

JULY-AUGUST 2021

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Macau keeps her eyes on the prize

Regional partnerships essential today

Alan Pryor sees changes to Malaysia's MICE landscape



Social distancing and work-from-home arrangements have severe impacts on team communications and relationships, making teambuilding programmes more critical than ever.

But in a world of restricted movements and group gatherings, how can companies bring their people together?

Teams under challenge

GO

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Light at the end of the tunnel



Karen Yue
Group Editor

Some good news came upon us the week this issue was due for completion. On July 26, the Singapore government's revealed intentions to finally adopt a pandemic exit strategy, which will result in quarantine-free travel for fully vaccinated folks from as early as September, fewer restrictions on social gatherings, as well as lower requirements and higher capacity for events.

While details are not firmed, it has planted a seed of hope in the city-state's travel and tourism industry, which is heavily dependent on international traffic. I'm talking about 19 million arrivals in 2019, 18.5 million in 2018, and 17.4 million in 2017. Last year, Singapore had just 2.7 million arrivals, and nearly all were recorded in January and February, before Covid-19 set upon us. For the past 18 months, Singapore can only rely on her domestic market to sustain travel and tourism businesses. Unfortunately, how much can 5.8 million residents do? And we are certainly unable to spend as much as leisure travellers, much less deep-pocketed business travellers.

By transitioning into an endemic Covid state, Singapore's travel and tourism businesses, as well as all those whose livelihood is tied to the well-being of the former, can expect far less restrictive and alarming reactions whenever new infections surface. Fewer disruptions mean better plans and operations.

This is excellent news for business event planners, as they may soon be able to plan farther ahead for in-person events here, be it standalone or part of a hybrid setup. A loosening of border restrictions will also allow business event planners to bring in vaccinated international speakers and critical partners, and work on acquiring more global attendees.

While terms and conditions attached to quarantine-free travel have yet to be worked out, there is already an excited buzz around outbound incentive trips, which have been frozen for too long.

This progress isn't just for Singapore. The move towards an endemic Covid state can have virtuous implications on the rest of South-east Asia, by demonstrating how governments elsewhere can adopt a sound pandemic exit strategy that will finally revive a region that is so critical to global economic progress.



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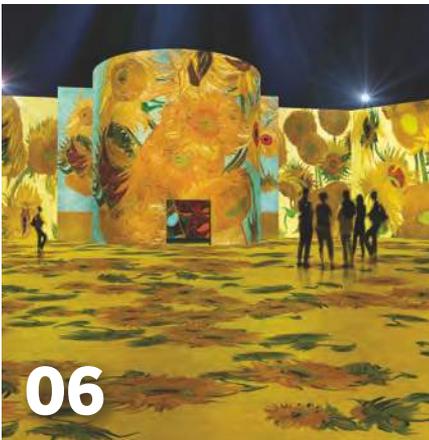
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Let's Talk About Moving Forward

"Taiwan Incentive Talk" will launch for the first time and looks forward to having delegates from around the world in this journey of exploration and imagination.

Because physical events and person-to-person interactions have been severely limited, MEET TAIWAN's aim is the digital transformation of Taiwan's MICE industry. MEET TAIWAN promotes Taiwan as a prime destination, collaborating with local and foreign organizers and media, utilizing digital technology to extend beyond borders and time zones.

Find post-pandemic business opportunities with MEET TAIWAN

To serve as a bridge, Taiwan Incentive Talks are scheduled for the second half of the year. Integrating both physical activities and online meetings, MEET TAIWAN's innovative Taiwan Incentive Talk will launch for the first time, replacing former traditional negotiation methods with live conferences and online interactive games.

A pioneering hybrid conference, Taiwan Incentive Talk will initiate an important legacy for the post-pandemic MICE industry.

Three Taiwan Incentive Talk sessions in 2021

Targeting potential Asian overseas markets and promoting the unique cultural characteristics of Taiwan are three upcoming Taiwan Incentive Talk sessions. There will be hold 3 sessions in Taiwan's northern and southern MICE cities, highlighting their attributes, features, and charm. This round of talks will mainly focus on the regions covered by the national government's New Southbound Policy and those of Northeast Asia (Japan, South Korea). The Taiwan Incentive Talk sessions will be held in sequence, from north to south, and are titled Fusion Taipei, Vibrant Harbor Cities, and Find Fun in TW.

Taiwan Incentive Talk will turn to the entire experience around with elements of in-depth tourism and slow travel for incentives planners looking to pick up destination products and updates. And it will show that how TAIWAN underlines the reputation as a trusted and innovative destination for business events. MEET TAIWAN looks forward to having delegates from around the world join together in the near future.

Linking Taiwan organizers with international buyers

To build a strong link between Taiwan MICE organizers and international buyers and generate business opportunities for the post-pandemic era, Taiwan Incentive Talk will provide buyers with enhanced online negotiation services that include a live broadcast function, audio/video marketing, online meetings, and other innovative experiences. The Talk sessions will be an interface to facilitate interaction and bolster international marketing, serving as a means for MEET TAIWAN and Taiwan MICE organizers to connect with interested overseas businesses in the post-pandemic era.

As one of the featured venue in Taiwan's northern MICE cities, POPOP TAIPEI focuses on innovation and self-manufacturing and designs to interactive exhibition spirit and sustainable value.

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TOP 5 HEADLINES THIS MONTH



▲ From left: Jakarta's MICE stakeholders hope to get a city CVB up and running again; TCEB's Supawan Teerarat shares updates on Thailand's recovery strategies; the travel industry needs to come together to identify sustainable aviation solutions

boosted its Thailand 4.0 economic development target focusing on the Eastern Economic Corridor and launched their latest initiative, reviving international arrivals through Phuket.

Jakarta's MICE stakeholders urge reinstatement of city CVB

Stakeholders from Jakarta's business events industry have come forth to urge the city's administration to reinstate the Jakarta Convention and Exhibition Bureau, to ensure there is sufficient financial backing to help the capital win business post-pandemic.

Sarawak optimistic for MICE industry restart in 4Q2021

The Malaysian state of Sarawak is aiming to reopen for tourism and business events later this year, with the state well on its way to getting most of its population inoculated. Currently, Sarawak is in phase two of its four-phase recovery roadmap, where domestic tourism activities will be allowed once the state enters phase three.

Thailand adopts proactive MICE recovery strategy

Amid the Covid-19 pandemic, Thailand has ramped up local business events capability,

Business Events Perth extends Event Here Now funding

The Western Australian business events sector will get a further boost, with Business

PERSPECTIVES



◀ Industry trends in 2021: Vaccine passports, travel bubbles, and Asia as the next global events leader

Margaret Ma Connolly, president – Asia of Informa Markets, identifies a silver lining out of this unprecedented global situation, and shares how the company is beefing up its digital capabilities for the future while rethinking its environmental impact.

