

GBTA Canada Town Hall

Wednesday, June 24

We're All In This TOGETHER



Connecting the people that connect the world.™





Nancy Tudorache Regional Vice President, Canada GBTA

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



Town Hall Agenda

Direct Questions in Zoom Chat to: **GBTA Questions**

For Assistance: tosullivan@gbta.org

- GBTA Updates, Tools, Resources
- The Current State of Canadian Travel Sectors: Air, Hotel, Car Rental, TMC

Air:

Nicola Colville, Area Manager, Canada & Bermuda, International Air Transport Association, IATA

Neil Parry, Vice President, Service Delivery, Canadian Air Transport Security Authority, CATSA

Hotel:

Susie Grynol, President, Hotel Association of Canada, HAC

TMC:

Wendy Paradis, President, Association of Canadian Travel Agencies, ACTA

Car Rental:

Craig Hirota, Government Relations, Associated Canadian Car Rental Operators, ACCRO

Question Period





Nancy Tudorache Regional Vice President, Canada GBTA

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



GBTA Covid-19 Impact Poll Results

Semi-weekly polls track the impact of covid-19 on the business travel industry

A benchmark for the industry, GBTA's coronavirus poll receives responses from over 1,000+ companies and is widely read by media outlets, industry leaders, policymakers, trade associations, and government agencies including the Department of Commerce.

Download the results and discover key findings:

June 17, 2020
Poll Results
Key Highlights



GBTA Academy Webinars and Online Training

Career Development Tutorials



High Stakes Personal Branding

Recommended by WINIT

Recording Available >



Building a Memorable Resume

Recommended by WINIT

Recording Available >



Confidence and Presence in a Virtual Interview

Recommended by WINIT

Recording Available >



Mock Interview = 1:1 With The Expert

Recording Available Soon

Industry Webinar Series



**Restarting the Hospitality Industry



**The Travel Industry's Road to Recovery



Tech Safari: Innovative Products in Unprecedented **Times**

Presented by GBTA Technology Committee Recording Available



Trends in Virtual Payments

Presented by GBTA Payment Solutions Committee

Learn how to incorporate a virtual payment program into your card program strategy.

Recording Available

Recording Available

Recording Available

Personal Development Tutorials

Access Webinars & Tutorials Click HERE

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**Workplace Safety in a Pandemic

Slowing the Spread of Coronavirus and Communicable Diseases

Recording Available



**Global Supply Chain (Fr)agility

Navigating the COVID-

Recording Available



Navigating the COVID-

Recording Available >



Advancing Your Career in this New Virtual World

Presented by GBTA Ladders

An interactive panel discussion on defining your personal value in a virtual world.

Recording Available



GBTA Canada Town Hall Call

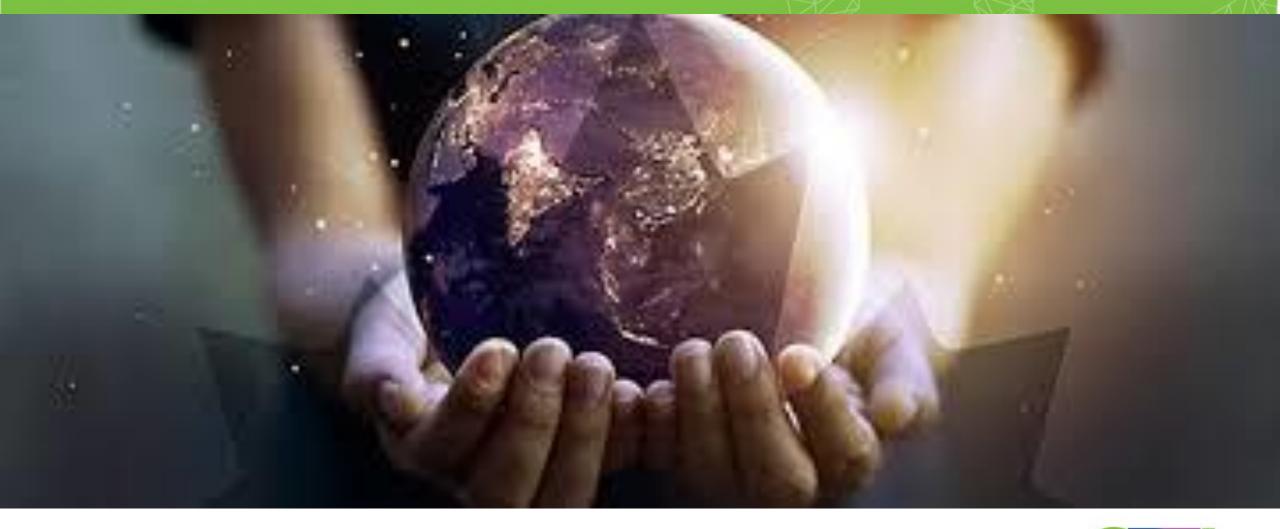
Wednesday, July 22 @ 2pm EST Wednesday, August 19, @ 2pm EST

