

We're All In This TOGETHER



GBTA Canada Town Hall

Wednesday, September 23 @ 2pm EST

Connecting the people that connect the world.™



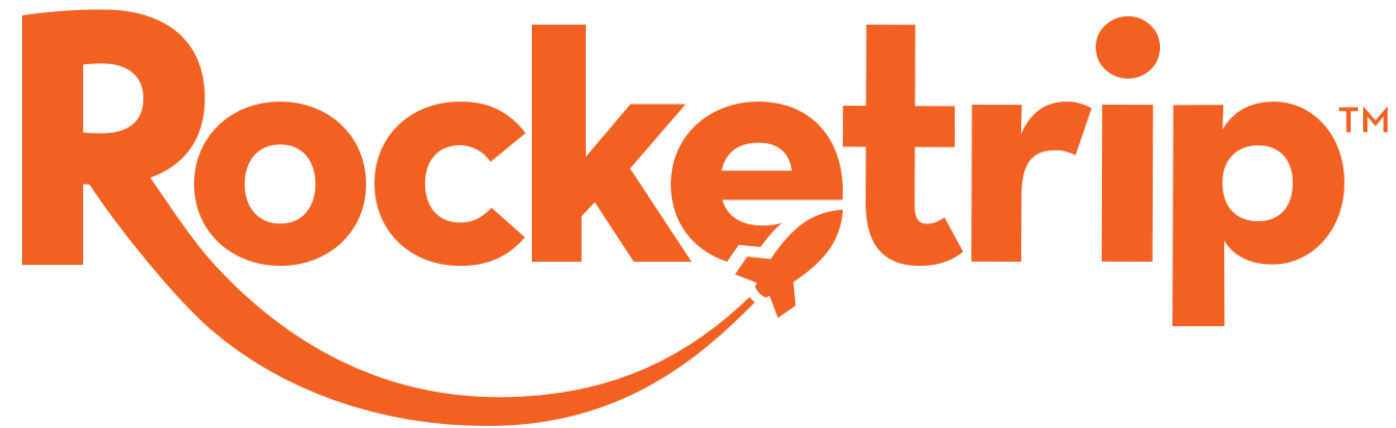


Nancy Tudorache

Regional Vice President, Canada
GBTA

Phone: 416-840-6128 E-mail: ntudorache@gbta.org

This GBTA Canada Town Hall is Made Possible by



Town Hall Agenda

- **GBTA Updates:** Tools, Resources, and Updates
- **Building Business Traveller Confidence:** Liam Moroney, VP Marketing, Rocketrip
- **Public Health Agency Canada Covid-19 Updates:**

Dr. Barbara Raymond, Executive Medical Advisor, Infectious Disease Prevention and Control Branch

Anthony Hahn, Acting Director, Centre for Biosecurity

- **Canadian Airport Testing Pilot Project:**

Andy Margolis, Director of Airport Operations, Vancouver Airport Authority

Greg Owen, Associate Director, Government Agency, Toronto Pearson International Airport

GBTA Canada Town Halls are Recorded

and available on our website gbta.org/canada

Do you have a Question?

Please submit questions to the dedicated **Q&A box** on Zoom.

Questions will be answered only if time permitting.

For Assistance during the town hall e-mail:
Tara O'Sullivan tosullivan@gbta.org

GBTA COLLABORATORY

2020 Webinar Series

GBTA Collaboratory 2020 is a 10-week webinar series designed to provide perspectives, best practices, expert insight, and actionable takeaways to address the issues facing the global business travel industry. Attendees of the series will experience strategic, informative, and solution-focused dialogue between panelists made up of business leaders, GBTA committees and volunteers, sponsors, and industry experts. Join us for this in-depth outlook on the future of business travel.

Cost:

GBTA Members and Chapter Members: Complimentary

Non-Members: \$49 USD per webinar

[Click here](#) for more information

Risk Management/Duty of Care

September 28 - October 2

SEPT
28
2020

Mission Critical - Duty of Care of Your Workforce

12:00 PM - 1:00 PM ET

SEPT
30
2020

Buyer Discussion: Has COVID Uncovered Gaps in Your Travel Risk Policy, Program, and Business Continuity?

