



# COVID-19 INDUSTRY UPDATE

AS OF APRIL 7, 2020



# MARKET INTELLIGENCE REPORT

*Please note that all information provided in this update is as of April 7 and is subject to change.*

# JAPAN



# JAPAN – THE COVID-19 SITUATION



On April 7, Japan's Prime Minister has officially declared a month-long state of emergency for Tokyo, Osaka and five other prefectures to prevent the spread of infections.



Officials noted that if the spread of infection continues at this pace, the number of infected people will exceed 10,000 in two weeks and 80,000 in one month.



The government is calling on residents to stay home, work from home and avoid non-essential outings for a month.



Grocery supermarkets and public transportation will remain open.



Residents have been requested to avoid travel to other regions or rural areas where there are many elderly people.



Entertainment facilities are urged to close and restaurants have been asked to reduce their hours.

**Confirmed  
COVID-19**

**CASES:  
3,906**

**DEATHS:  
80**

# JAPAN – THE COVID-19 SITUATION

-  The Tokyo government has secured a total of 1,000 hotel rooms for patients with relatively mild symptoms to help to free up hospital beds for more serious cases.
-  Public high schools in Tokyo are closed until May 6.
-  Japan's government plans to stock up on the anti-flu drug Avigan, a drug being clinically tested as a treatment for the coronavirus, to be able to treat two million people.
-  On April 4, [The U.S. Embassy](#) in Japan strongly encouraged Americans staying in Japan to return home. U.S. citizens who live in the United States but are currently in Japan should arrange for immediate return to the United States, unless they are prepared to remain abroad for an indefinite period.
-  Japan Airline is extending its suspension of international services until April 30th, including flights from Guam and Narita.
-  United currently operates flights to Narita three-times weekly.

# KOREA



# KOREA – THE COVID-19 SITUATION

- In general, South Korea saw a continued decline in COVID-19 cases on April 6, but Seoul and its surrounding areas reported a continued rise in cluster transmission and imported cases.
- Public concerns are growing over a continued influx of COVID-19 cases from abroad, as more and more Koreans living overseas rush home amid increasing uncertainty.
- The foreign ministry has learned that 36 coronavirus cases involving South Koreans overseas, adding that there could be more cases unreported to the country's diplomatic missions.
- South Korea will begin a new semester for the elementary, middle and high schools online starting between April 9 and April 20. The closure of kindergarten programs will be extended until certain conditions are met.
- The government will provide up to 1 million won (\$820) in disaster relief money per family as a part of measures to ease the financial burden of lower-income households as a result of the COVID-19 pandemic.

**Confirmed  
COVID-19**

**CASES:  
10,331**

**DEATHS:  
192**

# KOREA – TRAVEL INDUSTRY

- According to aviation experts in South Korea, international flight demand tanked -96% compared to 2019. International travel for the 3rd week of March was about 78,599, the lowest in 23 years.
- Domestic airlines grounded 324 aircraft.
- South Korean duty-free stores are electing to temporarily close for business as the COVID-19 pandemic continues.
- South Korea issued a “special travel advisory” calling on its citizens to cancel or postpone their trips abroad over the spread of the COVID-19. As of April 1, all incoming passengers will undergo a mandatory quarantine for 14 days.
- Seoul Metropolitan Government launched a Crisis Management Project on April 1 to provide monetary support to help the tourism industry recover.
- On April 1, Incheon International Airport began offering a Loan Business Plan for small businesses to help stabilize operations and revive the regional economy.
- There are currently no flight services between Guam and Korea.
- All passengers are subject to a mandatory 14-day quarantine, as of April 1.