GBTA Canada Regional Direct Talk Calls

July & August (buyer-only)

visit: gbta.org/Canada







"When you believe in a thing, believe in it all the way, implicitly and unquestionable"

~ Walt Disney ~





The Current State of the Canadian Travel Sectors: Air, Hotel, TMC and Car Rental

Air:

Nicola Colville, Area Manager, Canada & Bermuda, International Air Transport Association, IATA Neil Parry, Vice President, Service Delivery, Canadian Air Transport Security Authority, CATSA

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Car Rental:

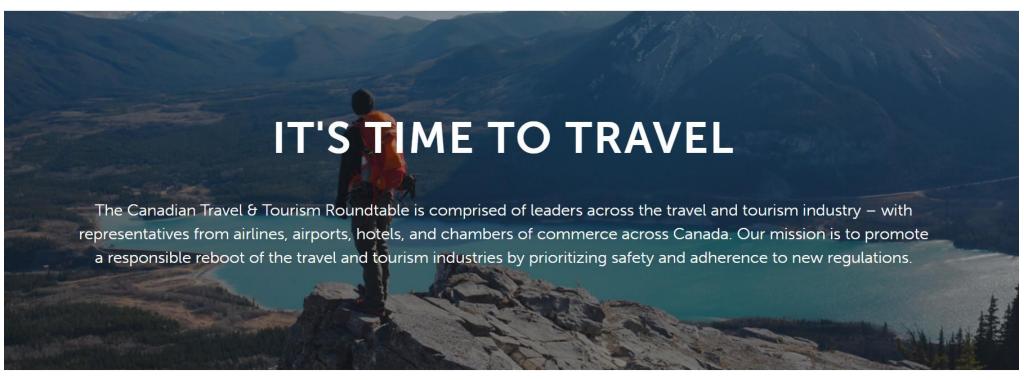
Craig Hirota, Government Relations, Associated Canadian Car Rental Operators, ACCRO







FR



#TimeToTravel



Nicola Colville

Area Manager, Canada & Bermuda International Air Transport Association (IATA)







The Challenge

To restart aviation, protect health and safety by **ensuring it is not a meaningful vector** for the spread of COVID-19 and **restore public confidence** in air travel.

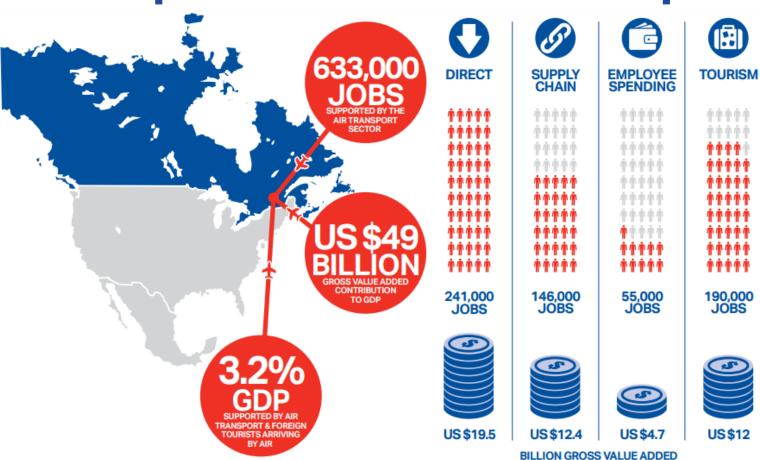


The Goal

To restore air connectivity and to do it in an internationally consistent, mutually-accepted, and harmonized way



The Importance of Air Transport in Canada















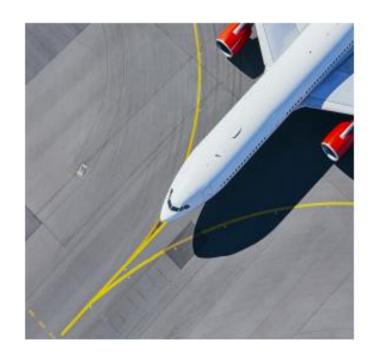






Biosecurity for Air Transport

A Roadmap for Restarting Aviation v.2

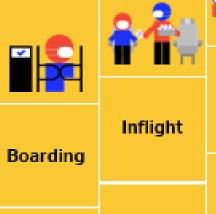




Temporary multi-layered biosafety measures to protect health and safety, and ensure that air travel is not a meaningful

vector for the spread of COVID-19









Restart Measures to Restore Passenger Confidence







How Good is Cabin Air?

Modern airplanes equipped with HEPA filters also used in hospitals

The modern cabin environment offers a low risk of transmission, for a number of reasons: passengers face the same direction, seatbacks act as barriers, air flow is top to bottom, but is also <u>very clean</u>...

2-3 mins.

Cabin air is <u>fully renewed</u> about every 2-3 minutes Hospitals ≈ 10 minutes Offices ≈ 20 minutes.