11:00 AM - 12:00 PM ET

OCT
2
2020

Risk Mitigation Playbook: Scenarios and Resources

11:00 AM - 12:00 PM ET

SEPT
29
2020

Finding the Balance: Company and Personal Privacy While Working Remotely

11:00 AM - 12:00 PM ET

OCT
1
2020

Recovery and Restart Strategies From the Supplier Community

11:00 AM - 12:00 PM ET



GBTA Canada Volunteer Opportunities



GBTA Canada Call for Volunteers

NOW OPEN! gbta.org/Canada

GBTA Canada Advisory Board Available Positions

3 Available Direct (Buyer)

3 Available Allied (Supplier)

GBTA Canada 2021 Committees

Transportation
(air, car, ground, rail)

Accommodations

Meetings

Technology

Risk

GBTA Canada 2021 Taskforces

GBTA Canada Conference
Toronto

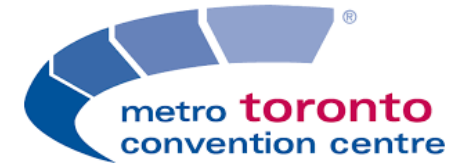
GBTA Western Canada
Conference
Calgary

Apply before
October 16, 2020



GBTA Conference 2021 - Toronto

May 9-12, 2021



GBTA Western Canada Conference 2021 – Calgary

November 8 & 9, 2021

THE WESTIN
CALGARY AIRPORT



ALL NEW: Regional Direct Talk Discussion Series

**Eastern & Western Region Group: 2pm EST / 3pm AST / 12pm MST / 11am PST
November 4 & December 16**

Buyer Champions

Western



Monica McKill

Manager, Air & Ground Transportation
Cenovus



Brooke Davis

Manager, Global Travel and Events
Lululemon

Eastern



Elizabeth Oliveira

Corporate Travel OMERS

Regional Direct Talk Discussion Series:

The Impact of Covid-19 on the Evolving Role of the Travel Manager

GBTA Canada has adapted our final Regional Direct Talk sessions of 2020 with a professionally facilitated discussion series that focuses on the evolution of the travel manager's role and responsibilities in our new 'Covid-world'.

- What is your role today and how can you continue to evolve it with the times?
- How is your travel policy adapting or changing?
- What do travel budgets look like for the remainder of this year and into 2021?
- How can you redefine your role or innovate your scope of work?
- What is viable for managed travel as we progress into 2021?



Facilitated by: Scott Gillespie

To Register visit:
gbta.org/Canada

GBTA Canada Town Hall

Wednesday, October 28 @ 2pm EST
Wednesday, December 2 @ 2pm EST



[visit: gbta.org/Canada](https://gbta.org/Canada)

Getting 'Back to Business Travel' is about health & safety, knowledge, confidence





Pre-Covid Forecast of Business Travel in Canada for 2020 **\$35.6 Billion CAD** (\$26.8 Billion USD)

GBTA estimates, based on 87% of companies stopping business travel in or to Canada due to Covid-19, represents a maximum revenue loss of:

\$2.6 Billion CAD Per Month (\$1.9 Billion USD)

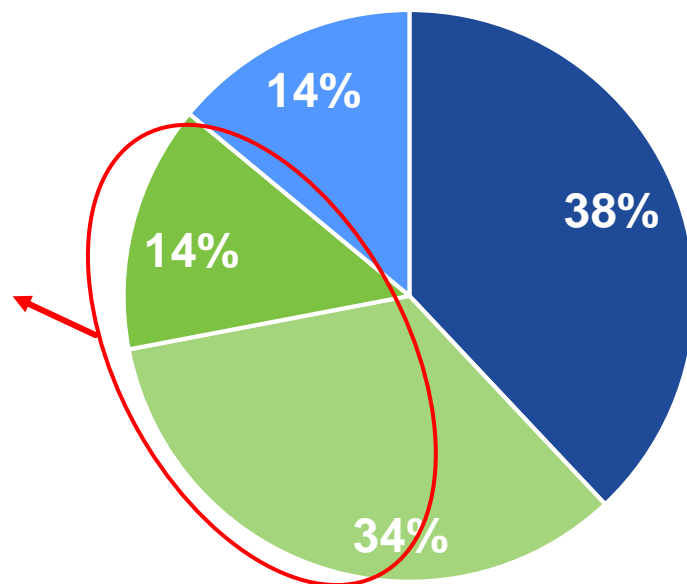


The Coronarius Underscores the Importance of Managed Corporate Travel – Canadian Response

