



# COVID-19 INDUSTRY UPDATE

AS OF APRIL 2, 2020



# MARKET INTELLIGENCE REPORT

*Please note that all information provided in this update is as of April 2 and is subject to change.*

## Updates from local tourism industry

- United Airlines' Saipan service will be suspended from April 6 - 30 at the request of the CNMI Government. United's last flight to Saipan is on April 5.
- According to GIAA, only United Airlines is currently operating on a much-decreased scale. United currently operates flights between Guam and Honolulu and Narita.
- Airlines have been informed that all arriving passengers must undergo a 14-day mandatory quarantine.

## Impacts on international tourism industry

- As of today, UNWTO estimates that in 2020 global international tourist arrivals could decline between 1% to 3%, down from an estimated growth of 3% to 4% forecast in early January 2020.
- This could translate into a loss of USD\$30 to \$50 billion in spending by international visitors (international tourism receipts).
- So far, the Asia/Pacific region is expected to be the most affected (a decrease of 9% to 12% in international tourist arrivals, down from growth of 5% to 6% forecast in early January 2020).
- Estimates for other world regions are currently premature in view of the rapidly evolving situation.

# JAPAN



# JAPAN

- March 31, the Ministry of Foreign Affairs has raised the travel alert to Level 3 (“Avoid Traveling”) for 49 countries and territories, including the United States, China, South Korea, Indonesia, Korea, Singapore, Thailand, Taiwan, Philippines, Brunei, Vietnam, Malaysia, Australia, and New Zealand
- JTB, HIS, KNT, NTA etc., have decided to cancel all overseas tours departing in April and may resume selling their products after May.
  - JTB: up to May 10.
  - HIS: up to April 26.
  - KNT: up to April 30.
  - NTA: up to April 30.
- According to JTB, this is the first time the company has canceled overseas tours to all destination.
- Overseas travel was down 14.2% year-over-year to 1,316,800 in February 2020.
- [Japanese and South Korean carriers further cut April and summer schedules](#)
- United currently operates flights to Narita three-times weekly.

**Confirmed  
COVID-19**

**CASES:  
2,384**

**DEATHS:  
57**

# JAPAN



On April 2, Tokyo Metropolitan Government officials announced that 97 people have been confirmed to be infected with the coronavirus in the capital. This is the highest number of daily infections. (Avg. 40-70/day)



The Tokyo metropolitan government continues to ask residents to work from home and refrain from nighttime outings on weekdays.



The government requests that residents remain in place until April 12.



The governor of Saitama prefecture has called on residents to avoid going to Tokyo for non-essential purposes or out on weekends until April 19.



In Tokyo, government has decided to lease out hotels and other buildings as temporary accommodation facilities for those who are mildly infected with the virus.

**Confirmed  
COVID-19**

**CASES:  
2,384**

**DEATHS:  
57**

# KOREA



## COVID-19 in South Korea

- South Korea saw a slight decline in new coronavirus cases on April 1, but cluster infections in Seoul and other regions continued to emerge from arrivals from overseas
- Imported infections increased 5.6%, according to KBS on April 1
- April 1 marked the 18th consecutive day that new infections have hovered around 100 or fewer new cases, according to the Korea Centers for Disease Control and Prevention (KCDC)
- According to the survey on the job posting site, 45% of office workers responded that their consumption has decreased since the outbreak of COVID-19.
- Korea Economic Research Institute conducted Business Survey Index (BSI) on big companies in Korea. Score for April was 59.3, recorded lowest since last global financial crisis hit in 2008. Score dropping rate was 25.1 point, biggest since Korea financial crisis in 1998 (28.0 point).

**Confirmed  
COVID-19**

**CASES:  
9,976**

**DEATHS:  
169**



## Travel

- There are currently no flight services between Guam and Korea.
- The travel sentiment has extremely shrunk, paralyzing the tourism industry.
- Domestic travel sentiment is recovering, the difficulties in the travel industry will continue until normalization of the overseas trip.
- Since March 20, South Korea's Ministry of Land, Infrastructure and Transport is allowing citizens to use digital identity to board domestic flights. The government is trying to speed up digital identification and electronic certificate adoption across the country. By the end of 2020, South Korea aims to provide digital certificates so financial, insurance and credit card companies can improve identity verification procedures for their customers.