99.97%

overall removal efficiency rating

when tested using a DOP challenge or 99.99% when tested with a sodium flame challenge. 50/50

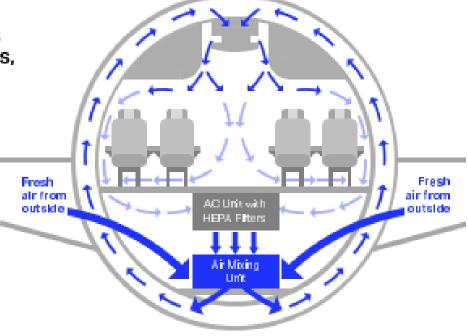
Mix of <u>HEPA-filtered</u> and fresh air onboard And this is completely

changed 20-30 times per hour.

99.993%

<u>bacteria/virus</u> removal efficiency rate

Including SARS, which is similar to COVID-19, according to independent testing.



HEPA filters are typically used in hospitals and operating rooms.

Source: Pall Aerospace





Quarantine

Quarantine measures equal to keeping borders closed and the industry grounded, acting as a deterrant for travel.

The multi-layered, temporary and riskbased approach to biosafety measures provides a solid ground to restore passengers and Government's confidence to open borders without quarantine requirements.







COVID-19 Testing

4 Criteria for Implementation:

- Speed
- Reliability
- Scalability
- Cost

When proven and available at scale, testing for COVID-19, anti-body testing, or immunity passports could also be included as temporary biosafety measures.







Thank You





Canadian Air Transport Security Authority (CATSA)

Neil Parry

Vice-President, Service Delivery
Canadian Air Transport Security Authority







Introduction

- CATSA's actions have been guided by the direct advice and recommendations of the Public Health Agency of Canada (PHAC)
- Continually adapting screening environments to meet evolving public health requirements, with focus on:
 - Occupational Health and Safety
 - Checkpoint Cleanliness
 - Procedural Changes and Passenger Experience
- Close collaboration with screening contractors, suppliers and airport partners



Occupational Health and Safety

- Screening Officers carry out CATSA's security mandate
- First focus was to ensure a safe work environment and prevent infection in the workforce
- Protective measures include:
 - Physical distancing
 - Gloves
 - Masks

- Face shields
- Handwashing hygiene and PPE guidance and training
- Several consultations with PHAC and Health Canada on measures taken to date



Checkpoint Cleanliness

- Maintaining cleanliness of passenger and non-passenger security checkpoints to reduce the spread of viruses
 - High-touch and high-traffic areas
 - Enhanced cleaning regime
 - Increased cleaning frequency
 - Maximized frequency of bin cleaning
- Strong anti-viral cleaning agents



Procedural and Passenger Experience

- Emphasis on maintaining physical distancing of 2m as much as possible
- Reducing Screening Officer / passenger touchpoints
 - Passengers maintain control of boarding pass during validation, measures to reduce false alarm rates, encouraging multiple divest, providing non-physical search options to those requiring additional screening
- Requiring face coverings and/or face shields, use of gloves by Screening Officers
- Passengers displaying COVID-19 symptoms not permitted into checkpoint
- Modifying liquid, aerosol and gel restrictions to allow passengers to carry oversized hand sanitizers of up to 355 ml



The Way Forward

- Phased implementation of thermal screening of passengers and non-passengers
 - 4 busiest airports: Vancouver, Calgary, Toronto, Montreal
 - Next 11 busiest airports: Victoria, Kelowna, Edmonton, Saskatoon, Regina, Winnipeg, Toronto City Centre, Ottawa, Québec City, Halifax, St. John's
- Test innovative biosafety-focused technologies
- Assess deployment of Plexiglas barriers at screening checkpoints
- Provide passengers with a safe and secure screening experience
- Collaboratively with our industry partners, contribute to re-building passenger confidence in the overall aviation system