▶ Life in a reopened China – a taste of the new normal

Simon Lomas, chief operating officer at Shenzhen World, provides an in-depth



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Events Perth's latest announcement of a limited six-month extension of its Event Here Now fund. Through the fund, business event organisers planning a new business event in Western Australia can apply for sponsorship of up to A\$15 (US\$11) a delegate, to a maximum of A\$10,000, for new in-person events.

Attention towards sustainable aviation fuel takes off

Sustainability is now a growing priority for the travel ecosystem, with United Nations Climate Change noting a doubling in the rate at which businesses and local governments are committing to net-zero emissions since the start of the pandemic. And with aircraft operations contributing to about three per cent of global emissions, an industry-wide strategy – such as looking into sustainable aviation fuels – to tackle climate change is critical.

look at how the mega venue took steps to ensure it could quickly get back on its feet while ensuring the safety of its visitors, and how the Chinese city is preparing for the return of international visitors.



Q&A

▼ Kai Hattendorf, managing director & CEO, UFI, strongly advocates for governments to be the catalyst in safely restarting their country's business events, and lists the non-exhaustive initiatives the association has put in place to help achieve this.



▲ Events technology company Delegate's co-founders, Melissa Lou (CEO; right) and Jacqueline Ye (CSO; left), relate how their quick pivot at the start of the pandemic helped the company survive the past year, and how seeking improvement and cultivating a growth mindset is helping them sustain the business moving forward.

WEBINARS

► TTTG Conversations

TTG Asia Media has kicked off a fresh round of TTTG Conversations: Five Questions episodes. Group editor Karen Yue recently broached the topic of audience engagement with Lina Ang, managing director APAC, of Sojern; as well as discussed the touring operations and itineraries in a post-pandemic world with Anthony Lim, Asia president of The Travel Corporation. ttgmice.com

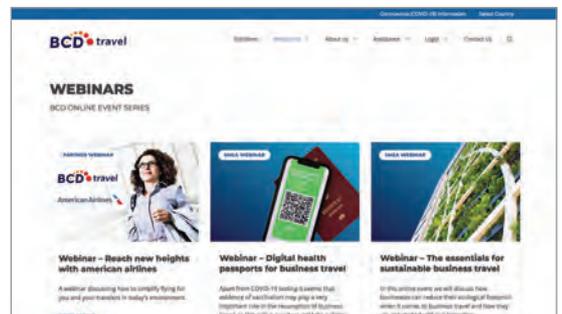


◀ Exhibition Think Tank Club

Exhibition Think Tank Club has a healthy calendar of virtual events to help get the exhibition industry moving. Upcoming events in September include a micro workshop Engaging More Successfully With Your Exhibitors, as well as a panel discussion titled How Important Is Your Rebooking Strategy As We Return To Live Events?. www.exhibitionthinktank.com/all-events/#mitalks

► BCD Travel

Tune in to BCD Travel's virtual sessions which aims to cover hot industry topics such as The Essentials For Sustainable Business Travel, and Digital Health Passports For Business Travel. The webinars are also labelled according to geographic regions for easier navigation. www.bcdtravel.com/online-events



MCEC opens corporate bookings for its digital art gallery

The Melbourne Convention and Exhibition Centre (MCEC) has opened corporate bookings for Australia's Digital Art Gallery THE LUME Melbourne from September 2021.

With exclusive access to the immersive space, guests will be treated to a 45-minute feature show and 15 minutes of featurette shows, woven around the event running order.

THE LUME Melbourne's inaugural show, Van Gogh, will take guests on a journey into the world of Vincent van Gogh, as his most famous artworks burst to life and the sights, sounds and aromas of 19th century France fill the room.

Exclusive events within the gallery can range from gala dinners to cocktail parties good for 200 to 1,200 pax (Covid-19 capacity limits permitting) and include F&B. Here, the menu was created to celebrate the uniqueness of Vincent van Gogh's paintings, paying homage to his Dutch heritage and to France, his adopted creative home, and uses fresh Victorian produce paired with an extensive Australian and French wine list.

MCEC and THE LUME Melbourne can also tailor the event with the help of custom projections, such as beaming a company's branding across 3,000m² of event space with the help of 150 projectors.

Non-exclusive events are also a possibility thanks to the mezzanine level. The space can be booked during gallery hours for smaller events up to 100 guests.



Avani Hotels and Resorts beefs up digital services offerings



With remote and hybrid work now the new normal, Avani Hotels & Resorts in Thailand has expanded its portfolio of technology-based meetings and events products.

In addition to being able to host various video calling apps such as Zoom and Microsoft Teams, the hospitality brand's digital services now include a range of event planning solutions such as online attendee management, interactive polling, rental of live streaming equipment and services of a dedicated on-site technical team.

Hybrid packages range from "Mini Meet" with up to 10 on-site attendees and 100 online participants to "Conference Pro" with 50 on-site and 500 online participants, six guest speakers and multiple 4K cameras.

Creative production services such as digital backdrop design and waiting room visuals are also available, allowing event organisers to plan their inter-connected events efficiently. Meanwhile, on-site participants will enjoy traditional hospitality in the form of theme coffee breaks and meeting spaces.

For a peace of mind, all Avani Hotels have adopted a range of heightened hygiene and sanitising standards, collectively known as the brand's safety and hygiene programme the AvaniSHIELD. All Avani properties in Thailand have also been certified by The Ministry of Public Health and obtained the Tourism Authority of Thailand's certification for Thailand Safety and Health Administration.

Conrad Centennial Singapore unveils virtual studio

Meeting and event planners in Singapore now have an additional virtual studio at Conrad Centennial Singapore to call upon for their large-scale, hybrid event needs.

The virtual studio features a 9m-wide x 3.7m-tall extended reality stage, fully-equipped with LED Backdrop, audio, broadcast cameras and studio lighting. The green screen will be able to incorporate virtual whiteboards, polls, or live Q&A sessions.

The hotel's ballroom is connected to the virtual studio, and event planners will be able to stream their live feed straight onto the three in-built LED walls within the ballroom using the hotel's dedicated bandwidth.

Organisers are also able to add catering, as well as accommodation, to the event, to provide an end-to-end experience.



CTMs face fresh challenges in negotiating global airfares

By Caroline Boey

Negotiating with airlines is becoming even more challenging for buyers as they face price volatility and regional differences, with fares falling in Europe, flattening in North America and ballooning in Asia.

Elise Weber, co-founder/chief sales and marketing officer, Skytra, an Airbus subsidiary, said the key to working with airlines was to split the world into different markets and to conduct regional negotiations. She was a speaker at the recent June CAPA Live.

Weber added regional indices offered more predictable prices, with only a two per cent deviation.

A Singapore-based regional travel manager in the pharmaceutical industry told *TTGmice* its global air RFP bid was in, but “there was no mention on specific airfares”.

“As I see it, the airfares will not be cheap”, she continued, adding that US airlines like United and Delta were also not



talking about ramping up schedules, but focused on duty of care and sustainability.

