

JAPAN MARKETING COMMITTEE MEETING MINUTES Tuesday, August 20, 2024 | 2:00 pm GoToMeeting | ID: 196-870-885 Page 1 of 7

**EXHIBIT A** 

#### GVB Board Director, Management, Staff Present:

- Gerry Perez, Vice President
- Elaine Pangelinan, Acting Director of Global Marketing
- 3. Regina Nedlic, Senior Marketing Manager Japan
- 4. Mai Perez, Marketing Manager Japan
- 5. Brian Cha, Web & IT Coordinator Assistant
- 6. Mike Arroyo, Web & IT Coordinator Assistant
- Nicole Benavente, Senior Marketing Manager Korea (Online)

#### **GVB Japan Online:**

- Yusuke Akiba Japan Executive Director
- 2. Nobuyoshi Shoji Japan Account Director
- 3. Masato Wakasugi Japan Trade Sales Director
- 4. Yoshimasa Yanagihara Japan Sales Trade Executive
- 5. Yoshika Matsumoto Japan Digital Planner
- 6. Taiichi Higuchi Japan Marketing Executive
- 7. Kiyomi Kawasaki Japan Sales Trade Assistant

#### Observers Attendance In Person

GPO - Monte Mesa

#### Observers Attendance Online:

- 2. Airluis Yoshiki Sato
- 3. Micronesia Mall Anna Tenorio
- 4. Skydive Guam Ayaka Yamaguchi
- 5. Dusit Miwa Bravo
- 6. Westin Eric Simon
- 7. GPO Estella Evangelista
- 8. Guam Plaza Osamu Takahashi
- 9. The Tsubaki Tower Hiromi Matsuura
- 10. Rakuten Kazumi Ikeno
- 11. Crowne Plaza Jeremy Nam
- 12. Rakuten Sakiko Koizumi
- 13. PIC Koji Nagano
- 14. Lotte Hiroko Tajima
- 15. Baldyga Group Mari Oshima
- 16. Nissan Rent a Car Mike Tamayo
- 17. TRAMB Manaho Mori
- 18. GPO Nicole Carriaga
- 19. Nikko Kazue Sunaga
- 20. GPO Suzanne Perez
- 21. Leo Palace Yoshi Otani
- 22. Donki Uta Miyazawa

# **CALL TO ORDER**

Ms. Regina Nedlic, GVB Senior Marketing Manager, Japan called the Meeting to order at 2:00 pm.

#### REPORT OF MANAGEMENT

- Dr. Gerry Perez
  - The budget is close to being finalized in the legislature.
  - The Japan arrival rate is below our expectations, but we are observing improvements in the market mix.
  - The FIT arrival number has increased compared with 2019, from 25-30% to 65%-70%.
  - Travel agencies are focusing on inbound and domestic travel with the Japanese Government's support.

# Discussion/Question:

#### Comment

- Mr. Monte Mesa
  - Express the additional funding needs to sustain the fight from the Japan market, however, show gratitude for the favorable budget hearing.
- Dr. Gerry Perez
  - The president and CEO requested additional funding specifically for the air service program.



- Mr. Monte Mesa,
  - Guam is now competing with other nearby destinations that have devalued currency.
- Dr. Gerry Perez
  - Given our competition with other destinations, it's imperative to engage corporate stakeholders.
     Notably, Guam's package price, airfare, and lodging costs have surged by over 100% compared to pre-COVID. In contrast, other destinations are slashing their prices.

