



expressions

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IATA calls for global certification programme to reopen travel

The International Air Transport Association has called on governments to partner with the air transport industry to devise plans to safely re-link people, business and economies when the Covid-19 epidemiological situation permits.

A priority for this critical cooperation is acceleration

return to normality in travel will ensure that air transport is well-prepared and does not become a meaningful vector for reimportation. Airlines are ready to support governments in this task.”

When governments do turn their attention to re-establishing global air connectivity, IATA is ready

including quarantine. IATA supports moves by governments, including Poland, Latvia, Lebanon and the Seychelles, to implement this exemption.

Testing: Many governments are implementing testing regimes to facilitate travel, which IATA supports. Germany and the US, for example, are taking advantage of the rapid improvement in testing technologies to accept PCR and antigen testing to safely manage the risks of travel. While rapid antigen tests are preferred for their speed and cost advantages, it is clear that PCR testing will play a role as many governments are requiring tests within a 48- to 72-hour window prior to travel.

Crew: The ICAO-CART guidance recommends that crew be exempted from testing processes and restrictions that are designed for passengers. IATA supports crew health management protocols which include, for example, regular testing and health checks at home bases, along with strict guidelines limiting interaction with the local community during crew layovers. This enables airlines to manage the risks of Covid-19 while maintaining operational viability.

Multi-layered bio-safety measures: The ICAO recommendations for multi-layered bio-safety measures (including mask-wearing) are being globally implemented. IATA supports such measures remaining fully in place for all travellers until such time as the epidemiological situation allows for relaxation.



of the establishment of global standards for vaccination and testing certification.

“We can see the light at the end of the tunnel as vaccination programs roll out.

“Turning this vision into a safe and orderly re-start will require careful planning and coordination by governments and industry.

“This will be challenging as the priority for the weeks and months ahead will be containing the spread of new variants.

“But even as the crisis deepens, it is important to prepare the way for a resumption of flights when the epidemiological situation permits,” said Alexandre de Juniac, IATA chief executive.

“Understanding government policy benchmarks and agreeing the global standards needed to support a

to partner with them to facilitate a globally consistent, efficient and effective approach, the body said.

IATA said some governments were already evolving principles in their testing/vaccination programs that could form the foundation for global harmonisation.

These include:

Vaccinations: Most governments are pursuing a vaccination strategy that seeks to protect their health care workers and most vulnerable populations first. IATA supports re-opening borders to travel when this has been achieved, as the greatest risks will have been mitigated.

Vaccinated individuals: The Greek government last week proposed that vaccinated individuals should be immediately exempted from travel restrictions,

“There are plenty of moving parts in the equation.

“The number of people vaccinated, and the availability of testing are key among them.

“Airlines have adapted their operations in order to maintain cargo operations and some passenger services, while complying with the numerous and uncoordinated restrictions imposed.

“Building on this experience they can help governments with their preparations for eventually safely re-establishing global connectivity for their people, businesses and economies,” said de Juniac.

Airlines Push Back Against Possible COVID-19 Tests on Domestic Flights

Officials from several of the top airlines in the United States have said the possibility of mandating COVID-19 tests before domestic flights would cause major issues.

According to USA Today, officials from American, JetBlue, Southwest and other carriers have said they do not support requiring coronavirus tests before domestic flights, but they have no additional information on the possibility actually coming to fruition. The concerns arose after the Centers for Disease Control and Prevention (CDC) official Dr. Marty Cetron announced Tuesday the organization was working with the U.S. President Joe Biden and his administration regarding the types of tests that would be required and where they would be administered.

While most airlines have fully embraced the CDC’s orders to require a negative COVID-19 for all international travelers arriving in the U.S. despite the extra costs and manpower needed, the domestic testing opens up several potential issues. JetBlue President Joanna Geraghty told USA Today said there already problems with acquiring enough coronavirus tests and adding the need for more for domestic flights would result in bookings taking an even larger hit.

Southwest Airlines CEO Gary Kelly said he believes the domestic testing policy would be a “mistake” and “wholly impractical.” Other officials remain confused about why airlines would be forced to require COVID-19 tests, while other forms of transportation would not have to meet the same standards.

“People need to travel. They’ll figure out a way to get there,” Geraghty continued. “They’ll figure out a way to see Mom, Dad. And, frankly, putting this burden on air travel is, we think, far too cumbersome.” In addition to the logistical nightmare of acquiring and administering coronavirus test to every airline passenger flying in or to the U.S., there are questions of workload being increased on employees who are already at capacity completing COVID-19 health and safety protocols.

