GBTA Canada Town Hall

Wednesday, June 10

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
Thank You for Over 1 Million Views!

GBTA Industry Forum Series
GBTA Launch Virtual Buyers Exchange

GBTA’s Virtual Buyers Exchange is a series of webinars designed for buyers to share their experiences and thoughts on what it will take to move business travel forward.

The first exchange will be held Wednesday, June 17 at 2:00pm EST.

Panelists will include three of business travel’s most influential travel buyers representing Ingredion Incorporated, PayPal and Oracle. To join register here. https://lnkd.in/dFhiDfs
Town Hall Agenda

• GBTA Updates, Tools, Resources

• **Canadian Airports: How COVID-19 has transformed airport operations, procedures, protocols and traveller experience**
  
  • **Canadian Airport Council (CAC)**
    Daniel-Robert Gooch, President
  
  • **Montreal – YUL:**
    Martin Massé, Public Affairs Vice-President
  
  • **Toronto – YZ:**
    Dwayne MacIntosh, Director of Corporate Safety and Security and Kurush Minocher, Director of Passenger Experience and Development
  
  • **Edmonton – YEG:**
    Steve Maybee, Vice President, Operations & Infrastructure
  
  • **Calgary – YYC:**
    Chris Miles, Vice President, Operations
  
  • **Vancouver – YVR:**
    Robyn McVicker, Vice President, Operations & Maintenance

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

For Assistance: tosullivan@gbta.org

• Question Period
GBTA is here to support our industry, here in Canada and around the World
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

<table>
<thead>
<tr>
<th>Travel Sectors</th>
<th>Reference Site/Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Air Transport Association (IATA)</td>
<td>-</td>
</tr>
<tr>
<td>International Civil Aviation Association (ICAO)</td>
<td>-</td>
</tr>
<tr>
<td>Airlines for America (AAA)</td>
<td>-</td>
</tr>
<tr>
<td>Fly Smart Program</td>
<td><a href="https://www.airlinestakeaction.com/">https://www.airlinestakeaction.com/</a></td>
</tr>
<tr>
<td>Hotel Association of Canada</td>
<td>-</td>
</tr>
<tr>
<td>Stay Safe Program</td>
<td>[<a href="https://www.hacsa">https://www.hacsa</a> safestay.com/](<a href="https://www.hacsa">https://www.hacsa</a> safestay.com/)</td>
</tr>
</tbody>
</table>
GBTA Academy Webinars and Online Training

Career Development Tutorials
- High Stakes Personal Branding
- Building a Memorable Resume
- Confidence and Presence in a Virtual Interview
- Mock Interview = #1 With The Expert

Industry Webinar Series
- **Restarting the Hospitality Industry**
- **The Travel Industry's Road to Recovery**
- Tech Safari: Innovative Products in Unprecedented Times
- Trends in Virtual Payments

Personal Development Tutorials
- **Workplace Safety in a Pandemic**
- **Global Supply Chain (Re)agility**
- **Disruption in the Financial Sector**
- Advancing Your Career in this New Virtual World

Access Webinars & Tutorials Click HERE

© 2020 GBTA. All rights reserved.
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:

May 20, 2020
Poll Results &
Key Highlights

April 28, 2020
Poll Results
Key Highlights

April 8, 2020
Poll Results
Key Highlights

March 24, 2020
Poll Results

March 10, 2020
Poll Results

February 26, 2020
Poll Results
Key Highlights

February 4, 2020
Poll Results
Business travel leaders across the industry discuss the coronavirus, its impact on the travel industry, and what companies are doing for their customers. View All Multimedia >>
Next: GBTA Canada Town Hall Call

Wednesday, June 24 @ 2pm EST:
Canadian Travel Sector Updates – What’s Evolved in Hotel, Air, Ground, TMC

Participating Speakers include:
Air – Nicola Colville, Area Manager, Canada & Bermuda, International Air Transport Association (IATA)
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, Association of Canadian Car Rental Operators (ACCRO)
Canadian Airports

Canadian Airports Overview
Canadian Airports Council (CAC)
Daniel-Robert Gooch, President

Montreal – YUL:
Martin Massé, Public Affairs Vice-President

Toronto – YYZ:
Dwayne MacIntosh, Director of Corporate Safety and Security
Kurush Minocher, Director of Passenger Experience and Development

Calgary – YYC:
Chris Miles, Vice President, Operations

Edmonton – YEG:
Steve Maybee, Vice President, Operations & Infrastructure

Vancouver – YVR:
Robyn McVicker, Vice President, Operations & Maintenance

Connecting the people that connect the world™
Canada’s Airports

Daniel-Robert Gooch
President
Canadian Airports Council/ACI-NA
Canada connects by air and things were going well...

