



REGULAR BOARD OF DIRECTORS MEETING MINUTES

Thursday, May 14, 2020, at 1:30 pm.

TELECONFERENCE - GoToMeeting

(<https://global.gotomeeting.com/join/635287029>)

I. CALL TO ORDER

II. ROLL CALL

III. MINUTES OF THE PREVIOUS MEETING

EXHIBIT A

Director Arriola made a motion, seconded by Director Camacho, to approve the minutes of the previous Board of Directors meeting dated April 30, 2020. **Motion approved.**

IV. CHAIRMAN'S REPORT

Chairman Ada reported that there is mounting activity and cautious optimism for our tourism industry as the airport, hotels, restaurants, and retailers are establishing new operating procedures of safety to minimize the exposure of COVID-19. Should all go well, Guam could see PCOR 3, and be ready for the gradual start of welcoming visitors to the island, once again. The quarantine requirements for returning travelers to our source markets of Japan, Korea, and Taiwan, are also major deciding factors when tourism on Guam could open once again. Guam must continue to reduce the risk of the Coronavirus spread for the safety of our local community and visitors to the island.

He thanked the staff & management, country managers, and the Board of Directors for their ongoing work. He encouraged the continuance of adaptation and seeking opportunities. He asked the team to create a safe work environment and to support each other, as the Bureau does its part to support the island.

Chairman Ada took a brief moment to express a huge thank you, si yu'os ma' åse' to President & CEO, Pilar Laguaña, for her 40 years of commitment and professional service to the Bureau and the people of Guam.

V. NEW BUSINESS

On May 4, 2020, President & CEO, Pilar Laguaña, submitted a letter of retirement effective May 30, 2020, to Chairman Ada.

Chairman Ada assembled a presidential search committee. It comprised of himself, Director Shinohara, Director Arriola, Director Quinata, and Director Shimizu. With the committee looking to rebuild the industry during this COVID-19 season, it was decided they should not rush into making one of the most important.

The committee determined to address the Bureau's needs with a temporary leader while giving the committee and the Board time in its presidential. After consultation with Governor Lou Leon Guerrero, the search committee agreed with her recommendation to have former Governor Carl Gutierrez as an interim president for up to 90 days, until a new and permanent president can be vetted, selected, and approved.

1. Director Shimizu made a motion, seconded by Director Gatewood, to accept the retirement of President and CEO Pilar Laguaña as of May 30, 2020. **Motion Approved.**
2. Director Hoffman made a motion, seconded by Director Shimizu, to appoint Carl T.C. Gutierrez to serve as interim President in accordance with the Term Sheet presented for Board action. **Motion Approved.**
3. Director Camacho made a motion, seconded by Director Shimizu, to approve the job description for the position of President and CEO as it shall exist after the term of the interim President and CEO expires.



- President Pilar Laguaña's Retirement Notice
- Executive Employment Term Sheet
- GVB President Job Description

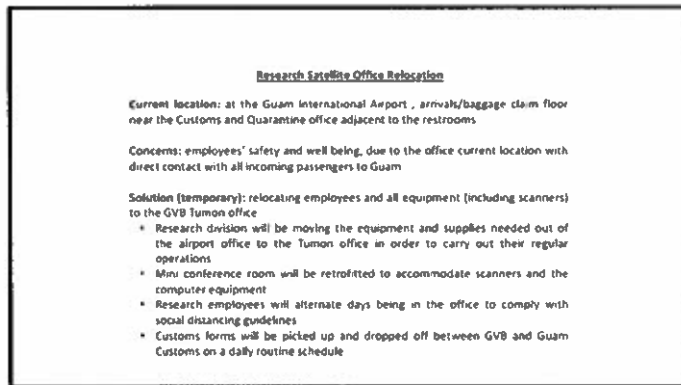
EXHIBIT E
EXHIBIT F
EXHIBIT G

Chairman Ada sought the Board's perspective on how wide they'd like to cast the search for a presidential replacement. He mentioned that they would not limit themselves to just selecting someone locally.

Director Arriola believes it is vital that every opportunity is given to eligible individuals. She proposed that the announcement be presented to the public by way of major trade publications, national newspapers, and related publications.

