GBTA Canada Town Hall

Wednesday, September 23 @ 2pm EST
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 Rocketrip™
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 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

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<tr>
<th>Date</th>
<th>Time</th>
<th>Title</th>
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<tbody>
<tr>
<td><strong>SEP 28 2020</strong></td>
<td>12:00 PM - 1:00 PM ET</td>
<td>Mission Critical - Duty of Care of Your Workforce</td>
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<td><strong>SEP 30 2020</strong></td>
<td>11:00 AM - 12:00 PM ET</td>
<td>Buyer Discussion: Has COVID Uncovered Gaps in Your Travel Risk Policy, Program, and Business Continuity?</td>
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<td><strong>OCT 1 2020</strong></td>
<td>11:00 AM - 12:00 PM ET</td>
<td>Recovery and Restart Strategies From the Supplier Community</td>
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<td><strong>OCT 2 2020</strong></td>
<td>11:00 AM - 12:00 PM ET</td>
<td>Risk Mitigation Playbook: Scenarios and Resources</td>
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Click [here](#) for more information
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
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 looks 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?

To Register visit: gbta.org/Canada
GBTA Canada Town Hall

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

visit: 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)

Source: Information based on the 2019 GBTA BTI
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 pandemic.

- 38% of Travel Managers believe senior leaders value our managed travel program much less than they did before the coronavirus pandemic.
- 14% of Travel Managers feel senior leaders value our managed travel program less than they did before the coronavirus pandemic.
- 14% of Travel Managers think senior leaders value our managed travel program about the same as they did before the coronavirus pandemic.
- 14% of Travel Managers believe senior leaders value our managed travel program more than they did before the coronavirus pandemic.
- 34% of Travel Managers are not sure about how senior leaders value the managed travel program.

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?

- Increased coronavirus testing and rapid results reporting worldwide
- Decreased COVID-19 transmission rates worldwide
- Announcement of an effective vaccine for COVID-19
- Slowing unemployment and growth in global economies
- Other
- Unsure

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?

45%
Our number of business trips will not recover to their pre-pandemic level within the next three years

40%
Our number of business trips will return to their pre-pandemic level within the next three years – but might not exceed it

5%
Our number of business trips will exceed their pre-pandemic level within the next three years

Q. Thinking about your company, how do you think the number of business trips will change in the next three years assuming a vaccine or other public health measures eliminate or greatly reduce the risk from COVID-19?
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
The count of total cases of COVID-19 in Canada was 146,663 as of September 22, 2020.

Note: The total number includes publicly reported confirmed and probable cases.
National Microbiology Laboratory's summary of people tested in Canada as of September 22, 2020, 5:00 p.m. EDT

<table>
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<tr>
<th>Total number of patients tested in Canada</th>
<th>Total positive</th>
<th>Total negative</th>
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<tr>
<td>6,766,982</td>
<td>139,446</td>
<td>6,624,792</td>
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SOURCE: PUBLIC HEALTH AGENCY OF CANADA
INDIVIDUAL ACTION: CANADA LONG-RANGE COVID-19 FORECAST

Reported daily cases

- Epidemic trend, if we...
  - **Increase** current rate of contacts
  - **Maintain** current rate of contacts
  - **Decrease** current rate of contacts

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SOURCE: PUBLIC HEALTH AGENCY OF CANADA
COVID Alert is Canada’s free exposure notification app.

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.

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

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
Executive Medical Advisor
Public Health Agency of Canada

Anthony Hahn
Acting Director, Centre for Biosecurity
Public Health Agency of Canada

Resources:
canada.ca/coronavirus
Airport Testing Pilot Project

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

McMaster HealthLabs, Air Canada and Greater Toronto Airports Authority to Conduct a Voluntary COVID-19 Study of Arriving International Travellers
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
Vancouver International - Departures Pilot

Other workstreams
• Health corridor working groups
• BC laboratory capacity
• YVR laboratory investigation for PCR testing
• TAKEcare stage 3
Thank You
GBTA Canada Town Hall

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

visit: 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
Our Next Town Hall

Wednesday, October 28 @ 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
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

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<th>Travel Sectors</th>
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<tr>
<td>International Air Transport Association (IATA)</td>
<td></td>
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<tr>
<td>Roadmap for Re-Starting Travel</td>
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<tr>
<td>5 Principles to Re-Start Travel</td>
<td><a href="https://www.iata.org/en/pressroom/pr/2020-05-20-01/">https://www.iata.org/en/pressroom/pr/2020-05-20-01/</a></td>
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<tr>
<td>International Civil Aviation Association (ICAO)</td>
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<td>Airlines for America (A4A)</td>
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<tr>
<td>Fly Smart Program</td>
<td><a href="https://www.airlinestakeaction.com/">https://www.airlinestakeaction.com/</a></td>
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<td>Hotel Association of Canada</td>
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<tr>
<td>Stay Safe Program</td>
<td><a href="https://www.hacsaferstay.com/">https://www.hacsaferstay.com/</a></td>
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