She commented: “We cannot push the airlines even if tickets are 10 to 20 per cent more expensive. We just have to make do and work with what we have as there is no budget increase.”

Ericsson uses CWT and FCM trackers to monitor the situation and prices are being driven up by scarcity, according to Flor-

ence Robert, regional travel manager, Asia Pacific.

“There is not much we can do at this stage, but just to monitor and make decisions based on what we see,” she added.

Jane Sim, commodity manager ASEAN at Siemens, noted: “Buyers have very limited (buying) power, especially during this period to reduce airfares. But we managed to withhold fare increases for all our existing contracts even though there has been a drastic drop in air travel.”

Meanwhile, Benson Tang, executive director, Corporate Travel Community, in presenting the outlook of business travel by 2024, noted internal meetings could face a potential loss of 50 per cent followed by employee training and development by 40 per cent, supplier meetings by 30 per cent, service and support trips to customers by 25 per cent and events by 15 per cent. Other reasons take up the remaining 20 per cent.

Strong demand for private aviation powers Yugo's SEA expansion

By Karen Yue

Although commercial flight operations are still a long way to recovery, one private aviation brand has seen demand for private flights picking up, warranting its expansion across South-east Asia with new charter routes.

Speaking to *TTGmice*, Jim Baldy, CEO of Yugo, an air mobility platform that connects numerous points across Asia-Pacific, said the company has commenced new routes in the Philippines, Cambodia, Malaysia and Thailand. Some of the more attractive new routes include Manila to Banwa Private Island in the Philippines; Koh Kong to Sihanoukville in Cambodia; Bangkok to Koh Samui in Thailand; Kuala Lumpur to Genting Highlands and Genting Highlands to Langkawi in Malaysia.

With the additional routes, Yugo now operates to over 150 destinations in this region, supported by a fleet of more than 50 aircraft from renowned private jet manufacturers such as Gulfstream, Bombardier and Dassault Falcon, as well as helicopter specialists Bell, Airbus, Leonardo and Robinson.

Yugo is presently working with select travel agents to supply its chartered flights, and is open to expanding its partnerships.

According to Baldy, Yugo is seeing an almost equal interest from leisure and business travellers, with leisure bookings being slightly more at the moment. However, the convenience of private aviation charters has helped to blur the lines between business and pleasure trips, with many Yugo customers choosing to “pick up close ones to travel to another destination for leisure” after work is done.

He said private aviation charters are a “business enabler” and a “reliable option for leisure activities”, hence the new routes were established to support desires to blend business with leisure during trips made amid the pandemic.

“We believe it is a great time to fly private to break with the constraints inflicted by the Covid-19 pandemic,” Baldy remarked. One of the top travel constraints today is health and safety concerns, and private aviation charters can offer reduced infection exposure risks to travellers.

He elaborated: “For example, there are around 700 points of contacts during a commercial flight. This is reduced to approximately 30 during a private flight. For the transportation of our guests, their families, friends and business partners, travelling private (provides) additional safety.”



▲ Yugo's private aviation charters see an equal mix of business and leisure bookings

While private aviation charters are often regarded as an exclusive service only for the rich and famous, Yugo has made solutions “much more accessible to a slightly wider number of people”.

“It is actually easier to book a private flight than what most people think. And since passengers can go for a rideshare, an empty leg flight, or a flight by the seat, it is also usually cheaper than what they usually think (a private flight would cost),” Baldy said.

Yugo customers can search and book flights online, or rely on Yugo's concierge for arrangements.

When asked to clarify a common misconception that passengers on private aviation charters were able to bypass immigration restrictions, Baldy said all charters and passengers must still abide by local regulations and health protocol requirements.



Meet the association chief: Luu Meng

The pandemic has brought Cambodia's tourism players together and highlighted the value of a single voice via the Cambodia Tourism Federation (CTF), allowing them to work better with authorities towards travel and tourism recovery as well future developments, reveals Luu Meng, CTF president, master chef and Almond Group CEO. By [Marissa Carruthers](#)

Tourism is a key economic driver for Cambodia but Covid has devastated tourism. How are CTF members affected?

Last year, we saw more than 50 per cent of businesses disappear when the pandemic started, as all international arrivals stopped in April. But Phnom Penh, the coast, Kampot and Siem Reap were able to do some business as locals could travel domestically. That continued into January and February.

Then the February 20 Community Event happened (when Covid spread across the country) and most domestic tourism disappeared (due to ongoing restrictions). When you break that down, almost every tour agent had nothing to do. Some have closed for good, some have been spending their savings and extending loans. Those unable to get more loans have been unable to continue.

For hotels, apart from quality hotels, there is almost nothing happening as well, although Kep and Kampot still have a bit of business. Official reports have also shown the restaurant sector has decreased by more than 30 per cent. The restaurant business was already competitive before Covid so it became even more difficult.

Did Covid present any positive opportunities for any members?

Before Covid, Cambodia was always linked to our neighbouring countries. Travellers would visit those countries, and then stay a few nights in Cambodia to visit Angkor Wat only.

The pandemic has given Cambodia the best opportunity to become a destination on its own. We have the beaches, culture, countryside, incredible cuisine, and the charm and hospitality of our locals. Cambodia is full of experiences, and has more than enough to provide travellers who are keen to stay longer.

The private sector is working closely with the government to newly brand and market Cambodia (as a mono destination) and encourage tourists to spend 10 days or two weeks here (as opposed to being a destination in a multi-destination itinerary).

How has the pandemic impacted the strength of CTF's voice?

Before the pandemic, every association worked on their own and each had difficulty getting members to join. This was because traditionally, many people in the hospitality and tourism industry in Cambodia operate solo and don't believe in belonging to a group. They didn't understand the concept of belonging to an association which offered one unified voice, and that their issues and concerns

will be represented and taken to the top level.

With the pandemic, people started to realise they needed help from the government and be able to raise issues with them. This is when we realised more people are interested in joining. Rather than Cambodian operators being very independent as they were previously, they are now more united.

What support have you provided members since the start of the pandemic?

We usually have at least one meeting a month, which has so far been held online. We have also invited people from different ministries to attend so we can all stay engaged. We have a Telegram group to make sure everyone stays informed and to give members a place to raise any issues and concerns.

“(Cambodian tourism operators previously) didn't understand the concept of belonging to an association which offered one unified voice, and that their issues and concerns will be represented and taken to the top level.”

Advocacy has been the main element and it works both ways. If you provide the right channel to raise concerns, it's also much easier for the government to work with the private sector. Collectively, we have been able to come up with suggestions and options for the government, as choosing between health and safety or the economy is a huge challenge.

The pandemic has brought up many issues within the sector. We have issues spanning compliance, human resource and labour, social and business and marketing. This means we have to work with many different ministries. In good times, there was no chance to take a look at these things but during the last 18 months, we have been working with the government to develop a strategy to have an idea where the tourism and hospitality in Cambodia is going to be in the next five, 10, and 20 years.

