralised methods for booking business travel?

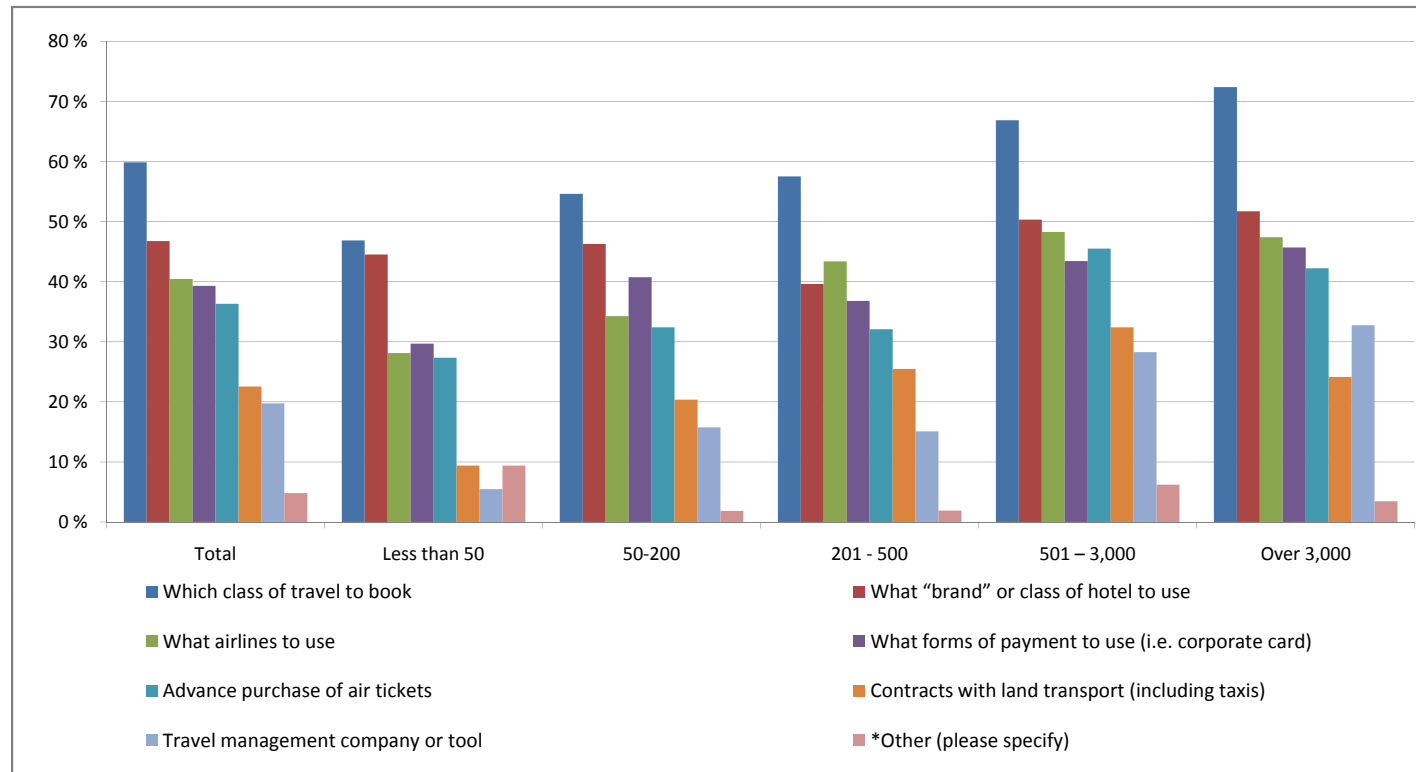
	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
No	39 %	66 %	47 %	31 %	26 %	26 %
Yes - Online	33 %	26 %	35 %	39 %	34 %	32 %
Yes - Call centre	8 %	2 %	4 %	13 %	13 %	10 %
Yes – Both online and call centre	19 %	6 %	14 %	17 %	26 %	32 %



Does your company have policies in place regarding the following elements of business travel?

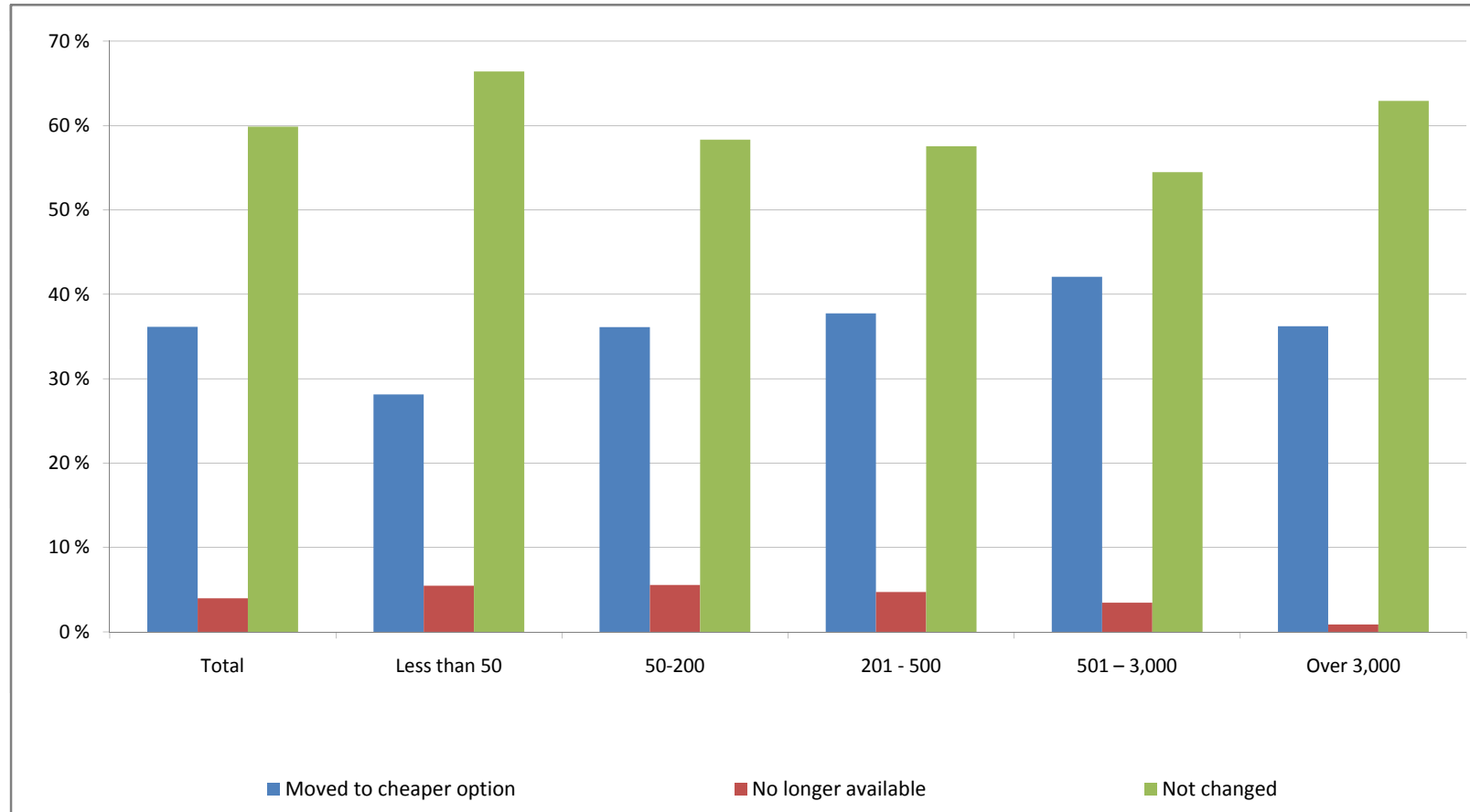
	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Which class of travel to book	60 %	47 %	55 %	58 %	67 %	72 %
What “brand” or class of hotel to use	47 %	45 %	46 %	40 %	50 %	52 %
What airlines to use	40 %	28 %	34 %	43 %	48 %	47 %
What forms of payment to use (i.e. corporate card)	39 %	30 %	41 %	37 %	43 %	46 %
Advance purchase of air tickets	36 %	27 %	32 %	32 %	46 %	42 %
Contracts with land transport (including taxis)	23 %	9 %	20 %	25 %	32 %	24 %
Travel management company or tool	20 %	5 %	16 %	15 %	28 %	33 %
*Other (please specify)	5 %	9 %	2 %	2 %	6 %	3 %

*Other (please specify): Air Miles; As cheap as possible!; Railway; Cost; Daily food allowances; ecenter; Maximum costs; Must have receipts and must claim travel expenses within 3 months; None (x10); None of the above (x3); Expenses capped; Nothing (x2); Internal service; Railway ; Agreed beforehand; Default travel plans



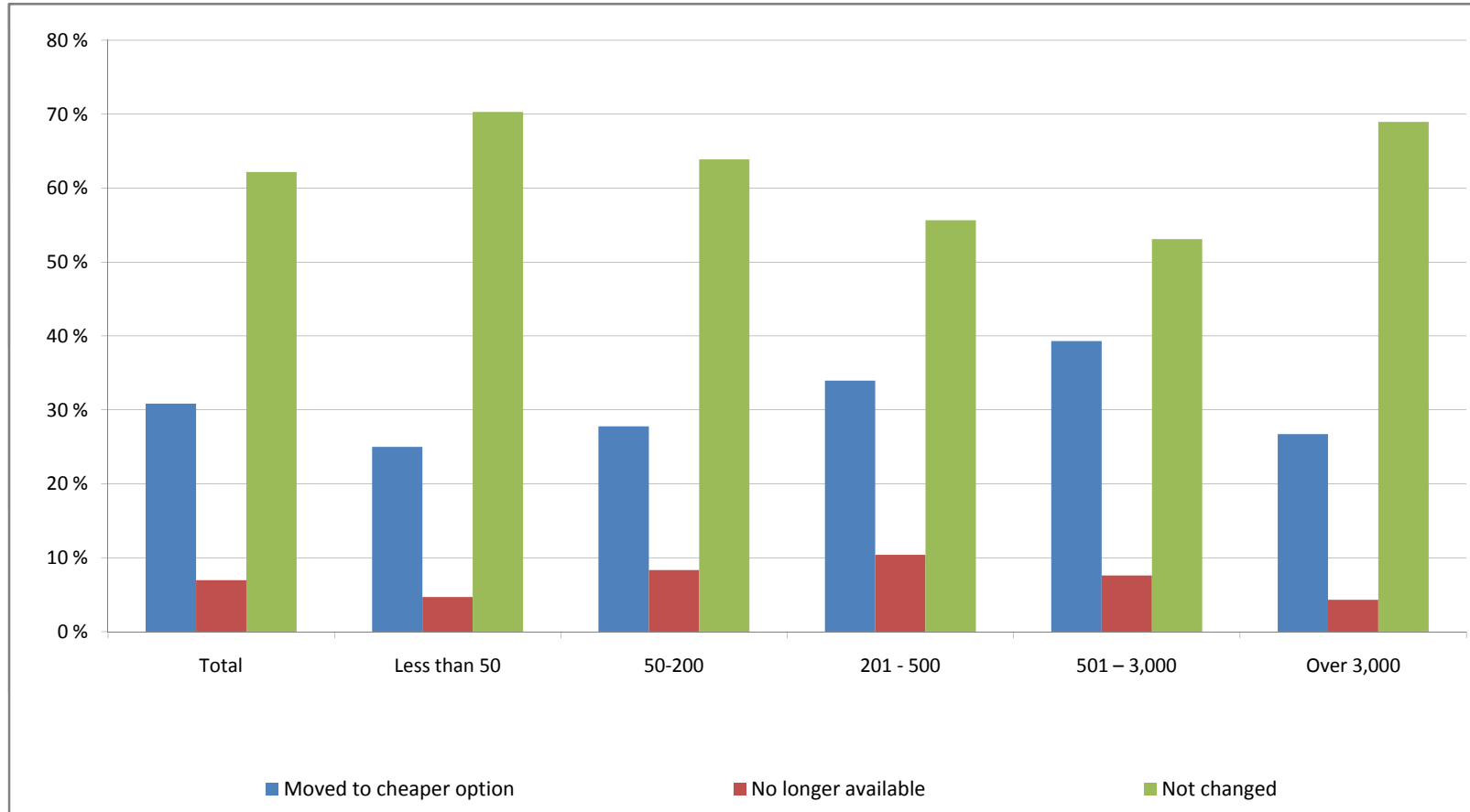
In what way has your organisation's business travel policies changed over the last six months? Airline

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Moved to cheaper option	36 %	28 %	36 %	38 %	42 %	36 %
No longer available	4 %	5 %	6 %	5 %	3 %	1 %
Not changed	60 %	66 %	58 %	58 %	54 %	63 %



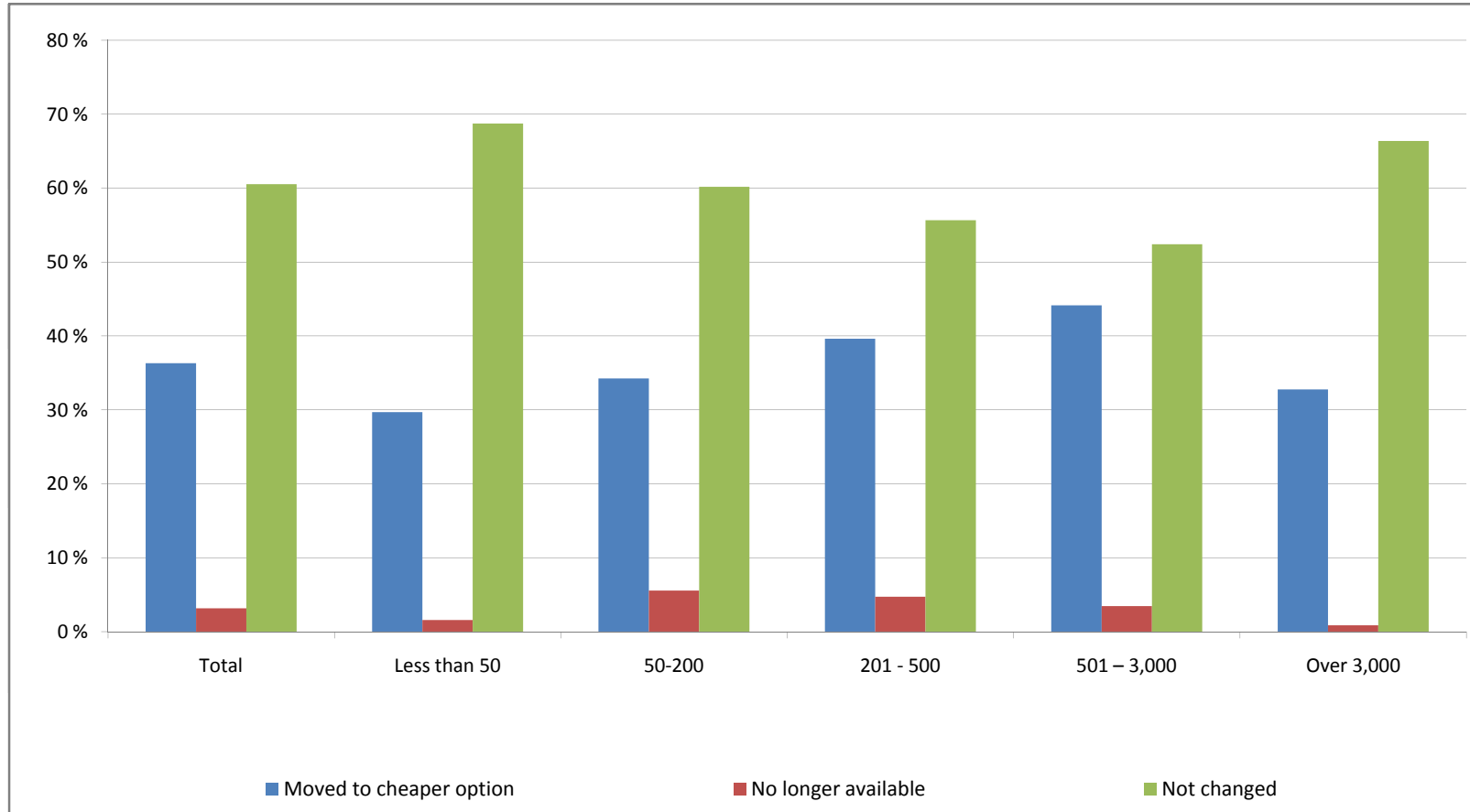
In what way has your organisation's business travel policies changed over the last six months? Travel class