*U.S. Government and CDC Advised the Residents to Wear Face Masks to Prevent the Virus Infections; KBS; April 5*



*South Korean duty-free stores cut hours as travel-retail dries up*

# KOREA - TRAVEL & TRADE STATUS

## KOREA'S OUTBOUND DEPARTURE STATUS AS OF APRIL 7

Carrier	Destination	Flights
<b>Korean Air</b>	New York, Atlanta, Taipei, Chicago, Denpasar, Paris, London, Tokyo, Amsterdam, Detroit, Bangkok, Yangon, Manila, Seattle, Cebu, Singapore	21
<b>Asiana Airline</b>	Doha, Changchun, Hong Kong, Taipei, New York, LA, Manila, Ho Chi Minh, Bangkok	10
<b>Jeju Air</b>	Tokyo	1
<b>Jin Air</b>	n/a	
<b>Air Seoul</b>	n/a	
<b>T'way</b>	n/a	
<b>Eastar Jet</b>	n/a	
<b>Fly Gangwon</b>	n/a	
<b>TOTAL</b>		<b>32</b>

*\*All codeshares are included*

CHINA



# CHINA



As of the middle of March, domestic business and life have been resuming slowly.



On April 7, China's National Health Commission (NHC) reported 32 new confirmed cases, all of which were imported cases.



China tourism industry is beginning to resume as travel platform Ctrip, online tourism service provider Mafengwo, and Alibaba's tourism platform Fliggy, are giving users the chance to visit scenic spots through audio guides and live broadcasts.

**Confirmed  
COVID-19**

**CASES:  
83,071**

**DEATHS:  
3,340**

TAIWAN



# TAIWAN – COVID-19 SITUATION

-  Taiwan extended the suspension of international transit stops at airports through April 30.
-  Out of Taiwan's 373 confirmed cases, 321 were imported cases and 52 were locally acquired.
-  China Airlines has canceled all flights through April 29.
-  Since March 19, only Taiwanese passport holders or ARC will be allowed entry to Taiwan, and all passengers must be quarantined for 14 days.

*(Included in  
China's case  
count)*

**Confirmed  
COVID-19**

**CASES:  
373**

**DEATHS:  
5**

**RECOVERED:  
57**

# HONG KONG



# HONG KONG



Hong Kong extended the banned entry of most non-residents and suspended all airport transit services as of March 25 until further notice. A 14-day quarantine is required of all arriving passengers from all foreign countries.



Hong Kong limited public gatherings to four people for 14 days starting through April 12. There is no limit on how many people can congregate in private settings or at work, in public transport, government buildings and meetings.



Entertainment establishments were ordered to close for 14 days to support social distancing.



Restaurants began running at half capacity, with a cap of four people at each table, and with tables placed at least 5 feet apart.

*(Included in  
China's case  
count)*

**Confirmed  
COVID-19**

**CASES:  
915**

**DEATHS:  
4**

**RECOVERED:  
216**

## Airline Movement in the Hong Kong Market

CARRIER	ROUTE	REMARKS
Philippine Airlines	Hong Kong – Manila – Guam	<ul style="list-style-type: none"> <li>Travel ban applied</li> <li>PR suspended the flight between Hong Kong and Manila until 14 Apr</li> </ul>
Korean Air	Hong Kong – Incheon – Guam	<ul style="list-style-type: none"> <li>Travel ban by Hong Kong</li> <li>KE suspended the flight between Hong Kong and Incheon until further notice</li> </ul>
ANA + United Airline	Hong Kong – Narita – Guam	<ul style="list-style-type: none"> <li>Non-US citizen haven't been to China within 14 days could still visit Japan and transfer flight to Guam</li> <li>14 days quarantine applied</li> </ul>
China Airlines	Hong Kong – Taipei – Guam	<ul style="list-style-type: none"> <li>Taiwan suspended all airport transit services</li> </ul>