U.S. Travel Association CEO Roger Dow said the group is opposed to COVID-19 testing for passengers on domestic flights, but in favor of it for international routes. He said the association is also opposed to quarantines because they are “disruptive” and difficult to enforce.

Editorial

The 9 Defining Characteristics of the Ideal Organization

Sometimes when I'm talking with someone about The Human Element and the work we do, a listener will ask what it means to create the Ideal Organization – our stated goal. After all, they often add, Ideal is a subjective term. It can mean anything you want it to mean. If we commit to going through this **Human Element** training, how will we know when we get 'there'?

It's a fair question. 'Ideal' for one may be above or below expectations for others, which is why it's important to have terms clearly defined and understood prior to starting. The Ideal Organization has 9 defining characteristics. Each characteristic is crucial, and they're all equally important.

Organization, employees have the confidence that management will work with them to identify the point of best fit, and that they'll be treated with respect and dignity through the process. Honest self-appraisal is required of all parties.

An Ideal Organization practices sound **decision making**. Distributing decision making to the individuals most qualified to make the decision, coupled with an organizational commitment to helping teammates work well, is a key trait of the Ideal Organization. Competition is present only as a positive force, resulting in creativity, motivation and inspiring behaviors.

An Ideal Organization encourages **personal**



An Ideal Organization features **accountability**. Everyone takes responsibility for their roles, and expects to be held accountable for their contributions. This corporate culture of personal responsibility means that blaming is kept to a minimum. When conflicts arise, a mutual sense of accountability keeps the focus on finding a solution.

An Ideal Organization is **open**. People within the Ideal Organization are empowered truth tellers, and enjoy the confidence that if they ask a question, they will be provided with an honest answer. Issues are addressed directly and simply as they arise, without creating gossip and secrets. This prompt openness helps eliminate both anxiety and resentment from the workplace dynamic.

An Ideal Organization encourages **self-regard**. When people feel good about themselves and the work they do, they neither seek nor need excessive praise or constant attention. They are aware of their own strengths, weaknesses, and personal circumstances. While merited recognition is appreciated, in the Ideal Organization, people are not dependent on it.

An Ideal Organization emphasizes **job fit**. Pairing an individual with the role within the organization that suits best is a process that requires flexibility, communication and time. In the Ideal

development. The desire to achieve one's best has a positive impact on employees' professional and personal lives. Individuals are more self-aware and understand the relationship between physical and emotional and spiritual health with performance. People experience enjoyment from the workplace, and find their role personally satisfying.

An Ideal Organization has committed leadership. Leaders who can model desired behaviors and traits and are open about their own mistakes and uncertainties are integral to the Ideal Organization. In many ways, it is leaders who make connecting the ideal to the real possible: their example, enthusiasm, and encouragement of employees have tremendous impact.

An Ideal Organization is **productive**. The combination of openness, job fit, and other defining characteristics result in an environment where high-quality work is done efficiently. Each employee is working much nearer full capacity and the coordination among employees is highly developed.

An Ideal Organization generates **results**. A consideration of financial, social and environmental benchmark goals set will show meaningful progress, sustained at an acceptable rate, over the course of time.

Mantra

Corporate Arena

2021: The GCC will be ready to travel again

It will be a lot better than 2020! A majority of the GCC population will be vaccinated by summer and ready to travel again, and we think a lot of people will be making up for lost time, similar to the 'revenge travel' we saw in China after the long lockdowns ended there.

Countries able to vaccinate their populations fastest will recover from recession sooner. Expect huge tourism recovery campaigns from major global destinations, which will announce that their populations are vaccinated, coronavirus vanquished and that they are open for business again.

Pre-flight rapid testing will be adopted by most global airlines as a key measure to restarting travel. Digital health passports will be widely adopted but the rollout will not be simple.

The Tokyo Olympics in July and the Dubai Expo in October are two high-profile mega events that will prove something like normality is returning to the world and that large-scale international travel and events are again possible.

Business travel is widely forecast by many analysts to never return to pre-coronavirus levels because the world has learned to use video conferencing. However, I think that in places like the Middle East and Asia – where business is largely done face-to-face and you show respect by appearing in person – this behaviour will resume again as soon as restrictions are lifted.