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Moved to cheaper option	31 %	25 %	28 %	34 %	39 %	27 %
No longer available	7 %	5 %	8 %	10 %	8 %	4 %
Not changed	62 %	70 %	64 %	56 %	53 %	69 %



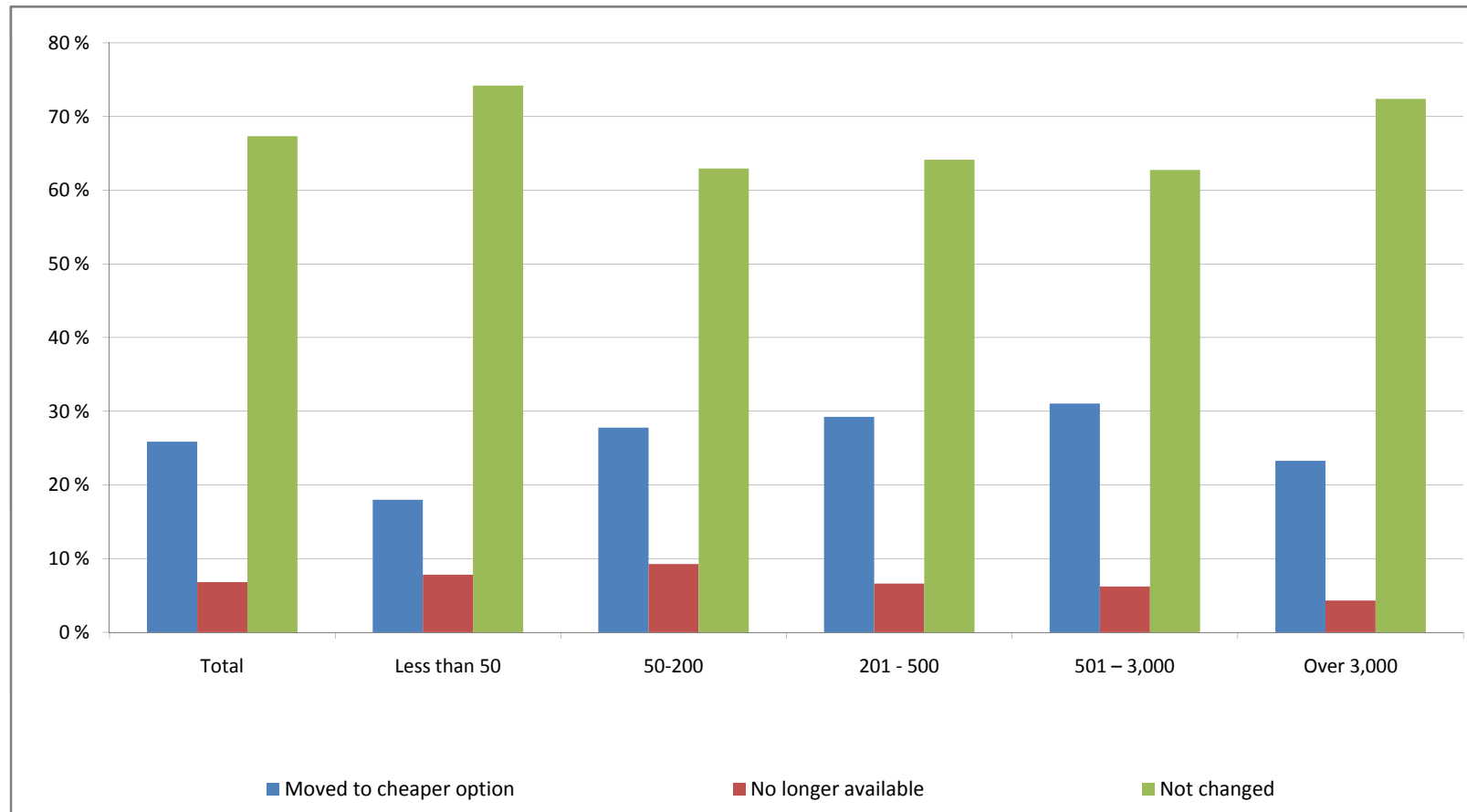
In what way has your organisation's business travel policies changed over the last six months? Hotel

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Moved to cheaper option	36 %	30 %	34 %	40 %	44 %	33 %
No longer available	3 %	2 %	6 %	5 %	3 %	1 %
Not changed	61 %	69 %	60 %	56 %	52 %	66 %



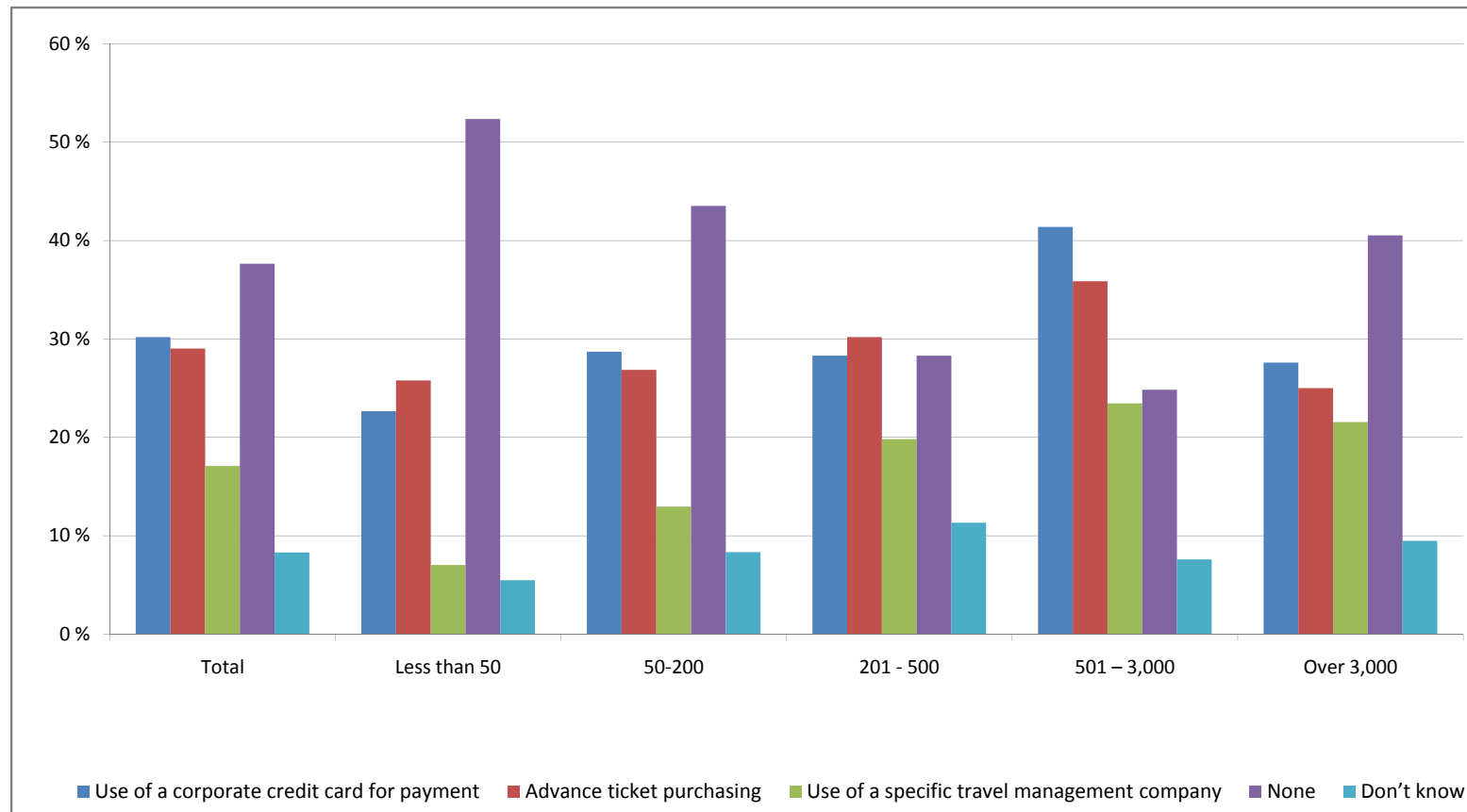
In what way has your organisation's business travel policies changed over the last six months? Land transport (inc. taxis)

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Moved to cheaper option	26 %	18 %	28 %	29 %	31 %	23 %
No longer available	7 %	8 %	9 %	7 %	6 %	4 %
Not changed	67 %	74 %	63 %	64 %	63 %	72 %



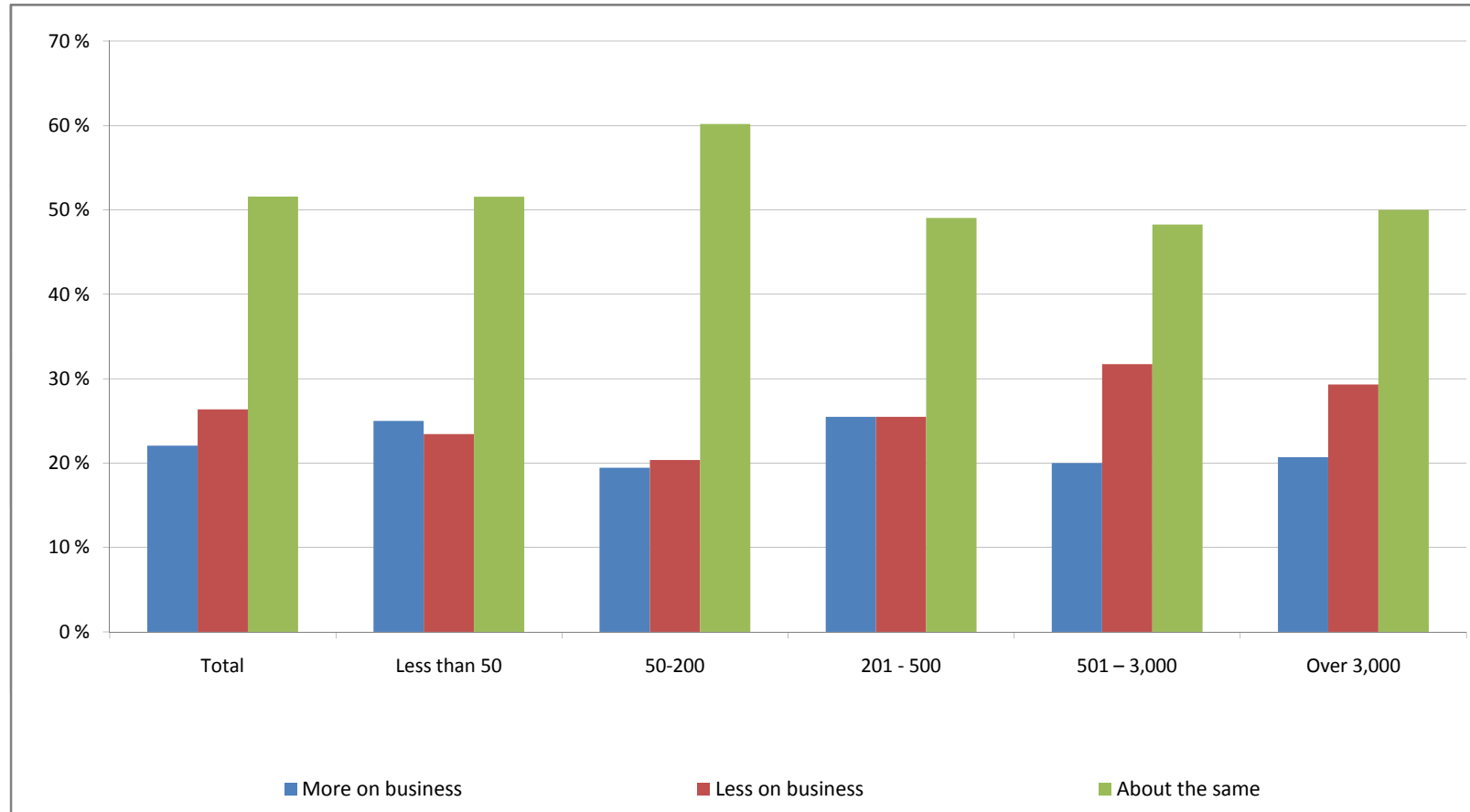
Has your organisation moved to a stricter policy on any of the following?

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Use of a corporate credit card for payment	30 %	23 %	29 %	28 %	41 %	28 %
Advance ticket purchasing	29 %	26 %	27 %	30 %	36 %	25 %
Use of a specific travel management company	17 %	7 %	13 %	20 %	23 %	22 %
None	38 %	52 %	44 %	28 %	25 %	41 %
Don't know	8 %	5 %	8 %	11 %	8 %	9 %



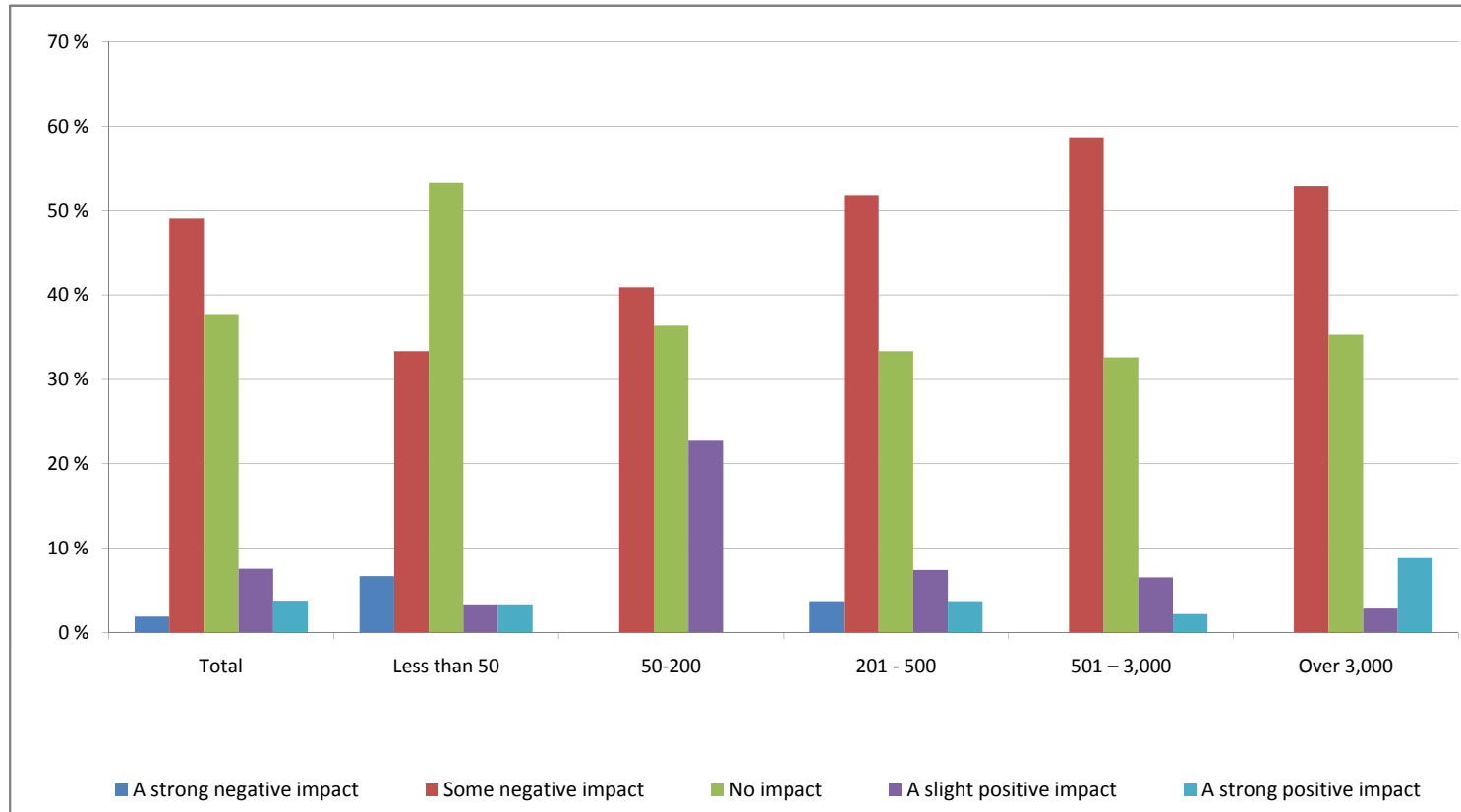
Over the next 12 months, do you expect to travel:

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
More on business	22 %	25 %	19 %	25 %	20 %	21 %
Less on business	26 %	23 %	20 %	25 %	32 %	29 %
About the same	52 %	52 %	60 %	49 %	48 %	50 %



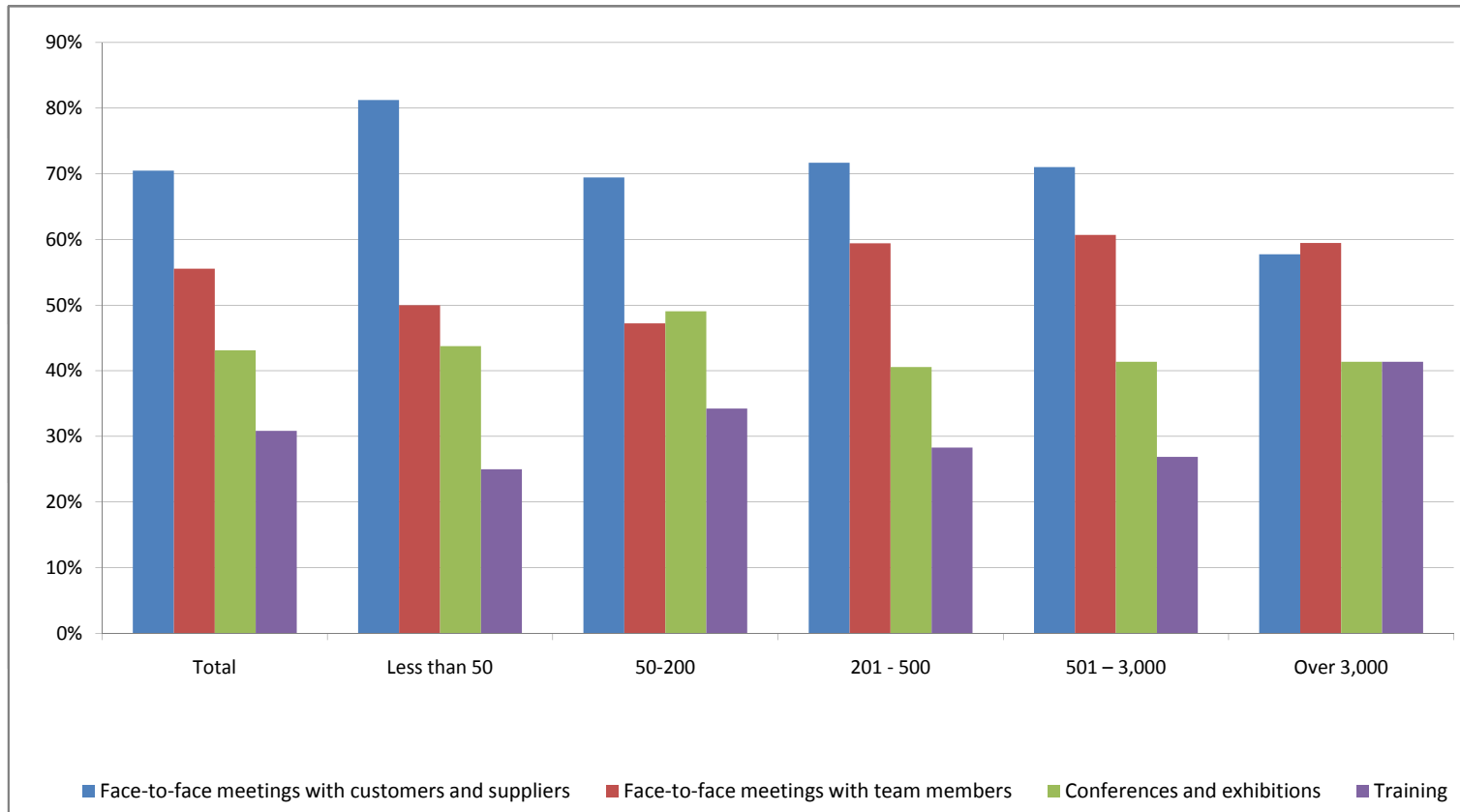
You suggested that in the next 12 months you will travel less on business; in what way will this impact your ability to do your job?

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
A strong negative impact	2 %	7 %	0 %	4 %	0 %	0 %
Some negative impact	49 %	33 %	41 %	52 %	59 %	53 %
No impact	38 %	53 %	36 %	33 %	33 %	35 %
A slight positive impact	8 %	3 %	23 %	7 %	7 %	3 %
A strong positive impact	4 %	3 %	0 %	4 %	2 %	9 %
Base	159	30	22	27	46	34



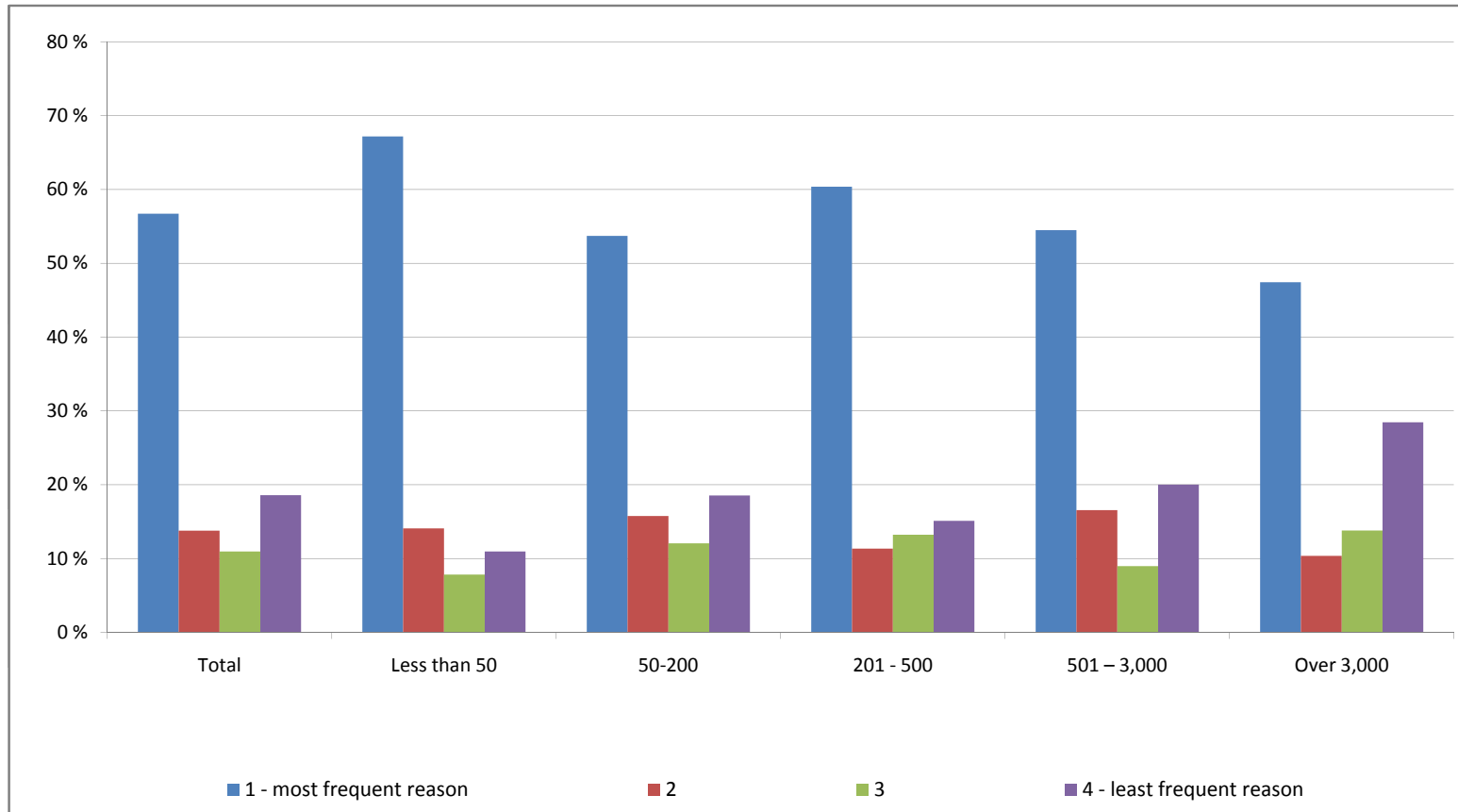
What are the reasons for your business trips? Combination grid combining the totals of those who rated '1 - most frequent reason' and '2'

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Face-to-face meetings with customers and suppliers	70%	81%	69%	72%	71%	58%
Face-to-face meetings with team members	56%	50%	47%	59%	61%	59%
Conferences and exhibitions	43%	44%	49%	41%	41%	41%
Training	31%	25%	34%	28%	27%	41%



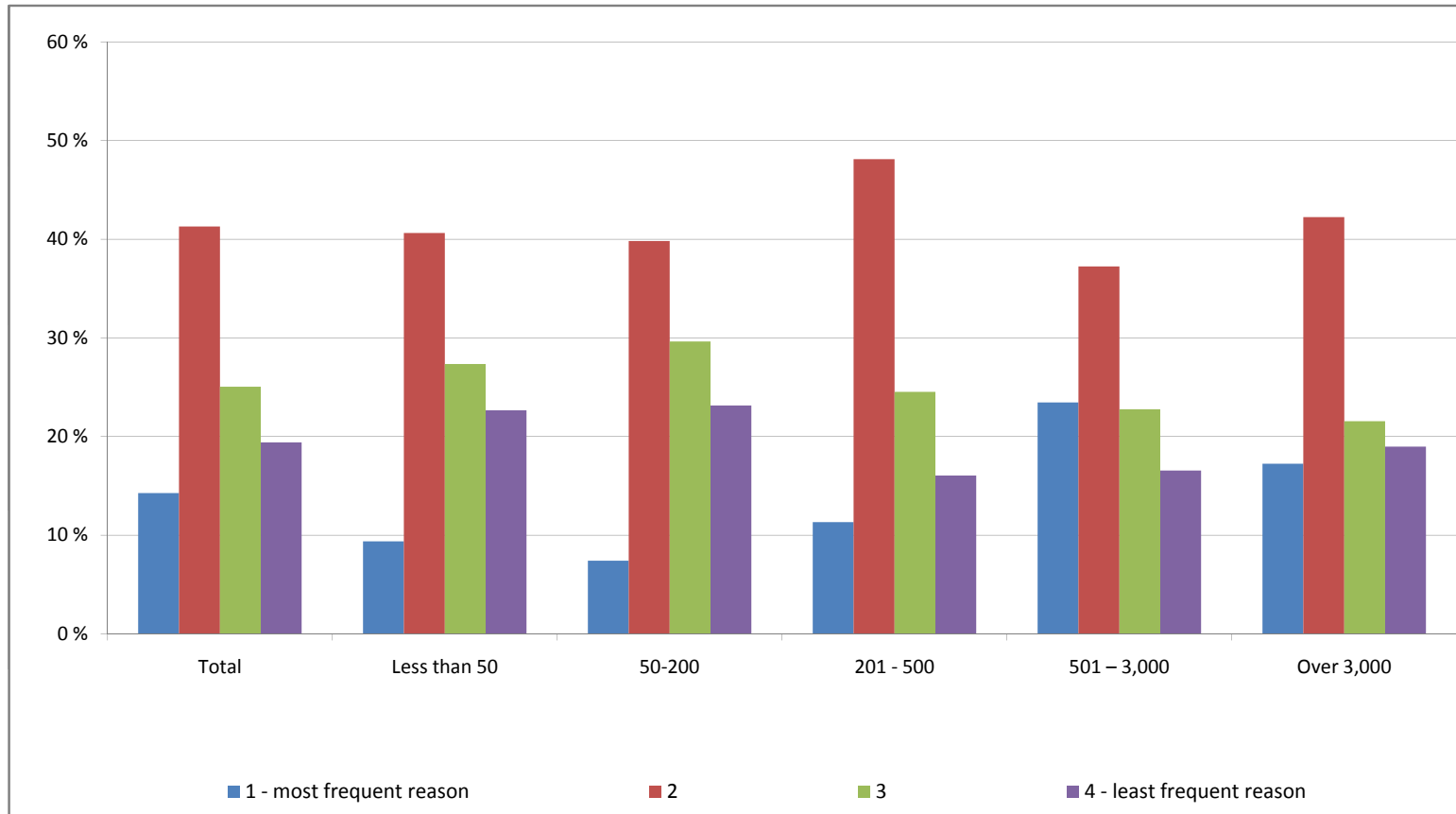
Face-to-face meetings with customers and suppliers

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
1 - most frequent reason	57 %	67 %	54 %	60 %	54 %	47 %
2	14 %	14 %	16 %	11 %	17 %	10 %
3	11 %	8 %	12 %	13 %	9 %	14 %
4 - least frequent reason	19 %	11 %	19 %	15 %	20 %	28 %
AVG	1.91	1.63	1.95	1.83	1.94	2.23



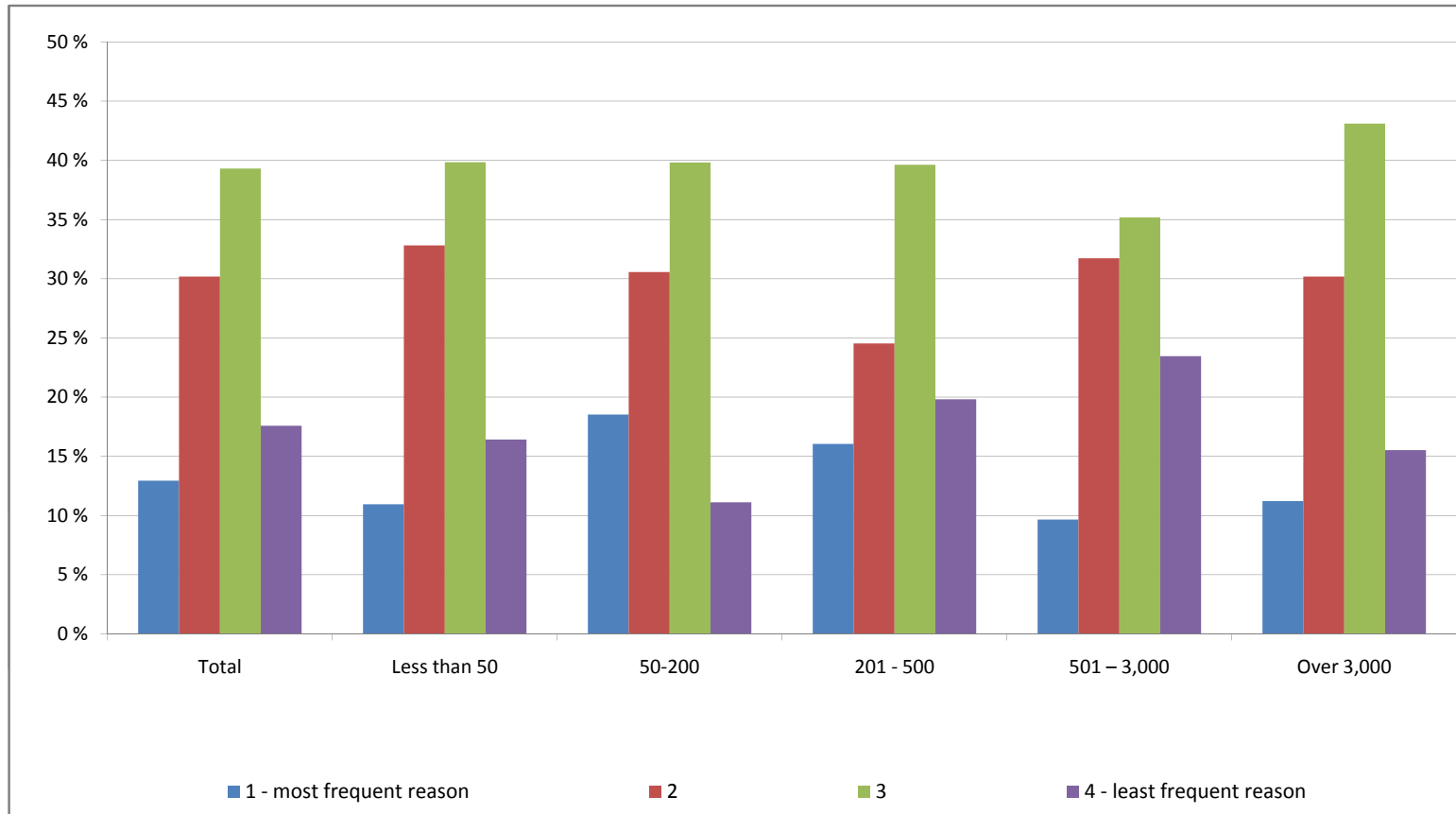
Face-to-face meetings with team members

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
1 - most frequent reason	14 %	9 %	7 %	11 %	23 %	17 %
2	41 %	41 %	40 %	48 %	37 %	42 %
3	25 %	27 %	30 %	25 %	23 %	22 %
4 - least frequent reason	19 %	23 %	23 %	16 %	17 %	19 %
AVG	2.50	2.63	2.69	2.45	2.32	2.42