Vice-Chairman Morinaga proposed to hire an executive search company that will screen and narrow the search to the best-qualified applicants. He added that Guam would need someone who has experience in the Pacific region. Director Kloppenburg agreed with Vice Chairman Morinaga and added that a qualified individual with extensive experience, particularly in the Korea and Japan Markets, would be great.

VI. PRESIDENT & CEO'S REPORT



Updated Flight Schedules Announcement:
Guam, Saipan, Palau, & Micronesia
Period: May - July 5, 2020



Guam (GUM) - Honolulu, Hawaii (HNL)

Airport (Route)	Flight No.	Frequency	Aircraft
Guam Honolulu	UA 200	Daily	B777
Honolulu Guam	UA 201	Daily	B777

Guam (GUM) - Osaka, Japan (KIX)

Airport (Route)	Flight No.	Frequency	Aircraft
Guam Osaka	UA 198	Tuesday, Thursday, and Saturday	B737
Osaka Guam	UA 187	Tuesday, Thursday, and Saturday	B737

Guam (GUM) - Saipan (SPN)

Airport (Route)	Flight No.	Frequency	Aircraft
Guam Saipan	UA 174	Monday, Thursday, and Saturday	B737
Saipan Guam	UA 117	Monday, Thursday, and Saturday	B737

Updated Flight Schedules Announcement:
Guam, Saipan, Palau, & Micronesia
Period: May - July 5, 2020



Guam (GUM) - Koror, Palau (ROR)

Airport (Route)	Flight No.	Operation dates	Aircraft
Guam Koror	UA 157	June 15 and June 25 (Thursdays)	B737
Koror Guam	UA 158	May 22, June 12, and June 26 (Wednesdays)	B737

Guam (GUM) - Yap (YAP)

Airport (Route)	Flight No.	Operation dates	Aircraft
Guam Yap	UA 185	May 17, June 15, and June 29	B737
Yap Guam	UA 186	May 17, June 14, and June 28	B737

Island Hopper*

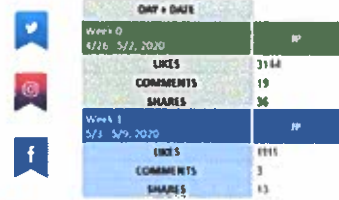
Airport (Route)	Flight No.	Operation dates	Aircraft
Guam Honolulu	UA 159*	May 29 and June 17	B737
Honolulu Guam	UA 154*	May 11 and June 16	B737
Guam Phoenix	UA 170*	June 6, and June 27	B737
Phoenix Guam	UA 169*	June 1, and June 22	B737
Guam Chicago	UA 117*	June 7, and June 28	B737
Chicago Guam	UA 117*	June 7, and June 28	B737



Korea-Japan ties getting worse in pandemic

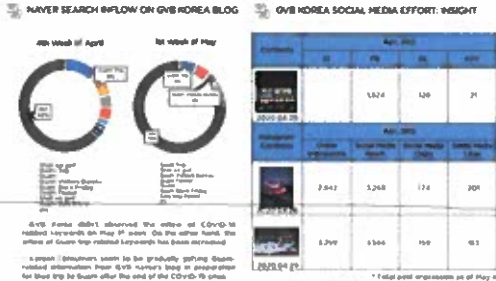


SNS Updates



#GUAM #GiveUsAMoment #77A #99L #R5 #E #E #Dream #LoveGuam

SNS Updates



GIVE US A MOMENT CAMPAIGN UPDATE

"WHERE DO YOU WANNA GO" INSTAGRAM CHALLENGE GUAM VERSION

Project Name: Give Us A Moment Campaign

Project Category: Media / Digital / Social / Campaign

Target Audience: Global Travelers who are impacted in visit Guam

Project Objectives:

- Global awareness on social media
- To indirectly promote Guam's beautiful scenery
- Gain user participation to give content to inspire to Guam

Project Schedule:

- Global awareness on social media
- Target their effort placed on their personal account with hashtag #GiveUsAMoment
- Following hashtag #GUAM #WhereDoYouWannaGo #GiveUsAMoment #GiveUsAMoment #GiveUsAMoment #GiveUsAMoment
- Give a sense to the people for the campaign