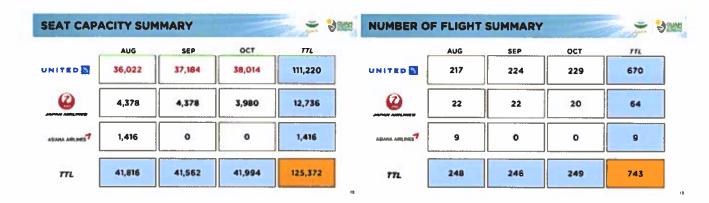


## **MARKET UPDATE**

Ms. Nedlic presented the Japan Market Updates







# August Total Outbound Seat Capacity (4) 816

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# **FLIGHT OPERATION - September**



# **FLIGHT OPERATION - October**



FLIGHT OPERATION - Appendix



October	Tatal	Outbound	Seat	Capacity : 41,994	
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April	1, 2, 4, 8, 7, 8, 10, 11, 13, 14, 15, 17, 18, 20, 21, 22, 24, 25, 27, 28, 28, 50	22	4,37
May	1, 2, 3, 4, 5, 6, 8, 9, 11, 12, 13, 15, 16, 16, 19, 20, 22, 23, 25, 26, 27, 29, 30	25	4,57
June	1, 2, 3, 8, 6, 6, 6, 10, 12, 13, 15, 16, 17, 18, 20, 21, 22, 23, 24, 26, 37, 26, 30	25	4,57
July	1, 2, 5, 4, 6, 7, 6, 10, 11, 18, 14, 11, 17, 18, 20, 21, 22, 24, 25, 27, 26, 29, 21	25	4,57
August	5, 4, 7, 8, 10, 11, 12, 14, 18, 16, 17, 18, 19, 20, 22, 25, 24, 25, 26, 27, 29, 31	22	4,37
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October	1, 2, 3, 5, 6, 6, 6, 9, 10, 12, 13, 14, 15, 16, 17, 19, 20, 22, 23, 24, 25	20	E,90
	TTL		12.37

## DESTINATION COMPARISON BY CAMPAIGN













## **OLD BUSINESS**

Ms. Nedlic presented the Old Business

#### **80TH LIBERATION BLOCK PARTY** JUL 20 AND 21, 2024

- 3988
- . Two teams from Japan participated in the 80th Liberation Block Party held at the Paseo
- Two teams from Japan participated in the 80th Liberation Block Party held at the Paseo over two days.

  The first team was "Guma" Taotao Kinahulo" Atdao Na Tano" led by Asami of CHmorru Dance Academy, who has participated in the 78th and 79th parties for three consecutive years, and as usual, they gave a wonderful performance. The other team is AMATA, a yosako dancing team invited by United Airlines and Ken Corporation. Their performance, which is highly actiliarized in Japan as well, was a highlight of the event, with a total of 31 members who enlivened the venue. Both performances brought the audence together to dance and unite the entire venue, adding to the 80th anniversary of the fastival. anniversary of the festival







#### TWO LOVER'S POINT SISTER CITY AFFILIATION KASHIWAZAKI CITY







- GVB Delegation team visited Gion Kashiwazaki Festival "The Great Fireworks Festival of the Sea" on Jul 26, 2024 Total audience: 182,072
- The purpose of this visit is to explore possible Fireworks event opportunity in Guam for 2025 or beyond from Autumn festival collaboration with United Airlines.
- GVB. United Airlines, Ken Corp and Fireworks technician Mr. Sanchez from Guarn

# JTB IT'S SUMMER GOGO GUAM! JULY 20 AND 21, 2024 - FUKUOKA





The Japan Trade Team exhibited at an event in a shopping mail hosted by JTB Fukuoka. The purpose of the event was to raise awareness of Guamin the Fukuoka area and increase the number of visitors

At the booth, we distributed guidebooks, driving maps, tour brochures from travel agencies (JTB, HIS, etc.), and conducted a SNS follow-up campaign.

- Hamoru Dance & Leaf Ami Experience (by GVB) Hamoru Dance & Leaf Weaving Experience Storytime (UA) wam Quiz Contest (by JTB)

We had a lot of small children and families participate in the event We hope that the number of visitors on Fukuoka flights will increase



#### V-TUBER PROGRAM

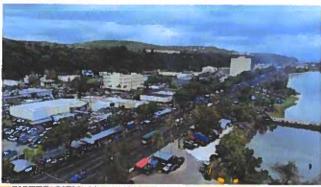


- #1 has been reviewed and is now ready for launch on Aug 19, 2024
- To maximize exposure, the video faunch plan is currently being discussed From #2, the video will explore sightseeing spots, activities, food, and more
- extensively with storytelling aspects