Has the coronavirus changed how senior leaders view the managed travel program?*

48%

of Travel Managers say senior leaders at their company **value the managed travel program more** than they did before the coronavirus pandemic

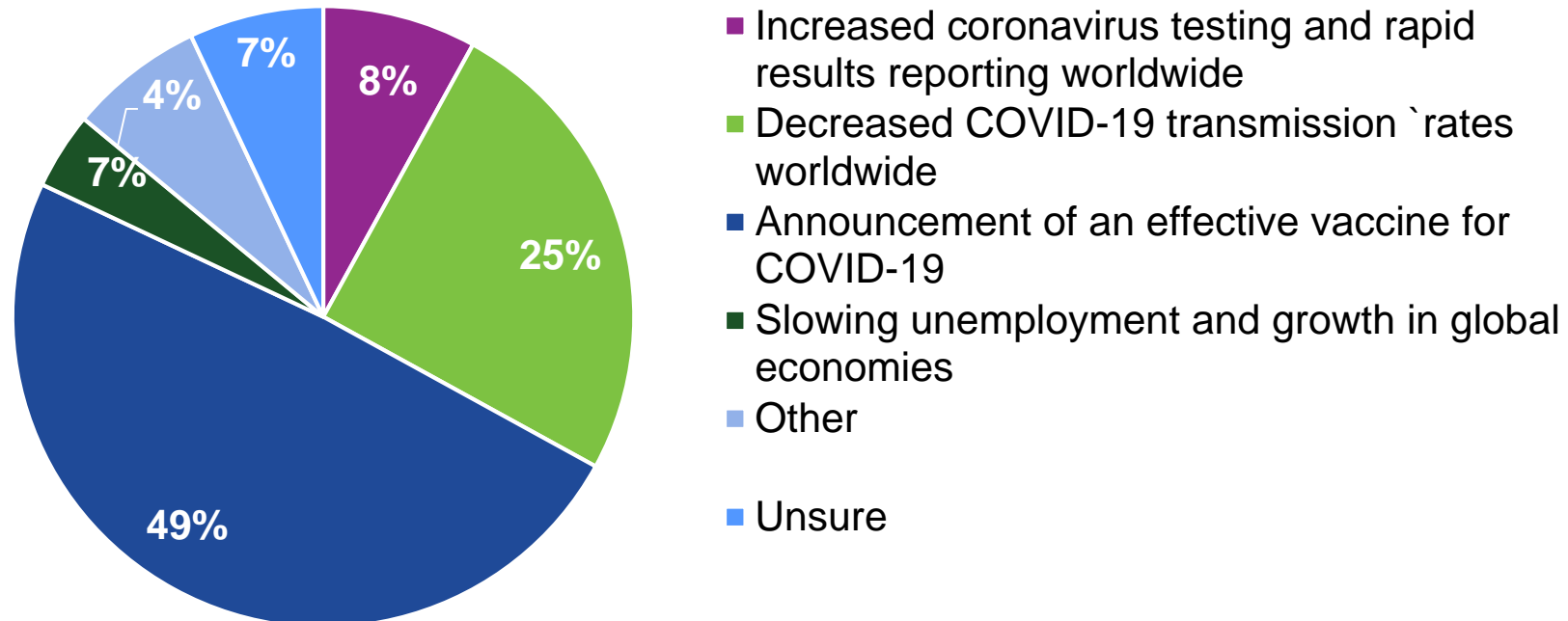


- Senior leaders value our managed travel program much less than they did before the coronavirus pandemic
- Senior leaders value our managed travel program less than they did before the coronavirus pandemic
- Senior leaders value our managed travel program about the same as they did before the coronavirus pandemic
- Senior leaders value our managed travel program more than they did before the coronavirus pandemic
- Senior leaders value our managed travel program much more than they did before the coronavirus pandemic
- Not sure

Q. In your opinion, how has the coronavirus pandemic changed how senior leaders at your organization view the managed travel program that you have in place at your company?

Vaccine News Will Spark an Uptick in Business Travel

As your company considers business travel plans in 2021, what would have the most influence on your planning process?