www.catsa-acsta.gc.ca



@catsa_gc



@CATSAGC



CATSA / ACSTA



Thank You





Hotels

Susie Grynol

President

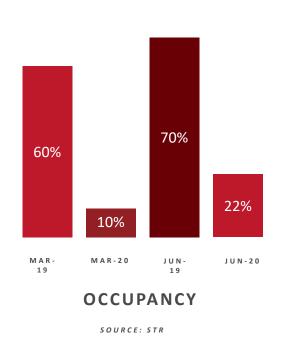
Hotel Association of Canada







Hotel Industry Recovery





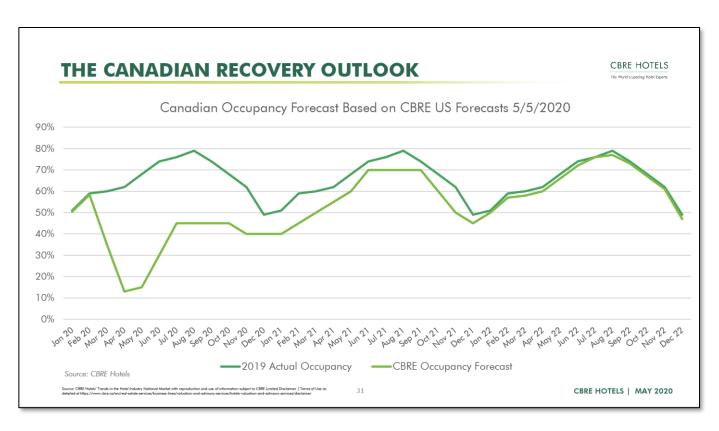


HOTEL CLOSURES



COVID-19

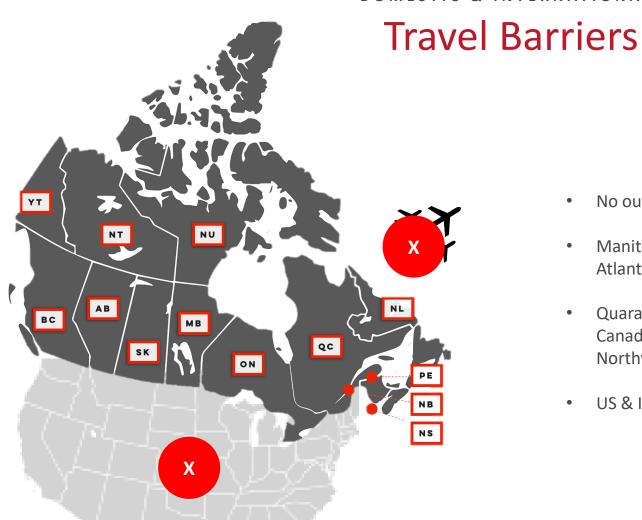
Hotel Industry Recovery



- OCCUPANCY LEVELS FORECASTED TO REACH
 45% IN SUMMER 2020
- OCCUPANCY WON'T REACH PRE-COVID LEVELS UNTIL JANUARY 2022



DOMESTIC & INTERNATIONAL

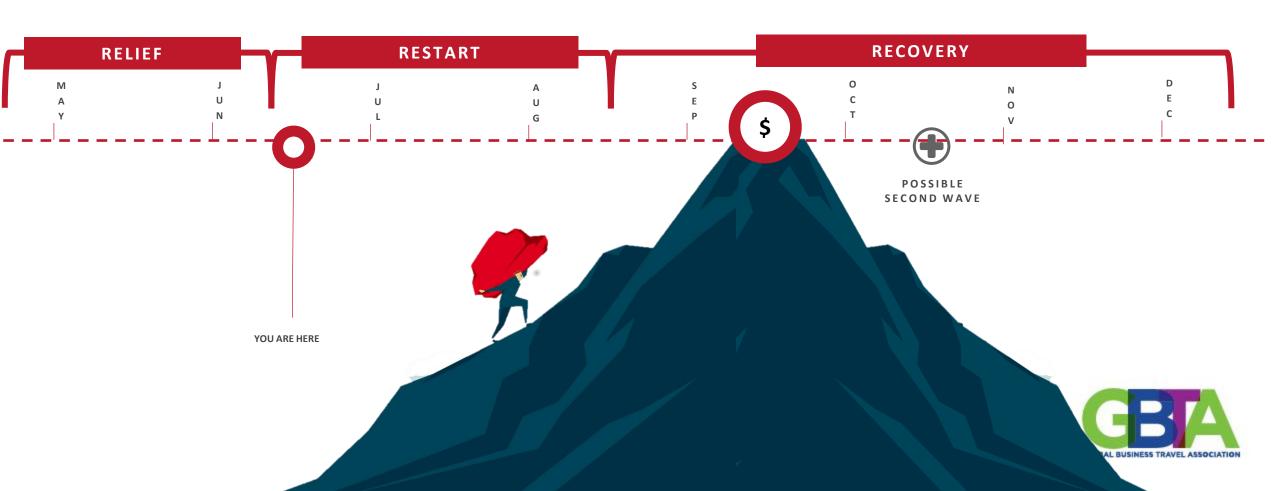


- No outside travellers in NB, PE, NS
- Manitoba has 14-day quarantines for travelers from Atlantic Canada, ON, QC
- Quarantine lifted for Western Canada and Northern Canadian provinces (BC, AB, SK, YT, NWT, NU, and Northwestern Ontario)
- US & International borders remain closed