**Confirmed  
COVID-19**

**CASES:  
9,976**

**DEATHS:  
169**

CHINA



# CHINA



Worries over a potential secondary outbreak remain. Local governments are looking to balance the resumption of economic activities while re-evaluating control measures, and some are re-imposing lockdowns.



Chinese health authorities reported 36 new confirmed COVID-19 cases on the Chinese mainland on Tuesday (35 were imported cases) and 35 on Wednesday (all were imported cases).



Airlines are screening passengers and stopped 443 overseas passengers with fever symptoms not to board planes



A total of 100 international flights originally bound for Beijing had been diverted to 12 other cities as of Sunday

*National Health Commission reported that **76,408 patients** have been discharged from hospitals after recovery by the end of Wednesday*

**Confirmed  
COVID-19**

**CASES:  
82,724**

**DEATHS:  
3,327**

AS OF APRIL 2, 2020  
FROM [WHO](#)



## Airlines

- Air New Zealand plans to resume its Shanghai route starting March 30 and its Hong Kong services throughout April and May, both International flights plummet after the aviation regulator rolled out orders to cut down flights in and out of the country to curtail the rising number of imported cases
- Official from the Civil Aviation Administration of China said weekly international flights is expected to drop to 108 between March 29 and April 4, an 85 percent decrease from last week - only 1.2 percent of international flight volume prior to the pandemic.
- Airlines are also required to limit passenger capacity on international flights to under 75%, further decreasing inbound travelers from 25,000 to about 4,000 every day during the week.

## FLIGHT SITUATION

There are no direct flights between Mainland China and Guam

All three major American airlines have suspended flights to/from China until the end of April  
Connecting flights have been suspended:

Korean Airlines suspends flights from Beijing to Incheon March 28 - April 25, 2020.

Remaining Philippine Airline international flights are suspended March 26 - April 14, 2020.

TAIWAN



# TAIWAN



Since the outbreak, Taiwan travel agencies and all group travelers have canceled their group trips to Guam either due to fear of the coronavirus, because they have traveled to China, Hong Kong, Macau in the past 14 days, or due to the Guam and Taiwan policies



Recent reports noted that of the 329 cases, 283 are imported cases and 46 were locally transmitted cases



All university and K-12 teachers are restricting from traveling



Corporations are also restricting employees from traveling overseas



Everyone traveling by trains and inter-city buses should wear masks beginning Wednesday (April 1).



Temperature checks are being implemented at train stations, airports, and ports, among other areas.

*(Included in  
China's case  
count)*

**Confirmed  
COVID-19**

**CASES:  
322**

**DEATHS:  
5**

**RECOVERED:  
45**

# TAIWAN – COVID-19 SITUATION

- Regardless of citizenship, all inbound travelers who have a fever or respiratory symptoms must be screened for COVID-19.
- As of March 19, those without a Taiwanese passport or ARC will be denied entry to Taiwan. All passengers entering Taiwan must be quarantined for 14 days.
- As of March 24, stopovers in Taiwan for flight transfers will no longer be allowed; passengers will be denied of boarding at the departure location.
- Taiwan restricts hospital visits to limit exposure to coronavirus; no more than 2 simultaneous visitors per patient.
- As of March 21, Taiwan raised a level three travel warning to all overseas countries. Any unnecessary overseas travel is not suggested.
- The government has initiated an electronic security monitoring system that will allow easier tracking of all quarantined individuals.

# TAIWAN – TRAVEL INDUSTRY



- Airlines and travel agencies are encouraging employees to take annual leave, including China Airlines, Lion Travel, Best Tour, Life Tour, SET Tour, etc.
- Taiwan's Ministry of Transportation and Communications (MoTC) has approved a NT\$50 billion (US\$16.5 billion) budget to help the Taiwan tourism industry through the coronavirus storm.
- According to the Civil Aeronautics Administration under MoTC, Taiwan's international flights have dropped by 50% and overall loading factor decreased by 84% compared to same time last year.
- MoTC has asked the central government for an NT\$10 billion (US\$331 million) budget to keep businesses in the hospitality industry afloat both during and after the outbreak. MoTC plans to give subsidies to 140,000 hospitality workers who may be forced to take unpaid leave due to the pandemic. The project will also supply NT\$100,000 (US\$3,300) in monthly relief funds to travel agencies and NT\$200,000 to tourist hotels for three months.