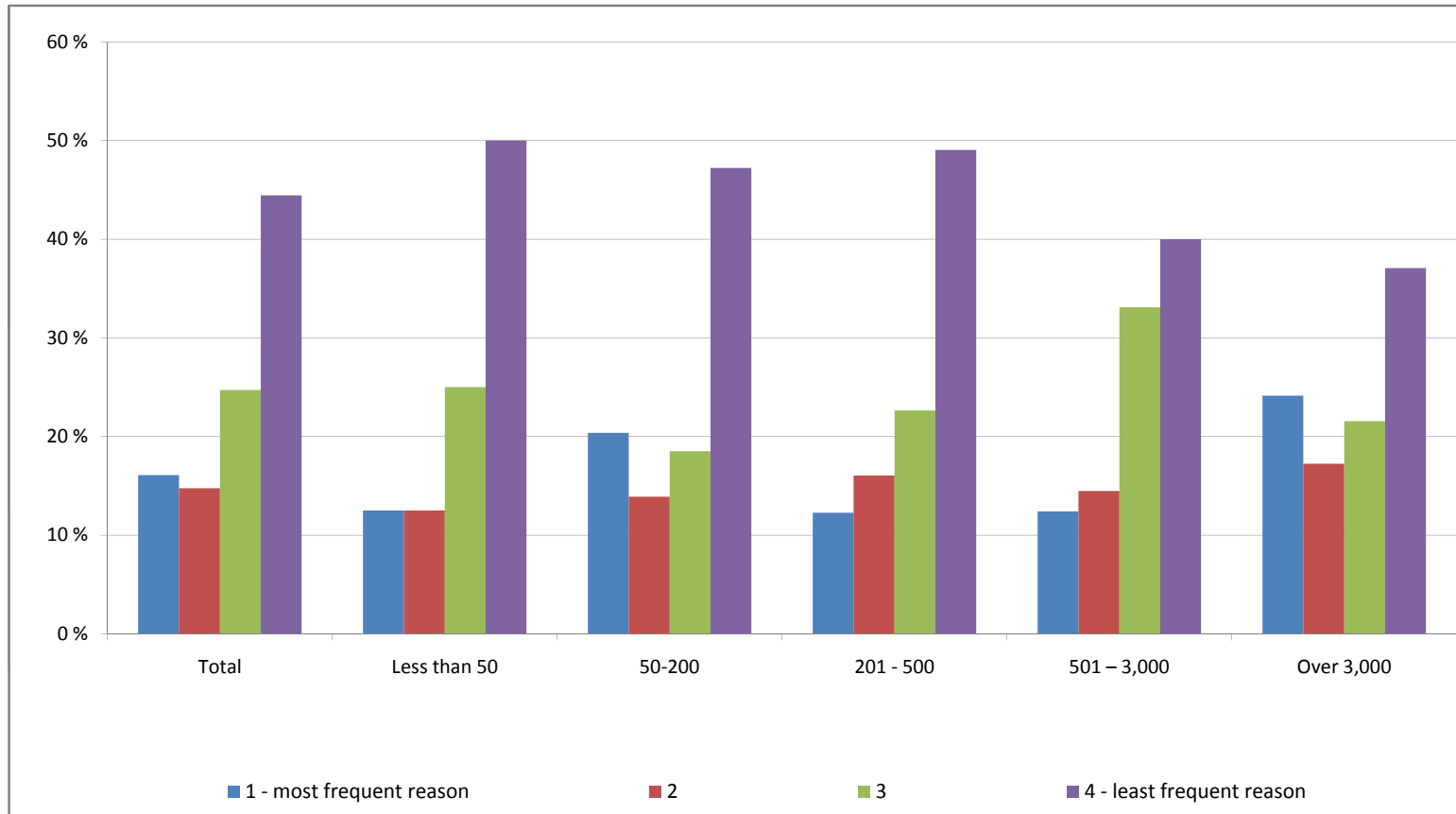
Conferences and exhibitions

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
1 - most frequent reason	13 %	11 %	19 %	16 %	10 %	11 %
2	30 %	33 %	31 %	25 %	32 %	30 %
3	39 %	40 %	40 %	40 %	35 %	43 %
4 - least frequent reason	18 %	16 %	11 %	20 %	23 %	16 %
AVG	2.62	2.62	2.44	2.63	2.72	2.63



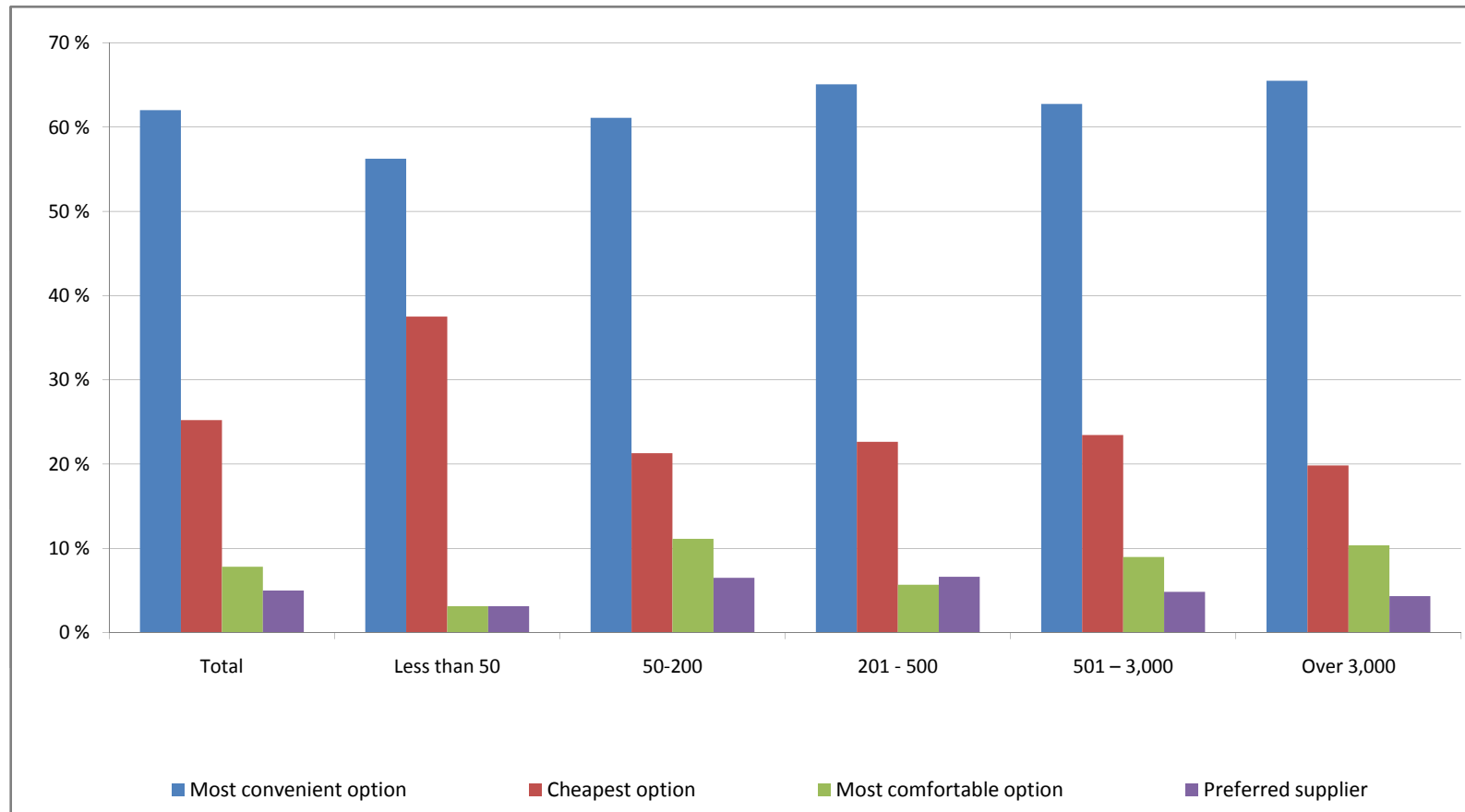
Training

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
1 - most frequent reason	16 %	13 %	20 %	12 %	12 %	24 %
2	15 %	13 %	14 %	16 %	14 %	17 %
3	25 %	25 %	19 %	23 %	33 %	22 %
4 - least frequent reason	44 %	50 %	47 %	49 %	40 %	37 %
AVG	2.98	3.13	2.93	3.08	3.01	2.72



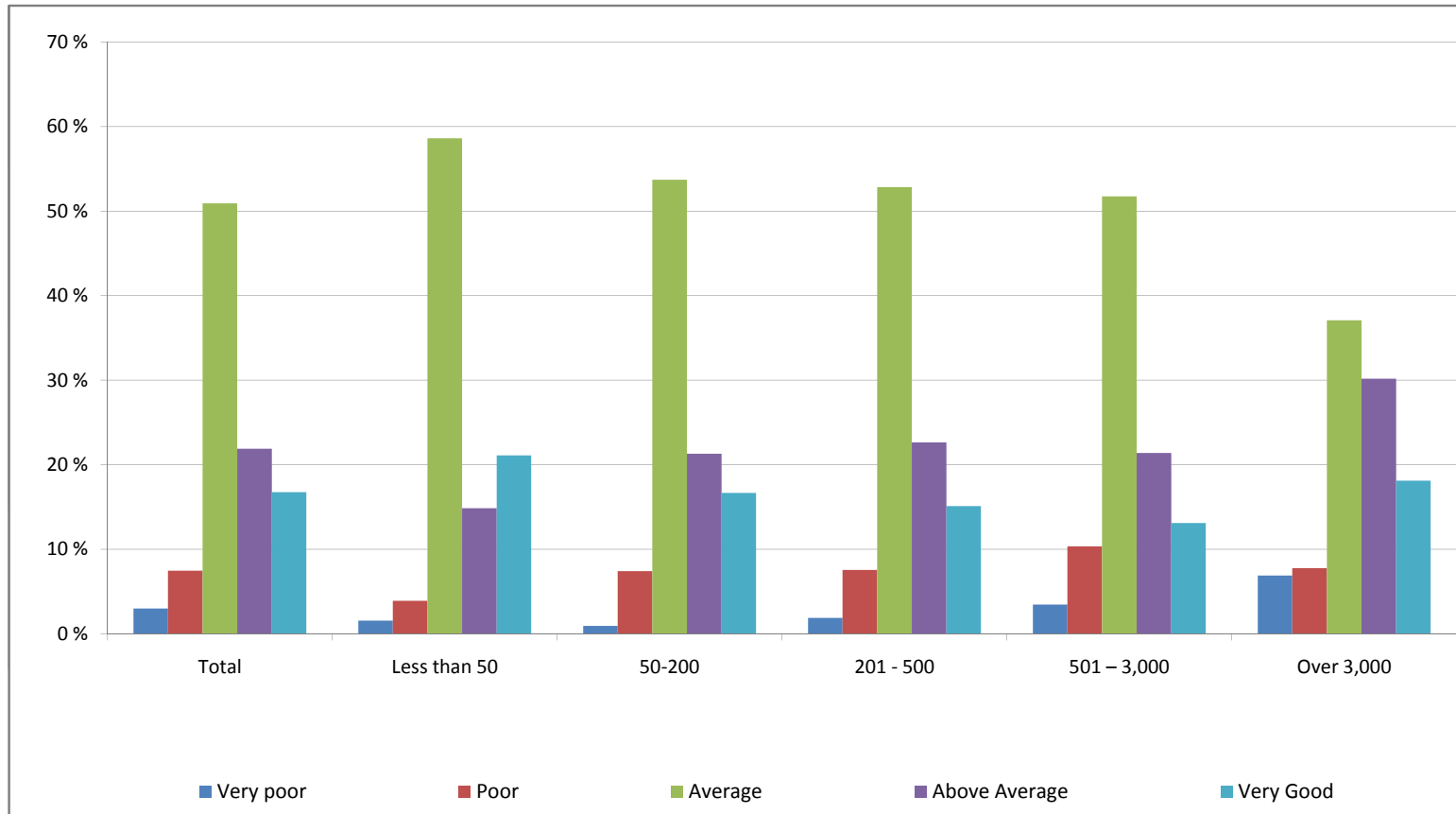
From your perspective, what do you believe is the most important factor when booking business travel?

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Most convenient option	62 %	56 %	61 %	65 %	63 %	66 %
Cheapest option	25 %	38 %	21 %	23 %	23 %	20 %
Most comfortable option	8 %	3 %	11 %	6 %	9 %	10 %
Preferred supplier	5 %	3 %	6 %	7 %	5 %	4 %



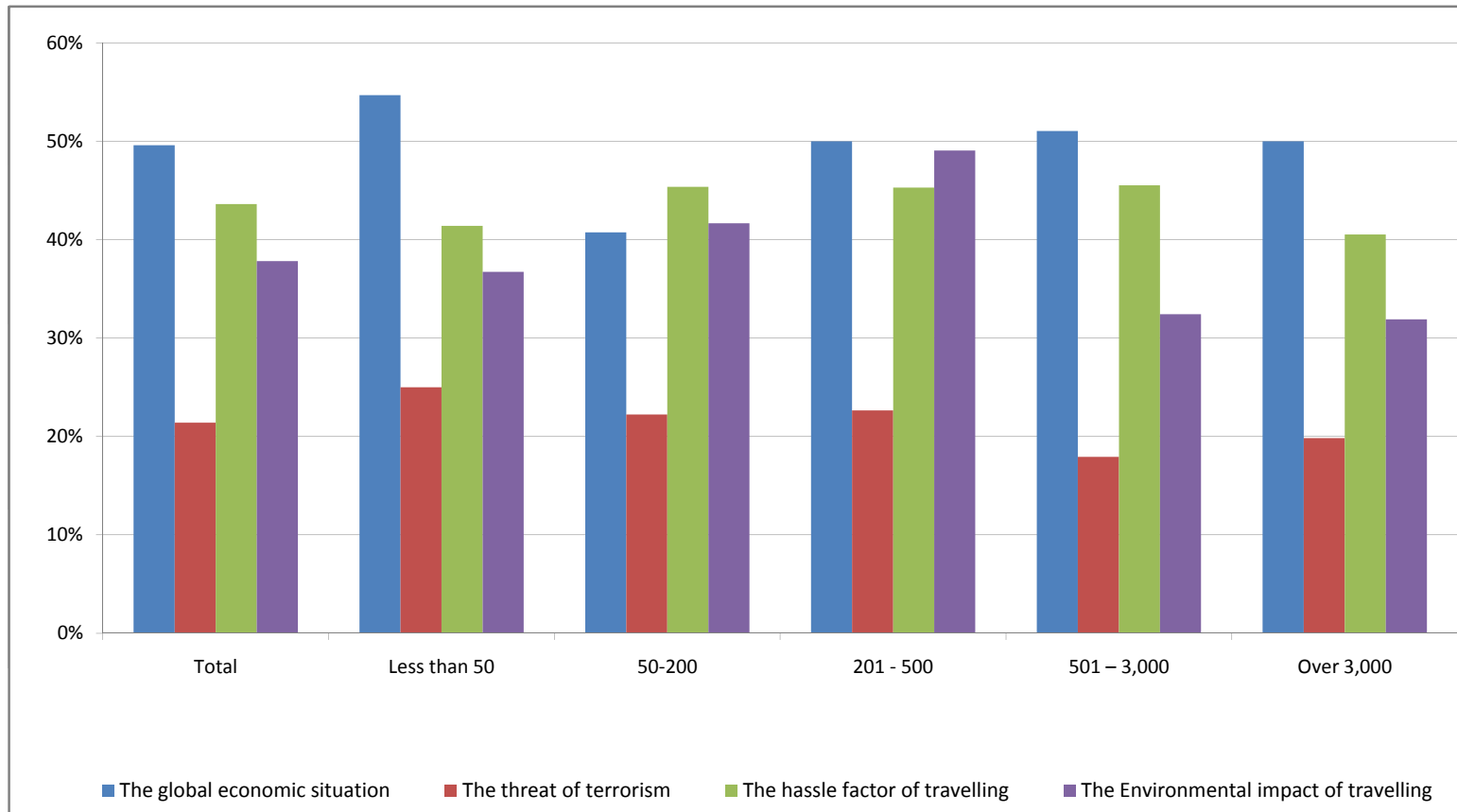
How would you describe your experience when using your company's expense submission and reimbursement system?