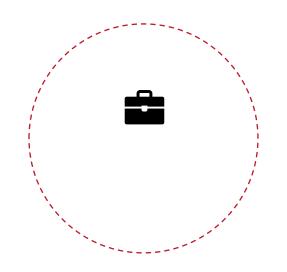
POLITICAL MINDSET

The Challenge Before Us



Government Relations Focus

COVID-19 RESPONSE



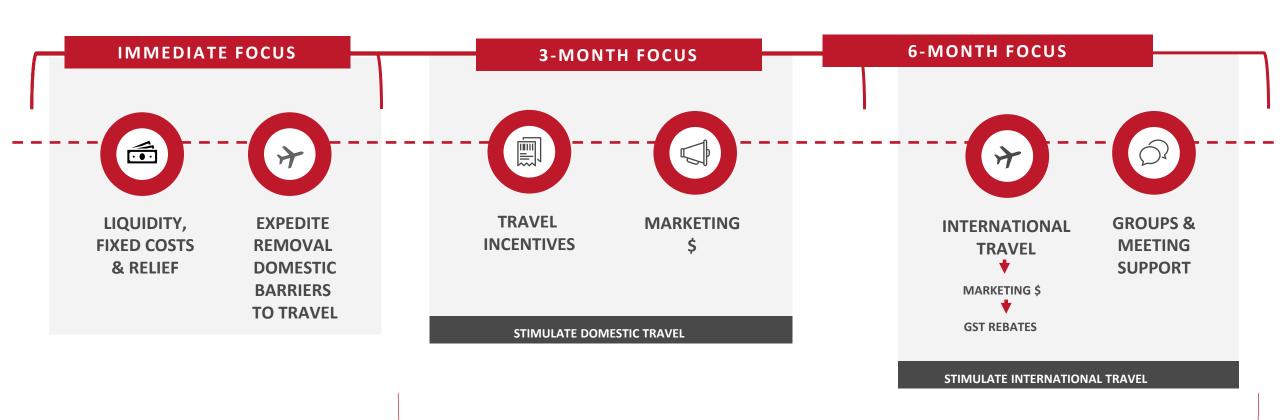






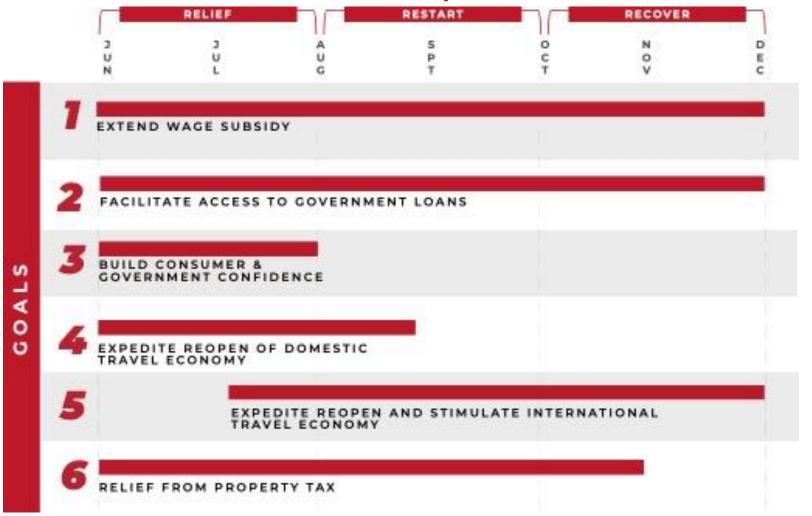


Relief and Recovery Timeline



COALITION SUPPORT: TIAC, CHAMBER OF COMMERCE,
OTHER TOURISM GROUPS, AIRLINES

Advocacy Plan





MEDIA IMPACT

Broadcasting Our Industry's Message



TV and radio interviews, and articles published

580 MILLION

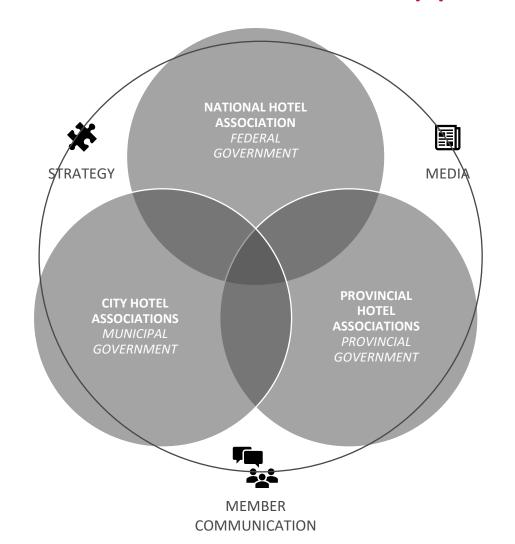
Impressions

\$5 MILLION

In equivalent advertising



Joint Approach







The voice of foodservice La voix des services alimentaires





Chambre de du Canada



CANADIAN TRAVEL & TOURISM ROUNDTABLE

Open Letter

It's Time.

Join the movement with

#timetotravel

An Open Letter to the Prime Minister of Canada and all Premiers

As a society, we have faced a threat like no other, COVID-19. And we are still dealing with it. Under the leadership of our governments, we agreed to implement tough decisions to protect our health and safety. We shut down our schools, our businesses, and our borders. We all made sacrifices and continue to adapt to this new reality.