Cambodia has excelled in the roll-out of

the vaccination programme compared to other countries in South-east Asia. What role does this play in reopening to tourists?

Our CTF members and partners recognise and appreciate our prime minister has done a very good job since the government decided to start vaccinations.

In South-east Asia, Cambodia is second in terms of the percentage of vaccinations given – after Singapore – and we are comparing two countries with populations of six million versus 16 million. More than 90 per cent of adults in Phnom Penh are vaccinated, and this is not something that many cities in the world have yet achieved, so this is a great step for us.

We have been in discussions with the Ministry of Tourism about allowing vaccinated travellers in with minimal or no quarantine. We hope that will become a reality, and on our end, we hope to complete the country's vaccinations by 4Q2021 so vaccinated tourists can also safely visit.

Cambodia's tourism industry has lost a lot of skilled people. What needs to be done to build back the sector's manpower resources?

We need to start preparing now. The Ministry of Tourism is currently unable to conduct any in-person training because of Covid restrictions, but has been holding online programmes on certain issues to retrain the people.

We are also requesting that the government creates a fund as soon as possible that will go towards retraining and refreshing the skills of previous tourism employees who have left the sector. Most of them wanted to remain in the hospitality sector, but have been away for more than a year now working in the agriculture and construction sectors as there is still work to be found there.

How has Cambodia capitalised on this downtime and what differences can visitors expect when they return?

The 38 Roads project has started in Siem Reap. The project comprises huge infrastructure improvements that are being carried out while no tourists are there. There is also a lot of effort being put into developing eco-tourism and new experiences related to that.

Meanwhile, the capital is changing quickly in a positive way, the coastline is developing and we have new airports planned. But the charm of the people has not changed, and that's what makes Cambodia so attractive; it's in our DNA.

This feature was first published on www.ttgassociations.com.

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Save The Dates For Our Physical Event In 2022: 20 to 22 September

Regional interdependency essential for MICE industry

Business events industry leaders are certain that sharing intelligence and best practices can expedite recovery, writes **Rachel AJ Lee**

While regional collaboration between various business events destinations in Asia-Pacific is not a lofty aspiration, many are still not ready as they first have to tackle challenges at the national level.

Andrew Hiebl, CEO of Association of Australian Convention Bureaux, said: "We've all been so focused on allowing events to occur in our own backyards. (For Australia), that approach is being led by our states and territories which each have their own rules and processes impacting the business events industry."

However, there is now a far greater need for destinations to share how they have been working with their respective governments and exchange information on what solutions are speeding up recovery, Hiebl opined.

Tourism New Zealand's international business events manager, Leonie Ashford, said: "I've copied some of the initiatives in lobbying the government for more recognition (for the business events sector) from some destinations (in Asia-Pacific) that have done it well. So, sharing best practices and showing how valuable the sector is (would help)."

One way to get the government to listen is by building a national alliance and speaking with a united voice.

Alicia Yao Hong, founder of IME Consulting, relayed how various associations in China are helping the business events sector to get back on its feet, with the domestic meetings and exhibitions sector having recovered to about 80 per cent.

Yao added that non-governmental associations in China have also come together, such as food and hotel associations, to help drive recovery.

"We are in the process of forming an Asian convention alliance, where the proposed founding members are China, Japan, Taiwan and Singapore."

Nichapa Yoswee

Senior vice president, Thailand Convention and Exhibition Bureau



▲ **Panelists at IT&CM China's the Coopetition – Building Competitive Alliances For Expedient Regional Market Recovery session**

Amelia Roziman, acting CEO of Business Events Sarawak, also shared how "industry heads in the sector came together to form the Sarawak Business Events Association".

"(One way the various regions can work together) is getting governments to speak to governments – as they are on the same level – to convince them how business events can help develop the future economy," she added.

"By coming together and showing a united front has been a success factor from our engagement with the government, and has opened doors for us," shared Hiebl.

With their backyard relatively spruced thanks to strong association alliances already in place, Thailand has taken the lead in spearheading a regional alliance.

Nichapa Yoswee, senior vice president, Thailand Convention and Exhibition Bureau (TCEB), said: "We are in the process of forming an Asian convention alliance, where the proposed founding members are China, Japan, Taiwan and Singapore."

This alliance would help in developing more substantial lead generation, and work towards easing travel arrangements between member nations. Nichapa also proposed the concept of joint conventions, where member countries would take turns to host a rotating convention.

In addition, Nichapa revealed that TCEB has initiated a "very promising dialogue" with the Seoul Convention Bureau, and a conversation with Malaysia is next in line. She added she was looking forward to working with stakeholders in New Zealand and Australia as well in the near future.

Agreeing with the idea, Hiebl said: "I think there's real opportunity for governments in Asia-Pacific to invest in start-up conferences, in particular industries that we specialise in. There's also an opportunity for us to create events and not just attract events because the region is of a significant size, and (is home) to a large population."

Teams under challenge

Social distancing and work-from-home arrangements have severe impacts on team communications and relationships, making teambuilding programmes more critical than ever, writes **Karen Yue**

Like many social activities, corporate teambuilding programmes have been disrupted since early 2020 as governments enforced safe distancing requirements and companies began an unusual work-from-home experiment that has since become the norm in many Asian cities.

For Action Teams, a Singapore-based provider that has been in business since 1996, bookings tumbled almost 75 per cent.

Founder Raj Sandhu recalled how 2020 had started off strongly, with the whole year booked out with programmes all over the world, but spiraled into despair in February



Victoria Kurpas/Shutterstock

Expert speaks up: The mental pain of isolation

Reduced social interaction during the pandemic can wreck havoc on one's mental health and work performance, says **Adrian Toh**, vice president (development), Singapore Psychological Society

What happens when people are made to function almost daily at home with far reduced social interactions over a long period of time?

Social support is key to many individuals. Social support can take many forms, such as having a heart-to-heart talk with a close friend over a meal or going hiking with friend. It is really about having someone to turn to or lean on. Social support makes getting through tough times and emotional difficulties a little easier.

But with implementation of Covid-19 safety measures, particularly social distancing, reduced visitation at home and working from home arrangements, it limits people's access to social support. Naturally, with prolonged reduced social interaction, it will reduce one's ability to manage emotional difficulties.

At work, reduced social interactions can impact the quality of work and relationship with colleagues. Cohesiveness and trust is built through face-to-face interaction, so without

as the pandemic hit and clients either cancelled or paused their plans.

Other specialist providers, such as Asia Ability and smallWORLD Experience, saw bookings recede too. But even as governments eased restrictions and virtual teambuilding options emerged to connect remote teams, engagements throughout 2020 and 2021 are nowhere near pre-pandemic levels.

Slashed budgets due to poor corporate performance amid the global crisis, fatigue from daily online communications, and unfamiliarity with virtual teambuilding programmes are blamed for the slow pick-up.