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Very poor	3 %	2 %	1 %	2 %	3 %	7 %
Poor	7 %	4 %	7 %	8 %	10 %	8 %
Average	51 %	59 %	54 %	53 %	52 %	37 %
Above Average	22 %	15 %	21 %	23 %	21 %	30 %
Very Good	17 %	21 %	17 %	15 %	13 %	18 %



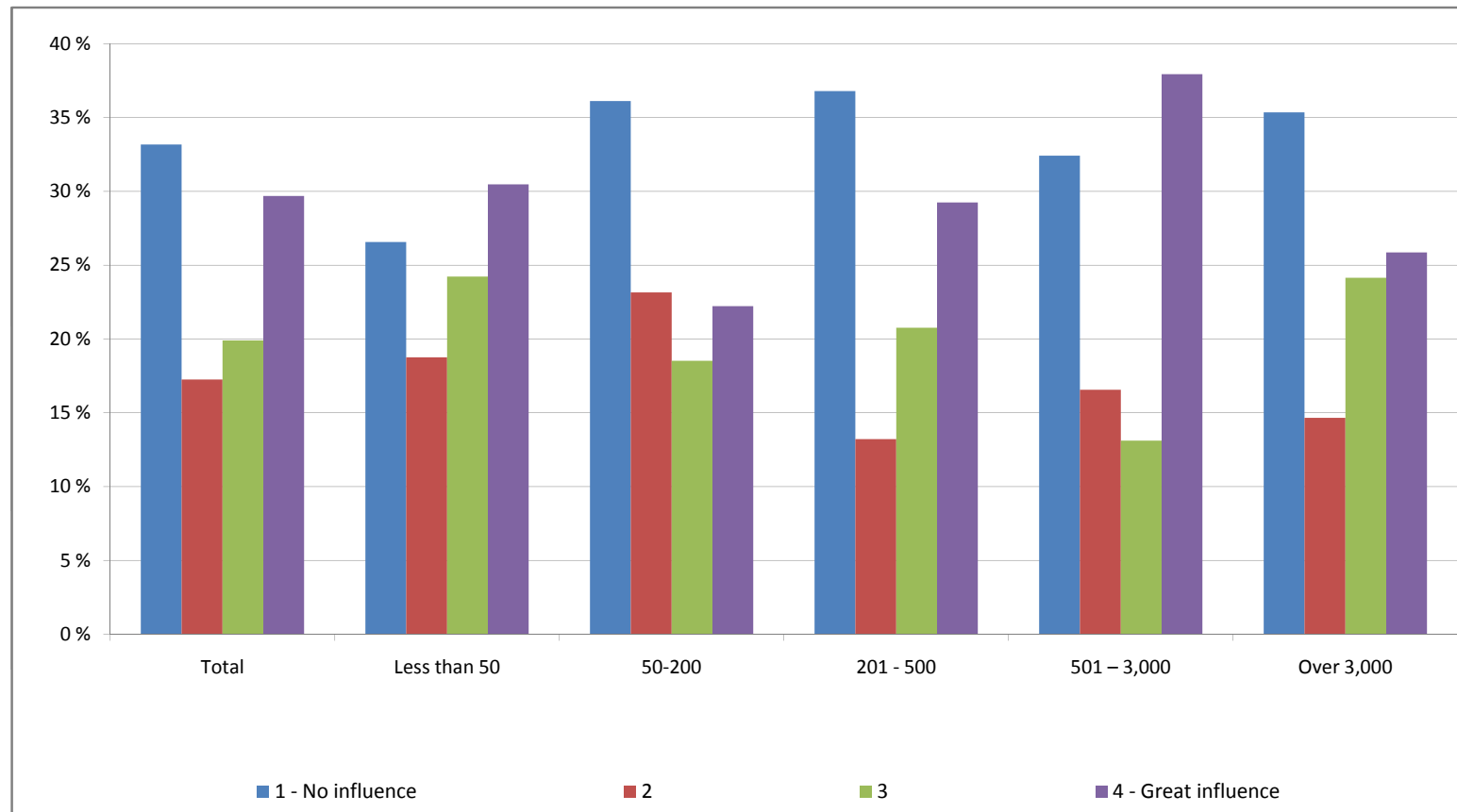
Have any of these factors had an impact on your business travel decisions over the past six months? Combination grid combining the totals of those who rated '4 - Great influence' and '3'

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
The global economic situation	50%	55%	41%	50%	51%	50%
The threat of terrorism	21%	25%	22%	23%	18%	20%
The hassle factor of travelling	44%	41%	45%	45%	46%	41%
The Environmental impact of travelling	38%	37%	42%	49%	32%	32%



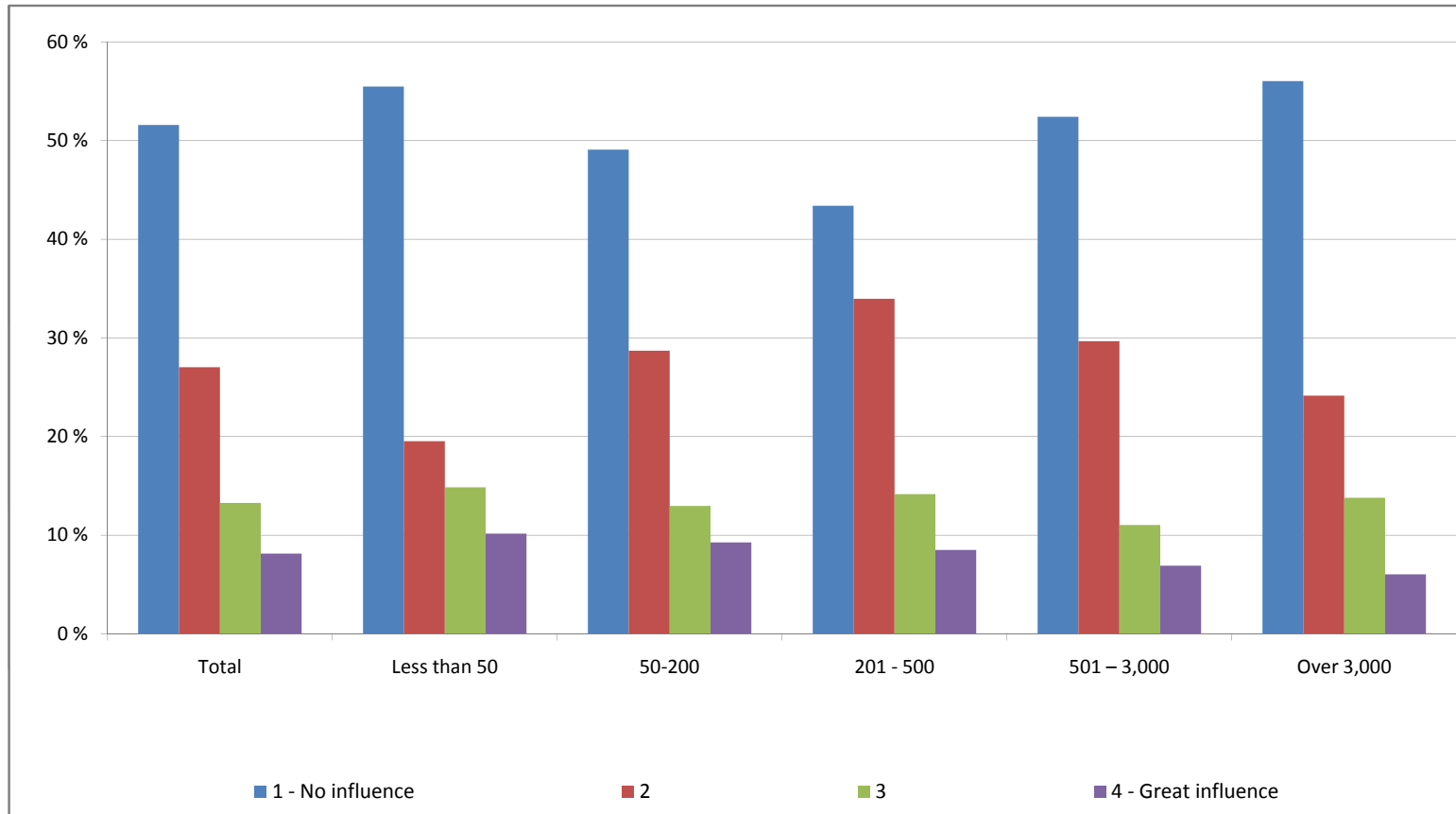
The global economic situation

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
1 - No influence	33 %	27 %	36 %	37 %	32 %	35 %
2	17 %	19 %	23 %	13 %	17 %	15 %
3	20 %	24 %	19 %	21 %	13 %	24 %
4 - Great influence	30 %	30 %	22 %	29 %	38 %	26 %
AVG	2.46	2.59	2.27	2.42	2.57	2.41



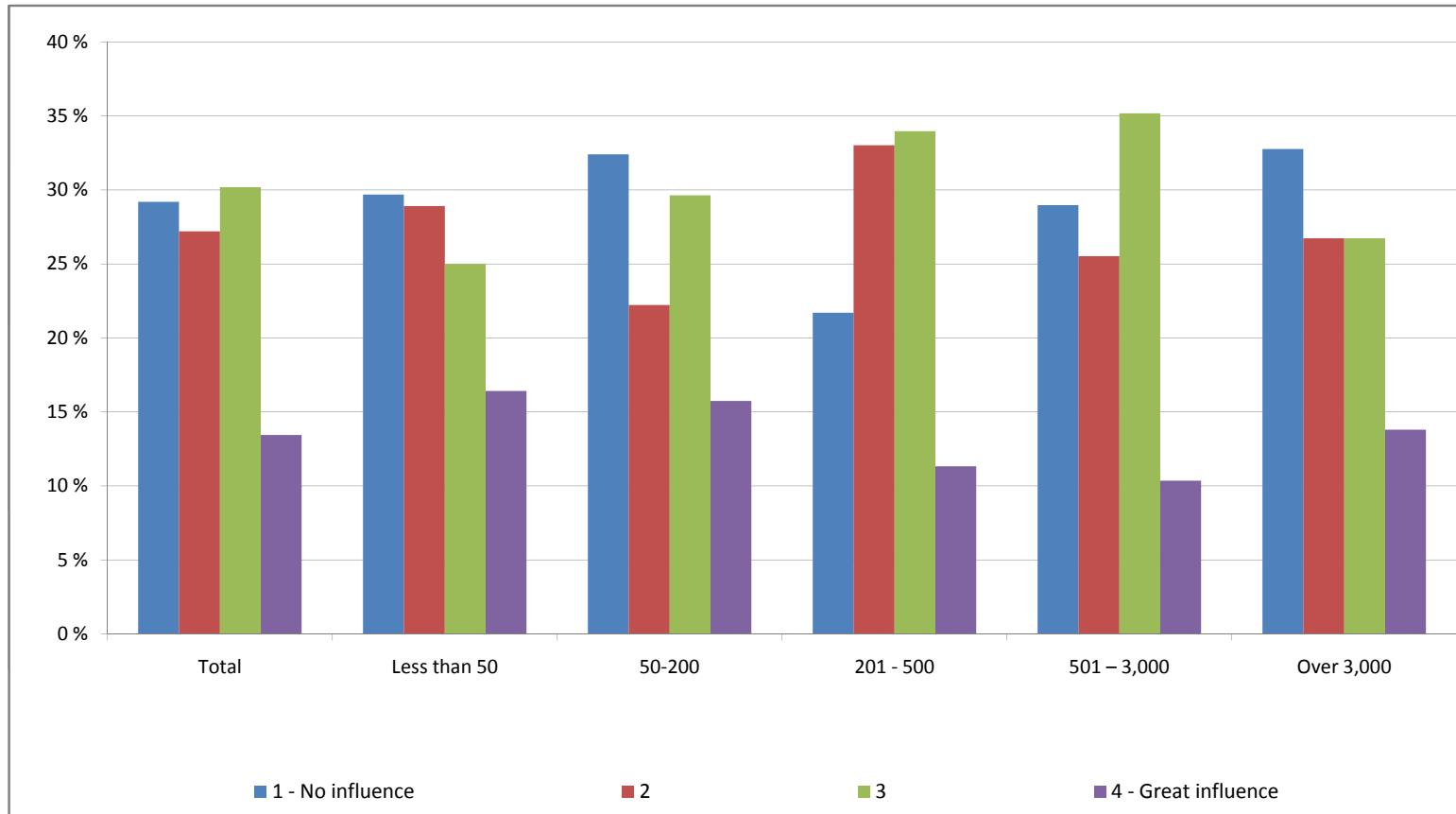
The threat of terrorism

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
1 - No influence	52 %	55 %	49 %	43 %	52 %	56 %
2	27 %	20 %	29 %	34 %	30 %	24 %
3	13 %	15 %	13 %	14 %	11 %	14 %
4 - Great influence	8 %	10 %	9 %	8 %	7 %	6 %
AVG	1.78	1.80	1.82	1.88	1.72	1.70