6.2% growth
Year over year

+20% growth
5 years prior to 2019
Traffic Declines, Long Recovery

April projections show a reduction in passenger traffic of 89M passengers (-57%) in 2020 and an extended recovery period, with passenger numbers only returning to 2019 values after 2024.

Forecast Passenger Volumes as a % of 2019 Volumes

Source: CAC Financial Affairs Committee High-level Impact Survey April 22, 2020, Tier 1 nuB (Edmonton, Winnipeg, Ottawa, Halifax, Toronto, Calgary, Montreal, Vancouver) Tier 2 nu17 (Kamloops, Victoria, Charlottetown, Regina, Moncton, Saskatoon, Deer Lake, Barrie, London, Saint John, Fort McMurray, Thunder Bay, Quebec City, Prince George, Billy Bishop, St. John's, Fredericton)
Airports are ready for restart/recovery

Canadian airport recovery actions and plans

• Moved quickly to enhance cleaning methods and support social distancing measures, to keep travellers and workers safe
• Creating a new customer experience focused on safety and efficiency
• Working to reboot tourism

Federal government leadership essential to set consistent standards, guidelines and rules on the healthy restart and recovery of air travel.
Airports and airlines collaborating in Canada, and internationally

Global guidelines, coordination of procedures and standards
Consistent approaches to health and safety
ACI/IATA collaboration with ICAO: CART
Working with the international airport community, airlines, federal government officials
Public communications to grow traveller and community confidence in air travel
Thank You
Canadian Airport Authorities

Martin Massé
Vice President, Public Affairs
ADM Aéroports de Montréal
martin.masse@admtl.com
YUL at a glance - 2019

Passenger traffic growth of 40% over five years – 20 M passengers in 2019

Nearly 200 companies on site

Generates 6.8 G$ of nominal GDP in Québec

28,995 direct jobs on the airport site (Air Canada, Bombardier, Air Transat, Securitas, Swissport) – 13,000 jobs in the terminal building

Over the last 5 years, non-aeronautical revenue grew at an average rate of 7.5%
Air traffic breakdown per sector - 2019

International sector: 42%
Domestic sector: 36%
Transborder sector: 22%
Impact of COVID-19 on YUL

85 flights per day

Passenger traffic in April 2020 -97.8%
Measures at YUL

COVID-19
Les passagers ont l'obligation de porter un masque ou un couvre-visage
Passengers must wear a non-medical mask or face covering

COVID-19
SOYONS VIGILANTS
Lavez vos mains avec de l'eau et du savon pendant au moins 20 secondes
BE AWARE
Wash your hand with soap and water for at least 20 seconds

COVID-19
MESURES PRÉVENTIVES
PREVENTIVE MEASURES
Si vous venez chercher des passagers, veuillez les attendre à l’extérieur de l’aéroport.
Merci.
Please pick up passengers at the curb side instead of waiting inside the terminal.
Thank you.
Thank You
Canadian Airport Authorities

Dwayne MacIntosh
Director, Safety and Security
Greater Toronto Airports Authority
Dwayne.MacIntosh@GTAA.com
Canadian Airport Authorities

Kurush Minocher
Director, Passenger Experience and Development
Greater Toronto Airports Authority
Kurush.Minocher@GTAA.com
## December 2019 vs Today

<table>
<thead>
<tr>
<th></th>
<th>Where We Were – December 2019</th>
<th>Where We Are – Today</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger numbers per day</td>
<td>135,000</td>
<td>4,000-6,000</td>
</tr>
<tr>
<td>Flight numbers per day</td>
<td>1,300</td>
<td>150</td>
</tr>
<tr>
<td>Airlines operating</td>
<td>67</td>
<td>16</td>
</tr>
<tr>
<td>Parking transactions</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Taxi/limo trips (in April/May)</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Retail &amp; food/beverage (in April/May)</td>
<td>90%</td>
<td></td>
</tr>
<tr>
<td>Cargo movements</td>
<td>9%</td>
<td></td>
</tr>
</tbody>
</table>
Health & Hygiene

Frictionless Processes

Physical Distancing

Trust & Care
Thank You
Canadian Airport Authorities

Chris Miles
Vice President, Operations
The Calgary Airport Authority
yyyc.com
THANK YOU TO OUR FRONTLINE WORKERS
95% decrease in guest volumes for April & May

6.4M guests forecast for 2020, down from record 18M in 2019

3 to 5 years + recovery to pre-pandemic travel volumes
WHAT YOU’LL SEE?