April Social Media Statistics

Country	Taiwan
Total SNS Fans	FB 71,301 IG 3,183 TW 14,303
Total Fan Growth	FB @ 0.004% growth 71,364 (as of end of March) to 71,561 IG @ 0.004% growth 3,183 (as of end of March) to 3,183 TW @ 0.004% growth 14,303 (as of end of March) to 14,303
Total Post Impressions	FB 100,211 (Sum of Daily Organic Impressions of page level insight data) 102,863 (Sum of Lifetime Post Organic Impressions of post level insight data) IG 12,148 (Sum of Impressions)
Total Engagement	FB 1,849 (Sum of Daily Post Engaged Users of page level insight data) LIVE Chats @ Average of 28 Days People who interacted Other Chats @ Average of 28 Days People who interacted Photo share @ Average of 28 Days People who interacted Video Play @ Average of 28 Days People who interacted IG % Reach (Sum of people reached)
Total Visiting users	FB 30 IG 6 (Quarterly total social media users on our Facebook and Instagram who have reached "active interest" of visiting Guam.)

#GiveUsAMoment Social Media Operation Strategy

Beautiful Sight / Dance / Music / Cook

User Generated Contents

- Writing the post with emotional and reminding word, such as passionate, warm, creative, hospitable, beautiful, memory, etc.
- Using Chinese hashtag for Taiwan market such as #美食 #美景 #音乐 #舞蹈 (Guam travel, #美食美景 (Guam food), #美景美食 (Guam backdrops) to reach more Taiwanese Social Media users
- Encourage followers to share their Guam by using #GiveUsAMoment and #GiveUsAMoment (read for me Guam) on their post
- Collect UGC content and repost on GVB TW's official social media platforms.

#GiveUsAMoment Social Media Operation Strategy

- GVB TV has been receiving warm responses from consumers and many photos to share, showing that our consumers are willing to engage in our campaign and still prompt to travel



Facebook Campaign Insights as of 05/06

Insights



362 posts

43 likes


140 comments

Operational Issues

- Concourse Operations is limited to West Concourse (Gates 4-9)
- Social distancing measures are in the planning stages for pax queuing and seating
- Food & Beverage and other critical support services continue even with limited flight operations
- Deep cleaning of facilities and sanitization of passenger-use equipment (carts, handrails, handles) and other services are in the preparation stage
- A roundtable meeting with the airlines was held on May 1 to discuss a phased opening

- Channel entry into airport through selected entrances.
- Conduct temperature checks of pax arriving and departing, and employees in the facility
- Install "sneeze guards" at all ticket and inspection counters
- Procure and install UV-C system for air handling units to improve air quality in the airport.
- Assess pax holding areas to promote spatial separation.
- Focus custodial services in holding areas and restrooms before, during, and after arrivals/departures.
- Organize pax movement to achieve maximum spatial separation.



Date	Timeline
3/27/20	Board approved the formation of the COVID Task Force to gather and filter information, and messaging plans, and related parts of action for Board consideration
3/24/20	Executive Order when Governor Leo Leon Guerrero declared Guam an emergency due to COVID-19
4/18/20	Board approved to re-allocate \$1,000,000 Board approved Capital projects in addition to \$1,144,730 Ramp Day Fund for Recovery Fund Funding
4/18/20	Board approved to amend the previously approved motion made on April 16, 2020 (noted above). GVB shall retain 1% dollars from the capital improvement projects that will be allocated to recovery efforts. Any and all Ramp Day funds shall be allocated to recovery efforts subject to necessary approvals by the Legislature
4/30/20	Letter written to Senator Thomas Torpelo
5/1/20	Senator Thomas Torpelo sent Pir Draft Bill to authorize the Guam Visitors Bureau to expand its funds available to the Ramp Day Fund. It revisited Ramp Day Fund Allocation.
5/1/20	Resolution 2020-002 was sent to Senator Thomas Torpelo
5/1/20	Senator Thomas Torpelo introduced the Ramp Day Fund Bill

At the end of her report, President & CEO, Pilar Laguana, reported many businesses are excited as they begin to gradually reopen their businesses with social distancing and all of their guidelines and protocols in place.

She shared her thoughts on the announcement of Former Governor Carl Gutierrez assuming the GVB President & CEO role as she retires at the end of May and looked forward to working with him during the transition. She added that the Bureau would be in capable hands as he will be able to carry out the programs forward and introduce a lot of new ideas in re-establishing our visitor economy.

She thanked the Board for their support and her competent staff members while recognizing their exceptional expertise and contributions.