*There are no direct flights from Hong Kong to Guam.*

# REGIONAL UPDATES



# REGIONAL UPDATES

Destination	Updates
Hawaii	United operates a daily flight to Honolulu. From April 15 to May 3, the Honolulu flight (UA 200) will depart at 9:00 a.m. Arrival into Guam (UA 201) will be at 9:15 p.m.
The Philippines	Philippine Airlines suspended international and local flights from March 26 – April 14. Check <a href="http://philippineairlines.com/en">philippineairlines.com/en</a> for the next scheduled flight.
	United Airlines has suspended flight service between Guam and Manila until May 2, 2020.
Palau	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 upcoming flights.
Yap	Check <a href="http://United.com">United.com</a> for the next scheduled flight.
Micronesia	The next scheduled United Island Hopper flight from Guam to Honolulu is April 13 (Guam-Chuuk-Pohnpei-Kosrae-Kwajalein-Majuro-Honolulu).
Saipan	All air service has been suspended from April 6 - 30 at the request of the CNMI Government. Check <a href="http://United.com">United.com</a> for the next scheduled flight.

# GLOBAL SOCIAL MEDIA LISTENING

# SOCIAL MEDIA LISTENING FROM THE PAST WEEK

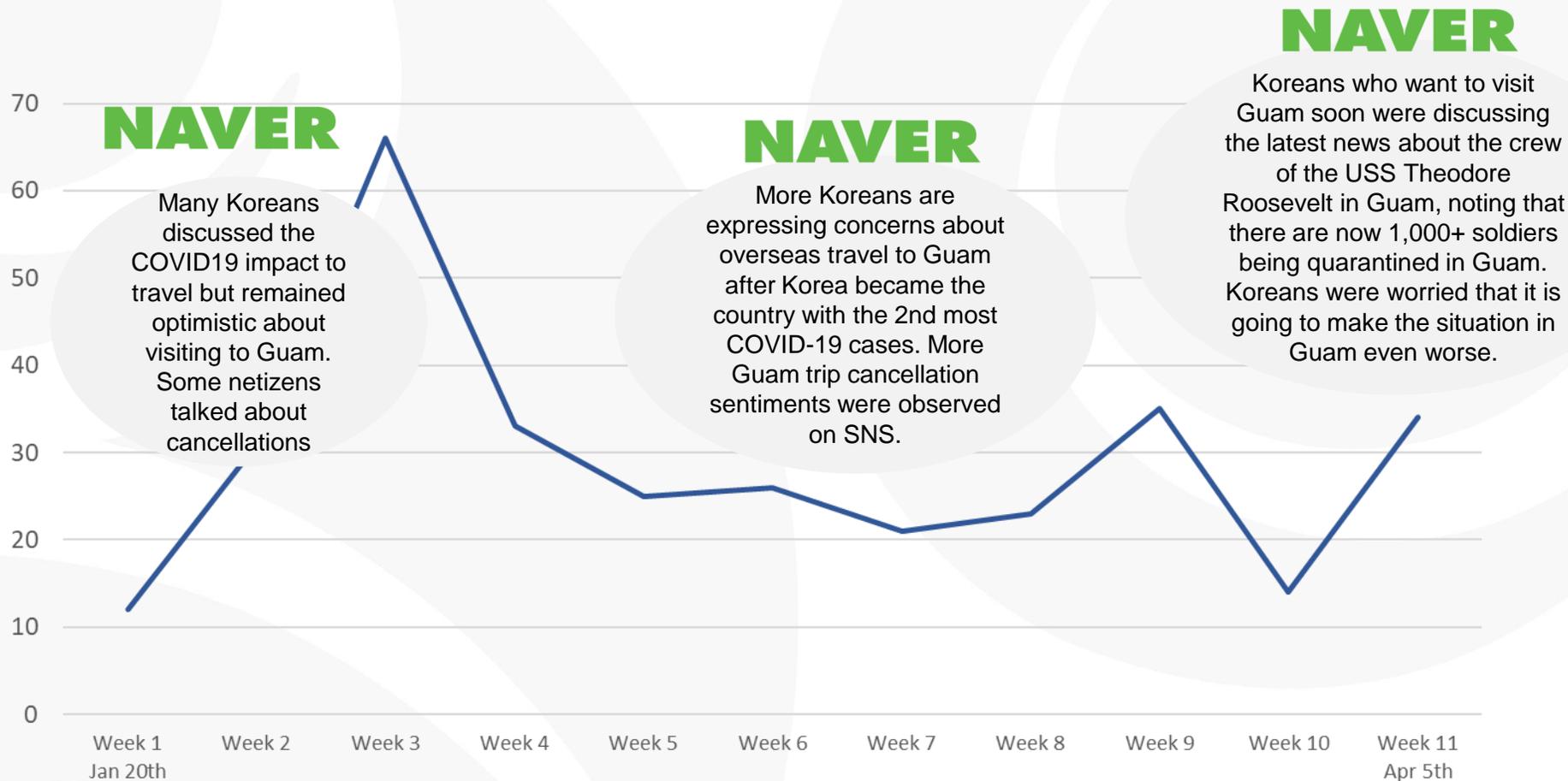
Market	Key Summary
<b>Korea</b>	<p><b>Total mentions: 34</b></p> <p>This week, Theodore Roosevelt’s latest updates were one of the top mentions on social media. We saw that most Koreans are still hoping to travel to Guam for their honeymoon during the summer and fall. As in previous weeks, a majority of the mentions include comments from people wanting to travel to Guam soon after the pandemic.</p>
<b>Japan</b>	<p><b>Total mentions: 6</b></p> <p>As seen in previous weeks, people are more concerned about Japan’s current situation than about other countries. Some peoples are expressing their hopes and willingness to travel to Guam this summer.</p>
<b>Great China</b>	<p><b>Total mentions: 14</b></p> <p>There is a small increase in the total mentions this week, up from six last week. With most cities in China slowly recovering from the crisis, a lot of Chinese want to travel to Guam. People are sharing their previous skydiving experiences and trips to Guam.</p>