Now, it seems, we are getting through the worst of it.

As we re-open, we are learning to live with the virus, not hide from it or from each other.

And, just like we are re-opening the front doors of our homes and businesses, we need to re-open the doors of our provinces, territories – and our country.

The Canadian travel, tourism and hospitality sector employs 1.8 million people and contributes \$102 billion to our economy. It relies on the summer season to survive. As Canadians, we wait all year to travel during the summer. We need the summer.

Like you, we believe personal safety is critical. However, many of the travel restrictions currently in place are simply too broad or unnecessary. Limitations on inter-provincial travel that restrict Canadians from freely exploring our country, should be removed. Canadians should be free to travel across Canada.

We also need a more targeted approach to international travel. The mandatory 14-day quarantine and complete closure of our country to all visitors from abroad is no longer necessary and is out of step with other countries across the globe.

Not all countries and regions are risky, and we shouldn't treat them as such. For international visitors, it's time to mirror the measured and safe approaches taken in other countries – like Germany, France, Italy and Australia, among many that have started to re-open borders to safe countries.

Heightened hygiene and bio-safety measures are being adopted across travel and tourism in Canada to allow for safe travel,



Safe Stay

GUIDELINE

1,200 DOWNLOADS



MICROSITE

HAC-SAFESTAY.CA



SUPPORT FROM MEMBERS

ENDORSEMENTS FROM ALL MAJOR BRANDS ACROSS CANADA







Issues on the Horizon

WILL WE HAVE A DOMESTIC SUMMER?



GOVERNMENT
PROGRAMS CURRENTLY
ALL SUNSET IN THE FALL



POTENTIAL SECOND WAVE





QUESTIONS?





Thank You





Canadian Travel Agencies

Wendy Paradis

President
Canadian Association of Travel Agencies
wparadis@acta.ca







COVID-19 IMPACTS

Current Situation

- Slight improvement in revenue, however, still 90% drop compared to last year
- Vast majority of workforce remains furloughed



Key barriers

- 1. Inter-provincial travel restrictions
- 2. Global Affairs Avoid all non-essential travel outside of Canada
- 3. 14 day self isolation or quarantine
- 4. Lack of COVID-19 Out of Province Medical Insurance options
- 5. Inconsistent healthcare approach country by country



A TIME FOR REFLECTION

- Travel Agency Models
- Mergers & Acquisitions
- Blended workforce environment



ADVOCACY PRIORITIES

Financial Aid – Preserve Travel Agencies and the Travel Industry

CEWS, CERB, RENT, LOANS & GRANTS, Employment Standards

Restart the Travel Industry – *Travel and Tourism Roundtable*

- Build Government, Medical Official, and Consumer Confidence
- Lobby to Ease Government Travel Restrictions: Canada Global
- The importance of working with knowledgeable travel advisor



Thank You



Association of Canadian Travel Agencies Association canadienne des agences de voyages



Canadian Car Rental Industry

Craig Hirota

Vice President Government Relations and Member Services

Associated Canadian Car Rental Operators (ACCRO)

chirota@accro.org







About ACCRO

Associated Canadian Car Rental Operators or ACCRO is a Canadian organization that represents the united voice of the industry in Canada. ACCRO is dedicated to the continuous improvement of the Canadian car and truck rental industry through participation in legislative and regulatory consultation with all levels of government. The car and truck rental industry in Canada operates over 175,000 vehicles, employs over 16,000 Canadians, and has a total direct and indirect economic impact in excess of \$10 billion annually.

ACCRO is comprised of over 98% of our nation's Car and Truck Rental Industry. This includes all of the major brands, Alamo, Avis, Budget, Discount, Dollar, Enterprise, Hertz, National, Thrifty and U-Haul along with over 200 independently owned and operated vehicle rental companies. Our industry truly spans the range of business size classifications from large, multi-national companies with fleets in the tens of thousands to 'mom and pop' businesses with as few as 5 cars. Despite the vast disparity in sizes, we are all united in our goal of facilitating the mobility needs of Canada's population.





Car Rental Industry Impact

- Catastrophic declines (>90%) in air travel business referrals
- Very significant declines (>50%) in same city rentals due to stay at home/work from home orders
- 65-75% drop overall in transactions since March 15, 2020.
- Industry-wide layoffs and furloughs
- Extreme levels of financial stress





Industry Adaptations to Pandemic Realities

- Vehicle cleaning/sanitization procedures based on WHO and other expert recommendations throughout the industry
- Social distancing, sneeze guards, available hand sanitizers, and masks for employees and customers (upon request) are commonplace throughout the industry
- Pre-existing touch-less rental processes emphasized





Government Initiatives

At Federal levels, communication with Ministries of Finance, Transport and Tourism in support of the following:

- Financial aid for Airport operating budgets to facilitate accommodative re-negotiation of concessionaire agreements to reflect current and future reductions in passenger volume.
- Request for the encouragement and promotion of domestic tourism.
- Proposal to limit or eliminate exposure from lawsuits alleging an individual contracted the virus from business or leisure travel.