Laguana expressed her pride in the progress made by the Bureau over the years. She gave credit to the many dedicated Board of directors and staff members that have served the Bureau since its inception in the late 60s. The Bureau has a solid foundation, strengthened by its legacy and experience on which it will build its future.

She shared her passion and brought light to tourism history. The bureau started as a tourist commission in 1963 under Governor Manuel F.L. Guerrero. At that time, the initial budget was \$15,000.

The Commission was then converted to Guam Visitors Bureau in July of 1970. It was established as a non-profit corporation, and in 1983, the bureau was reorganized as a public, non-profit membership organization.

Over the years, in her research, she found some significant tourism history that she wanted to record. Tourism started on Guam on May 29, 1967, when Pan Americans World Airways made their first flight to Guam with a Boeing 707, which left Haneda, Japan, at 9:30 p.m.

That first flight arrived on Guam May 30th at 1:30 a.m., 1967. Keep in mind that this was before Narita was developed. Tourism started on Guam with this flight.

The passengers consisted mostly of travel agents, and travel media, including Pan Am's Japan advertising group, namely J.Walter Thomas. Also, the group was led by Mr. Malcom McDonald, Managing Director of Pan American World Airway of Japan. Also, the Marketing Director of Pan American for Asia/Pacific was abroad. His name was Mr. Davy Jones.

Mr. Paul Sauder, Director of the Department of Commerce, representing the Government of Guam, was also on board this historic flight.

At this point, it was necessary to mention that Mr. Rex Wills, who was a tourism consultant for the Government of Guam, played an important role in recommending that the Japan market be investigated as a source of tourism for Guam. Rex was from Hawaii and worked on Guam for several years.

In those days, there were very few hotels, and the guests who were on that flight were split up upon arrival. Some stayed at the Cliff Motel (later became the Cliff Hotel), others stayed at Tony's Lodge that was a Quonset hut in Hagatna, and some remained at Wally's Airtel that was located on the bay along Camp Watkins Road. Also, some stayed at the Guam America Motel.

She mentioned those facts because she believed it was essential to share the actual date when tourism began.

Laguaña challenged each of the GVB directors and staff members to look beyond the norm and embrace today's changes with enthusiasm, optimism, and confidence. She has solid faith and belief that Guam will recover from this pandemic with great success because of the drive, skills, and capability that resides in each of the directors and staff members.

In closing, Laguaña said, "It's been my great pleasure to serve in the bureau in the past many years, and I wish everyone good health, happiness, and great success with your future endeavors."



No. of Hours Required to be Rendered \$1,000 received - 10 hours required

Terms and Conditions:

1. The organization must accept the terms and conditions of this letter and submit the following prior to the disbursement of funds:
 - a. Form W-9 Request for Taxpayer Identification Number and Certification,
 - b. Current Business License,
 - c. Organization Contact Information Sheet, and
 - d. Fiscal Year Budget Report.
2. Disbursement is subject to availability of funds for FY2020 pursuant to P.L. 35-36.
3. Funds must be used in accordance with the provided budgetary breakdown.
4. The organization shall strictly comply with the mandatory reporting requirements noted below under P.L. 35-36, Chapter XIII, Section 6. Non-compliance with these reporting requirements shall subject the non-profit organization to a three percent (3%) reduction of its appropriation.
5. In the event the organization ceases operating, all unused funds shall be returned to GVB.
6. All required reports shall be submitted to GVB using the attached templates.
7. For every \$1000 received, the organization agrees to perform ten (10) hours of community service for GVB to support GVB signature events and other efforts as described and needed by GVB. GVB will establish procedures for certifying community service hours and issuing community service hour certification reports.
8. The organization agrees to provide testimonials, outlining the support they received from GVB. GVB reserves the right to use testimonials for public release if needed or as GVB sees fit for any and all media sources.
9. The organization agrees to indemnify and hold harmless GVB against any and all claims, actions, losses and liabilities of whatever kind arising out of or related to this program.
10. The organization agrees to abide by all applicable federal and local laws.