# SOCIAL MEDIA – JAPAN HIGHLIGHTS



# SOCIAL MEDIA – KOREA HIGHLIGHTS

*Users who have cancelled their trips to Guam are enjoying Guam online by posting photos of past trips and using the hashtags #guam, #wannagotravel, and #onlineguam. They've expressed a desire to return once the coronavirus situation passes.*



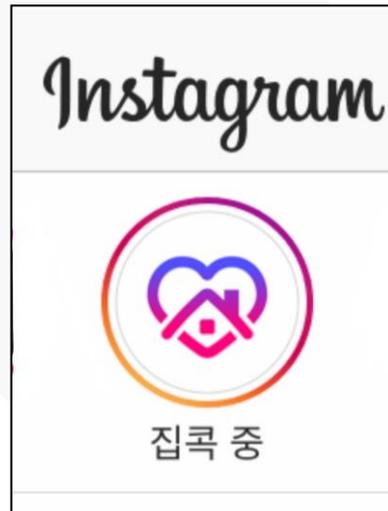
***The GVB Korea team observed a social media post about a person's parents retiring and taking a trip to Guam. The person was not sure if she/he should cancel their trip.***

***Many people advised to have the parents travel next year since Guam has implemented a mandatory quarantine for all foreigners who visit Guam.***

## Digital trends

### CONSUMER TREND IN SOCIAL MEDIA

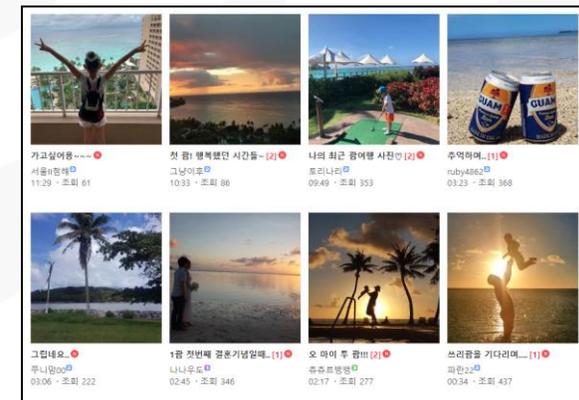
As the self-quarantine period continues, Instagram users are joining "isolate-together" challenges. People who are staying at home can engage with others via Instagram by posting a picture with attaching the stay at home "House" sticker.