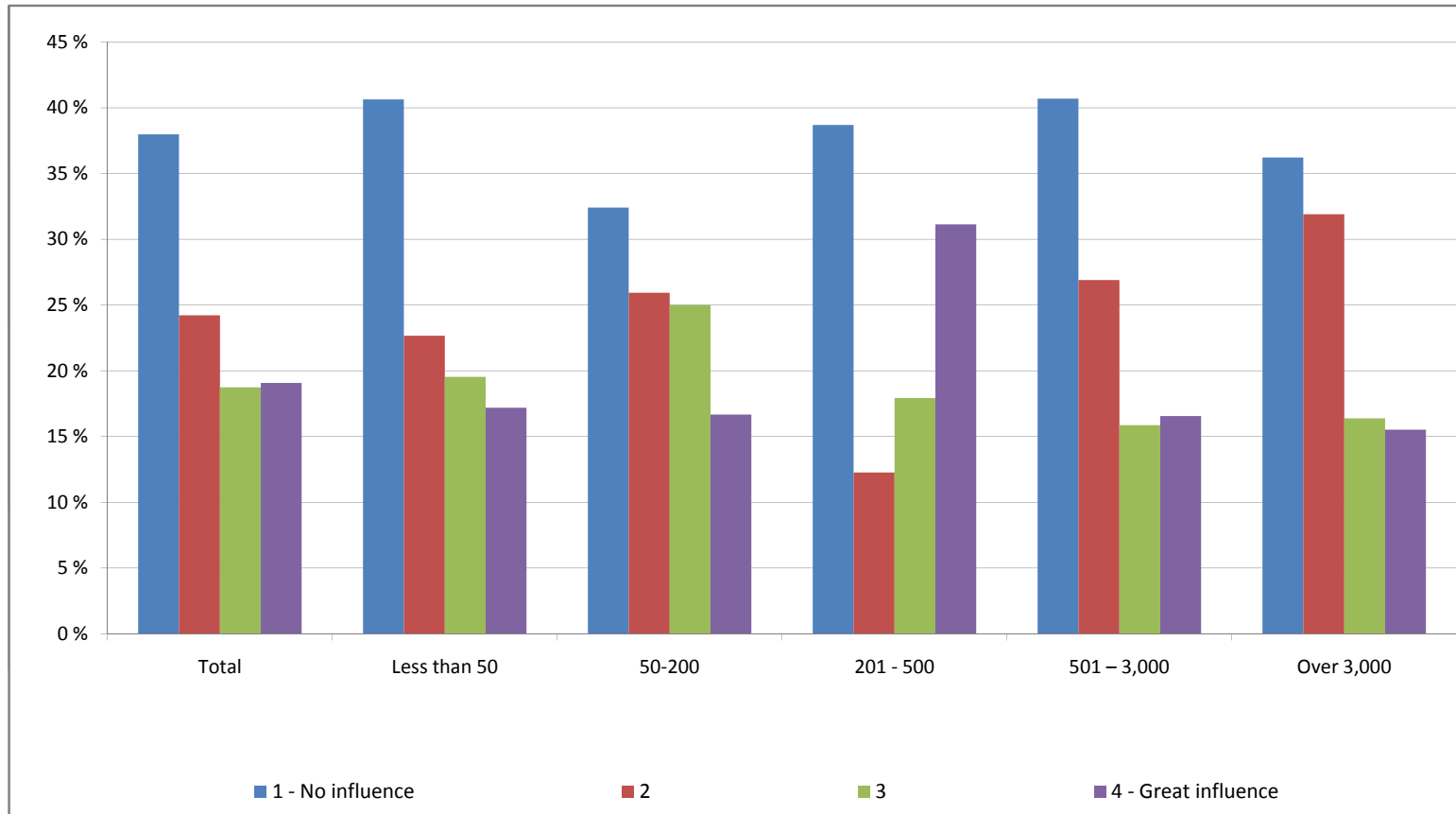
The hassle factor of travelling

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
1 - No influence	29 %	30 %	32 %	22 %	29 %	33 %
2	27 %	29 %	22 %	33 %	26 %	27 %
3	30 %	25 %	30 %	34 %	35 %	27 %
4 - Great influence	13 %	16 %	16 %	11 %	10 %	14 %
AVG	2.28	2.28	2.29	2.35	2.27	2.22



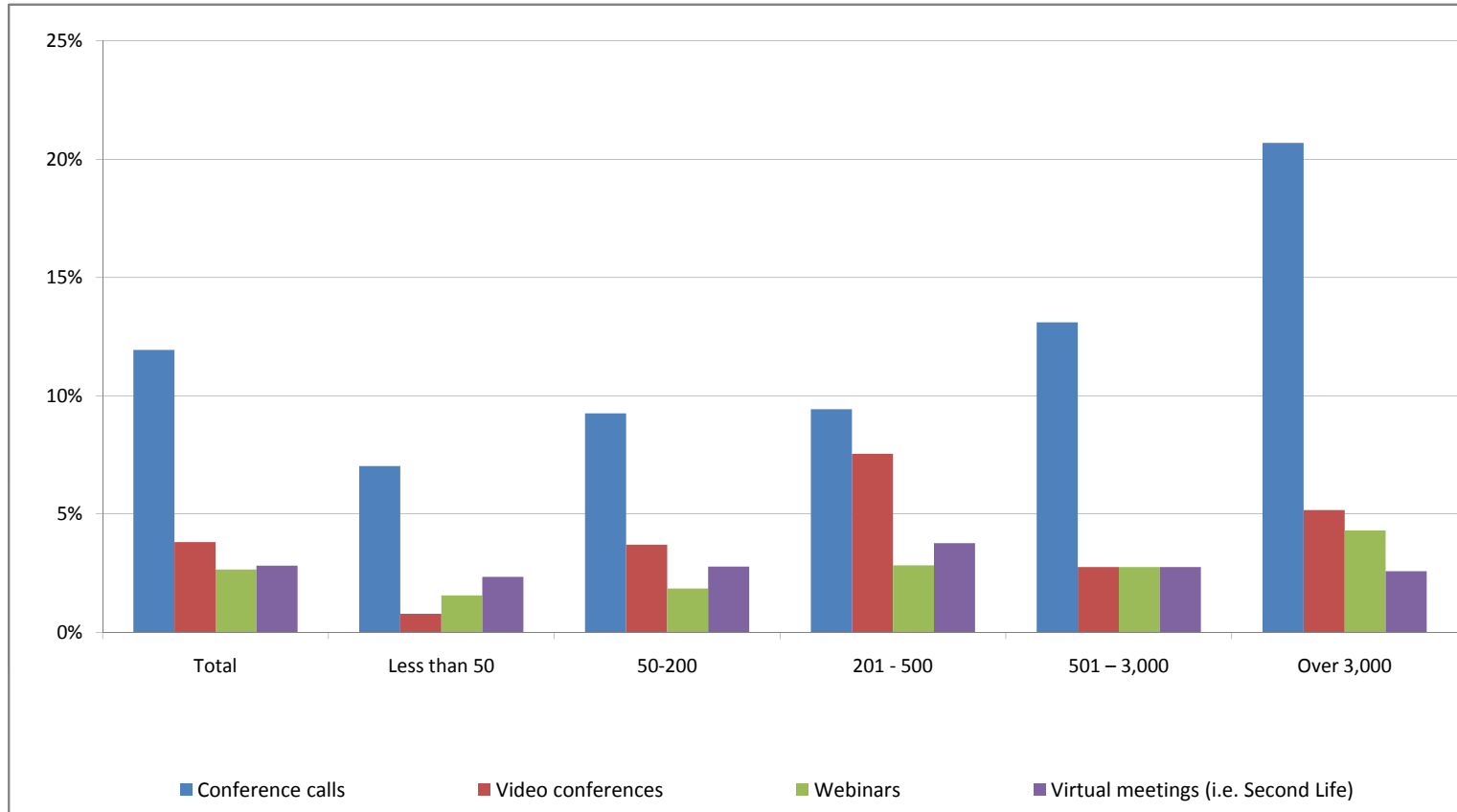
The Environmental impact of travelling

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
1 - No influence	38 %	41 %	32 %	39 %	41 %	36 %
2	24 %	23 %	26 %	12 %	27 %	32 %
3	19 %	20 %	25 %	18 %	16 %	16 %
4 - Great influence	19 %	17 %	17 %	31 %	17 %	16 %
AVG	2.19	2.13	2.26	2.42	2.08	2.11



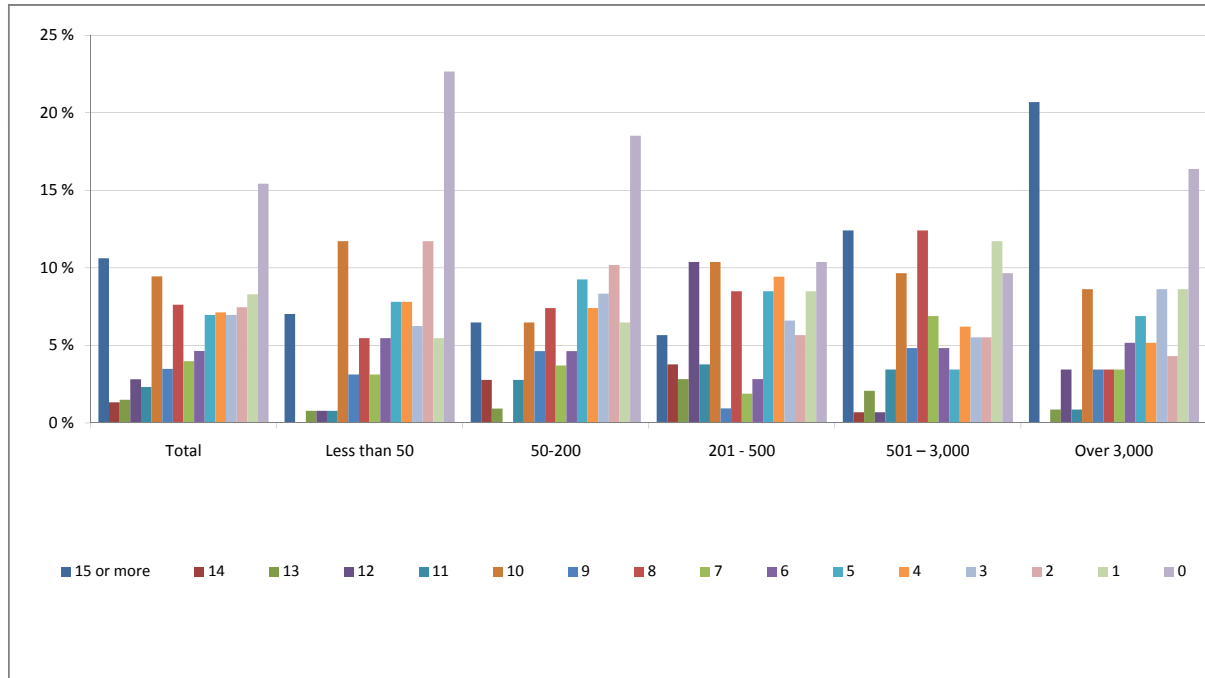
Please rate how frequently in an average month, you use the following meeting options: Combination grid combining the totals of those who rated '15 or more' and '14'

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Conference calls	12%	7%	9%	9%	13%	21%
Video conferences	4%	1%	4%	8%	3%	5%
Webinars	3%	2%	2%	3%	3%	4%
Virtual meetings (i.e. Second Life)	3%	2%	3%	4%	3%	3%



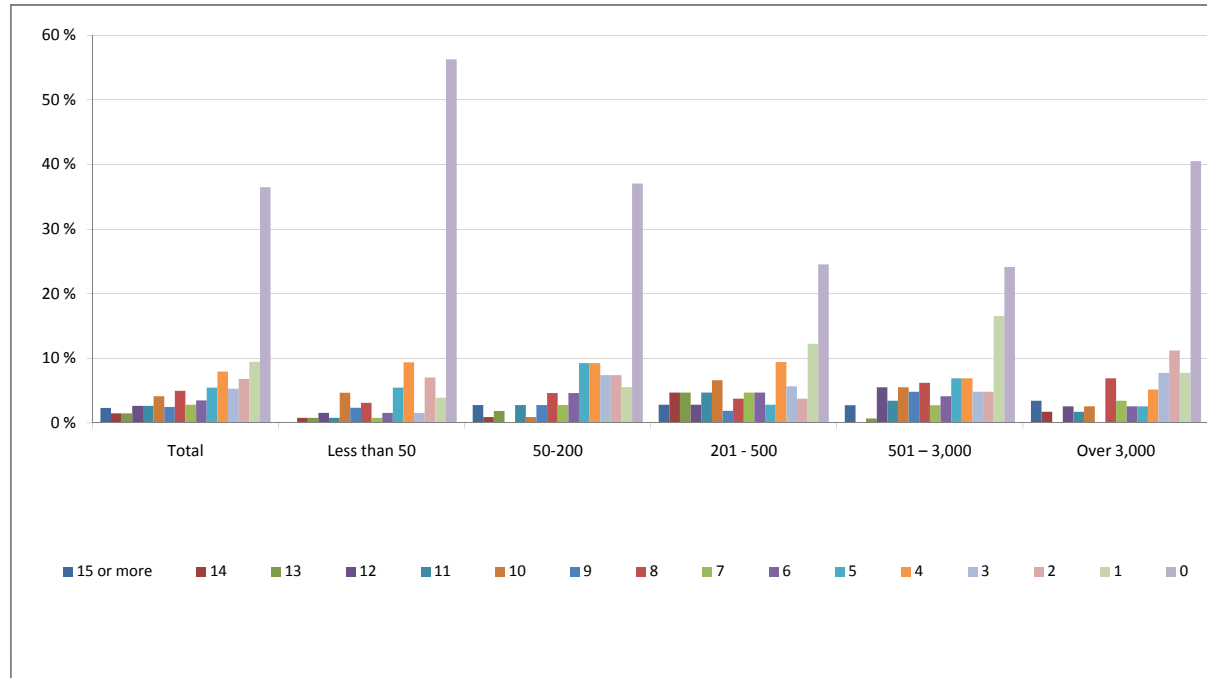
Conference calls

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
15 or more	11 %	7 %	6 %	6 %	12 %	21 %
14	1 %	0 %	3 %	4 %	1 %	0 %
13	1 %	1 %	1 %	3 %	2 %	1 %
12	3 %	1 %	0 %	10 %	1 %	3 %
11	2 %	1 %	3 %	4 %	3 %	1 %
10	9 %	12 %	6 %	10 %	10 %	9 %
9	3 %	3 %	5 %	1 %	5 %	3 %
8	8 %	5 %	7 %	8 %	12 %	3 %
7	4 %	3 %	4 %	2 %	7 %	3 %
6	5 %	5 %	5 %	3 %	5 %	5 %
5	7 %	8 %	9 %	8 %	3 %	7 %
4	7 %	8 %	7 %	9 %	6 %	5 %
3	7 %	6 %	8 %	7 %	6 %	9 %
2	7 %	12 %	10 %	6 %	6 %	4 %
1	8 %	5 %	6 %	8 %	12 %	9 %
0	15 %	23 %	19 %	10 %	10 %	16 %
AVG	6.28	5.09	5.39	6.82	6.92	7.12



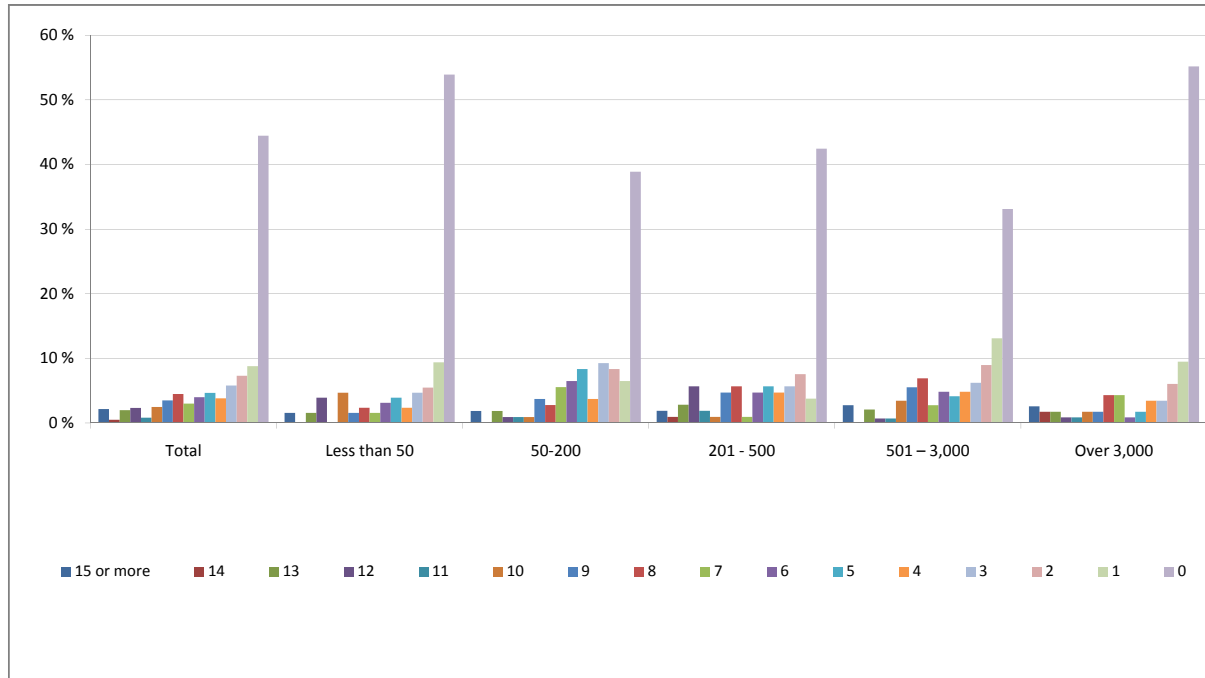
Video conferences

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
15 or more	2 %	0 %	3 %	3 %	3 %	3 %
14	1 %	1 %	1 %	5 %	0 %	2 %
13	1 %	1 %	2 %	5 %	1 %	0 %
12	3 %	2 %	0 %	3 %	6 %	3 %
11	3 %	1 %	3 %	5 %	3 %	2 %
10	4 %	5 %	1 %	7 %	6 %	3 %
9	2 %	2 %	3 %	2 %	5 %	0 %
8	5 %	3 %	5 %	4 %	6 %	7 %
7	3 %	1 %	3 %	5 %	3 %	3 %
6	3 %	2 %	5 %	5 %	4 %	3 %
5	5 %	5 %	9 %	3 %	7 %	3 %
4	8 %	9 %	9 %	9 %	7 %	5 %
3	5 %	2 %	7 %	6 %	5 %	8 %
2	7 %	7 %	7 %	4 %	5 %	11 %
1	9 %	4 %	6 %	12 %	17 %	8 %
0	36 %	56 %	37 %	25 %	24 %	41 %
AVG	3.83	2.44	3.59	5.25	4.55	3.41