All non-profit organizations that receive funds pursuant to this Act shall maintain financial records that accurately account for said funds and shall provide a budgetary breakdown by object category to the department or agency that receives the appropriation. The non-profit organization shall be provided a copy of this Section by the department or agency overseeing such appropriation, but failure of the department or agency to fulfill this duty shall not prevent any non-profit organization from carrying out its responsibilities under this Section. The non-profit organization shall also provide to said department:

- (a) a quarterly report describing its activities during the reporting period and the results it achieved no later than twenty (20) days after the end of each quarter;
- (b) notice of all procurement of equipment and services of Twenty-five Thousand Dollars (\$25,000) or more prior to awarding any such contract;
- (c) access by the overseeing department or agency's duly authorized representative and government of Guam auditors to appropriate records for the purpose of audit and examination of books, documents, papers, and records of funds expended under the appropriation;
- (d) a detailed inventory listing of each year's purchases, as certified by its certifying officer; and
- (e) a final report containing a full disclosure of all expenditures of funds appropriated by this Act no later than November 15, 2020, the overseeing department or agency shall submit said report to the Libreria de Guåhan and post the same on its website.

Non-compliance with these reporting requirements shall subject the non-profit organization to a three percent (3%) reduction of its appropriation.

- Director Shinohara brought to the Board's attention a few issues with the requirements imposed on GVB's non-profit grant recipients.
 - As part of the grant funding requirements from GVB, for every thousand dollars, the non-profit is to contribute 10 hours of community service to GVB. Due to the current COVID-19 situation, it's unlikely that these non-profits will be able to fulfill this requirement. Rather than waving this requirement for the current year, director Shinohara made a motion for board approval.
5. Director Shinohara made a motion, seconded by Director Arriola, to defer this requirement until the next fiscal year should the non-profit be able to fulfill during the current year. **Motion Approved.**

VIII. REPORT OF THE BOARD COMMITTEES

A. EXECUTIVE COMMITTEE

6. Director Camacho made a motion, seconded by Director Gatewood, to ratify the approval to use the Rainy-Day Fund pursuant to 12 GCA §9303 to increase marketing activities to combat the effects of COVID-19. **Motion Approved.**

Background: GVB maintains a "Rainy Day Fund" under 12 GCA §9301 et seq., which may be used to support identified activities to meet unforeseen or unanticipated challenges resulting from either a natural or human-made disaster that has occurred on Guam, or from external economic conditions that have severely affected Guam's ability to attract visitors because of the pandemic-related disruptions; in addition to that, pursuant to 12 GCA § 9304 GVB will immediately access up to 50% of the Rainy Day Fund to carry out GVB's express statutory purposes and exercise its statutory powers to mitigate potential harm to, and help the visitor industry recover; furthermore, GVB will immediately seek approval from Liheslaturan Guåhan to expend up to the remaining fifty percent (50%) of the Rainy Day Fund to support pandemic recovery efforts, rebuild air seat capacity, support travel agents, and local tourism-related businesses.

Issue: Board approval required.

- Rainy-Day Fund, Resolution No. 2020-002
- Rainy Day Fund Bill for Introduction & Draft Testimony for Bill 353-35

EXHIBIT B

EXHIBIT C

7. Director Arriola made a motion, seconded by Director Gatewood, to approve and accept the draft testimony for Bill 353-35, as presented in Exhibit C. **Motion Approved.**

- Pilar thanked Senator Therese Terlaje for moving swiftly to assist GVB with the Rainy-Day fund bill. Chairman Ada expressed his gratitude to the Senator for her support of the Bureau.

B. ADMINISTRATION & GOVERNMENT RELATIONS

- Nothing to report

C. DESTINATION MANAGEMENT

- Director Shinohara expressed his appreciation to Vice President Bobby Alvarez and Destination Management Specialist, Ilene Quitigua, and those that have been working on completing the culvert cleaning and, most notably, the ongoing work with the Fujita funding base. GVB must ensure that we have a maintenance plan to conduct cleaning often.
- Vice-Chairman Morinaga reported his concerns. 1. Storm drains are covered with green waste and sandbags from construction work. The sandbags are breaking and flowing into the storm drains. 2. Currently, public beaches are closed, yet people continue to frequent Ypao and park on both lanes at the Ypao gate overflowing into the Hilton Driveway.

ACTION: Management to contact Parks Manager regarding parking hazards and the monitoring of parking.