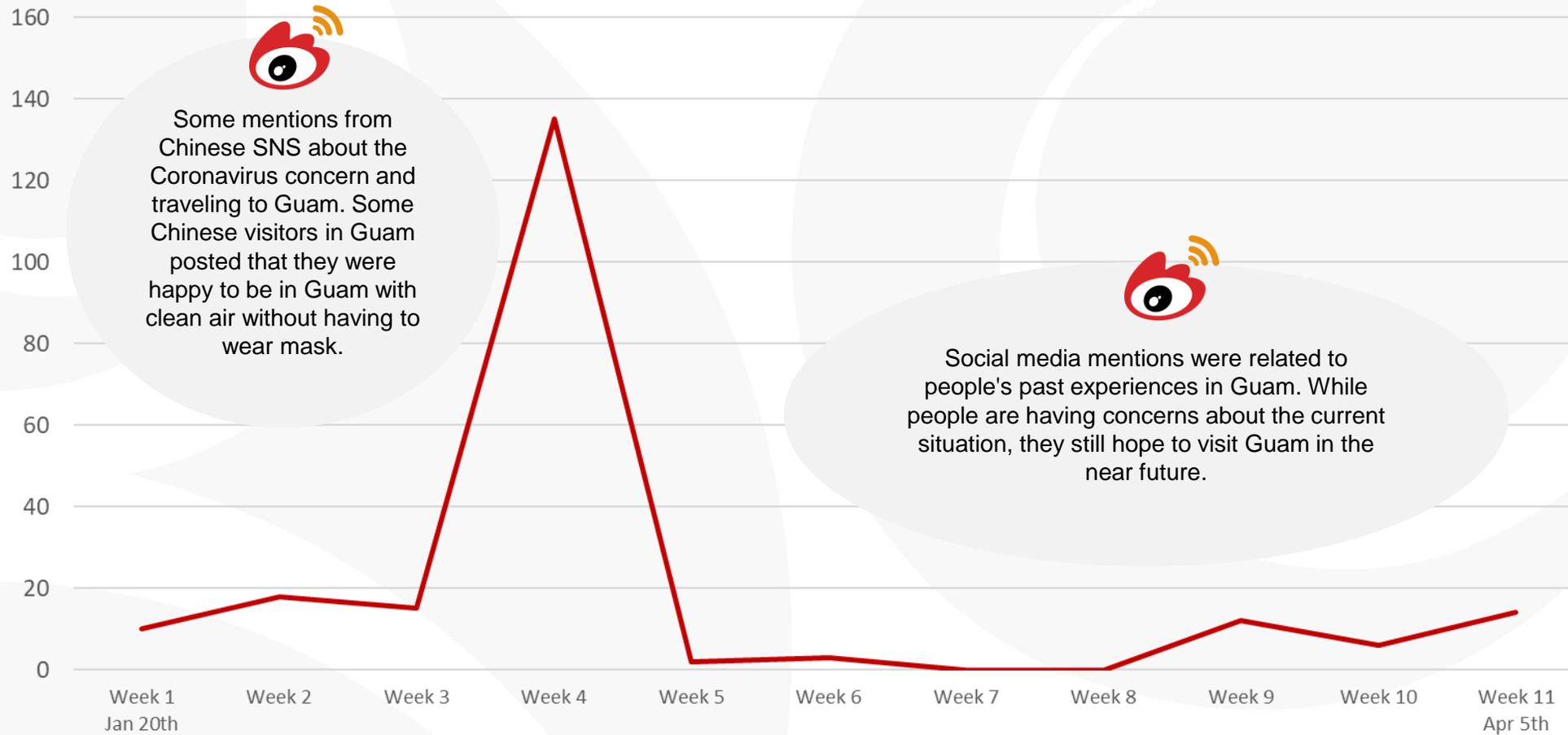
### TRAVEL & TOURISM INDUSTRY IN SOCIAL MEDIA

Online Trip: Since self-isolating campaign continues, people are taking virtual online tours by watching travel destination photos. The trend is increasing.