What worries Sandhu most are companies freezing teambuilding activities because of human resource disruptions.

He explained: "Some clients have had to let people go. Hence, they feel that this isn't a good time for teambuilding. But this is why now is a good time. If you are letting people go, the rest of the team will be worried. They will be wondering when it will be their turn."

Sandhu said some clients also mistakenly believe that as long as teams were communicating daily via instant messaging tools, there was no need for engagement.

Lost connections

Elevated stress levels at work and remote work arrangements have presented employers with a welfare challenge, noted teambuilding specialists.

Ana Marques, general manager of Macau-based events specialist smallWORLD Experience, noted the downsides of iso-

lation at the workplace: the growing lack of team interaction will dismantle team spirit, break down communications and eventually impact client servicing.

Remote work requires greater information sharing, as people could no longer simply walk over to a colleague for discussions, opined Marques. Teambuilding programmes can convey to participants the advantages of information sharing and identify ways to work efficiently with sharing tools.

Sandhu warned of staff burnout, especially as remote employees feel their purpose at work was just to generate results and go at it alone.

"This is the serious side of what we do," commented David Powell, managing director of Asia Ability. "Teambuilding is often seen as being all about play. But the new work arrangements have highlighted the important values of teambuilding. Working remotely turns people's attention to the task and away from relationships. By not conducting any team engagement now, companies risk team cohesiveness."

Virtual uncertainty

While teambuilding specialists were able to translate their in-person teambuilding programmes for virtual use – and even craft new ones specifically for online interaction, they found themselves having to convince clients to get onboard last year, as many companies struggled to make sense of the concept of remote work and video conferencing. This led Marques to describe the year 2020 as an "adaptation period".

Sandhu: companies risk staff burnout



"Many people were also waiting for things to get better and to return to in-person events. Different markets had different pandemic situations; some were improving and that fuelled hopes that things would return to normal soon. But as we have seen, conditions can go back and forth. Now, we are finally at a stage where people are realising that life as normal is actually some distance away and they are opening up to the idea of remote teambuilding," said Powell.

As more clients came to accept their present situation and appreciated virtual and hybrid events, online teambuilding programmes started to see a brighter future this year, found Marques.

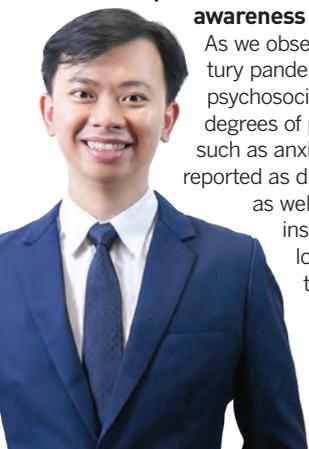
Teambuilding specialists were also challenged by the existence of simple and cheaper online games that competed with professional remote team engagement programmes – some of which disappointed corporate buyers and turned them off the real deal.

enough of that mistrust and miscommunications can set in and give rise to conflict.

And as employees continue to work in silos, they can lose focus on the purpose of the entire group and instead see only themselves. In the long term, this can affect work efficiencies and erode motivation to keep working.

I've seen more social media conversations about mental well-being throughout the pandemic. Is there really a growing awareness of mental well-being?

As we observe each of the 21st century pandemics, we see imprints of psychosocial impacts and varying degrees of psychological effects such as anxiety, which is often reported as distress, fear or panic, as well as anger, depression, insomnia, social isolation, loneliness and even post-traumatic stress disorder.



Being more informed of the psychosocial impacts of past pandemics has led more mental healthcare professionals to bring this conversation to the public and to encourage help-seeking behaviour.

It also seems there are more mental health conversations now because of increased use of social media.

Are you seeing more individuals recognising and speaking up about their own mental well-being?

I am. As awareness of mental health grows, employers are showing more care about their staff's mental well-being, such as by establishing an Employee Assistance Programme to provide accessible avenues for employees to seek help from.

Sometimes, people may not realise they are under stress. They may encounter more body aches, fall sick more often, or suffer more frequent or lasting migraines. People may there-

fore not go to a psychologist for help. Instead, they will go to a GP. The good thing is, GPs are now aware of the physiological symptoms of mental stress, and will refer patients to the right channel for help.

What can employers do?

First and foremost, employers or people in leadership roles must acknowledge the difficulties of working in current situations.

Second, they will need to connect with individual staff or with the team regularly, not just for work updates but also to find out how they are feeling and coping at home. Doing this brings back human interaction and show that they are not alone in this new and difficult situation. Furthermore, this also serves as a reminder that everyone is working as a team, and not as individuals, and support is available.

Third, they need to provide a helping hand to staff in need. – Karen Yue

Sandhu said some competition came from escape room games that provided no real takeaways to achieve business goals. With prices as low as S\$10 (US\$7.30) per participant for these games, Sandhu said professional teambuilding providers are having a hard time competing, especially when clients are themselves unsure of what teambuilding truly means.

“For some companies, going bowling together or sharing a seafood dinner counts as teambuilding. Clients are comparing in-person experiential teambuilding programmes with (such options). To many of them, virtual teambuilding activities are perceived as just games, and therefore shouldn’t cost much.”

A real solution

Experienced teambuilding providers say clients have little to worry about the effectiveness of virtual teambuilding programmes, which are carefully designed to bring about similar results as a live engagement.

While Actions Teams had a programme matrix of 60-plus in-person activities, with each fulfilling specific team goals and serving different purposes, only 10 made the final cut for virtual conversion. Sandhu shared: “We had an intense discussion internally to determine which activities would translate well online. We have some excellent in-person activities that are not quite feasible as online versions, perhaps because it was not easy to put details on shared screens or on Google Drive.”

Actions Teams’s virtual selection

attracted “great feedback”, with the company delivering five virtual and hybrid teambuilding events in November and December last year for clients in the thriving pharmaceutical industry, some of which engaged a global audience.

Powell believes that virtual teambuilding activities can be as effective as face-to-face versions – provided they are properly set up and designed to allow the same high level of energy and interaction.

“There is a lot of investment in the programme’s redesign to ensure we are doing it right,” said Powell, adding that most of Asia Ability’s virtual teambuilding programmes provide a higher facilitator-to-attendee ratio and more resources are channeled into demonstrations and rehearsals to prepare clients.

Since evolving its programmes in early-2020 to suit the online and hybrid event norm, Asia Ability has continued to innovate and today offers clients an opportunity to fulfill Corporate Social Responsibility (CSR) goals while engaging remote teams. It has also designed apps to collect live scores and other useful data for client’s real-time review.

Teambuilding specialists said virtual options offer some unique advantages, such as ease of preparations, lower logistical costs and time savings as participants do not need to travel and be far from their duties for too long.

Furthermore, a successful virtual teambuilding experience could even teach participants how to cope better with other forms of virtual engagements, added Powell.