Q. As your company considers business travel plans in 2021, what would have the most influence on your planning process?

With an Effective Vaccine or Public Health Measures, Many Travel Managers Expect Their Company's Travel Volume Will Recover Within 3 Years – Canadian response

Post-Covid, how will the number of business trips change?



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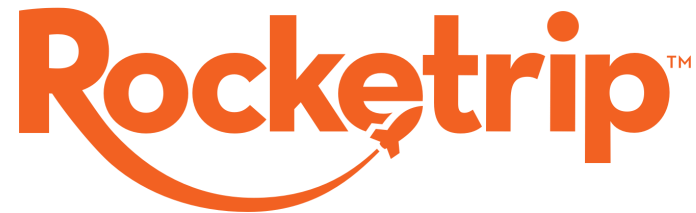
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Building Business Traveller Confidence

Liam Moroney
VP, Marketing
Rocketrip
liam@rocketrip.com



What travellers report...

50% of International SOS calls are about mental health issues.

25% of business travellers say it negatively affects their mental health.

21% said even thinking about an upcoming trip caused them stress.

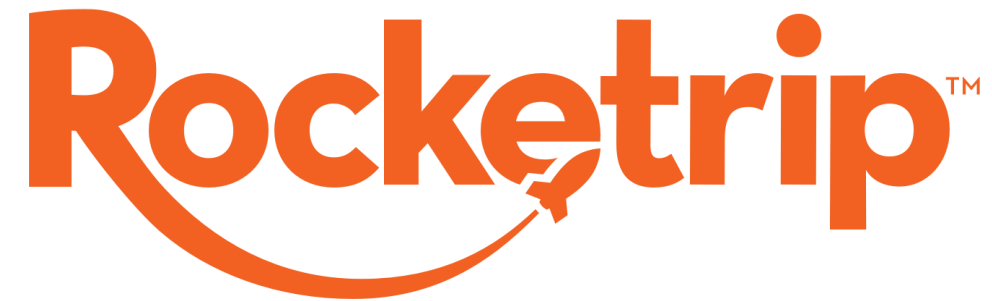
12% said company didn't support them while travelling.

...about 2019!

Focusing on traveller experience:

1. Confidence
2. Control
3. Communication

Thank You



PHAC COVID-19 Update

Dr. Barbara Raymond

Executive Medical Advisor

Public Health Agency of Canada

Anthony Hahn

Acting Director, Centre for Biosecurity

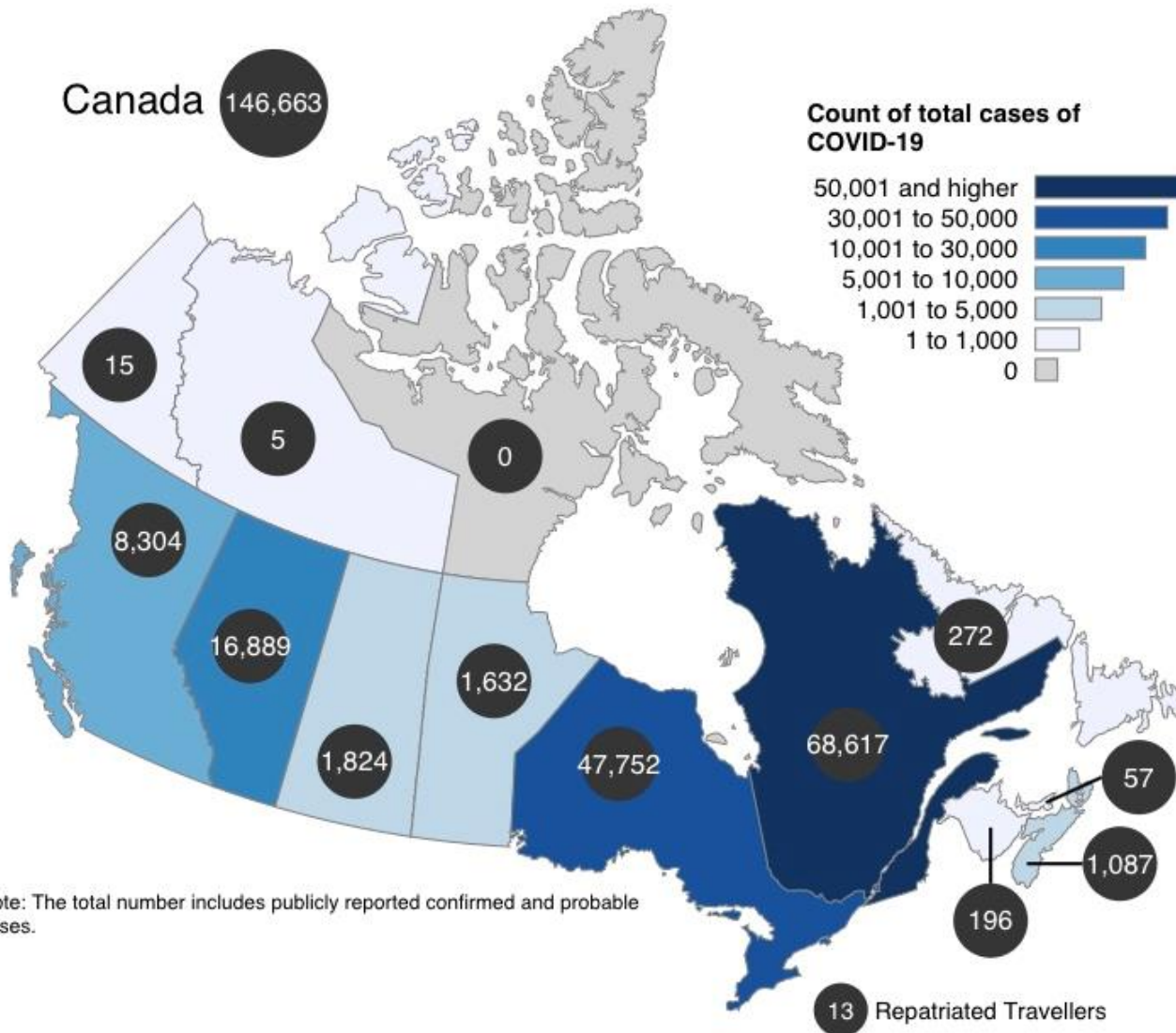
Public Health Agency of Canada

Resources:

canada.ca/coronavirus



Public Health
Agency of Canada



The count of total cases of COVID-19 in **Canada** was **146,663** as of September 22, 2020.