Guam-Jagil, the largest Guam travel online community, is hosting an "Oh! My Guam" travel photo contest to encourage consumers to reminisce about their travels to Guam and keep Guam as their No.1 travel destination to visit after the COVID-19 crisis ends.



# SOCIAL MEDIA – CHINA HIGHLIGHTS



# CHINA – MARKET CHANGES

## Consumers go digital

### Online, Social Shopping, & Contactless Pick up

Housebound consumers in China are turning to online groceries for their daily food supply. Concerns about food delivery due to possible food contamination have spurred recent innovation in contactless pickup and delivery services. Companies like McDonald's and Starbucks are increasing delivery services that limit human-to-human contact.



京东超市  
—至省至真—

JD Supermarket



美团买菜  
Meituan MaiCai



小程序

Wechat Mini program



盒马  
鲜·美·生活

Freshhema

### Home Entertainment & Travel Via Live Streaming and VR

According to QuestMobile, daily time spent with mobile internet rose from 6.1 hours in early January to 6.8 hours during Lunar New Year. It rose even further to 7.3 hours after the holidays, when workers were placed in self-quarantine.



TikTok

TikTok



腾讯视频

Tencent Video



Weibo

Weibo



飞猪

飞猪

Fliggy

# LOCAL UPDATES & NEW DEVELOPMENTS



# LOCAL UPDATES & NEW DEVELOPMENTS



## UNIFIED OUTREACH EFFORTS

In a unified effort, the Guam Visitors Bureau (GVB), the Guam Hotel & Restaurant Association (GHRA) and the Guam Chamber of Commerce (CC) will be reaching out to their collective membership to assist businesses impacted by COVID-19.

Called the Membership Outreach Movement (MOM), hybrid teams from the three membership-based organizations will contact an estimated 800 businesses to help them with organizing their information for economic relief options available.

Businesses are advised to anticipate direct communication from representatives from GHRA, GVB and Guam Chamber of Commerce beginning Monday, April 13, 2020.

The information collected will assist the Guam Department of Labor with preparing employers and employees to access federal assistance programs.

---

## GDOE CANCELS CLASSES FOR THE REMAINDER OF THE SCHOOL YEAR

The Guam Department of Education (GDOE) Superintendent Jon Fernandez made the decision to close all GDOE school facilities and cancel daily classes through the end of the school year 2019-2020. You can find further information on GDOE's school closure in [JIC Release No: 55](#).

## LINKS TO INFORMATION THAT MAY AFFECT YOUR BUSINESS AND FAMILY

- [GPD Enforces Curfew Laws for Minors](#)
- [Help for Vulnerable Seniors Who Live Alone or Need Support, Age 60 and Older, Through Case Management Services](#)

## EXECUTIVE ORDERS IN PLACE

### [Executive Order 2020-08](#)

Governor Lou Leon Guerrero signed Executive Order 2020-08 on April 5, 2020. The executive order intends to implement a Covid-19 Response differential pay policy for essential government of Guam employees.

Available in [Korean](#) and [Japanese](#)

### [Executive Order 2020-09](#)

Effective April 5, 2020, the public health emergency declaration been extended for an additional thirty-day (30) period. All provisions outlined in [Executive Order 2020-03](#) shall continue until May 5, 2020. Furthermore, social gatherings and the consumption of alcohol on public premises are prohibited.

Available in [Korean](#) and [Japanese](#)

### [DPHSS Memo - Additional Guidance Relative to Executive Order Nos. 2020-04, 05, 06, 07, and 09](#)

The Guidance memo provides further clarification on what business operations are deemed essential services, and those businesses and areas that are prohibited from operations and/or congregations.