Virtual

From simple group meditation to intense mental challenges, teams are spoilt for choice when it comes to online bonding



Zen state of mind

Remote teams from around the world can gather virtually together at Maikoya, a traditional tea house in the heart of Kyoto, for a livestreamed online *zazen* – a seated meditation that is the primary practice of the Zen Buddhist tradition.

The 60-minute experience begins with a short informative session that provides guidance on posture as well as an introduction to the philosophy and history of Zen meditation, and the practice’s connection to Japanese culture.

A 45-minute meditation follows with the use of a Japanese “singing bowl” known as *rin*. Instructors guide participants through this entire process, leading them on a journey of acceptance, letting go and mindfulness.

At the end is a short exploratory session where participants can ask questions about any aspect of *zazen* or consider their thoughts on the experience. Companies could even use this time as

Which format works?

Choosing the right option will depend on factors such as corporate theme and objectives; time constraints; team’s demographic; and team’s level of technical readiness, advised David Fotheringham, director, Asia Ability. Here is a graphic to guide your selection:

CHOOSING A VIRTUAL TEAMBUILDING FORMAT		
PROS	COMPLEXITY	CONS
<ul style="list-style-type: none"> Slick graphics & gameplay High engagement "Millennial friendly" 	ONLINE VIRTUAL GAMEPLAY	<ul style="list-style-type: none"> Maybe CHALLENGING Need basic tech experience May be highly addictive..!!
<ul style="list-style-type: none"> Creative themes Bespoke customization Cool video & photos 	MOBILE APP	<ul style="list-style-type: none"> Need to download APP Requires 2 devices to play Able to use a smart device
<ul style="list-style-type: none"> No need for downloads Simpler gameplay "Old school" friendly 	SLIDES OR WEB PAGES	<ul style="list-style-type: none"> Overly simplistic Limited interactivity Less "wow" factor
<ul style="list-style-type: none"> Simplest gameplay Feels like a "live" event NO DOWNLOADS 	VIDEO CALL ONLY	<ul style="list-style-type: none"> Limited options Overly simplistic? Needs HIGH ENERGY

engagements

an opportunity for team members to reflect, share or offer feedback.

The online retreat will feature well as an ice-breaker to a more intense teambuilding session, or as a stand-alone wellness exercise for teams.

Cost: 10,000 yen (US\$90) per pax.

Contact: kyoto@mai-ko.com

Better blooms

Maikoya also offers online ikebana, the Japanese art of flower arrangements. It is a popular way to learn not only one of Japan's ancient arts but also a little about Japanese culture and history.

This one-hour session is led by a geisha who will outline ikebana culture as well as a methodology suitable for beginners. She will explain simple rules for participants to make a basic, but authentic ikebana artwork.

After receiving their tutorial, participants can begin to bring their flowers to life. Step-by-step guidance is provided.

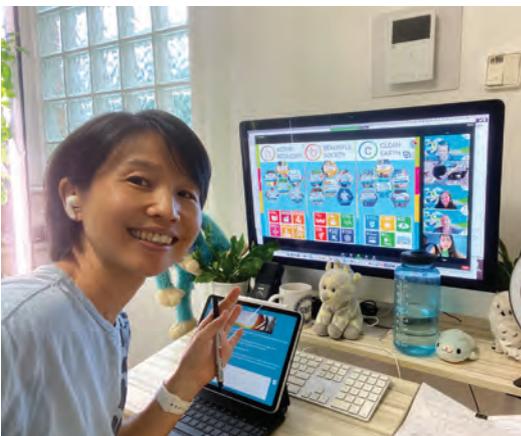
This activity features well as a break-time activity in between online meetings, or as a relaxing conclusion to an intense teambuilding session.

Cost: 5,000 yen per pax

Contact: kyoto@mai-ko.com

Impactful work

The newly-launched Impact Online works 17 Sustainable Development Goals (SDG) 2030 into a programme that encourages participants to appreciate their own strengths and the diversity of skills of others in their team while learning how they can contribute to a sustainable future for all.



Conducted by Team Building Asia, the programme requires teams to select from a suite of tasks related to challenges such as no poverty, zero hunger, life on land, life below water, and climate action. Team members complete tasks and submit their attempts to gain points and ascend the leaderboard.

Collaboration is key, as the director and other participants possess different bits of information that they must share and work together in order to solve challenges.

Challenges range from mental, creative and active. New tasks and levels are unlocked as the game progresses.

Gameplay takes an hour, and it is followed by discussions among teams on actionable items to do individually and as an organisation to be more sustainable.

Impact Online offers three difficulty levels - easy, medium and difficult. It functions well as a main teambuilding activity.

Participants need to download an app as well as have a computer for the video call. The activity is suitable for groups of eight and more.

Cost: Available at enquiry

Contact: stuart.harris@teambuilding-asia.com

Smells like team spirit

An expansion of Asian Trail's 2020 bestselling online activity, The Investigation Affair, the new Online Investigator calls on teams to compete against time to sniff out clues, discover evidence and solve cases in order to become leading detectives.

The game begins with an introduction to the Crime Academy, and participants will need to solve team puzzles, interact with other teams, complete tasked pictures or videos, and conduct research to progress through more than 25 cases.

Unified solutions will be input via a web-app to score points. Live-scoring allows participants to track their performance as well as that of other teams.

Online Investigator has no capacity limits, although it is recommended that each team takes no more than six people.

Online Investigator functions well as a main teambuilding activity. It

trains planning, problem-solving and communication skills while bringing remote team members together for some fun.

Cost: Available at enquiry

Contact: menging@asiantrails.com.kh

Quickfire

Conducted by Asia Ability, Quickfire Interactive is a high-energy, app-based game of mental, physical and creative challenges that can be customised to reflect corporate identity and convey organisational goals as well as specific learning experiences.



To begin, teams are formed and their quest is to complete as many challenges as possible within a given time frame. Challenges come in various difficulty levels and forms, such as photos, videos, single-answer and multiple choice questions, and logic puzzles. As time elapses, the pace and risk levels build, creating an atmosphere of fun and urgency. The final results are shown through a presentation of the best of team-generated photos.

Quickfire Interactive emphasises the vital role of every team member in achieving group success, while the challenges encourage innovative thinking, effective communication skills, and collective strategy.

Participants will need to download the custom-built Quickfire app on their phone or tablet and join the activity on a video conference platform.

Gameplay is suitable for groups of eight to 1,000 and can be conducted as a single 90-minute or two-hour remote event. It can also be broken up into smaller sessions throughout a conference or meeting.

Through Asia Ability's partnership with BIG1 Business for Good, Quickfire Interactive can also integrate CSR elements to allow teams to generate positive impacts towards pre-selected good causes as they progress through tasks.

Cost: Available at enquiry.