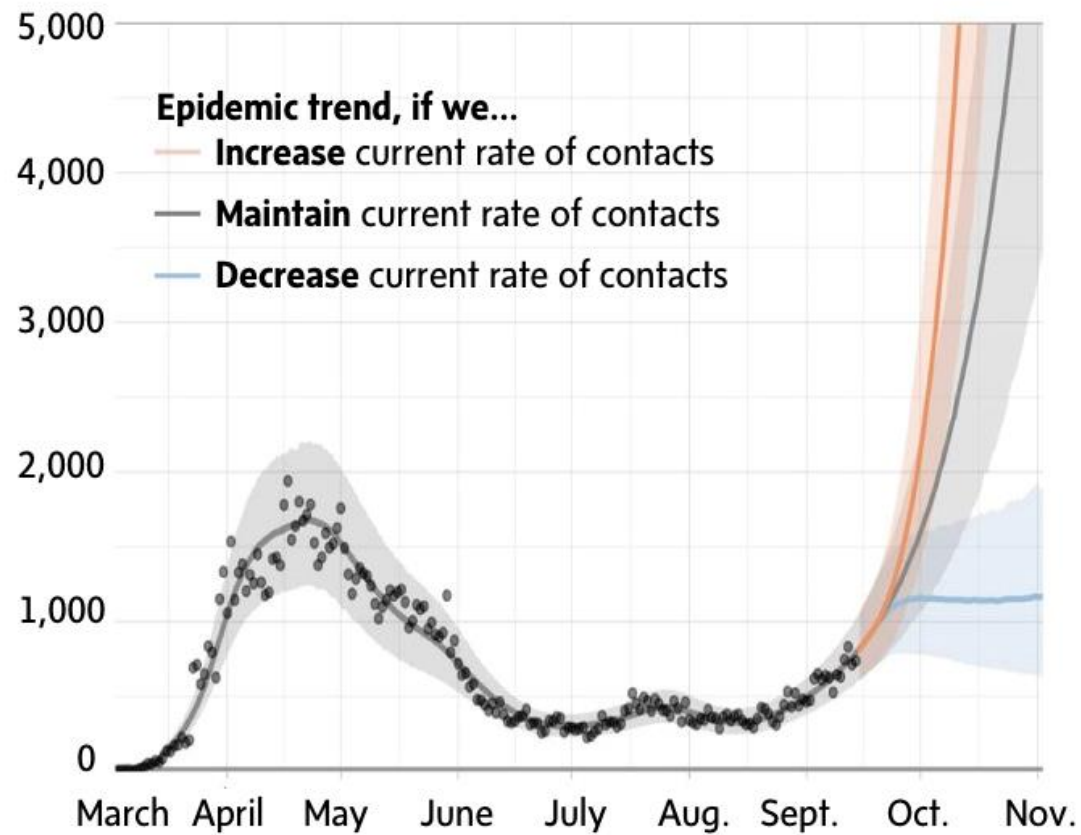
SOURCE: PUBLIC HEALTH AGENCY OF CANADA

National Microbiology Laboratory's summary of people tested in Canada as of September 22, 2020, 5:00 p.m. EDT

| Total number of patients tested in Canada | Total positive | Total negative |
|--|---------------------------|---------------------------|
| 6,766,982 | 139,446 | 6,624,792 |

INDIVIDUAL ACTION: CANADA LONG-RANGE COVID-19 FORECAST

Reported daily cases



COVID Alert is Canada's free exposure notification app.



Available for iOS and Android

Together, let's limit the spread of COVID-19 and prevent future outbreaks.

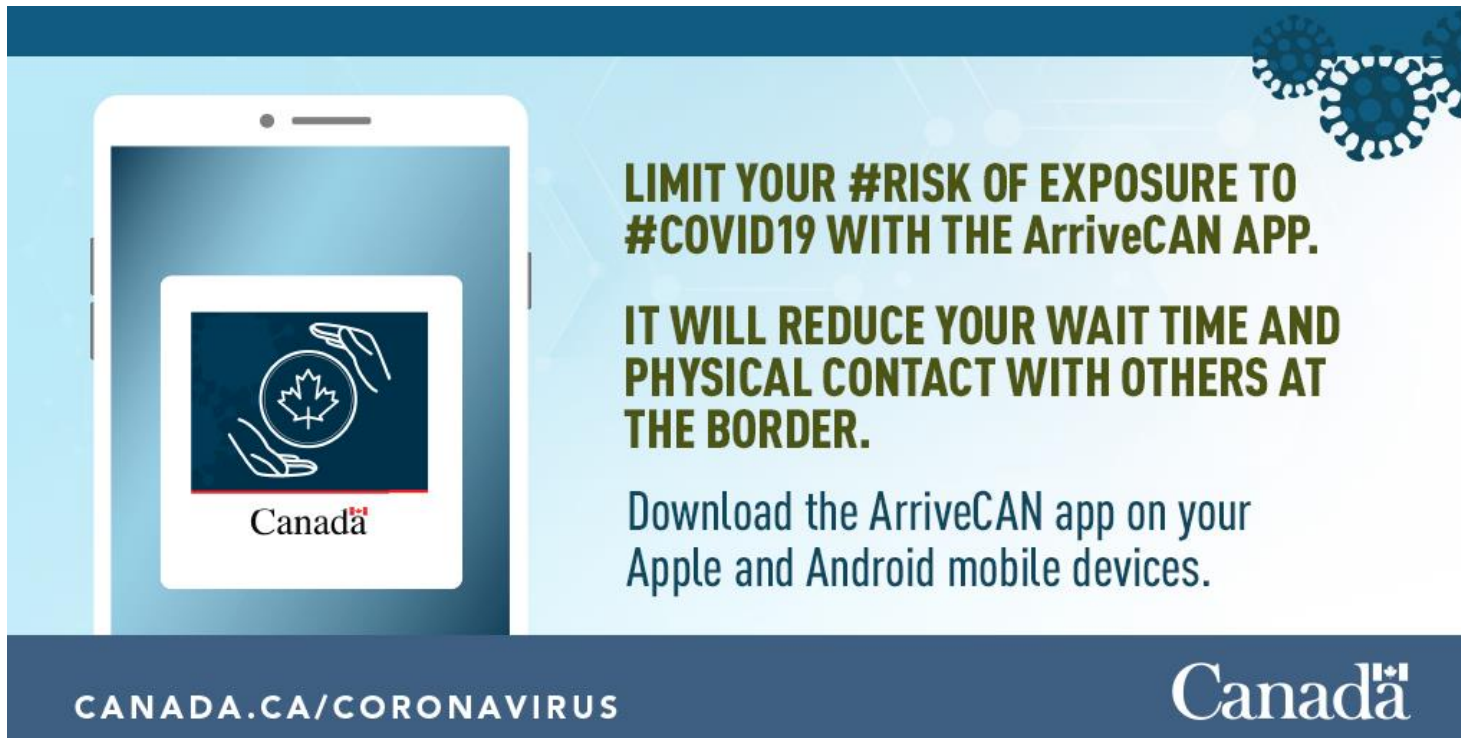
COVID Alert helps us break the cycle of infection. The app can let people know of possible exposures before any symptoms appear.