## S&P CHANGES OUTLOOK OF ALL U.S. PUBLIC FINANCE SECTORS INCLUDING GUAM

### *No Impact to Guam's Debt Service Despite Negative Outlook*

(HAGÁTÑA, GUAM — April 8, 2020) The S&P Global Ratings recently changed the outlook of all U.S. public finance sectors to negative<sup>11</sup> due to the “COVID-19 and the swift onset of recession.” Following this recent decision, the S&P Global Ratings changed the Government of Guam’s General and Limited Obligation Bonds and Certificates of Participation from Stable to Negative. This change will have no impact on debt service as such payments are fixed.

The rating agency’s decision to place the outlook of these Guam Credits to “Negative” reflects significantly declining tourism activity due to health and safety risks posed by the COVID-19 pandemic. The S&P affirmed its 'BB-' rating on Guam’s general obligation (GO) and limited obligation bonds outstanding and its 'B+' rating on Guam’s appropriation-backed certificates of participation (COPs). The release further states that there is a one-in-three chance they may lower the rating over the next two years.

“The Guam Economic Development Authority emphasizes that the change in outlook on GovGuam credits is not unique to Guam nor does it impact the fixed amount of debt service payments or the government’s ability to pay debt service on time,” stated Dr. Artemio “Ricky” Hernandez, Deputy Administrator of the Guam Economic Development Authority. “Despite the economic downturn created by the COVID-19 crisis, the government of Guam continues to fully prioritize its payment of bond and debt obligations.”

### GEDA CONTACT

*For more information about this news release, please contact:*

*Dr. Artemio “Ricky” Hernandez*

*Deputy Administrator of the Guam Economic Development Authority*

671-647-4332

[a.hernandez@investguam.com](mailto:a.hernandez@investguam.com)

## PANDEMIC UNEMPLOYMENT ASSISTANCE PROGRAM PREPARATIONS UNDERWAY

(HAGÁTÑA, GUAM — April 8, 2020) The Guam Department of Labor (GDOL) continues its preparation to implement the Pandemic Unemployment Assistance (PUA) Program that will assist thousands of individuals whose jobs have been impacted by the 2019 Novel Coronavirus (COVID-19). It was just last week that Governor Lourdes Leon Guerrero signed the agreement with the U.S. Department of Labor (USDOL) as mandated by the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

On April 6, 2020, the Assistant Secretary of Labor, John Pallasch, and the Employment and Training Administration, issued its advisory which provides the details of the PUA Program's operating, financial, and reporting instructions.

“As we continue to work expeditiously and diligently toward the implementation of the PUA Program, the release of this advisory takes us one step closer to providing the economic relief the people of Guam are in dire need of due to the COVID-19,” stated Governor Leon Guerrero. “Due to the unprecedented times, I have assigned GDOL Director Dave Dell’Isola and Guam Economic Development Authority Deputy Administrator, Dr. Artemio “Ricky” Hernandez to collaborate on this important program.”

The GDOL has continued to receive information related to the ongoing layoffs and furloughs directly from businesses totaling in the thousands. “We are working as quickly as possible as we understand the urgency of this to our people,” stated

Dell’Isola. “As we achieve milestones in this process, we will certainly let the public know to ensure everyone is kept abreast of the latest information.”

“We are ensuring that we establish an automated online process to the maximum extent possible due to social distancing requirements as well as an in-person process for those unable to apply online,” added Hernandez.

In preparation for those that may be eligible for the PUA Program, the GDOL recommends preparing the necessary documents and information ahead of the application submission process. Such documentation and information include ensuring individuals have a valid photo ID, passport, copies of the latest paycheck stubs, a Social Security number, and a Certification Letter from their employer.

Dell’Isola concluded, “Once we finalize the requirements of applicants, we will issue out additional guidance as to any additional documentation or information that may be needed. We thank the public for their patience as both the USDOL and the GDOL work to get this program up and running.”