# HONG KONG



# HONG KONG



The Hong Kong government will dish out a bigger-than-expected HK\$30 billion (US\$3.86 billion) relief package in an urgent attempt to bail out virtually all industries across the board



More than half the funding – HK\$16.9 billion (US\$2.15 billion) – would be used to provide one-off cash injections to retailers, food and drink service providers, transport companies, students, the arts and culture sector, guest houses and travel agents



Schools will remain closed until further notice



Civil servants continue to work from home; government providing only urgent and essential public services



Hong Kong limited public gatherings to four and shut cinemas, gyms and other social spots to control outbreak

*(Included in  
China's case  
count)*

**Confirmed  
COVID-19**

**CASES:  
714**

**DEATHS:  
4**

**RECOVERED:  
147**



## TRAVEL UPDATES

Japan suspended visa-free arrangements for Hong Kong until 30 April

Hong Kong banned entry of most non-residents and suspended all airport transit services for two weeks starting from 25 March

Hong Kong extended red travel alert to cover the rest of the world except China, Macau & Taiwan

Mandatory 14-day quarantine in place for arrivals from all foreign countries

There are no direct flights between Guam and Hong Kong

*(Included in  
China's case  
count)*

**Confirmed  
COVID-19**

**CASES:  
714**

**DEATHS:  
4**

**RECOVERED:  
147**



PAL suspended international and local flights from 26 March 26 - 14 April 2020

PAL decided it could no longer sustain the limited number of international flights due to strict travel and entry restrictions by more countries, a collapse in travel demand and challenges in staffing the Manila airport hub.



United Airlines has suspended flight service between Guam and Manila until May 2, 2020.

# REGIONAL UPDATES



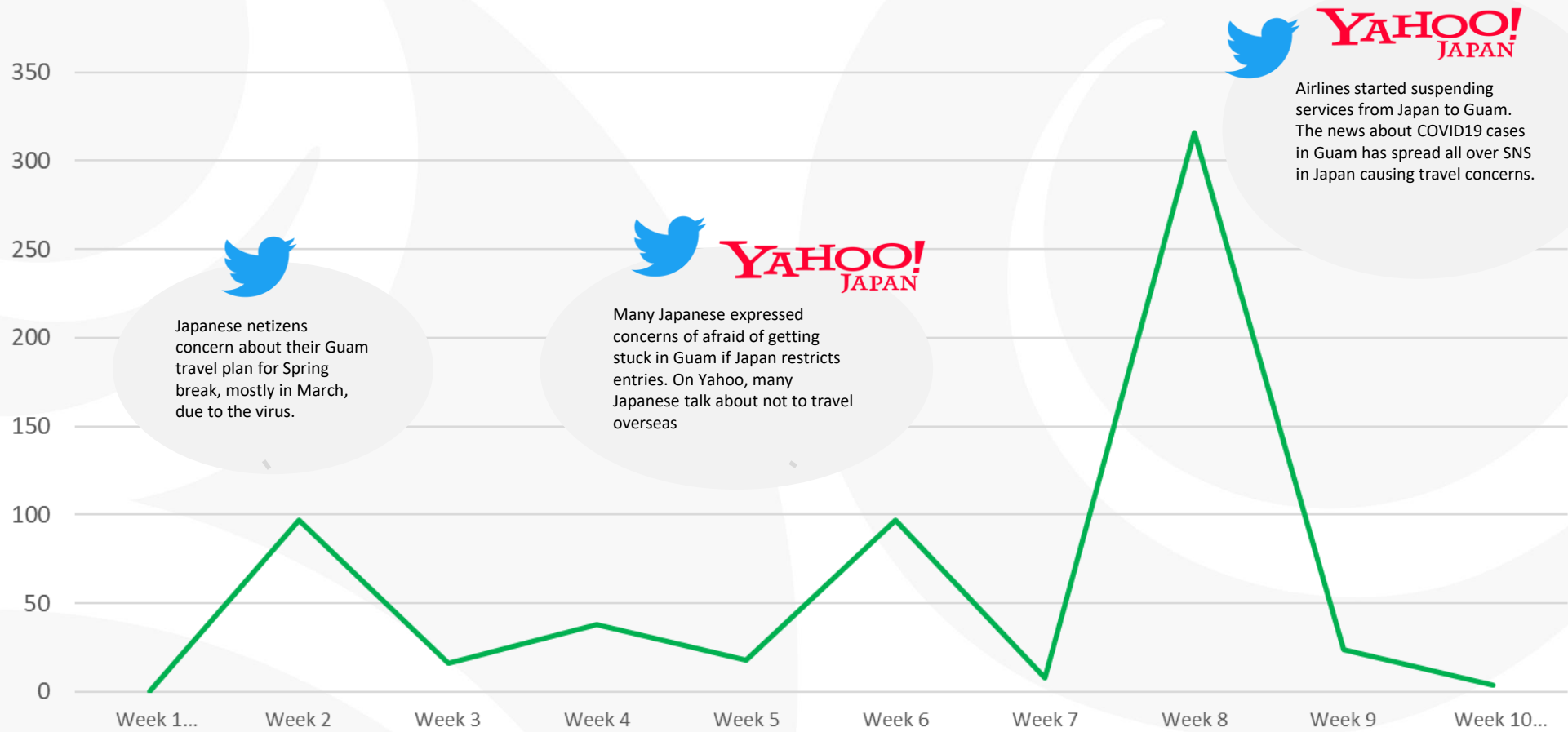
<b>Hawaii</b>	United operates a daily flight to Honolulu.
<b>Palau</b>	The Republic of Palau has canceled flights to the island nation in order to prepare a quarantine site.
	Palau will discuss with United how to proceed with scheduled flights starting April 9. Continue to check <a href="http://United.com">United.com</a> for next scheduled flight.
<b>Yap</b>	Check <a href="http://United.com">United.com</a> for next scheduled flight.
<b>Saipan</b>	All air service has been suspended from April 6 - 30 at the request of the CNMI Government. United's last flight to Saipan is on April 5.