SISTER CITY KASHIWA FESTIVAL July 27 AND 28, 2024





3 BHH

- As a foothold for cultural exchange, the Chamoru dance group "Guma Taotao Kinahulo
- Addao na Tano," active in Japan, appeared in the parade, performing and marching through the central streets of Keshiwa City, showcasing traditional Guam dances. GVB President and CEO Carl T.C. Guiterrez met with Kashiwa City Mayor Kazumi Ota to
- GVB Metioent and LEG Carrier and discuss further exchanges. Earlier this year an online exchange class was established between inalahan Middle School and Kashiwa Municipal Tsuchi Junior High School, and there are plans to actively increase such initiatives in the future.







#### GOGO GUAM CAMPAIGN NAGOYA JULY 27 AND 28, 2024



The purpose of the event was to increase awareness of Guarn in the Nagoya area (mainly among families), to announce the Nagoya-meshi campaign, and to increase the number of visitors to Guam from this area in the near future.

At the event, eco-bags, guidebooks, give-aways from various companies, Nagoya-meshi flyers, and tour brochures from travel agencies (JTB, KNT, etc.) were distributed

to over 200 people.

At the same time, JTB and KNT stores in the same shopping center are also running.

At the same time, JTB and KNT stores in the same shopping center are also running. the Guam campaign, which is expected to increase the nu









- 3mm

# FY 24 KEY HIGHLIGHTS CONVERSION AD

- Capture demand and maximize conversion by metasearch Travelko. (the biggest
- metasearch in Japan: all major travel agencies listed their products) implemented influencer's content (consumer-generated content) as advertising to drive traffic to metasearch Travelko which has more than 10,000 Guam products. Total reach: 11,727,169 and gained 5,247 new followers (Instagram).

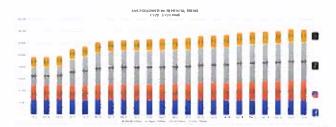




#### **FY24 KEY HIGHLIGHTS: SNS**



The four platforms began strategically operating in October 2022 with a total of 96 369
 Followers at that time and 143 360 followers in July 2024 - Growth rate 67%



#### **KEY ACHIEVEMENTS: HANEDA NEW LAUNCH FAM**



Total follower 360,000
 Total imp 3,041,300



#### **FY24 KEY HIGHLIGHTS: GUAM PAY**



- The number of visitors sent through the program was 213% of the previous year's total. At the same time, the coupon usage rate increased to 309% of the prior program, and the total amount spent locally was over \$127,000, which had a significant economic impact on the participating stores in
- locally was over 3127,000, which had a significant economic impact on the participating stores in Guam pay participated companies; IACE Travel, HIS, Kinki Nippon Tourist, JTB, JALPAK, Tobu Top Touri, Travel Gallery, Nippon Travel Agency, Hankyu Travel, Rakuten Travel, Reiva Travel, Meteitsu, Tour Wave, Hot-spring, Fukuoka Airport.



Guam Pay	Result	K	PI
Program	Total Pax	Amount of coupon used	Coupon usage rate
FY2023	3,020	\$12,882.00	21.33%
	6,446	\$127,575.25	66.97%

#### FY24 KEY HIGHLIGHTS: CHamoru CULTURE





- Implemented multiple aspects of Chmorru culture. Tsunogai's Kaijyu Kelaguen and Chmorru dance performances in relevant event and history story telling communication by YouTuber Koyakki which recorded more than 1000,000 views on their Guam programs
   FY24. Food trucks sold 7.795 units. We are aiming to sell 10,000 Units in total in August and September, including #ATA.