*For more information about this news release, please contact:  
Hannah Cho Iriarte, Special Projects Coordinator, Guam Department of Labor  
Office: 671-300-4600 | [Hannah.Iriarte@dol.guam.gov](mailto:Hannah.Iriarte@dol.guam.gov)*

## DIFFERENCE BETWEEN QUARANTINE AND ISOLATION

**Quarantine** is used to keep someone who might have been exposed to COVID-19 away from others. Someone in self-quarantine stays separated from others, and they limit movement outside of their home or current place. A person may have been exposed to the virus without knowing it (for example, when traveling or out in the community), or they could have the virus without feeling symptoms. Quarantine helps limit further spread of COVID-19.

**Isolation** is used to separate sick people from healthy people. People who are in isolation should stay home. In the home, anyone sick should separate themselves from others by staying in a specific “sick” bedroom or space and using a different bathroom (if possible).

### **For People Coming Out of Quarantine**

It can be stressful to be separated from others if a health care provider thinks you may have been exposed to COVID-19, even if you do not get sick. Everyone feels differently after coming out of quarantine. Click [here](#) to learn more about the emotions they may be facing.

## STAY CONNECTED AND MANAGE STRESS DURING THIS PANDEMIC

It is very important to stay in touch with friends and family. Call, video chat, or stay connected using social media. Everyone reacts differently to stressful situations and having to socially distance yourself from someone you love can be difficult. Taking care of yourself, your friends, and your family can help you cope with stress. Helping others cope with their stress can also make your community stronger. Click [here](#) to learn more about how you can proactively manage stress during this pandemic.



## COVID-19 INQUIRIES DIAL 311

### 311 MENU OPTIONS

1

MEDICAL QUESTIONS  
REGARDING COVID-19

2

INQUIRIES ON  
PUBLIC WELFARE  
BENEFITS

3

REPORT BUSINESSES  
VIOLATING GUAM'S  
SOCIAL ISOLATION  
DIRECTIVE

4

REPORT INDIVIDUALS  
VIOLATING GUAM'S  
SOCIAL ISOLATION  
DIRECTIVE

5

FOR BUSINESS OWNERS  
WITH QUESTIONS  
ABOUT ECONOMIC RELIEF

6

INQUIRIES ON  
EMPLOYMENT  
GUIDANCE

7

TO ACCESS THE  
COUNSELING HOTLINE

8

FOR GENERAL  
INQUIRIES



Menu options subject to change after 5PM.

## COVID-19 HOTLINE - CALL 311

Last week, the Joint Information Center (JIC) announced the central COVID-19 communications hotline. The hotline has since been updated to provide the following menu options:

1. **Medical questions regarding COVID-19 (DPHSS Nurse Triage)** -- Operational daily, from 6 a.m. - 10 p.m. ADA Dedicated Number is (671) 687-6170.
2. **DPHSS Division of Public Welfare (SNAP, Medicaid, MIP, Cash Assistance, Child Care Development Fund)** -- Operational Monday through Friday, from 8 a.m. - 5 p.m.
3. **Report a business in violation of the Social Isolation Directive (Department of Revenue and Taxation)** -- Operational Monday through Friday, from 8 a.m. - 5 p.m.
4. **Report an individual in violation of the Social Isolation Directive (Guam Police Department)** -- Operational 24/7.
5. **Business owner with questions on economic relief (Guam Economic Development Authority)** -- Operational Monday through Friday, from 8 a.m. - 5 p.m.
6. **Employment and unemployment guidance (Department of Labor)** -- Operational Monday through Friday, 8 a.m. - 5 p.m.
7. **Counseling Crisis Hotline (Guam Behavioral Health and Wellness Center)** -- Operational 24/7
8. **General Inquiries (Joint Information Center)** -- Operational Monday through Friday, 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](#)
- [World Health Organization](#)
- [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 \(Website Repository\)](#)

## Resources for businesses:

- [Guam Economic Development Authority](#)
- [Small Business Administration - Coronavirus \(COVID-19\): Small Business Guidance & Loan Resources](#)
- [Department of Revenue and Taxation online services](#)

# 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'*