That way, we can take care of ourselves and protect our communities.

For More Information:

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-alert-app.html>

If you are travelling, get the app! Share the message!



LIMIT YOUR #RISK OF EXPOSURE TO #COVID19 WITH THE ArriveCAN APP.

IT WILL REDUCE YOUR WAIT TIME AND PHYSICAL CONTACT WITH OTHERS AT THE BORDER.

Download the ArriveCAN app on your Apple and Android mobile devices.

CANADA.CA/CORONAVIRUS

Canada

Access Resources Here:

<https://mailchi.mp/43082c4d226f/engagement-kit-arrivecan-aaaircarriers-jul-20>

<https://mailchi.mp/73620b1fad22/trousse-numrique-arrivecan-aacies-ariennes-juil-20>

PHAC COVID-19 Update

Dr. Barbara Raymond

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Public Health Agency of Canada

Resources:

canada.ca/coronavirus



Public Health
Agency of Canada

Airport Testing Pilot Project



WestJet and Vancouver airport launch pilot project to test passengers for COVID-19



Toronto Pearson International Airport

Greg Owen

Associate Director

(Government Agency Programs)

Airport Operations

Greater Toronto Airports Authority

greg.owen@gtaa.com



Toronto Pearson International Arrivals Study

Overview:

- Voluntary study for arriving, terminating, asymptomatic pax in Terminal 1
- McMaster Health Labs (MHL) is a private, not-for-profit company working with McMaster University and U of T researchers and epidemiologists
- Co-sponsored by Air Canada and GTAA
- Began Sept 3, 2020; goal of 16,000 study participants

Process:

- Pre-enrollment on board; registration/sample collection post-CBSA baggage hall
- PCR Test; participants taught how to self-sample; 1st sample taken at Toronto Pearson; passengers then 14-day quarantine
- Next self-test at Day 7 and 14; sample picked up and analyzed at St. Joseph's Hospital Research Lab in Hamilton
- Participants informed if they are negative or “not-negative”; in latter case advised to get tested via physician/public health process



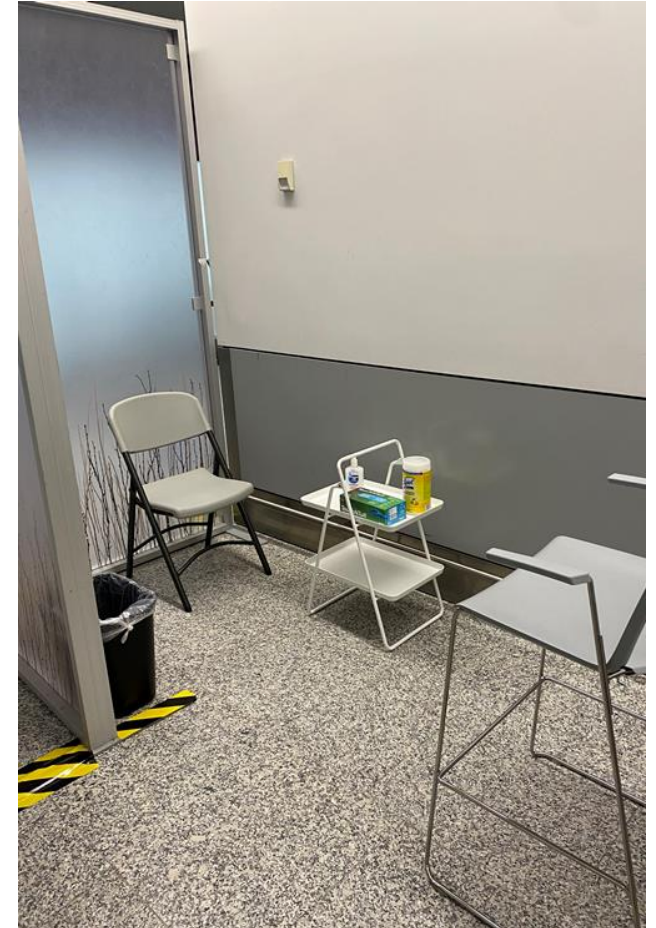
Toronto Pearson International Arrivals Study