Contact: ask@asiaability.com



Eyes on the prize

Prudence Lui dives headfirst into the seemingly quiet Macau tourism scene, and finds that the city has been pouring efforts into augmenting its various offerings which are key to attracting corporate groups when borders are more porous

The Macao Government Tourism Office (MGTO) has reiterated its commitment to fostering more cross-sector integration between the tourism industry and other sectors like business events and sports.

And as it awaits the reopening of borders, the city has been busy diversifying its offerings to better support the integration, which has led to the opening of new attractions and revamping of others.

The end of May this year saw the opening of the Studio City Water Park, part of a major revamp of the attractions at the integrated Studio City Macau resort. On June 1, the refurbished Grand Prix Museum reopened with interactive displays and virtual reality racing stations. The museum has been closed for renovations since 2017.

Other soon-to-open attractions – this time located at Lisboeta Macau – include ZipCity, a 388-metre-long zipline ride with spectacular audiovisuals, and

▲ Clockwise from top left: A landmark on one of the Macao Highlight Tours; simulation experience at the Grand Prix Museum; Studio City Water Park features rides and slides

GoAirborne, described as the first indoor skydiving experience in Macau.

Meanwhile, larger infrastructure projects like the Galaxy International Convention Center is moving ahead with its third phase, and is slated to open towards the end of the year. The Grand Lisboa Palace is also slated to open by 3Q2021, having recently been delayed by a licensing process.

Bruno Simoes, managing director of smallWORLD Experience, commented on the recent developments: “Macao has a number of new offerings like Lisboeta, Studio City Water Park, the new Grand Prix Museum, (which will) appeal to incentives.

“And with the opening of Galaxy International Convention Centre, we expect an interesting competition between the two main players (Galaxy and Sands China) in the market. Overall, that is a positive sign for event organisers, and for Macau in general.”

“Macau has wisely used the slower pandemic period to address and improve its offerings, and that’s an exciting prospect...”

Olinto Oliveira

General manager for Hong Kong & Macau, MCI Group

MGTO has also partnered with local travel trade groups – Macau Travel Agency Association, Association of Macao Tourist Agents and Travel Industry Council of Macau – to develop more themed and tailor-made itineraries for visitors.

Operating in small-sized groups, the Macao Highlight Tours allow leisure and corporate visitors to experience Macau’s history, cultural landscape and “tourism + ” projects, in turn stimulating the economy in local communities.

At present, Macao Highlight Tours feature four itineraries: Amazing one-day tour with MAK MAK; Explore the history of Macao’s handover and secrets of the Macau Grand Prix; Strolling in the Historic Centre of Macao and enjoying enchanting scenery on maritime tour; and Dive into the beauty of Coloane and explore the ancient architecture of Nossa Senhora Village of Ká-Hó.

Visitors can also opt for private tours that feature customised itineraries. Private tour participants can sign up for a chartered helicopter ride, each able to accommodate up to 12 passengers per tour. Tour options include a half-day tour around alleys and lanes imbued with local aroma, a culinary tour to sample signature delicacies, a green wellness tour, and a luxurious shopping tour.

MCI Group’s general manager for Hong Kong & Macau, Olinto Oliveira, said a greater variety of attractions is always a plus for any destination.

Previously, Macau already had “a rich selection of resident shows and touring concerts and shows”, staged at the integrated resorts and venues such as the Macau Cultural Center, noted Oliveria.

But with the beefing up of the city’s portfolio, Oliveria believes that Macau will be “more attractive” to a wider range of audiences.

“Macau has wisely used the slower pandemic period to address and improve its offerings, and that’s an exciting prospect for a destination that is already a major player in Asia-Pacific’s MICE market. So as we continue to come closer to reopening borders, big things are definitely ahead for Macau,” Oliveira stated.

Sands China’s senior vice president of hotel operations, Kris Kaminsky, shared similar sentiments: “The addition of new world-class meeting offerings and facilities such as the Londoner Arena are helping position Macau as Asia’s most innovative and engaging meetings, conventions and leisure destination. Combined with Macau’s cultural offerings, these new attractions will appeal to a wide variety of visitors, with something for everyone.”

Looking ahead, Kaminsky pointed out that it would be “vital” to “redefine travel logistics” and ensure safety practices to provide planners and delegates a safe and worry-free stay in Macau.

Currently, only FITs from China are permitted to enter, but DMCs have started preparing for the return of regional business. For instance, smallWORLD Experience is investing in their capabilities to deliver more digital services such as broadcasting for hybrid events.

Meanwhile for MCI, Oliveira shared: “As regional MICE returns, our team is gearing up by staying updated in terms of health and safety measures, but also actively learning and researching how to engage audiences in new ways as hybrid (events) will continue to grow throughout the industry’s recovery phase.”

The Macao Trade and Investment Promotion Institute (IPIM) has also kept busy, having visited mainland Chinese cities Guangzhou, Dongguan and Zhongshan in 1H2021 for promotional marketing activities.

IPIM will expand its activities to other Chinese cities such as Xiamen, Tianjin, Chongqing, Chengdu and Taiyuan in the later half of the year.

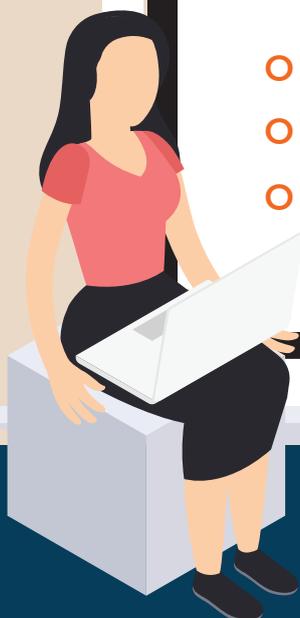
▼ From top:
Indoor skydiving attraction GoAirborne; corporate groups can opt for a Helicopter Sightseeing Tour



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Alan Pryor

Alan Pryor, chairman of Business Events Council Malaysia, discusses the challenges brought on by Covid-19, new skillsets, and what keeps him awake at night. By **S Puvaneswary**

Winston Churchill once said: "Never let a good crisis go to waste". With every crisis, there lies opportunity. Where do you think are the opportunities for the business events sector at this point in time?

The opportunity that comes with every crisis is the space and window to re-invent, refresh and inspire, and to do so we have to unlearn, adapt, and be resilient in coping with a crisis.

For business events, new opportunities lie in the expansion of our market reach, engaging fresh audiences, developing new products and services, undertaking future-proof business model innovation, upskilling, cross-skilling and adapting our skills sets and workforce to the new standards and demands, and to become more data-savvy.

A silver lining of crisis is the knowledge and learnings gained from managing and coping with it, and in itself an opportunity to improve on future crisis management and scenario planning.

With the current suspension of business events activities, what kind of support does the industry need from the government?

We need the government to provide an advanced alert system to enable us to plan more effectively for re-opening, and the national recovery plan is indicative of this. We are committed to supporting all efforts so we can restore market confidence in Malaysia.