# GLOBAL SOCIAL MEDIA LISTENING

# SOCIAL MEDIA LISTENING FROM THE PAST WEEK

MARKET	KEY SUMMARY
<b>Korea</b>	<p>Total mentions: 14</p> <p>This week, we continued to see Korean people expressing their disappointment. People can't wait for the outbreak to end so they can visit Guam again soon.</p>
<b>Japan</b>	<p>Total mentions: 4</p> <p>In the past week, we noticed that the buzz about Guam started to slow down in Japan. With only 4 mentions, most of the social media posts are people sharing the latest information about traveling to Guam from Japan and the number of confirmed cases in Guam.</p>
<b>Greater China</b>	<p>Total mentions: 6</p> <p>Similar to mentions in Japan, the mentions in Greater China have decreased. We see people sharing recent posts of Guam with empty streets.</p>

# SOCIAL MEDIA – JAPAN HIGHLIGHTS





# SOCIAL MEDIA – KOREA HIGHLIGHTS

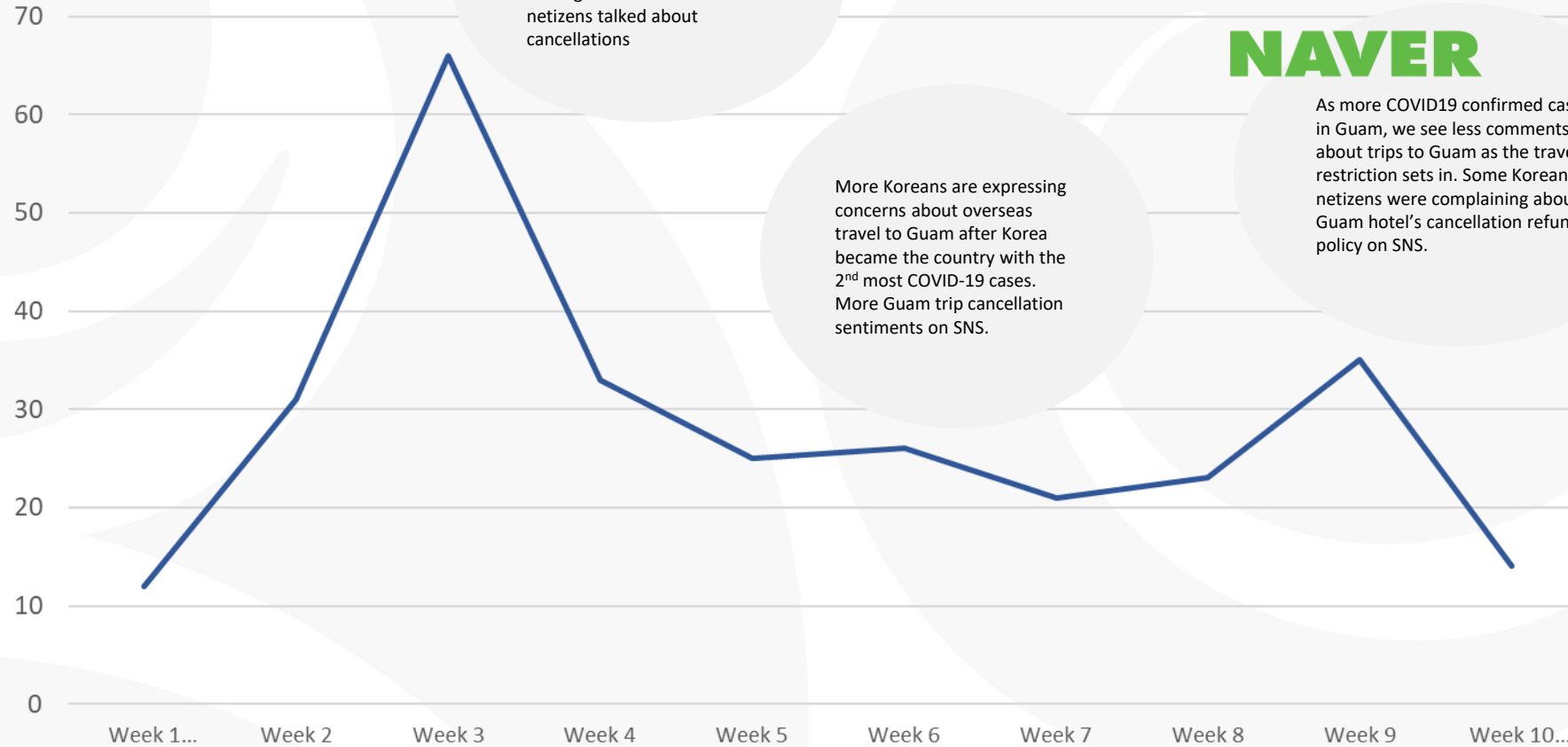
## NAVER

Many Koreans discussed the COVID19 impact to travel but remained optimistic about visiting to Guam. Some netizens talked about cancellations