D. VISITOR & SAFETY SATISFACTION

- No updates

E. CULTURAL & HERITAGE

- No report.
- Director Arriola expressed her deepest appreciation to President & CEO, Pilar Laguaña, for her many years of service to the Bureau and our island. She stated that Pilar is not just a President, but a wonderful Chamorita ambassador who will continue to promote our Chamorro culture as she did for the past 40 years.
- Pilar thanked Director Arriola for her kind words and mentioned that it was a real honor and privilege to represent the island.
- Chairman Ada questioned whether different dance groups continue to practice their craft. According to Director Arriola, modified efforts have been made as some groups have had lessons on Zoom or whatsapp with their saina.

F. RESEARCH / MEMBERSHIP & COMMUNITY OUTREACH

- Director Gatewood reported in addition to the satellite office relocation for the Research Department to GVB, the Research department is gathering information and working with the Bureau of Statistics and Planning for potential grant opportunities to fund in Country Research for our top source markets.
- Director Gatewood thanked the Research department and team for their work on the Membership Outreach Movement (MOM) project, a total of 610 combined members through GVB, GHRA, and Guam Chamber. Eighty businesses have been reached via phone and e-mail on the Guam Chamber's latest report.

A MOMENT TO HELP THE VISITOR INDUSTRY - WEBINAR RECAP

May 1, 2020 Event

Hafa Adai & Welcome!

GVB WEBINAR
A MOMENT TO HELP THE VISITOR INDUSTRY

A MOMENT TO HELP THE VISITOR INDUSTRY WEBINAR RECAP

- Successful collaboration with DOL, GHRA and GCOC to reach a broad section of Guam's population
- Speakers engaged:
 - The Honorable Lourdes Leon Guerrero, Governor of Guam
 - The Honorable Therese Terlaje, Senator, 35th Guam Legislature and Chairperson, The Committee on Tourism
 - GVB Chairman Sonny Ada - Update on the Tourism Industry
 - GVB President & CEO Pilar Laguafia
 - Guam Hotel and Restaurant Association President Mary Rhodes
 - Guam Chamber of Commerce President Catherine Castro
 - Featured Speaker, Department of Labor Director David Dell'Isola
- Live engagement with stakeholders and media were well received
- Shared Give Us A Moment campaign and GVB updates
- Q&A session answered questions submitted by attendees via the Tourism Voice Box and through the comments section of the Facebook livestream
- Social media team supported by interacting with attendees in real time
- Positive feedback received; attendees learned a lot about a complex issue from Dave's discussion, helpful information, effective format and delivery
- GVB to consider future webinars to directly communicate and support the industry
- Well supported by GVB's Board and team

SOCIAL MEDIA INSIGHTS

	FEEDBACK	VIEWER RATING	EMAIL REPLY	TOTAL ENGAGEMENTS
GUAM VISITORS BUREAU FACEBOOK PAGE	1.3K	36%	21%	1.2K
GUAM VISITORS BUREAU TWITTER PAGE	1.3K	36%	N/A	0
GUAM VISITORS BUREAU YOUTUBE CHANNEL	1.9K	4.8K	N/A	174
GUAM VISITORS BUREAU YOUTUBE PAGE	0	0	0	0
TOTAL	4.5K	37.4%	21.1%	1.4K

COMMENTS AND FEEDBACK

SOCIAL MEDIA ACTIVITIES

ONGOING SOCIAL MEDIA ACTIVITIES

- Supporting Member businesses by sharing content and offers on social channels
- Continuing callouts for content from the industry
- Sharing reopening offers
- Supporting industry businesses by encouraging residents to support local
- Sharing Guam moments as part of the ongoing Give Us A Moment #GUAM campaign

- Director Gatewood thanked the GVB staff for coordinating the successful inter-agency webinar with the Department of Labor, Guam Chamber of Commerce. A recording of the webinar is posted on the Guam Visitors Bureau website and the YouTube channel.

G. SPORTS & EVENTS

- No report.
- Director Shimizu thanked Pilar and expressed his appreciation for everything that she has done for the Bureau.

H. AIR SERVICE DEVELOPMENT

- The Air Service Development is combined with the COVID-19 Task Force. Due to the COVID-19 season, there is not much to report with air service development. New flight schedules for all air services will be covered in the COVID-19 Task Force presentation.