Government programmes or initiatives to streamline event permit application procedures, tax exemptions for utility costs, job retention and sustainability, supporting grants for events and to initiate and maintain a consistent collection of data on the national business events market, will be most welcomed by the industry.

What is Business Events Council Malaysia (BECM) doing to help the industry get back on its feet?

BECM has been leading the industry's government advocacy and lobbying efforts throughout the Covid-19 pandemic which are focused on...the safe re-opening of our sector.

We are working collectively with our alliance partners to drive safe certification adoption, provide shared information on best practices

and placing a great deal of focus on the development of dedicated communication to engage our target audiences and to maintain market presence so we are fully prepared with a safe and accessible business events proposition for Malaysia. This will ensure we are well prepared once domestic, regional and global travel commences.

But it has said that the government does not understand the importance of business events. What is BECM doing to change this?

Our aim is to factually and objectively demonstrate the value of the business events industry and its contribution to the economic and social development of the country, and we are consistently advocating and initiating data collection that informs and justifies the importance of our industry sector.

We have been well-supported by industry and mainstream media to help us communicate vital and relevant information that can inform and build awareness of our industry. Managing a large-scale event such as the running of a Vaccine Centre is a very powerful way for us to build our communication interface with the government, demonstrate our capabilities as venues and reinforce our value as important social and economic infrastructure assets.

What new skills are needed by professional event organisers in a post-Covid-19 world?

Understanding the value of data and its influence as a business intelligence tool means skills in objective and strategic management of information and communication through new and emerging engagement platforms.

Professionals will need to be more connected to where the future is going than maintaining the traditional skillsets of the past. There will be a level of integration as acquired knowledge and experience will continue to influence the value proposition of the future workforce.

What keeps you awake at night?

For the entire industry, no one has endured such strife even after many major world disasters of the past. For many, nothing in our lifetime has come close to dealing with the pandemic and there is still no end in sight.

Covid-19 has mutated and had second, third and even fourth 'waves' causing more and extended lockdowns.

Not knowing what is in store for us makes any kind of planning extremely challenging, and not knowing what is coming down the track keeps us awake at night. The unknown is a very difficult and arduous path to navigate!



Appointments



Clarence Tan

Clarence Tan

Hilton has appointed Clarence Tan as senior vice president, development – Asia Pacific. The Singaporean joins Hilton from international hotel management and development company, Valor Hospitality, where he served as the principal and corporate advisor.

Craig Seaward

W Hotels, part of Marriott International, has appointed Craig Seaward as general manager of W Sydney, set to open in 3Q2022. He arrives in Sydney after spending the past 11 years as general manager of W Bali-Seminyak, and brings with him 25 years of experience with premium hotels.

Eamonn Ferrin

Norwegian Cruise Line (NCL) has appointed Eamonn Ferrin as vice president of international business. The industry veteran with more than 23 years of travel and hospitality experience will oversee NCL's sales efforts outside of the US and Canada and grow the company's international footprint.

Kenneth Yeo

Royal Caribbean has appointed Kenneth Yeo as its regional director of sales for Asia-Pacific, a new role designed to drive growth in the region. He brings a wealth of strategic business acumen and sales and marketing expertise with over 22 years of commercial experience in various sectors.

Megan Crum

ChristchurchNZ has appointed Megan Crum as the head of business events. In this newly-created role, Crum will drive the strategic direction for business events in Otautahi Christchurch and Waitaha Canterbury, lead the convention bureau team, manage partnerships with key business events stakeholders and partners, and focus on new business opportunities for the city and region.

Melissa Sweetland

Melbourne Convention and Exhibition Centre (MCEC)

has appointed Melissa Sweetland to the role of chief commercial officer. She joins MCEC from her own strategic advisory firm. She was previously deputy vice chancellor, engagement and vice president at RMIT University.

Michael Tang

Michael Tang has joined Dorsett Putrajaya in Malaysia as general manager. Tang has been tasked with ensuring the profitability and sustainability of Dorsett Putrajaya's operation.

Noor Ahmad Hamid

ICCA's former regional director for Asia-Pacific, Noor Ahmad Hamid, has joined the Malaysia Convention & Exhibition Bureau (MyCEB) as chief operating officer. The industry veteran is responsible for enhancing MyCEB's strategic direction, community collaboration and operational processes.

Olivia Chang

Olivia Chang now heads Plaza Premium Group's global digital and technology team. She joins the company with over 30 years of experience in various chief information roles in Asia-Pacific. She previously worked as a digital transformation and innovation leader with Coca Cola.

Pamudji Slamet

Wyndham Hotels & Resorts has appointed Pamudji Slamet as director of development, Indonesia and the Philippines. He joins from Accor where he was director of development, Indonesia.

Sylvio Angelone

Plaza Premium Group has appointed Sylvio Angelone as chief operating officer. He is responsible for the group's global network of operations, culinary and customer engagement as well, as overseeing the IT and digital innovation and talent and culture.



Eamonn Ferrin



Kenneth Yeo



Megan Crum



Melissa Sweetland



Michael Tang



Noor Ahmad Hamid



Olivia Chang



Pamudji Slamet



Sylvio Angelone



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FEATURED DESTINATION: LESHAN, CHINA



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1:1 Video/Audio Calls

Maximise your one-to-one video and audio calls with prospective new partners.



Visible Branding

Display your brand through PATA's promotional activities, as well as a dedicated listing on the event page.



Cost-Effective Seller Booth Fees

Enjoy full-feature seller packages at significantly below market rates.

HIGHLIGHTS

Interactive Exhibition Experience

Navigate an interactive map to browse sellers, scheduling online appointments, view product presentations, and exchange contact information.

Video Meetings

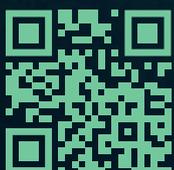
Set up time slots and request meetings supported by video calls, text and voice chat.

High-Quality Live Forums

Gain insights on travel recovery with live presentations and panels through Forums.

Buyer Incentives

Buyers stand to earn points and incentives by completing event missions



www.PATA.org/PTM

Register now as a Buyer or Seller!

OFFICIAL VIRTUAL
PLATFORM PARTNER

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MEDIA PARTNER





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Quantum of the Seas® 3-NIGHT SINGAPORE OCEAN GETAWAY

Singapore Departures

2021 Sep 6, 13, 20, 27
Oct 4, 11, 18, 25, Nov 1, 8, 15, 22, 29
Dec 6, 13, 20, 27
2022 Jan 3, 10, 17, 24, 31, Feb 7, 14, 21

Quantum of the Seas® 4-NIGHT SINGAPORE OCEAN GETAWAY

Singapore Departures

2021 Sep 2, 9, 16, 23, 30
Oct 7, 14, 21, 28, Nov 4, 11, 18, 25
Dec 2, 9, 16, 23, 30
2022 Jan 6, 13, 20, 27, Feb 3, 10, 17



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*All of the above information is correct at time of print, subject to availability and change without prior notice.