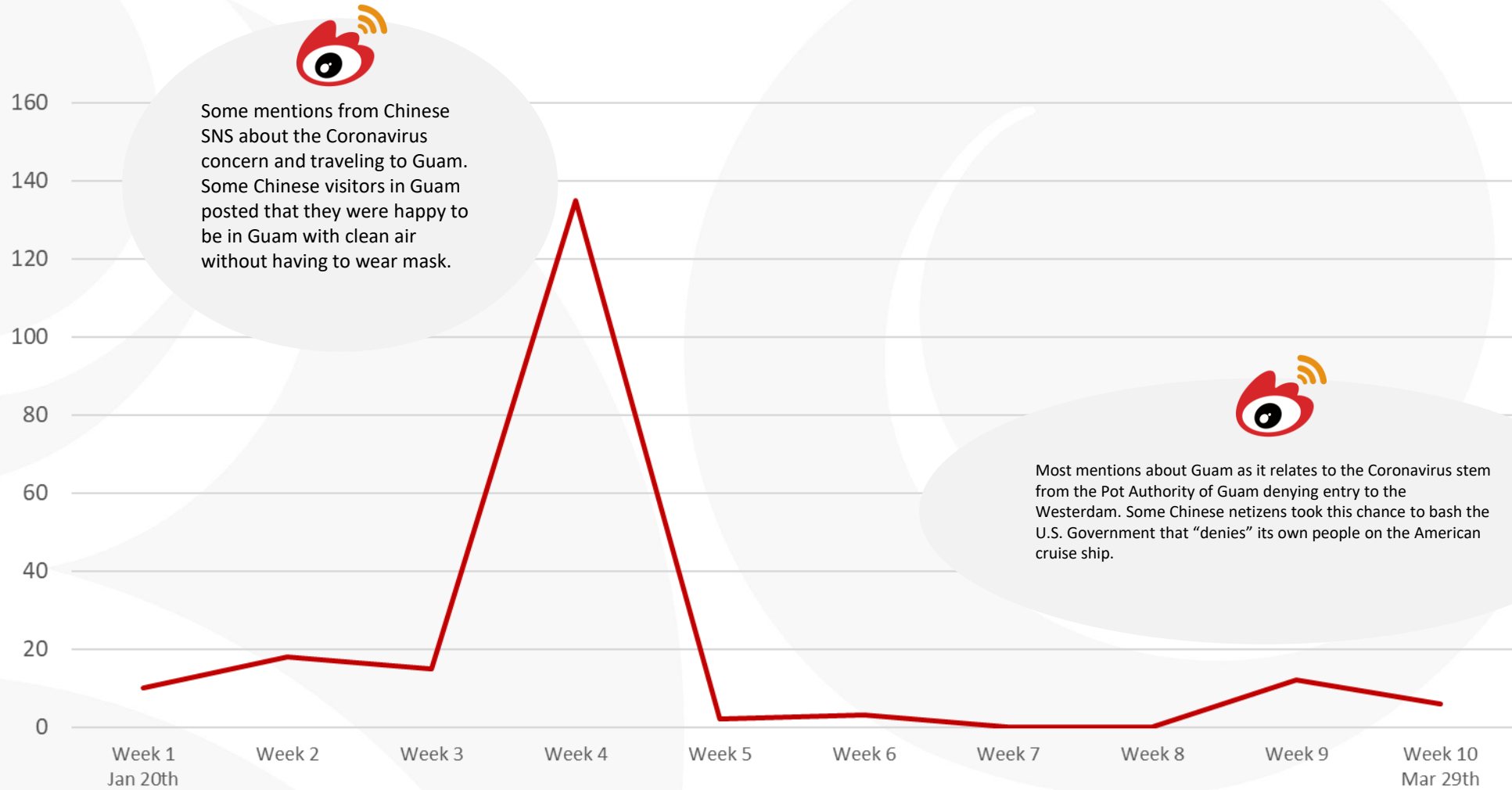
## NAVER

As more COVID19 confirmed cases in Guam, we see less comments about trips to Guam as the travel restriction sets in. Some Korean netizens were complaining about Guam hotel's cancellation refund policy on SNS.

More Koreans are expressing concerns about overseas travel to Guam after Korea became the 2<sup>nd</sup> most COVID-19 cases. More Guam trip cancellation sentiments on SNS.



# SOCIAL MEDIA – CHINA HIGHLIGHTS



# LOCAL UPDATES & NEW DEVELOPMENTS



## **PRESIDENTIAL DISASTER DECLARATION**

On March 25, 2020, Governor Leon Guerrero submitted a request for a Presidential Disaster Declaration for Guam in response to the COVID-19 pandemic. The request was based on the direct, detrimental economic impact of the COVID-19 events from February 2020 to present.

On March 27, 2020, President Trump approved the request for Public Assistance, Category B, Emergency Protective Measures, which will assist local Government of Guam agencies and certain private nonprofit organizations. The requests for Individual Assistance and Hazard Mitigation are still under review and have not been awarded at this time.

# LOCAL UPDATES & NEW DEVELOPMENTS



## PANDEMIC UNEMPLOYMENT ASSISTANCE PROGRAM

On March 29, Governor Lou Leon Guerrero signed an Agreement with the U.S. Department of Labor (USDOL) to implement the provisions of the Relief for Workers Affected by Coronavirus Act, or Public Law 116-136, which was enacted on March 28, 2020.

The Act provides for a new Pandemic Unemployment Assistance (PUA) program, giving employees affected by the COVID-19 pandemic on Guam unemployment benefits. The Government of Guam, along with the Guam Department of Labor (GDOL), is currently working with the U.S. Department of Labor (USDOL) to create the guidelines and application process for the Pandemic Unemployment Assistance (PUA) program.

The Guam Department of Labor (GDOL) and the Guam Economic Development Authority (GEDA) will be leading efforts to create a new PUA program that will be administered by the GDOL on Guam.