Government Initiatives (cont.)

- At Provincial levels, communication to ensure industry was considered an essential service during the initial stages of 'shelter in place' orders.
- Consultation with Provincial health and workplace safety ministries to guide phased reopening plans.





Future Outlook

The rental industry is resilient and has grown from past challenges by responding successfully to customer needs.

As restrictions on travel, Internationally and Inter-Provincially, begin to abate, the rental industry's ingenuity, capacity, infrastructure and liquidity are ready to work with customer concerns to supply safe travel solutions so critical to the foundations of business relationships.

The rental industry supports the #timetotravel call for discussion of targeted strategies designed to resume the social and business interactions so crucial to our well-being and fundamental economic health.

"With social distancing likely to be the norm for some time, renting a vehicle will be a preferred alternative to other forms of transportation as it allows you to be in control of your environment."





Thank You





Do you have a Question?

Please submit questions to the dedicated *GBTA Questions* via the chat feature on Zoom.





We're All In This TOGETHER Thank you for Joining



Our Next Town Hall

Wednesday, July 22 @ 2pm EST

To RSVP: CLICK HERE



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



GBTA Statement on the Coronavirus

OGBTA is a global association with operations on six continents and members throughout the world. We are very aware of the impact that the coronavirus (COVID-19) is having on the entire business travel and meetings industry.

OGBTA will continue to monitor COVID-19 until the medical community says the virus has been contained. Our main concern is on the health and safety of our global members and program participants. We encourage our members to follow the travel restrictions set in place where they reside and if traveling, when they arrive at their destination. We encourage all to practice preventative measures such as those outlined by the **Center for Disease Control and Prevention (CDC)**.

OGBTA also encourages all members and attendees of our global events to check out the following resources to keep up to date with the coronavirus. View Now

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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



Business Travel Resources – Return to Travel



<u>Canadian Re-Opening Plans Document – Province by Province</u>



<u>United States Re-Opening Plans Document – State by State</u>



Business Travel Resources – Return to Travel

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

CLICK HERE to access the full document



For Immediate Release

GBTA ENDORSES POSTPONEMENT OF 2020 HOTEL RFP AMID CORONAVIRUS PANDEMIC

Alexandria, VA (April 29, 2020)— The Global Business Travel Association, the voice of the business travel industry, announced today that it will endorse the postponement of the 2020 Hotel RFP until 2021 due to the coronavirus pandemic's effect on the travel industry. This decision comes after several weeks of discussions among GBTA's U.S and European accommodations committees, top travel buyers, suppliers, and more than 50 hotel companies representing thousands of hotels worldwide. Along with the recommended RFP postponement, GBTA encourages hotels to roll all 2020 rates for 2021.

For Full Release: <u>CLICK HERE</u>



GBTA resources available to our members

• Within GBTA Hub, discussions are taking place on forums regarding business travel issues. It's a great place to hear from other members about challenges and solutions to issues you may be currently facing – are you familiar with how to use the Hub?

Navigate and Utilize the GBTA Hub (Earn 1 GTP Credit) - Watch Recording



GBTA Members: Join the Virtual Conversation via GBTA Hub





How do I access the GBTA Hub?



You can access the hub by going to hub.gbta.org. You will need to log-in with your GBTA username and password.

Within the <u>GBTA Hub</u> discussions are taking place on forums regarding business travel issues. It's a great place to hear from other members about challenges and solutions to issues you may be currently facing. Want to learn how to navigate and utilize the GBTA Hub view the <u>training</u> or the <u>User Guide</u>.

GBTA HUB Resources

Navigate and Utilize the GBTA HUB Training Webinar
GBTA Hub User Guide



New Forums Added to the GBTA HUB

GBTA Members can connect online and discuss current and relevant topics within the business travel industry across multiple forums with business travel buyers and suppliers.

New Forums Added:

- In the COVID-19 Forum, stay connected and discuss COVID-19 related topics with other business travel professionals.
- In the **Resources from Allied Members Forum**, Allied Members can post content and updates to help business travel professionals through COVID-19.

Join the conversation - https://hub.gbta.org/home





GBTA has a number of resources available

GBTA Daily News Brief. Great resource to stay current with everything that's happening.





Are you receiving the Daily News Brief?

Log into the GBTA website main page, scroll down to the "Join Our Mailing List" section and they will be added to the mailing list. https://www.gbta.org/

I agree to receive communications from GBTA and understand I may update my preferences, or opt-out of communications from GBTA, as referenced in the Privacy Policy.