The MENA travel industry will have recovered to close to 2019 levels by the end of 2021, according to our baseline forecast, though more optimistic and pessimistic scenarios are also plausible.

What factors will determine 2021?

Vaccine: The speed of the vaccine rollout across populations in key tourism markets will have a big impact on when people start travelling freely again.

Health passports: Airlines and immigration authorities need a reliable way to know when somebody was vaccinated or the type, timing and result of their last Covid-19 test. IATA is working with the WHO on an IATA Travel Pass, which should be available early Q1.

Antigen rapid tests can detect infection within 15 minutes and are key to enabling travel to resume at scale and borders to reopen before populations have been vaccinated. They're also crucial for safely reopening offices, conferences and schools.

Reopening borders/removing quarantines: Many countries still have their borders closed for international travellers and have in place mandatory 14-day quarantines, which effectively kills demand for travel. Pre-flight testing, smart contact tracing and widespread surveillance testing are the keys to being able to safely restart international travel. Dubai has led the way in this, and I hope more countries follow suit.

Economic recovery: Most of the world's economies are currently in a deep recession as a result of reduced activity from lockdowns and movement restrictions.



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5 TRENDS THAT WILL CHANGE THE WAY WE TRAVEL AFTER COVID

Tourism highlights

What will travel look like post-coronavirus? Making the most of what's on our doorstep, planning dream trips and greater flexibility than ever before are likely to become part of our future as we try to support an industry that's been on its knees since the pandemic began in early 2020. Globetrender editor and founder Jenny Southan, along with forecasters Rose Dykins and Marisa Cannon, share five trends.

The question now is whether travel brands will scramble to return to normality as restrictions are lifted or be galvanised by this breather to maintain – and go further with – their environmental and social commitments. The unpolluted blue skies and birdsong are likely to have struck a chord with many, and it could be a promising moment for companies advocating a more considered approach to travel.

Setting the trend for quarantine hideouts was Le Bijou hotel in Zürich, which started offering smart apartments with Covid-19 service, including food delivery, meals cooked by a personal chef (ordered remotely via iPad), around-the-clock health monitoring and even in-room coronavirus testing.

In the Maldives, the ultimate in seclusion has to be taking over an entire island – Sun Siyam Resorts announced that for one million dollars visitors can



STAYCATION SURGE

Passport-free holidays are becoming the norm. In 2019, domestic tourism in England contributed £80 billion to the economy, but coronavirus is expected to knock £22 billion off that figure in 2020. But when restrictions loosened, there was a huge surge in demand for staycations. By spring, Operator Luxury Cotswold Rentals, for example, told Globetrender it had seen a 166 per cent year-on-year increase in traffic to its website, and a 138 per cent rise in the number of enquiries.

SUSTAINABILITY PARADOXES

One of the few benefits of the pandemic has been the environmental bounceback, with global levels of nitrogen dioxide at record lows. About eight in 10 flights globally were grounded during spring, and previously clogged beaches and jam-packed streets were left eerily empty, giving wildlife greater freedom to roam.

The silver lining is, of course, temporary. As governments tussle to revive ailing industries, environmental initiatives may well take a back seat.

Major airlines have asked governments to delay upcoming policies that would limit air travel and reduce emissions, but campaigners have called for stringent conditions aligned with the Paris Climate Agreement on any airline bailout. However, the reality is that colossal revenue losses may leave airlines with little option but to discard offset plans.

WILDERNESS SEEKING

In the era of social distancing, nature breaks are becoming more and more appealing. Travellers craving wide open spaces and inspiring views are longing for the great outdoors, and camping and glamping holidays are attracting new devotees looking to truly immerse themselves in the wilderness.

Rewilding and conservation holidays – where travellers play an active part in helping an ecosystem return to its natural state – are also becoming more prevalent. Argentina's Iberá Estuaries, the world's second largest freshwater wetlands, have four campsites, the income from which helps finance the reintroduction of native species, including jaguar cubs. (However, commercial flights in and out of the country have been suspended.)

Inventive cities are also trying to introduce more green space – Copenhagen, for instance, is building an archipelago of artificial islands accessible by swimming, kayak or boat that can be used for picnics and fishing.