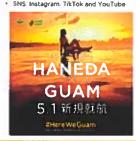




# KEY ACHIEVEMENTS: HANEDA NEW LAUNCH ADS



- Total view: 47,464.616 and Total reach: 34,148.847 throughout multiple platforms Digital TV: Abema and Tier SNS: Instagram. TikTok and YouTube





#### **FY24 KEY HIGHLIGHTS: GOGO GUAM HAFA ADAI CAMPAIGN**





- One of the factors behind the positive results of the campaign in FY24 was the high awareness and penetration of the campaign, through 23 seminars/ workshops with 190 pax participant (FY23 was 7 times/ 250pax) and As of result of TA elipop, they contributed bringing [4,74] pax. 16 times participated regional events and conducted sales contest across 200 outlets Total Appenses visitors Cot 2023 Jun 2024: 147,325



## **FY24 KEY HIGHLIGHTS: GROUP SUPPORT**



- ると
- 88 Groups utilized the Group support program and 9,071 Pax came to the island.
   The success of the program is thought to be due in part to the 23 seminars and 1,190 participants, and will be continued in FY25 and beyond.
   The number of visitors to the island in August with group support was 2,648 pax

Group Support	Resi	ult	<b>49</b> 1			dormation
Program	# of Group	Total pax	# of seminar	Total agents	Total amount of subsidy	ROI
PY2028	n	420	7	3	\$6115.00	\$14.56
	88	9071	23	12	\$76 600 00	\$8 44

# **NEW BUSINESS**

Ms. Nedlic presented the New Business



#### **Q4 PR TV PROGRAM**





Title: Why you are with me (still tentative). A week in Guam for three pairs of men and women

Focus is to 3 generations of couples to experience in Guam Its PR/ Documentary series

Shooting from end of Aug 2024-

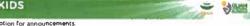


Title: Main personality Masaki Kanda graduate from Tabi Salad All Tabi salad crews in Guam - total 25-30pax

Shooting from Sep 1 - 5, 2024

On air! Sep 28, 2024

# MOM AND KIDS



SNS exclusive promotion for announcements. PV 2,140/ UU 1,218 / Clicks 11,291 / Duration 33 seconds



agent 1.2 Distribution of BUAN PAY Coupon corper coupon worth \$10 kill be detributed to shin sed number of \$500 fre-skey sind easily for 6 tips to Gwen for more easily think ordinate a person \$8, years 500 or yeariger. The coupon is an excitoring coupon that can be used as do people foot indeaded the Sterm was depleated trays not set.

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Campaign (2) Guam with Kids! Family Travel Photo Post Campaign

- # Britry requirements Follow the Quant Visitors Burely Japan Office official instagram account and post flerify the photos share in Guani with "Guani with Kos".

  \*\*Composing proof Unfol Apple 13, 0274

  \*\*Announcement of winners. Winners will be notified by DN during September 2024.

# **UPCOMING: JATA TOURISM EXPO 2024**



#### Contents

Put Remode

- Contents

   Booth design that Guam's USP

   GVB Members spaces that interact with trade and consume

   Set up but less meeting

   Conduct consumer survey

   PR stage

   Food truck and Guam culture performance

   Currently planning a promotion idea using food trucks



## **FY25: ARRIVAL TARGET**

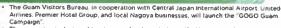


Assuming 10,000 seats (monthly) on UA flights from NRT is international pax

	Seat capacity for Japanese 418.36	35
Moderate 80% of LF 250,000	Conservative (70% of LF) 290,000	Optimistic (80% of LF) 340,000Pa=
FIT/ Package 85% 213.235	FIT/ Package 85% 247,353	FIT/ Package 85% 290,000
Group/ MICE 15%	Group/ MICE 15%	Group/ MICE IS%
30,147	34,971	41.000

# NAGOYA MESHI AUG 1 - 31, 2024





Campaign."

This campaign is designed to give people who eat at specific Nagoya-meshi restaurants in Nagoya the opportunity to travel to Guam. There are daily direct flights to Guam from Central Japan International Airport Centralr, and we hope that this opportunity will encourage more people to travel to Guam.

In the campaign, those who spend 5,000 yen or more for food and beverage at Maruya Honten, Miya Kushimen, and Wakashachi-ya restaurants will be selected by lottery to win round-trip air tickets between Centrair and Guam and accommodation at Hotel Nikko Guam for 280 lucky winners.













