

# 2022

## Around the sun in 365 days

“One thing we’ve learned in the past two years is how hard it is to predict the future. Every time we thought we were on the road to recovery; something happened and knocked us down again. All our predictions on how fast travel would return to normal were completely wrong. Still, there are a few important trends Corporate Traveller saw emerge in 2022 that will likely continue to impact travel in 2023.”

Bonnie Smith, Corporate Traveller General Manager



### AVIATION

Aviation in 2022 was characterised by the Northern Hemisphere’s summer of chaos:

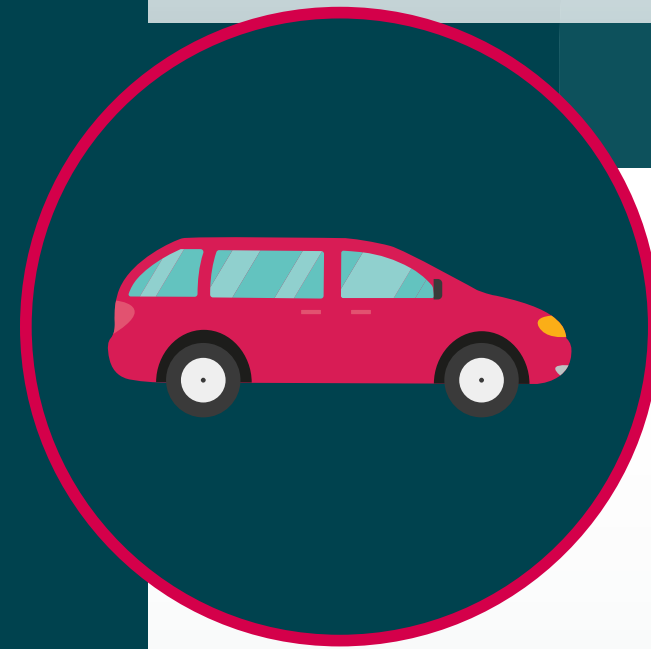
- Service delivery issues in Europe
- A war in Ukraine
- Rising oil prices
- Skyrocketing inflation around the world

#### The recovery in numbers:

- Global airline passenger loads reached 82% of 2019 levels
- Passenger numbers in South Africa overtook 2019 numbers according to Corporate Traveller research

#### What will 2023 hold?

- Airfares will be driven by market dynamics and fuel price
- More planes (domestic and international) will grace the South African sky
- Sustainability will be a key focus for 2023 with a goal to reach net zero



### CAR RENTAL

Car rental in 2022 started off with half the number of rental cars as compared to before the pandemic.

#### Challenges included:

- Limited car sales
- Disruption of the supply chain

#### The recovery in numbers:

- A rise of 146% in car rental website visits in May 2022 as compared to May 2020
- New car sales attributed to the car rental industry increased from 15.3% in January 2022 (4,596 cars) to 17.4% in October 2022 (7,988 cars)

#### What will 2023 hold?

- An increase in the average number of days spent renting a car
- Innovative tech to improve customer service
- Prices will remain higher month-on-month when compared to 2019



### ACCOMMODATION

With the travel rebound in 2022, global hotel occupancy has steadily increased.

#### Still, the industry faced difficult challenges:

- Q3-2022 accommodation rates for Africa and the Middle East dropped, on average, \$30 in comparison to Q2
- Low demand following decreased air access
- A severe talent shortage

#### What will 2023 hold?

- 2023 rates will, on average, climb 7% across all markets.
- A focus on the guest experience
- Increased ‘work-from-anywhere’ hotel amenities
- Wellness remains an important factor



### WHAT HAVE WE DONE TO MAINTAIN AND IMPROVE SERVICE LEVELS?

- **17** Admin Consultants appointed in November 2022
- **2** Travel Managers appointed in December 2022
- **3** Travel Managers and **4** Business Development Managers to be appointed in January 2023