

## IATA says world now 'largely open' for travel

The world is “largely open for travel” as countries relax their Covid-19 restrictions, according to the latest survey by airlines association IATA. Although significant regional differences still exist.

Research found that 25 of the top 50 countries for air travel, representing around 38 per cent of 2019 passenger numbers, were now open to fully vaccinated travellers without any quarantine or testing requirements – an increase from 18 markets who were in the same position in mid-February.

While 38 of the top 50 countries now had no quarantine regimes for vaccinated passengers – up from 28 countries a month ago. In Europe, 18 out of the top 20 aviation markets currently have no quarantine requirements in place for vaccinated passengers, while in the Asia Pacific region, only six of 16 countries do not require quarantine for vaccinated travellers. IATA added that travel in Asia “remains heavily compromised” due to Covid restrictions. Although some countries in the region, such as India and Malaysia, have recently announced a relaxation of their Covid entry rules.

Willie Walsh, IATA’s director general, added: “The world is largely open for travel. As population immunity grows, more governments are



managing Covid-19 through surveillance, as they do for other endemic viruses.

“That is great news for a growing number of destinations that will receive a much-needed economic boost from the upcoming Easter and northern summer travel seasons.

“Asia is the outlier. Hopefully recent relaxations including Australia, Bangladesh, New Zealand, Pakistan and the Philippines are paving the way towards restoring the freedom to travel that is more broadly enjoyed in other parts of the world.”

New Courtesy : [www.iata.org](http://www.iata.org)

## IATA Calls For an End to Covid Travel Restrictions

The reintroduction of travel restrictions in response to the outbreak of the Omicron variant of the Covid virus in late 2021 weakened what looked to be a relatively strong year of recovery for airlines. Year-end figures for 2021 released Tuesday by the International Air Transport Association (IATA) painted a mixed picture of the industry’s global fortunes that the group’s director-general, Willie Walsh, argued directly related to governments’ approaches to the imposition of travel rules.

IATA called on governments to accelerate the lifting of all travel restrictions, including quarantine and test requirements for fully-vaccinated passengers, and allowing quarantine-free travel for non-vaccinated passengers with a negative pre-departure antigen test result. Also on Tuesday, Airlines for Europe and seven other air transport and travel industry groups called for European Union member states to set uniform Covid travel rules.

While demand for domestic flights last year had fallen by just 28.2 percent compared with the pre-pandemic year of 2019, international passenger demand finished 75.5 percent below par. Capacity for international flights—measured in revenue passenger kilometers (RPKs)—dropped by 65.3 percent and load factors declined by 24 percentage points to just 58 percent. By contrast, domestic demand fell by 28.2 percent over the same period, and capacity contracted by 19.2 percent as load factors softened by 9.3 percentage points to 74.3 percent.

News from the air freight sector was more encouraging as full-year demand increased by 6.9 percent in 2021 compared with 2019. A strong performance in December 2021 drove an 18.7 percent growth in demand compared with 2020, representing the biggest year-on-year improvement since 1990. Taking encouragement from the very recent lifting of travel restrictions for countries such as France,

Switzerland, and the UK, Walsh expressed optimism for a more sustained bounce-back from Covid this year. “The challenge for 2022 is to reinforce that confidence by normalizing travel,” he said, pointing to the overall strengthening in demand for travel last year, even in the face of the Omicron outbreak. “While international travel remains far from normal in many parts of the world, there is momentum in the right direction.”



IATA’s year-end statistics showed the Asia-Pacific region lagging behind other parts of the world, which the group said was largely explained by strict travel restrictions in large countries like China and Australia. “There was an almost total collapse of international travel in that region, while Europe accounted for about half of all international travel,” Walsh stated. Walsh repeated his long-standing claim that travel restrictions have done little or nothing to tackle the public health emergency while inflicting unjustified damage on airlines. “There is no clear link between new cases and travel restrictions, which have often been maintained by governments even after the

number of cases started falling,” he said, pointing to new research published by Edge Health and Oxera.

Looking ahead, IATA sees further pressure on airline balance sheets from rising operating costs, driven mainly by factors such as jet-A fuel prices, the price of which on January 21 stood at \$103.01 per barrel of crude oil compared with \$77.80 in October 2021. Walsh said that airlines are closely monitoring the trend and other increases in supply chain costs while acknowledging that any fuel price hedging arrangements will likely not compensate for the spike. He said the effect of the Omicron-related travel restrictions late in 2021 will likely undermine year-end airline earnings.

Asked to comment on the ongoing dispute between IATA member Qatar Airways and Airbus over reported faults with A350 aircraft, Walsh said that other airlines will look closely at how the manufacturer responds, seemingly implying that the situation might reflect a market imbalance. “When you have two [main airliner] suppliers, we need to ensure good healthy competition,” he commented. “Boeing has continued to have challenges, and the industry needs more credible suppliers and competition. I would hate to think that a supplier is taking advantage of its market strength and so we’re watching this closely.”

Acknowledging the unwelcome rise in incidents involving unruly passengers disrupting flights over issues such as face mask requirements, Walsh said that governments need to take the lead in addressing such difficulties. While praising individual airlines for imposing their own bans on disruptive passengers, he said data protection-related legal issues could complicate efforts to impose industry-wide blacklists and name-sharing by airlines.