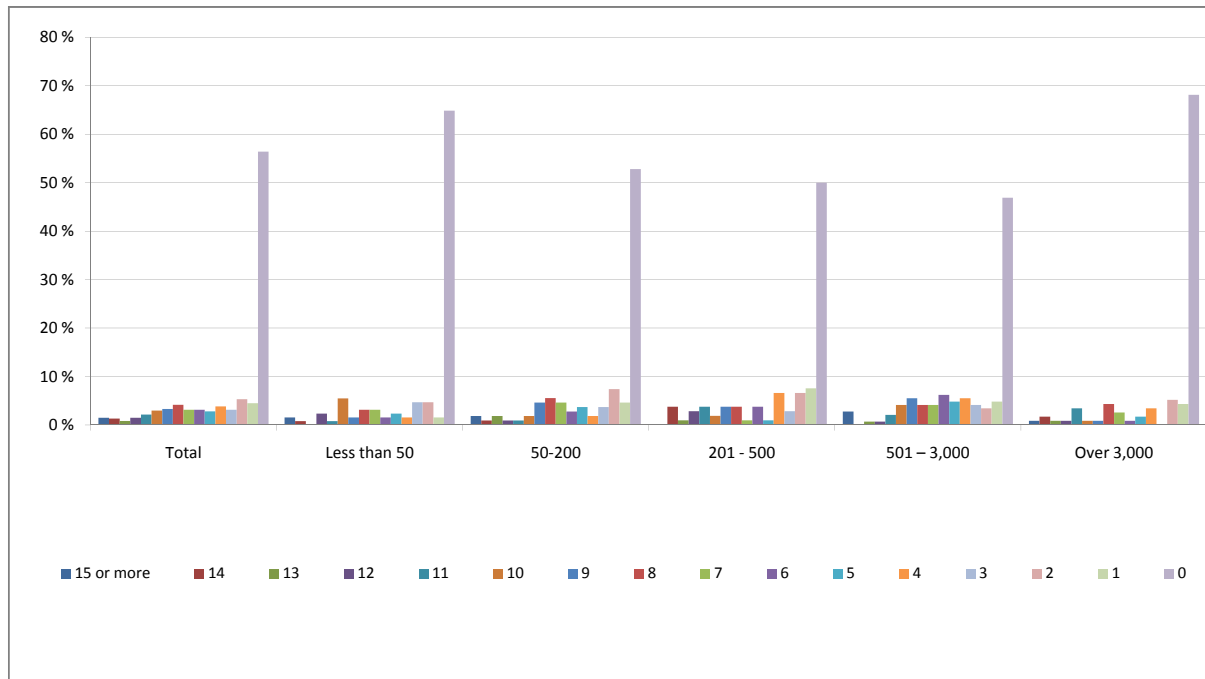
Webinars

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
15 or more	2 %	2 %	2 %	2 %	3 %	3 %
14	0 %	0 %	0 %	1 %	0 %	2 %
13	2 %	2 %	2 %	3 %	2 %	2 %
12	2 %	4 %	1 %	6 %	1 %	1 %
11	1 %	0 %	1 %	2 %	1 %	1 %
10	2 %	5 %	1 %	1 %	3 %	2 %
9	3 %	2 %	4 %	5 %	6 %	2 %
8	4 %	2 %	3 %	6 %	7 %	4 %
7	3 %	2 %	6 %	1 %	3 %	4 %
6	4 %	3 %	6 %	5 %	5 %	1 %
5	5 %	4 %	8 %	6 %	4 %	2 %
4	4 %	2 %	4 %	5 %	5 %	3 %
3	6 %	5 %	9 %	6 %	6 %	3 %
2	7 %	5 %	8 %	8 %	9 %	6 %
1	9 %	9 %	6 %	4 %	13 %	9 %
0	44 %	54 %	39 %	42 %	33 %	55 %
AVG	3.23	2.66	3.27	3.86	3.67	2.67



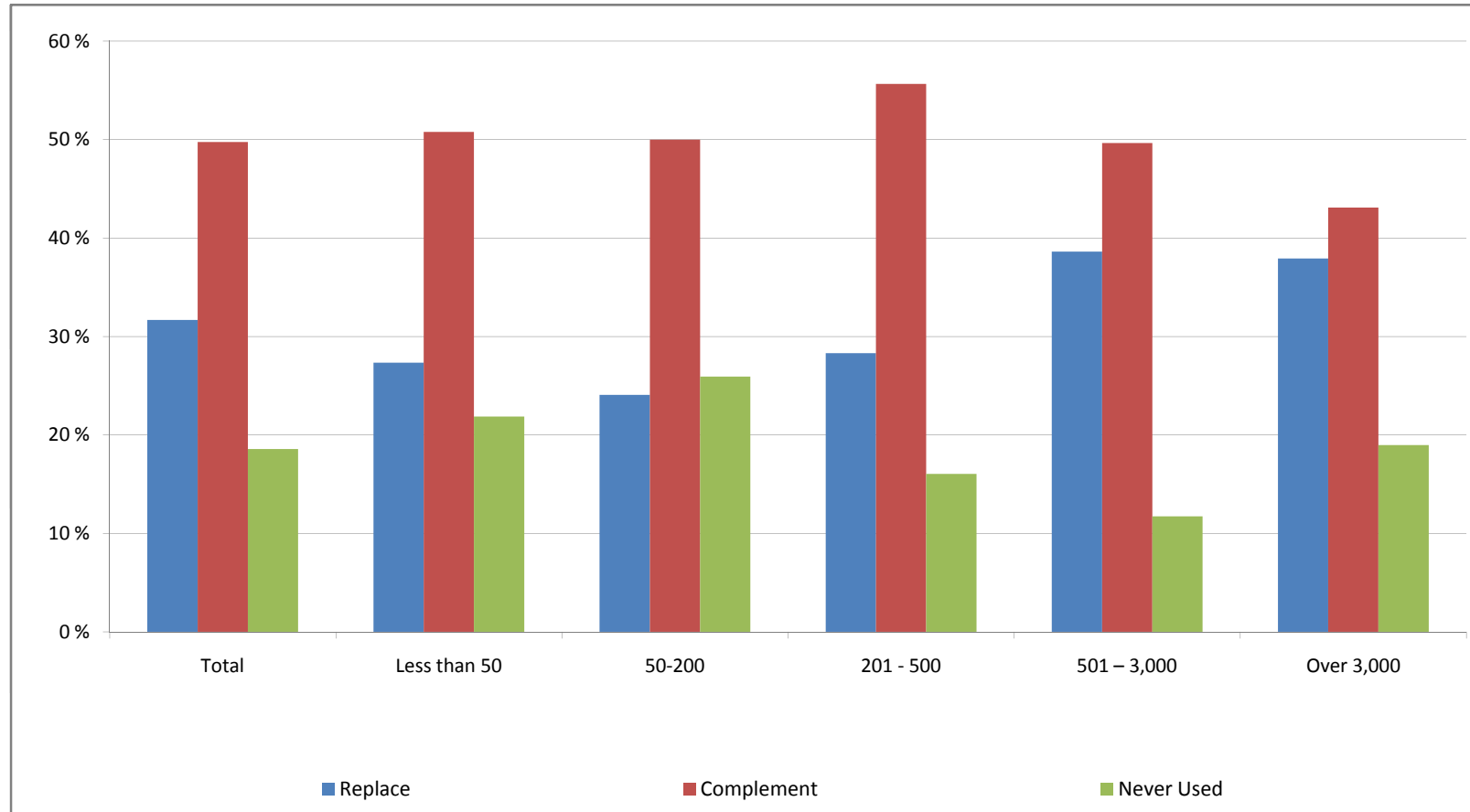
Virtual meetings (i.e. Second Life)

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
15 or more	1 %	2 %	2 %	0 %	3 %	1 %
14	1 %	1 %	1 %	4 %	0 %	2 %
13	1 %	0 %	2 %	1 %	1 %	1 %
12	1 %	2 %	1 %	3 %	1 %	1 %
11	2 %	1 %	1 %	4 %	2 %	3 %
10	3 %	5 %	2 %	2 %	4 %	1 %
9	3 %	2 %	5 %	4 %	6 %	1 %
8	4 %	3 %	6 %	4 %	4 %	4 %
7	3 %	3 %	5 %	1 %	4 %	3 %
6	3 %	2 %	3 %	4 %	6 %	1 %
5	3 %	2 %	4 %	1 %	5 %	2 %
4	4 %	2 %	2 %	7 %	6 %	3 %
3	3 %	5 %	4 %	3 %	4 %	0 %
2	5 %	5 %	7 %	7 %	3 %	5 %
1	4 %	2 %	5 %	8 %	5 %	4 %
0	56 %	65 %	53 %	50 %	47 %	68 %
AVG	2.84	2.42	3.00	3.13	3.48	2.09



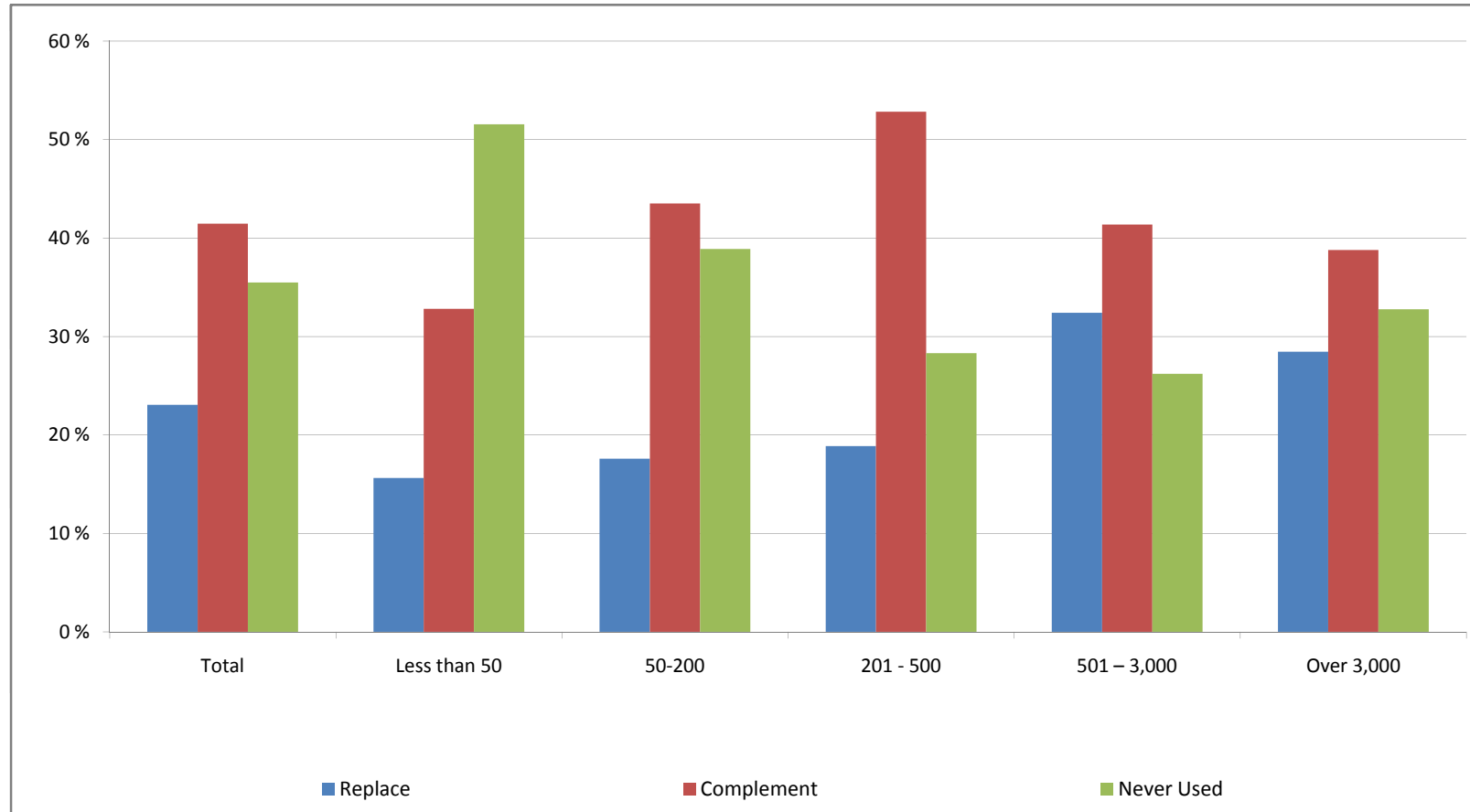
Which of the following have you ever used to actively replace or complement a face-to-face meeting? Conference calls

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Replace	32 %	27 %	24 %	28 %	39 %	38 %
Complement	50 %	51 %	50 %	56 %	50 %	43 %
Never Used	19 %	22 %	26 %	16 %	12 %	19 %



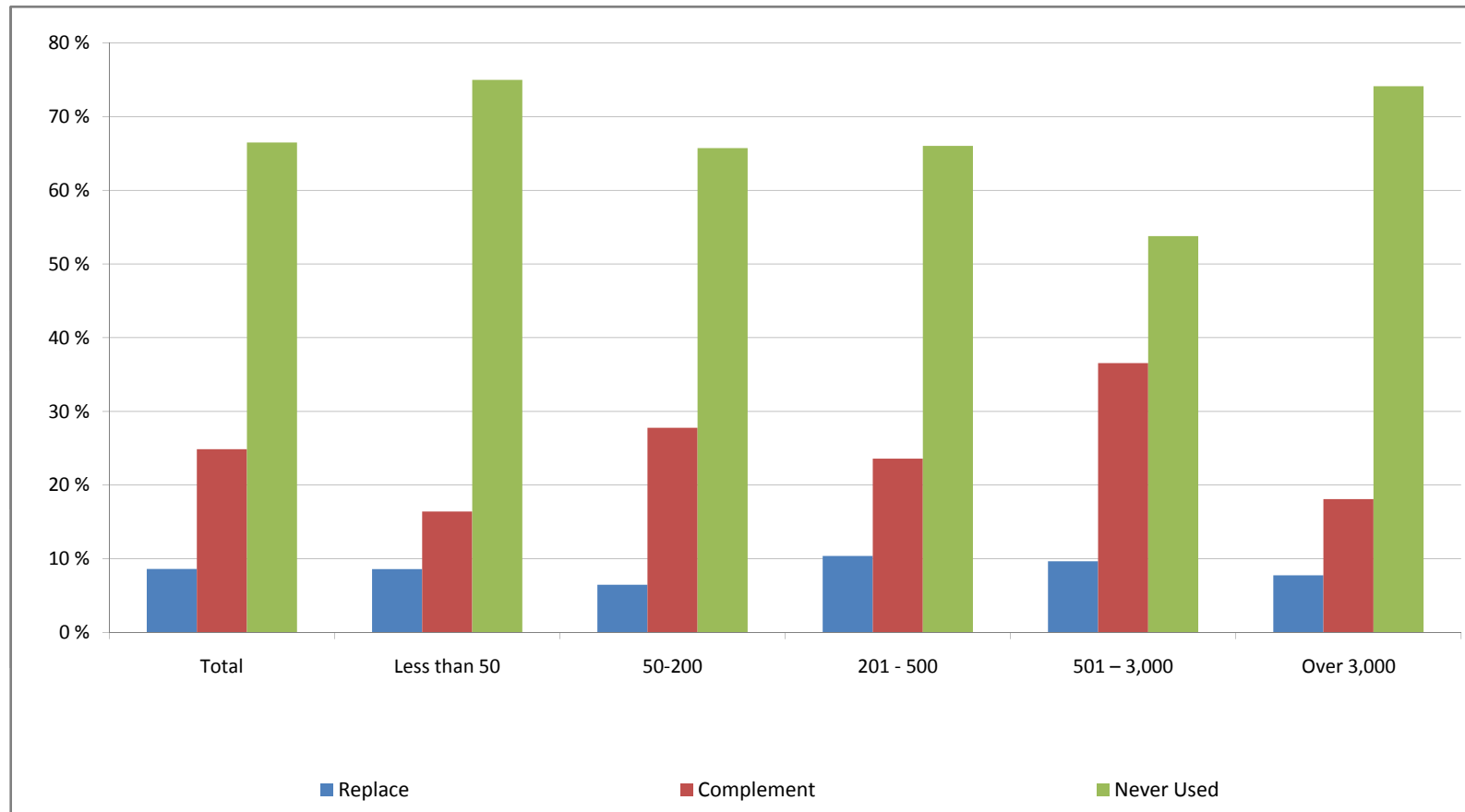
Which of the following have you ever used to actively replace or complement a face-to-face meeting? Video conferences