I. JAPAN

- Director Murata had nothing to report from the Japan Marketing Committee.
- Video messages from Tourism Bureau Directors and ministers of tourism from various countries such as Hawaii, CNMI, Hong Kong, etc., and travel agency intending to resume tourism after COVID- 19 have become popular with Japanese consumers. Director Murata reported that they are in the process of conducting the 'Give Us A Moment campaign on SNS. He believes the Governor or GVB Chairman should send a message to the Japanese market on behalf of Guam.
- The next JMC meeting was scheduled for May 19, 2020.
- Chairman Ada sent letters to various tourism partners by way of Hiroshi-san in Japan updating them of Guam's status to PCOR 2. He reassured our partners that we are currently building toward making Guam safe for our gradual opening.
- Hiroshi-san sent an update noting that the Japanese government plans to end the State of Emergency in all 39 prefectures outside the 13 prefectures on special alert and will continue until the end of the month. They are ready to sell Guam products.

J. KOREA

- Director Kloppenburg did not have any new information to report except for the cluster outbreak cases in Korea, linked to an individual that had visited nightclubs in the Taiwan area. Korea was able to determine that there were roughly about 11K people in the area through cell phone signal records. Efforts have been made to test all 11K people to prevent any further outbreaks.
- Korea has no updates to retract the 14-day quarantine for returning travelers.

K. GREATER CHINA

- Director Camacho reported a 14-day quarantine protocol is still in effect for Taiwan. Networking with the industry is still ongoing. The Give Us A Moment campaign is very active, and we're getting a very good response. The Taiwan Government did contribute 200,000 surgical masks to the Guam Government.

L. NORTH AMERICA & PACIFIC MARKETS

- Director Hoffman had nothing to report. North America & Pacific Markets are open to any suggestions and ideas.
- The Roosevelt is still on Guam and will ship out soon.

M. NEW MARKETS

- Director Shinohara had nothing to report.
- Director Arriola questioned how New Markets looks in the light of the Board truly defining GVB's concentration in our core markets of Japan, Korea, and Taiwan. Will the board place New Markets on hold, or will New Markets be pursued? According to Chairman Ada, New Markets will be kept, and we'll keep an eye out for any possibilities.

IX. CORONA VIRUS TASK FORCE

COVID-19 Task Force Meeting – March 10, 2020

EXHIBIT D

INBOUND PROTOCOLS

JAPAN

- 14 day quarantine for all inbound (regardless of nationality) at government facility
- Japanese nationals subjected to PCR testing

SOUTH KOREA

- 14 day quarantine for all inbound from the U.S. and Europe
- Everyone entering South Korea must participate in the Special Entry Procedure
 - Fill out health declaration & travel record form during the flight
 - With Symptoms: Diagnostic test at the airport
 - Without Symptoms: From US/Europe: Self-quarantine for 14days and diagnostic test within 3 days of entering

TAIWAN

- 14-day quarantine for level 3 areas for all arrivals (includes USA)

- Vice-Chairman Morinaga reported Japan, Korea, and Taiwan have a 14-day quarantine in place. Japan continues to quarantine all visitors for the 14 days.
- Japan implemented a new testing method for COVID-19 called antigen. The testing is done by sampling the saliva, and results appear in 10-15 minutes.
- Japan does not have an inbound or outbound protocol.
- Korea and Taiwan have inbound protocols. However, they have yet to implement outbound protocols.

JAPAN

Airline	Suspended Period	Note
Japan Airlines	05/31/2020	
JEJU Air	05/31/2020	
T'way	05/31/2020	
United	06/04/2020	Excepted UA196/UA197 (May 2, 5, 7, 9, 12, 14, 16, 19, 21, 23, 26, 28, 30)

SOUTH KOREA

Airline	Suspended Period	Note
Air Seoul	-Until the end of May 2020 -Until the end of May 2020 -Until the end of May 2020 -Until the end of May 2020	Started ICN>GUM Sales for June on Website & App
Jin Air		
JEJU Air		
Korean Air		

TAIWAN

Airline	Suspended Period	Note
China Airline	September 2020	

X. OLD BUSINESS

XI. EXECUTIVE SESSION

- No executive Session

XII. ANNOUNCEMENTS

Upcoming Board Meetings:

- May 28, 2020
- June 11, 2020
- There were comments or questions from attendees.

XIII. ADJOURNMENT - 3:03 pm

Director Hoffman made a motion, seconded by Director Camacho, to adjourn the Board of directors meeting at 3:03 pm **Motion Approved.**



Mrs. Theresa C. Arriola, Secretary of the Board of Directors



Board Minutes respectively submitted by Valerie Sablan, Executive Secretary