Healthy airport

ENHANCED CLEANING

HAND SANITIZER
WHAT YOU’LL SEE?

Physical distancing

• Floor markings in lines and queues
• Mask requirement where distancing not possible
• Seating removed/spaced out
• Every second kiosks turned off
• Every second check-in counter closed
• Plexiglass barriers, where possible
• Elevator capacity maximum
Thank You

YYC
CALGARY
AIRPORT
AUTHORITY
Canadian Airport Authorities

Steve Maybee
Vice President Operations & Infrastructure
Edmonton International Airport
SMaybee@flyeia.com
Edmonton International Airport Overview

- Self-funded, not-for-profit
- Canada’s fifth-busiest airport by passenger traffic and the largest major Canadian airport by land area
- Economic output of over $3.2 billion, supporting over 26,000 jobs
- EIA’s Airport City propels new jobs, tourism and economic diversification – and creates a destination in and around EIA, featuring entertainment, e-commerce, retail, hospitality, cargo/logistics, bio-pharma, light manufacturing and many other industries.
- Served 8.15 million passengers’ in 2019
- Offers non-stop connections to destinations across Canada, the US, Mexico, the Caribbean and Europe serviced by: Air Canada, Air North, Air Transat, Alaska, Canadian North, Central Mountain Air, Condor, Delta, Flair, Icelandair, KLM, North Western Air Lease, United, Sunwing, Swoop, United, WestJet
COVID19 Impacts on Edmonton International Airport

Alberta was hit on multiple fronts

It is becoming clearer that this will be a deep and lengthy recovery, rather than a V-shaped recovery seen in past crises

Airlines may or may not return to the routes they served before (hub-first focus)

Recovery will be based off demand

Starting to see limited growth numbers on a weekly basis

Seeing indication that Cargo will play an important role in restoring airport routes
Restoring Traveller Confidence

Air Service Confidence Campaign

• 3 phased approach
• EIA Ready Campaign

Ongoing Communication with Airlines, Travel Agents, Tourism and Business Partners to Guide Recovery
Thank You
Thank You
Canadian Airport Authorities

Robyn McVicker
Vice President, Operations and Maintenance
Vancouver Airport Authority
COVID-19 RESPONSE PLAN

1. PANDEMIC TASK FORCE (PTF)
2. BUSINESS CONTINUITY TEAM (BCT)
3. DAY OF OPERATIONS
   SUPPORTED BY OPERATIONAL DELIVERY TEAM (ODT)
4. SUPPORT TEAM
YVR COVID-19 FACTS AND FIGURES

**The Impact**

<table>
<thead>
<tr>
<th>Year</th>
<th>Passengers welcomed by YVR</th>
<th>Current decline at YVR</th>
<th>Simultaneous check-in operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>26+ million</td>
<td>87%</td>
<td>10 flights</td>
</tr>
<tr>
<td>2020</td>
<td>AS LOW AS 7.7 million</td>
<td>96%</td>
<td>3 flights</td>
</tr>
</tbody>
</table>

**Next Steps**

- **How we get capacity back into the business to restart the economy?**
- **Using check-in allocation modelling and tools to optimise check-in using social distancing rules.**
- **Scenario planning and embracing / leading innovative methods to deliver the ‘New Normal’**

**Capacity planning**

- We are understanding the capacity and constraints of operating under COVID-19 conditions and creating a phased response inline with advances in COVID-19 testing and consumer confidence.

**Our Response**

- Robust Public Health and Hygiene measures introduced
- Efficiency studies Runway backward approach
- Terminal operational consolidation
- Gate efficiency $>45\%$
- Engagement and Collaboration Phoenix and Nightingale

© 2020 GBTA. All rights reserved.
REBUILD: THE PHOENIX PROGRAM

A CURB TO CLOUD TOUCHLESS AIRPORT EXPERIENCE THAT IS SAFE AND OPTIMIZED. LED BY A NIMBLE TEAM OF ACTION-ORIENTED PEOPLE, WITH A SYSTEM VIEW, COMMITTED TO GROWING THE TRANSPACIFIC HUB, DRIVING REVENUE AND MANAGING THE AIRPORT TOWARDS A SUSTAINABLE FUTURE.

Airport Readiness  Process Improvement  Capacity Planning  Health Screening
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, June 24 - 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
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.

© 2020 GBTA. All rights reserved.
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
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: 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/](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
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 >>
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
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
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
GBTA has rescheduled GBTA Convention to November 7 – 11, 2020.
Thank You for Being a Part of OUR Global Business Travel Association