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Replace	23 %	16 %	18 %	19 %	32 %	28 %
Complement	41 %	33 %	44 %	53 %	41 %	39 %
Never Used	35 %	52 %	39 %	28 %	26 %	33 %



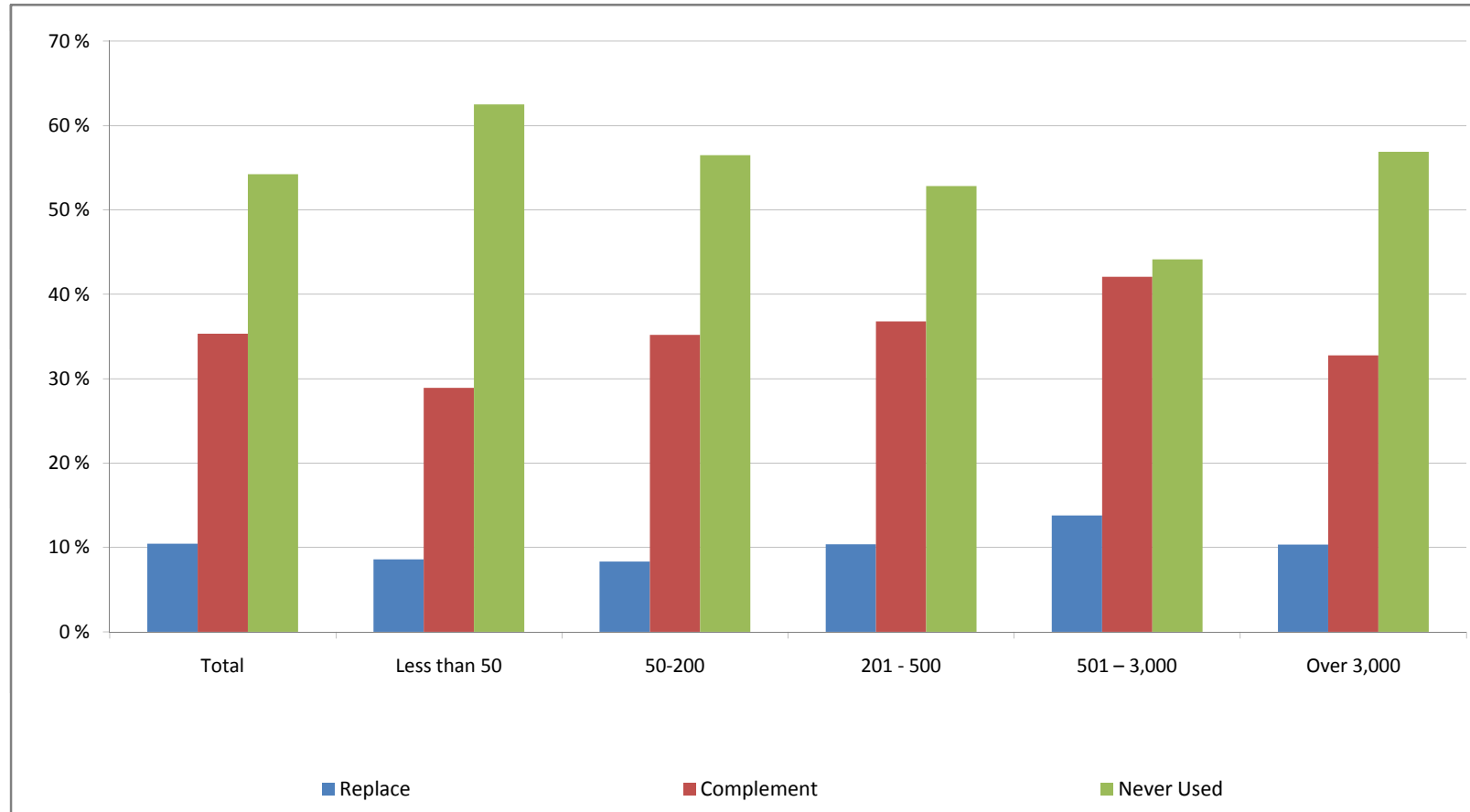
Which of the following have you ever used to actively replace or complement a face-to-face meeting? Virtual meetings (i.e. Second Life)

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Replace	9 %	9 %	6 %	10 %	10 %	8 %
Complement	25 %	16 %	28 %	24 %	37 %	18 %
Never Used	67 %	75 %	66 %	66 %	54 %	74 %



Which of the following have you ever used to actively replace or complement a face-to-face meeting? Webinars

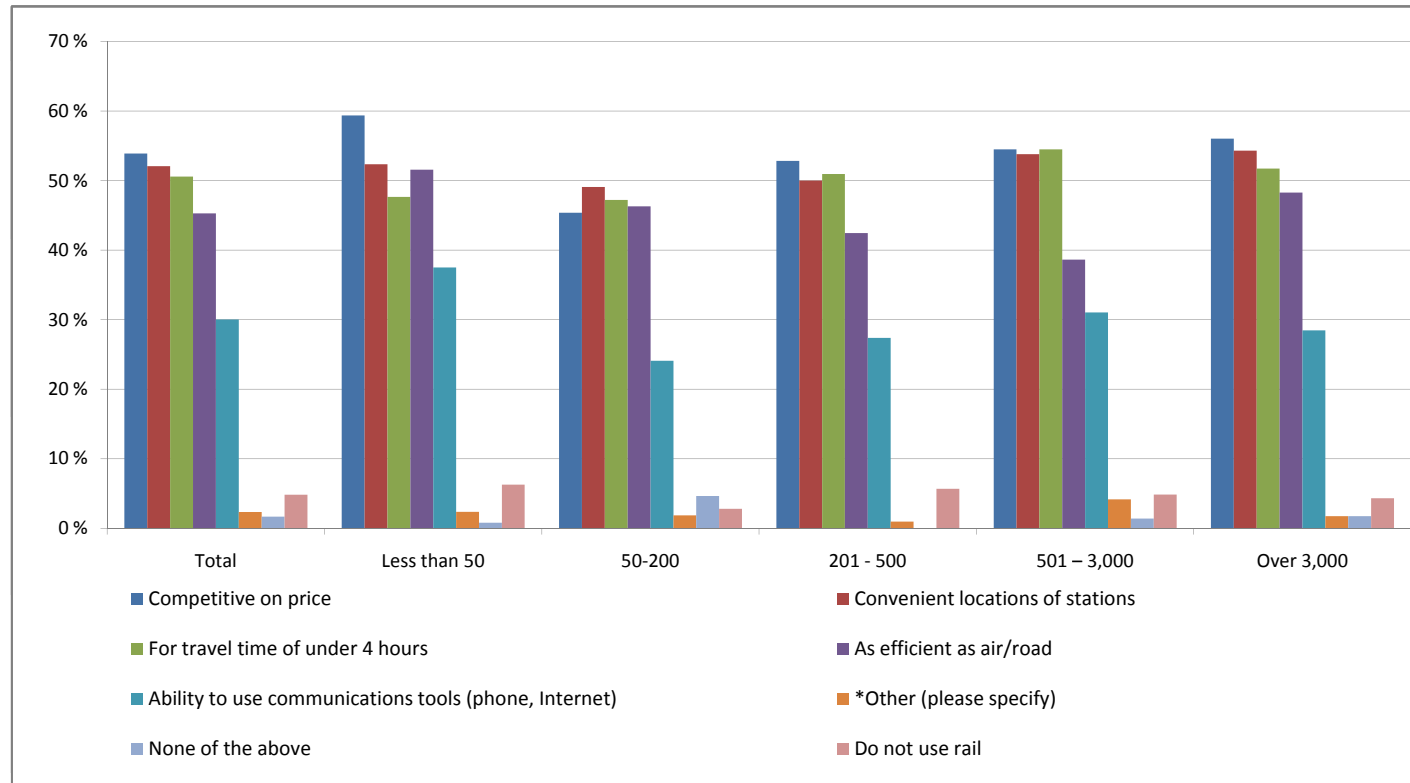
	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Replace	10 %	9 %	8 %	10 %	14 %	10 %
Complement	35 %	29 %	35 %	37 %	42 %	33 %
Never Used	54 %	63 %	56 %	53 %	44 %	57 %



What factors are important for you to use rail as an alternative to air/road for business travel?

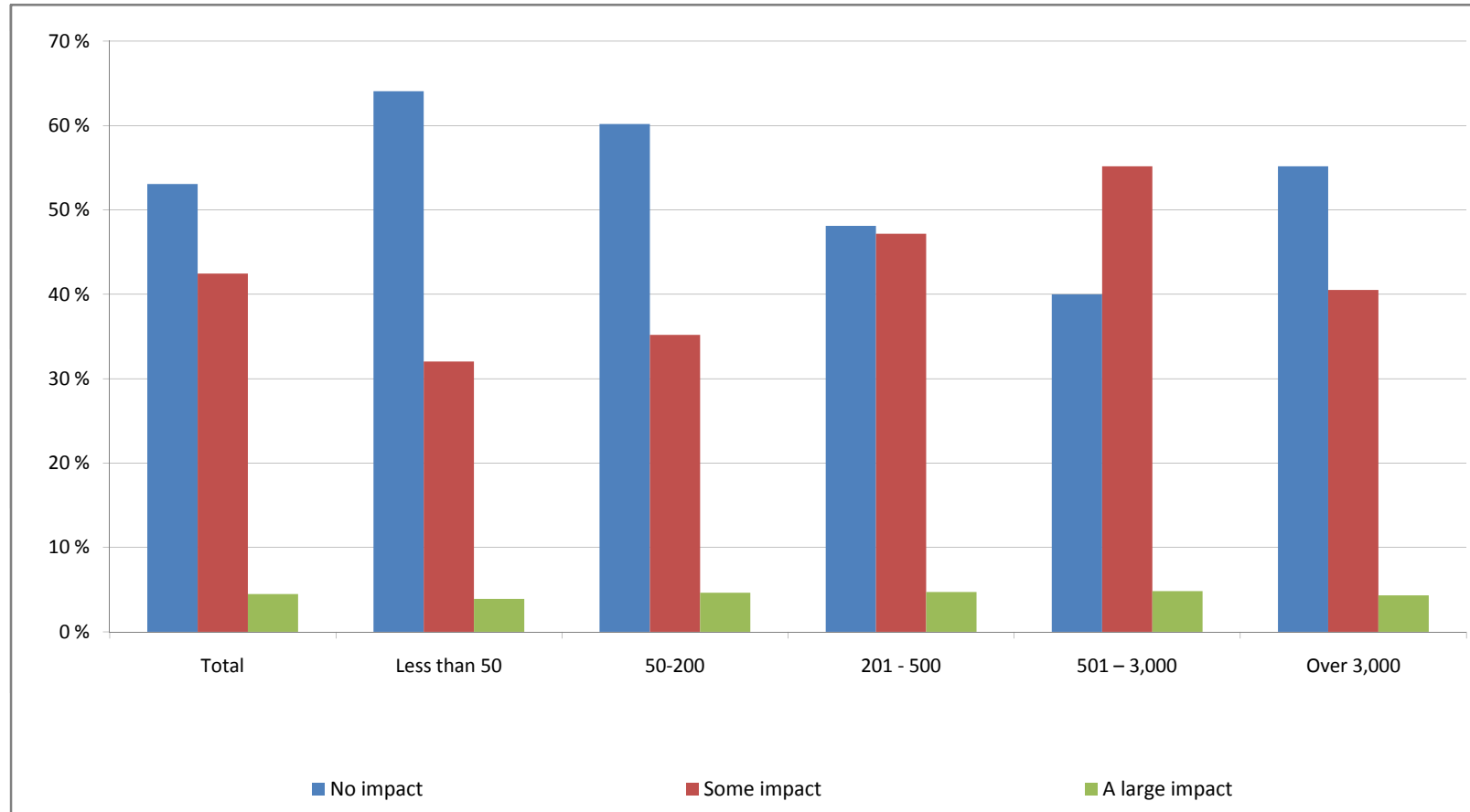
	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
Competitive on price	54 %	59 %	45 %	53 %	54 %	56 %
Convenient locations of stations	52 %	52 %	49 %	50 %	54 %	54 %
For travel time of under 4 hours	51 %	48 %	47 %	51 %	54 %	52 %
As efficient as air/road	45 %	52 %	46 %	42 %	39 %	48 %
Ability to use communications tools (phone, Internet)	30 %	38 %	24 %	27 %	31 %	28 %
*Other (please specify)	2 %	2 %	2 %	1 %	4 %	2 %
None of the above	2 %	1 %	5 %	0 %	1 %	2 %
Do not use rail	5 %	6 %	3 %	6 %	5 %	4 %

*Other (please specify): Environment; Environmental; Frequency of services; Less hassle; Less polluted; Only one person travelling; Only viable option for travel to London; More relaxing ; Price; Punctuality!; Reliability; Power supply for laptop; Timetable compatibility with meeting timings; Travel time over 4 hours



How much impact has your employer's environmental policies had on your own business travel?

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
No impact	53 %	64 %	60 %	48 %	40 %	55 %
Some impact	42 %	32 %	35 %	47 %	55 %	41 %
A large impact	4 %	4 %	5 %	5 %	5 %	4 %



You have suggested that your employer's environmental policies have had an impact on your business travel, can you tell us in what way from the list below?

	Total	Less than 50	50-200	201 - 500	501 – 3,000	Over 3,000
I use public transport much more	45 %	57 %	56 %	35 %	39 %	46 %
We have more meetings each trip than used to be the case	35 %	35 %	28 %	42 %	34 %	35 %
I try to share with colleagues as much as possible	33 %	41 %	28 %	31 %	29 %	37 %
My organisation is very 'green' and so we are asked to believe strongly in 'green' practices	30 %	28 %	35 %	24 %	33 %	27 %
I'm travelling much less	24 %	24 %	21 %	20 %	29 %	23 %
When arriving at airports, I use public transport rather than hire cars or taxis	22 %	13 %	30 %	24 %	18 %	27 %
My organisation is not very 'green' and so my business travel has increased	8 %	0 %	7 %	13 %	9 %	10 %
*Other (please specify)	1 %	2 %	2 %	0 %	1 %	0 %

Base

283

46

43

55

87

52

*Other (please specify): Generally its raised awareness; More Telephone conferences; Use vehicles that do more mpg