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#### FOOD TRUCK AUG AND SEP





Osaka
August
10th, 18th / Furari Kyobashi
24th and 25th / Tempozan "Connecolle Rock
Festival 2024 "https://connecolle.com/
35t / Furari Kyobashi

 F

7 8th / Furan Kyobashi 14 15 / Takatruki Damashi Festival 2024 https://lanatrukidamashi.ip/ 28th and 29th / Maishima Marche

August 613 20 27 / Urbannet Uchisaiwaicho Building

3.10.17 / Urbannet Uchisaiwaicho Building 26 27 28 29 / Tourism Expo 2024

#### **FY25 SEAT CAPACITY**

Total seat capacity forecast is 538.365 seats in FY25

					F	Y25 S	eat Ca	pacity						
	Airport	Oct	Nov	Dec	Jin	Feb	Har	Apr	Hay	Jun	М	Aug	Sep	Total
	1984	5346	4,980	\$,146	5,146	484	5.146	5146	5.146	4 900	5,146	5,146	5,146	6LOS
	PRET	5,146	4,980	5,346	5,146	4,184	5,146	5,146	5,146	4,980	5,146	5,146	5,146	61,08
	NRT	2.988	2.822	2,288	2.758	2,656	2568	2,988	2,988	2,822	2 822	2.822	2 822	34396
	MET	\$346	4,980	5,146	5,146	4384	5,146	5,146	5,146	4.980	5,145	5,146	5,346	61,08
UA	NRT	2,968	2568	2.988	2,988	2,988	2.588	2,988	2988	2.968	2,988	2,988	2,988	35.85
UA	HIP	5,146	4.980	5,146	5346	4384	5,146	5,146	5348	4,980	5,146	5,346	5,146	61,08
	NGO	4980	4.980	4,980	4,980	4384	5,146	15,146	5,146	4,980	4,980	4,980	4,960	60,09
	1000	5,346	4.980	5,146	5146	4,184	5146	5,146	\$,546	4,980	5,146	5,146	5,146	61.08
	ICX	2.158	2,158	2,158	2,58	2,158	2,758	258	2,158	2,158	2.158	2,158	2,158	25.89
100	RIK	4,648									-			4.54
A	NRT	5,572	5.970	6,169	6,169	5,572	6,169	6,169	8,269	5,970	6,169	6,169	5.970	72.23
Total Se	at capacity	41,256	41,819	44,847	44,847	42,258	45,079	45,179	45,179	43,IN6	44,847	44,847	44,648	538,36

# FY25: MARKETING IMPARATIVE

# **CONVERSION FOCUS**

- 1. Build dreams and aspirations to be the "#1 overseas travel destination.
- 2. Focus on FIT, diversify target segments, and strengthen SITs such as weddings.
- 3. Implement conversion campaigns.
- Emphasize Group/MICE (meetings, incentives, conventions, and
- 5. Strengthen aviation strategy.



FY25: TARGET SEGMENTS	San San
Centered Generation Z and Millennials and imple Multiple segments instead of moving to Mass seg-	
EY21-FY24	FYZS ONWARDS
2019 Japan Total outbound  Broad Potential Target  1/8/79  Gard Potential Target  1/8/79  Gard Potential Target	

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# **ANNOUNCEMENTS**

- Ms. Nedlic,
  - Acknowledged and appreciated Arluis wedding for the successful study tour on Guam.
- Next JMC meeting on September 17, 2024, at 2:00 pm.

# **ADJOURNMENT**

• The meeting was adjourned at 2:58 pm.

Minutes prepared by:

Mai Perez Marketing Manager - Japan

Minutes reviewed/ approved by:

Regina Nedlic, Senior Marketing Manager - Japan

Minutes reviewed/ approved by:

Elaine Pangelinan, Senior Marketing Manager

Minutes approved by:

Nadine Leon Guerrero, Director of Global Marketing

