GBTA Canada Town Hall

Wednesday, April 29

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
Scott A. Solombrino
Chief Executive Officer, GBTA
GBTA Allied Leadership Council Member
WINiT Strategic Advisory Board Member
GBTA is here to support our industry, here in Canada and around the World
Town Hall Agenda

• GBTA Updates, Tools, Resources

• Impact of Covid-19 on the Canadian Business Travel Sectors;
  ✓ Travel Agency/TMC
  ✓ Hotel
  ✓ Air

• Question Period

• Travel Buyers Perspective; How best to navigate in these days of uncertainty

• Question Period

Direct Questions in Zoom Chat to: **GBTA Questions**
*For Assistance: tosullivan@gbta.org*
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
• GBTA Hub – member portal with resource library, chat forums etc. NEW:
  • 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.
• Daily News Brief – go to industry resource
• Webinars and On-line Personal and Professional Development Sessions
• GBTA Career Centre – job postings, upload resume
Multimedia - GBTA Industry Forum Series

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

View All Multimedia >>
GBTA Canada Events 2020

For Updates on GBTA Conference 2020 – Toronto please visit:
Canadaconference.gbta.org

For GBTA Canada Updates please visit our website for the latest information:
gbta.org/Canada
GBTA has rescheduled GBTA Convention to November 7 – 11, 2020.

Register >>  Exhibit >>
Do you have a Question?

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

April 8, 2020
Poll Results
Key Highlights
March 24, 2020
Poll Results
Key Highlights
February 26, 2020
Poll Results
Key Highlights
March 10, 2020
Poll Results
Key Highlights
February 4, 2020
Poll Results
GBTA Covid-19 Impact Poll – April 28, 2020

What’s the Good News?

Will travel resume within…?

<table>
<thead>
<tr>
<th>Domestic travel</th>
<th>2-3 months</th>
<th>6-8 months</th>
<th>12 months or longer</th>
<th>Unsure</th>
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<tbody>
<tr>
<td>62%</td>
<td>18%</td>
<td>2%</td>
<td>19%</td>
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Most companies expect to resume domestic travel within 2-3 months. However, international travel may take longer.
Covid-19 Impact on the Canadian Business Travel Sectors:

**Travel Agency / TMC Update**

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

**Hotel Update**

*Susie Grynol, President, Hotel Association of Canada*

**Airline Update**

*Fitti Lourenco, Director Government Relations, Air Canada*

*Executive Committee Member, National Airlines Council of Canada*

*Andrew Gibbons, Director Government Relations and Regulatory Affairs, WestJet*

*Executive Committee Member, National Airlines Council of Canada*
Travel Agency / TMC Update

Wendy Paradis, President, Association of Canadian Travel Agencies
TRAVEL AGENCIES - IMPACT

Current Situation

• Close to zero revenue

• Close to 90% of workforce impacted

• Government Travel Advisory impacts on Travel Agencies – began mid January

• Anticipate recovery will lag other industries
ACTA ADVOCACY PRIORITIES

1. Influence Government Aid Programs to ensure programs are of maximum benefit to Travel Agencies

2. Sector Specific Aid
ACTA ADVOCACY PRIORITY #3
RECOVERY – Travel Industry Collaboration

• Government Travel Advisories
• Ensure Traveller Confidence
• Value of working with a Professional Travel Agency - Travel Management Company (TMC)
Hotel Update

Susie Grynol, President, Hotel Association of Canada
Canada’s Hotel Sector

COVID-19 Impact

- Occupancy levels have dropped to less than 10%
- 80% drop in hotel revenue
- 250,000 job losses
- 4,100+ hotel closures
- 57% unable to sustain on-going expenses for 60+ days

COVID-19 Impact on Canada’s Hotel Sector

Hotel Association of Canada
Association des hôtels du Canada

Global Business Travel Association

Connecting the people that connect the world.
C A N A D A ’ S  H O T E L  S E C T O R

Key Wins so Far

• Deferred GST/HST payments until June
• Canada Emergency Wage Subsidy for hardest hit businesses
• Canada Emergency Business Account
• Liquidity ($6.25 million) options through EDC and BDC
• Canada Emergency Response Benefit, Mortgage Payment Deferrals
Hotel Association of Canada

ADVOCACY PRIORITIES

SHORT TERM
• Canada Emergency Business Account & SME Loan Guarantee qualifications on a per property basis
• 100% loan guarantee for hardest hit businesses (70% reduction in revenue)
• Streamlined underwriting process
• Reasonable terms (low interest, no bank fees, maturity in 2 years)

MEDIUM TERM
• Loan forgiveness provisions (mortgage, interest, property taxes, etc.)
• Canada Emergency Wage Subsidy – access for longer period to enable rapid rehiring during re-opening period

LONG-TERM
• Recovery Measures such as incentive vouchers for domestic travel, increased funding for Destination Canada, support for conventions and meetings.
Airline Update

Fitti Lourenco, Director Government Relations, Air Canada
Executive Committee Member, National Airlines Council of Canada

Andrew Gibbons, Director Government Relations and Regulatory Affairs, WestJet
Executive Committee Member, National Airlines Council of Canada
Do you have a Question?

Please submit questions to the dedicated *GBTA Questions* via the chat feature on Zoom.
Travel Buyers Perspective
How to Navigate in Days of Uncertainty

Shelly Lewchuk, GTP
Manager, Corporate Travel
Canadian Natural Resources Limited
Past President of the Advisory Board,
GBTA Canada

Sue Spear
Manager, Corporate Travel & Fleet
Cengage Learning
Advisory Board Member,
GBTA Canada
Value of a Managed Travel Program

• To mandate or to not mandate, that is the question
• Value goes beyond cost-efficiency
• Travel Risk Management program enhances traveller tracking and communication capabilities
• The value of networking in a crisis
Supplier/Buyer Outreach

- Understand the current challenges - Working From Home, Job Loss/Pay Cuts, Stress/Anxiety …
- Existing Relationships – proactively building current relationships, discuss KPI’s, Reporting
- New Relationships - Introductory Phone Call or Email
- What buyers are going to need from suppliers moving out of Covid-19 in the return to travel strategy:
  - PPE Requirements
  - Sanitation Procedures
  - Social Distancing Policies & Procedures
  - What requirements will be in place for corporate travelers (training etc..)
Do you have a Question?

Please submit questions to the dedicated *GBTA Questions* via the chat feature on Zoom.
LinkedIn - A Message to Members

Scott Solombrino
Chief Operating Officer & Executive Director at GBTA | Global Business Travel Association
1w • Edited • 📺

GBTA are here to help our members during these difficult times. Today I wanted to reach out to our members directly, to highlight some of the resources available at GBTA, from education to industry interviews and job boards. We are putting... see more

A Message to Members from GBTA Chief Operating Officer & Executive Director

youtube.com

386 • 64 Comments
We’re All In This TOGETHER

Thank you for Joining

Our next Town Hall dates
Wednesday, May 13 - 2pm EST
Wednesday, May 27 - 2pm EST
To RSVP: CLICK HERE

Regional Direct Talk – Travel Buyer-Only Call
Tuesday, May 5
For More Information: 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
GBTA Statement on the Coronavirus

GBTA 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.

GBTA 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).

GBTA 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 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: CLICK HERE
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
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 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. Want to learn how to navigate and utilize the GBTA Hub view the training or the User Guide.

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/
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
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
Post and Search Business Travel Jobs via GBTA Career Centre

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) 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