Authorized by the Coronavirus Aid, Relief, and Economic Security ([CARES Act](#)), the program will provide weekly benefit payments to workers who traditionally would not qualify for unemployment benefits, and who are unable to work as a direct result of the COVID-19 public health emergency. This includes those who are self-employed, independent contractors, workers with limited work experience, and those living in areas without an unemployment benefits program, such as Guam.

## IMPORTANT LINKS

- GEDA's [CARES Act Selected Programs Presentation](#) can also be found on their website under Economic Relief Initiatives
- Guam DOL advisory regarding [instructions to receive information about the Pandemic Unemployment](#)
- [Assistance program \(PUA\) or the Stimulus Bill and the Disaster Dislocated Worker grant.](#)
- [CARES Act Stimulus Bill](#)

## HELPFUL RESOURCES FOR BUSINESS OWNERS AND MANAGERS

1. [Guam Economic Development Authority](#) website
  - a. GEDA's [CARES Act Selected Programs Presentation](#), a must-read for all business owners and managers
  - b. [U.S. Senate Committee on Small Business & Entrepreneurship - The Small Business Owner's Guide to the CARES Act](#)
2. Small Business Administration
  - a. [Coronavirus \(COVID-19\): Small Business Guidance & Loan Resources](#)
  - b. SBA [Disaster Loans](#)
  - c. The Pacific Island Small Business Development Center Network [FAQs regarding SBA Loans](#)
3. [Department of Revenue and Taxation](#) online services
  - a. Income Tax [deadline extended](#) from April 15 to July 15
  - b. as it relates to regional businesses
4. [Department of Public Health and Social Services](#) website
  - a. COVID-19 Guidance for Employers (public and private sectors) for employees who were advised to quarantine for reasons related to COVID-19 - [Standard Operating Procedure \(SOP\) 2020-05](#)
  - b. DPHSS [Guidance Memo 2020-02](#) Relative to Executive Order Nos. 2020-04, 05, 06, and 07

## COVID-19 HOTLINE LAUNCHES - CALL 311

One of the most important resources to announce this week is the hotline for COVID-19 related inquiries. Governor Lou Leon Guerrero has identified “311” as the central COVID-19 communications hotline where residents can inquire or report the following:

- Medical questions regarding COVID-19 (DPHSS Nurse Triage), daily from 6 a.m. - 10 p.m.
- Report a business in violation of the Social Isolation Directive (Department of Revenue & Taxation) - weekdays from 8 a.m. - 5 p.m.
- Report an individual in violation of the Social Isolation Directive (Guam Police Department) – daily, 24 hours
- Business owners with questions on economic relief (Guam Economic Development Authority) – weekdays from 8 a.m. - 5 p.m.
- Employment and unemployment guidance (Department of Labor) – weekdays from 8 a.m. - 5 p.m.
- Counseling Hotline (Guam Behavioral Health and Wellness Center) – daily, 24 hours
- General Inquiries (Joint Information Center) – weekdays from 8 a.m. - 5 p.m.

# RESOURCES & HELPFUL INFORMATION





# REPUTABLE SOURCES OF INFORMATION



All COVID-19 official notices and the most up-to-date information can be found through these websites:

- [Centers for Disease Control and Prevention](#)
- [Department of Public Health and Social Services](#)
- [Guam Homeland Security/Office of Civil Defense](#)
- [Gov. Lou Leon Guerrero's Facebook Page for live press conferences](#)
- [Guam Visitors Bureau COVID-19 Resource Page \(Website Repository\)](#)
- [Guam Economic Development Authority](#)

# HELPFUL CONTACT INFORMATION



## COVID-19 HOTLINE - CALL 311

## MEDIA INQUIRIES SHOULD BE DIRECTED TO:

Joint Information Center

(671) 478-0208/09/10

Monday through Friday, 8 a.m. to 5 p.m.

## GVB'S [TOURISM VOICE BOX](#) FOR COMMENTS AND QUESTIONS:

Express your concerns, ask questions, request assistance, and send feedback on how you, your team and your business are navigating COVID-19. Your insight can help us to have a more unified and industry-focused voice with our island's leaders. ([Click here.](#))

## GVB'S COVID-19 COMMUNICATIONS CHANNEL FOR TOURISM INDUSTRY:

communityrelations@visitguam.org

# *Si Yu'os Ma'åse'*