Join Our Mailing List

Enter Email Address*

Join



GBTA is here to support you with

Career and Personal Development



Webinar - Managing a Prolonged Crisis 2020 and Beyond

Watch Recording

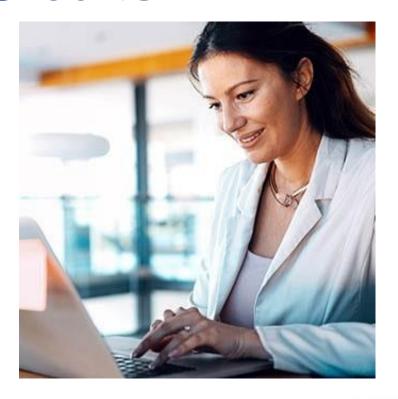




Earn GTP® Recertification Credits

The GTP® Recertification Program is designed as a continuum of learning and professional development. Recertification helps you stay well-versed in concepts, technology, principles, and best practices shaping the industry. GBTA Academy has released resources on Risk Management, Travel Program Administration, Data Analytics, and Buyer/Supplier Relationships.

Learn More - https://www.gbta.org/professional-development/gtp-certification/gtp-recertification





Multimedia - GBTA Industry Forum Series

- Arne Sorenson, Marriott International
- Patrick Pacious, Choice Hotels
- Robert Isom, American Airlines
- Bhart Sarin, GBTA President
- Tobias Ragge, HRS
- Gabe Rizzi, Travel Leaders Corporate

- Ariel Cohen, TripActions
- Mark Vondrasek, Hyatt Hotels Corporation
- David Kong, BWH|Hotel Group
- Tom Nealon, Southwest Airlines

View All Multimedia >>



Arne Sorenson, Marriott International



Patrick Pacious, Choice Hotels



Robert Isom, American Airlines



GBTA Academy Webinars and Online Training Today

GBTA Academy provides education for business travel professionals at every level of his/her career; whether you are new to business travel management or have decades of experience there is always a "next step" on the GBTA learning path. GBTA Academy is launching weekly webinar series to include: Current Trending Topics:

- Industry Webinar Series
- Career Development Webinars
- Personal Development Webinars

https://www.gbta.org/professional-development/programs-by-format/upcoming-webinars-and-online-trainings





Industry Webinar Series | Career & Personal Development Online Tutorials

- Managing a Prolonged Crisis 2020 and Beyond Watch Recording
- Navigate and Utilize the GBTA Hub (Earn 1 GTP Credit) Watch Recording
- Designing or Redefining Your Personal Brand Watch Recording
- Leadership through Communication: Navigating the COVID-19 Crisis Watch Recording
- Leading Remote Teams: Navigating the COVID-19 Crisis Watch Recording
- COVID-19 and the Hospitality Industry: Priorities and Action Steps for Human Resources
 Watch Recording
- Managing Workplace Conflict: Navigating the COVID-19 Crisis Watch Recording

View Upcoming Industry Webinars, Career & Personal Development Online Tutorials





For Updates on GBTA Conference 2020 – Toronto please visit: <u>Canadaconference.gbta.org</u>

For GBTA Canada Updates please visit our website for the latest information: gbta.org/Canada



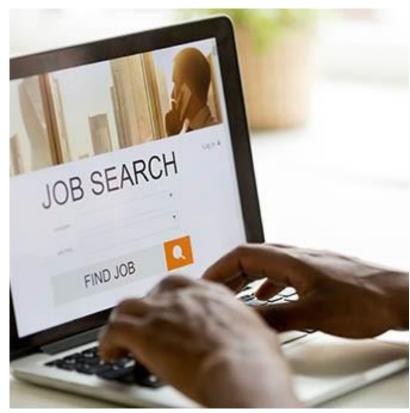
GBTA Career Centre

Post and Search Business Travel Jobs via

Search jobs, post your resume and access resources to help your job search including a complimentary resume review and job search resource center.

If you are an employer, there are opportunities to post your job description and access thousands of qualified business travel professionals.

View jobs - https://jobs.gbta.org/





News & Advocacy

Business Travel Has Stopped. No One Knows When It Will Come Back. Apr. 20, 2020

Global Business Travel Becomes the Latest Casualty of the Coronavirus Pandemic Apr. 8, 2020

GBTA Welcomes EU Suspension of Airport Slot Rule until 24 October 2020, to Ease Industry Crisis following the Coronavirus Pandemic Mar. 31, 2020.

Business Travel Halts Across the Globe

GBTA Signs on to Industry Requests to Congress in Key Verticals of Global Business

Travel [PDF]

Business Travel Sector to Lose \$820 Billion in Revenue on Coronavirus Hit: Industry Group



Resources

Government of Canada Coronavirus disease (COVID-19): Outbreak update

Government of Canada Coronavirus disease (COVID-19) in China

Travel Advice and Advisories - China

Novel Coronavirus infection: Frequently Asked Questions (FAQ)

Social media: follow @TravelGoC on Facebook and Twitter

Statement by the Minister of Health on the First Presumptive Confirmed

Travel-Related Case of New Coronavirus in Canada

Statement by Foreign Affairs Minister on travel to Hubei Province in China



Thank You for Being a Part of OUR Global Business Travel Association