ISOLATION HOLIDAYS

Plenty of us will be dreaming of breaks in places devoid of crowds. Popular beaches, home-share rentals, large hotels and busy cities might be low on the wish list while private villas, boats and boutique hotels, as well as quiet coastal, lakeside, mountain and rural locations will be scoring high. Not to mention helicopter transfers, hotel takeovers and island buy-outs for those who can afford them.

book one of two islands (Iru Veli or Vilu Reef) for 15 days and up to 50 guests.

At the lower end of the price scale, Norway's innovative Birdbox cabins host just two people and can be placed in a pristine natural environment with minimal footprint.

DREAM-TRIP PLANNING

Travellers who can afford to will be plotting epic, once-in-a-lifetime trips over the next few years, reflecting huge pent-up demand for travel after drawn-out restrictions.

Living through a pandemic has sparked a re-evaluation of people's priorities and attitudes. For many of those confined to their homes during lockdown, it has been a time to make plans.

Travellers will probably stay abroad for longer periods and even take exotic sabbaticals, and modest mini-breaks will be swapped for blowout bonanzas.

'People are using this time to dream up the kind of big bucket-list trips you never normally get around to planning,' says Tom Marchant, co-founder of Black Tomato travel specialists. 'We are seeing this reflected in recent bookings to Argentina for this winter's solar eclipse; to Iceland to see the Northern lights and to places like Angama Mara in Kenya for the ultimate safari trip.'

News Courtesy : cntraveller.com

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Oman Air seeks post-Covid recovery as flights increase to key cities

The Company Album

Oman's national carrier has announced an increase in the frequency of flights to a number of destinations, including Doha, Dubai and London.

The average number of flights between Muscat and Doha has been doubled to an average of

Delhi and Hyderabad, as well as Islamabad, Lahore and Chennai.

"Oman Air is committed to implementing a comprehensive and intensive safety program before, during and after all its flights to ensure a safe and

must submit to a seven-day quarantine and take another test on the eighth day after their arrival.

In October, the Omani government reopened the country's land borders with neighbouring countries to citizens and residents travelling to or



four weekly while flights between Muscat and Dubai have increased to five weekly flights from three as Oman Air looks to grow its global network after suspensions due to the coronavirus pandemic.

The airline said it has also increased the number of flights on the Muscat-London route to three weekly flights.

In addition, Oman Air said it has added flights to and from Muscat to Mumbai, Cairo, Kochi,

comfortable travel experience for its passenger guests," the airline said in a statement.

Oman reopened its land, air and sea borders on December 29 following a temporary closure due to the new fast-spreading strain of coronavirus, which appeared in the United Kingdom.

Travellers to Oman must show a negative virus test conducted within 72 hours before entering the country and must have health insurance, according to the country's supreme committee. All travellers

from the sultanate and who have passed a series of Covid-19 tests. International commercial flights also initially resumed from the sultanate's airports on October 1.

Oman has seen more than 130,700 coronavirus cases while deaths recently rose about 1,500 and the number of recoveries has exceeded 123,000.

News Courtesy : arabianbusiness.com

Silver lining in IndiGo earnings: Airline now seventh biggest worldwide by capacity

India's largest airline has expanded on international routes over the last two years in a manner that no other carrier from the country has before.

IndiGo, India's largest carrier by fleet and domestic market share, has been propelled to the

profitability would return when the airline scaled up to 100 percent of its capacity on the domestic front and was able to start international services.

IndiGo has 332 A320neo on order while the order for A321neo stands at 398 aircraft. Only 30 of

While the airline is in focus globally to have climbed the ranks in top airlines by capacity and for having accepted deliveries of the maximum number of A320 family aircraft in 2020, the next frontier is international. IndiGo has held slots at London



seventh spot worldwide by capacity according to the latest rankings from OAG. The airline wouldn't have expected to be as big just yet, had it not been for COVID-19. The last year or two has seen IndiGo expand on international routes in a manner that no other airline from India has before.

As the airline declared a loss last week, the CEO was as candid as ever to explain that

the A321neos have been delivered. With capacity restrictions in place in terms of departures, the airline has been extensively deploying its A321neos and opting to bench the A320neo. Not only do they provide capacity, they also provide the long legs to offer charter flights to places — where the airline has not flown in the past — either as scheduled or as charter.

Heathrow — the most coveted airport to operate in the world due to its slot restrictions — but has shied away from flying there due to prohibitive costs to induct a widebody and question marks over sustainability of widebody operations.