Goals:

- Gather data to inform public policy decision makers in the areas of self testing and possible reduction in length of quarantine
- Opportunity to educate decision makers via site visits as part of Pearson Healthy Airport
- Gain operational information to support future testing at Toronto Pearson

Next Steps:

- Regular updates to government on study progress
- MHL will have results peer reviewed and then prepare report with final results
- Industry continues to assess testing options, particularly the role of rapid testing, and engage government on evolution of Government of Canada's "Flight Plan" and development of guidance on testing, tracing, healthy travel corridor pilots and technology



Thank You



Vancouver International Airport

Andy Margolis

Director – Airport Operations
Vancouver International Airport
andy_Margolis@yvy.ca



Vancouver International - Departures Pilot

Overview:

- Partnership with WestJet
- Focus on testing rapid test kits that are in line for approval by Health Canada
- Testing the tests to provide meaningful data to our Federal and Provincial health colleagues
- Testing the scalability of testing as part of the departures journey
- Testing the communication/data exchange for the test results

Next Steps

- We will be announcing our partnerships with academia
- Presentation and approval from ethics review board
- Working group kick off with health authorities and industry partners
- In terminal trial
- Post trial review



Ed Sims, President and CEO, WestJet, and Tamara Vrooman, CEO, Vancouver Airport Authority (pictured above), have announced that the two companies are embarking on a new pilot project that will incorporate pre-flight COVID-19 testing for WestJet guests on select flights.

Vancouver International - Departures Pilot

Other workstreams

- Health corridor working groups
- BC laboratory capacity
- YVR laboratory investigation for PCR testing
- TAKEcare stage 3



Thank You



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Wednesday, December 2 @ 2pm EST



[visit: gbta.org/Canada](https://gbta.org/Canada)

GBTA Honorary Membership

GBTA will provide business travel professionals who have been displaced due to the impact of coronavirus and the global pandemic a GBTA Honorary Membership. This membership will be valid for 12 months or until finding employment. GBTA is committed to helping the business travel community stay connected during this challenging time.

[**Apply for a GBTA Honorary Membership**](#)

We're All In This TOGETHER

Thank you for Joining



Our Next Town Hall

Wednesday, October 28 @ 2pm EST

To RSVP: [CLICK HERE](#)

Connecting the people that connect the world.™



Additional GBTA Resources

The following slides are resources with links to videos and web content to assist our business travel industry professionals in accessing GBTA information.

Visit us at:

gbta.org

Membership assistance at:

membercare@gbta.org

Business Travel Resources – Return to Travel



[Canadian Re-Opening Plans Document – Province by Province](#)



[United States Re-Opening Plans Document – State by State](#)

Business Travel Resources – Return to Travel

| Travel Sectors | Reference Site/Documents |
|---|--|
| International Air Transport Association (IATA) <i>Roadmap for Re-Starting Travel</i> <i>5 Principles to Re-Start Travel</i> | https://www.iata.org/en/pressroom/pr/2020-05-20-01/ https://www.gbta.org/Portals/0/Documents/canada/IATA-FivePrinciplesForRestartingAviation.pdf |
| International Civil Aviation Association (ICAO) <i>CART: Council Aviation Recovery Taskforce, Cover Letter & Taskforce Report</i> | https://www.gbta.org/Portals/0/Documents/canada/CART-Cover-letter-May-2020.pdf https://www.gbta.org/Portals/0/Documents/canada/CART-Report-final.pdf |
| Airlines for America (A4A) <i>Fly Smart Program</i> | https://www.airlinestakeaction.com/ |
| Hotel Association of Canada <i>Stay Safe Program</i> | https://www.hacsafestay.com/ |

[CLICK HERE to access the full document](#)