News Courtesy: moneycontrol.com

The Loyalty Effect: Hidden Force behind the growth of Caesars Travel Group (An interaction with a Senior Staff)

Loyal employees are always an asset for our company. In this edition, we would like to spare an interactive session with one of our very senior staff, Ms. Vevirly Evangelio Faminial, Senior Reservation Officer - Caesars Int'l Travel - Cebu Pacific Air division who led a way to different developmental activities of our organization.

As a first question, would like to know about your educational & professional background?

I was able to get my Bachelor's degree in Tourism from the Polytechnic University of the Philippines (PUP) in 1998. After graduated, I managed to bag my first job in RC Aqua Roma Travel & Tours (GSA Office of Air Philippines, Cebu Pacific and Asian Spirit). After two years of working for the said company, I transferred to PhilHotel Yeson Travel & Tours that caters Korean nationalities. March 2006, I got into Caesars Travel Company in Kuwait.

What makes you passionate to travel domain?

Travelling has always been a big part who I am as an individual. From the program that I took in college to the job environments that I have been exposed to throughout my career, travel has been a prominent passion. With this said, it comes with no surprise that I took a career in travelling domains.

How was your first job experience in this travel domain?

The first job I bagged gave me a handful of opportunities to apply what I have learned in school. I was given the privilege to travel to different places and experience what Philippine tourist spots have to offer.

How is your experience with our company, better you can share your likes and dislikes?

To begin, I would like to extend my gratitude to Mr. P.N.J. Kumar (CEO) and Mr. Rajesh R (Director - Commercial & Marketing), who continually believed in me and my abilities. Throughout my 15 years stay in this company, I was honored and blessed to have the opportunity to meet more wonderful people who genuinely cares for each other regardless of any means. In a nutshell, I am incredible fortunate and grateful to have found my second family and home with Caesars Travel Company.

How was your career ladder in Caesars as you are one of the senior employees?

In 2006, I spearheaded my career with Caesars Travel



**Vevirly Evangelio Faminial - Senior Reservation Officer
Caesars Int'l Travel - Cebu Pacific Air Division**

Company as a Reservation Officer. Today, I handle the tasks and responsibilities that comes with being a Senior Reservation Officer at Caesars Int'l Travel Company.

What are your major achievements and contributions to our company till date?

As an individual, I have always capitalized on my passion for travel and consistent work ethic. One of my most laudable contribution to Caesars is my integrity, loyalty, and hard work. Moreover, I have always considered self-growth as a notable achievement throughout my 15 years stay.

What is your expectation regarding travel domain in future?

A constant expectation in this industry had always been an opportunity and platform to apply my skills, invest in my passion and grow as a professional. However, today's time has been hard especially for travel domain due to the current pandemic. I am expecting that one day, we will able to help this industry soar once more.

Travel market is getting more challengeable due to Corona outbreak, as a Senior Reservation Officer what is your plan or idea to tackle the situation.

The COVID-19 Pandemic has taken a toll in many industries across the globe. As a Senior Reservation

Officer, I will address this issue by maximizing available resources, while making sure that I comply with scientifically sound health protocols for the good of everyone. At the end, what matters the most is that we play our equal parts in curbing this pandemic and rising from this situation.

Who is your role model and what is your dream?

Through the entirety of my life, there has been a handful of people who I looked up to – both for inspiration and motivation. I am fortunate to be surrounded by several potential role models who continually supported me throughout my career. Still, I would have to say that I do not necessarily see anyone as a role model. I always invested my dreams to becoming my own person and the role model for other people.

What is advice to the new staff who joined Caesars?

A huge part of where I am today has been alluded to my perseverance towards my passion and the strive to provide the best quality of work. Hence, an advice that I could give to new staffs in Caesars is to make sure that your passion continues on burning. Remember to always stick to your core, understand why you are working hard, and do everything with upmost integrity. After this, everything else will follow. At the end, nothing will suffice a passionate mindset and quality hard work.

HOW YOU CAN BE A PART OF “expressions”

By sending your submissions to “expressions” newsletter, including articles, photographs, aviation updates, personal information which can be released in our newsletter, etc. The next issue will be out in April 2021. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th March, 2021. The contribution Articles should be submitted in Word format. All articles which are selected for publication will be proof read for content, spelling and grammatical errors. Also please note that it is not mandatory that these articles will be published in “expressions” newsletter as it is strictly subject to screening before publishing. Furthermore, we may make minor editorial changes or correct spelling mistakes. To establish the identity of the authors, your name will be published with your article.

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**The Editor**

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