New Courtesy : [www.ainonline.com](http://www.ainonline.com)

**Editorial**

## The Best Practices of a Travel Management Company

If your business is struggling with the cost of travel and the frustration of making travel arrangements, you're not alone! Business travel isn't as simple as grabbing a flight and hoping for a good deal. Several factors go into the process, and keeping up with them can be a serious struggle for many companies. By choosing a travel management company that's dedicated to producing great results for your business, you can decrease the cost of travel and make it easier for all of your employees. Learning what to look for in a travel management company will help you make a decision that will lead to a worthwhile partnership between you and your chosen company.

### BEST PRACTICE #1: THEY GET TO KNOW YOU

Businesses have different priorities when it comes to travel. For some, cost is everything: a too-expensive trip can ruin the annual budget or lead to the need to cut costs in another area. For other businesses, the actual cost of travel is negligible compared to the deals that they stand to make. They're looking for convenience for their employees: circumstances that will allow them to get as much work done as possible, maintaining productivity on the go. A good travel management company will work with you to be sure that they understand the unique needs of your company, ensuring that you'll get the travel results you want.

### BEST PRACTICE #2: THEY'LL TRACK TRAVEL RISK

When your employees are traveling for business, you aren't just responsible for making sure that they get there and back safely. You're also responsible for providing for their safety and ensuring that they have a reasonable travel experience. For this reason, a great travel management company will help decrease travel risk for your employees, including:

- Keeping an eye on potential geographic or weather-related threats in the area to ensure that employees aren't traveling in at the worst possible moment.
- Tracking terrorist events and other problems in the area.
- Noting safe hotels, transportation, routes, and other items of importance to business travelers.
- Finding safe areas for employees who are traveling when disasters occur.
- Rerouting employees as needed to help provide safer transportation around current disasters.

Your travel management shouldn't simply book the travel and be done. They should also help keep track of your employees while they're away from their home base, ensuring a safer experience for everyone involved.

### BEST PRACTICE #3: THEY'LL TRACK CONVENIENCE

Happy employees are more likely to be productive employees than those that are miserable for their entire trip. Unfortunately, it can be challenging to keep employees completely happy when they're out on the road, especially when they're traveling to places no one in the company has been before. A great travel management company, on the other hand, will have a broader range of experience with many of the places your employees are planning to go to. They know which hotels are a great place to stay and which ones leave a bad taste in the mouths of their guests, not to mention how to guide your employees to

appropriate restaurants, entertainment, and transportation throughout the area. Convenience is essential for your employees when they're on the go, especially when they've got a big project to work on or need to stay productive while they travel--and your travel management company will help make that happen.

### BEST PRACTICE #4: THEY'LL HELP SUPPORT EMPLOYEES WHILE THEY'RE TRAVELING

A flight was delayed, and your employee missed their connection as a result. Weather problems have led to airport shutdowns, and no one is getting out of the city tonight. When disaster strikes in the middle of business travel, it can be incredibly frustrating for both employees and employers. Your employees are ready to get back to their homes and families and unsure of what steps to take next, and you need your employees back as soon as possible! A great travel management company will be there to help smooth out these rough patches. Not only will they help predict weather emergencies that could cause travel difficulties and help keep your employees out of the middle of those messes, but they'll also provide support when unexpected disasters lead to travel problems. No matter where in the world your employees are or what time it is, they'll know they have the option to call in and receive the help they need to get back on track to their destinations.

### BEST PRACTICE #5: THEY'LL USE TECHNOLOGY EFFECTIVELY

With all the apps currently available to travelers, your travel management company should never be behind the times. A great travel management company will bring all of your employees' travel data together in one secure location. Business travel is stressful enough without having to flip through websites, apps, or stacks of paperwork to keep track of what's happening next. Fortunately, your travel management company has taken care of all of those details, making it easy for employees to access relevant information and ensure that they're able to figure out everything they need to know.

### BEST PRACTICE #6: THEY'LL OFFER OPTIONS

Just like your company has unique needs based on your specific requirements, your employees have their unique travel considerations. You want a travel management company that will provide employees with appropriate options so that they can continue to feel in control of their own travel decisions, shaping travel in a way that will work more effectively for each of them. Those options, however, should always be within the realm of your company's travel policies so that employees can make their choices without stepping outside those important guidelines.

Choosing the right travel management company isn't merely a matter of finding someone who's able to handle going online and booking flights and hotels. You want a travel management company that will take it to the next level, paying attention to all the important details of travel for your company and your employees. By looking for these key best practices, you'll discover a better relationship with a travel management company that will make travel easier for you and all of your employees.

Compiled by **Mantra**

## Air India's Revenue Grew By More Than 60% In FY22

Air India's finances saw some significant changes in the last financial year, with revenues increasing by more than 60%, but losses multiplying as well. The carrier's new owners are trying hard to bring it back to profitability after years of neglect as a state carrier and are bringing about several changes in the way things work at the airline.

### 64% increase in revenue

Air India registered a 64% growth in revenue in the last fiscal year. The airline's latest regulatory filings show that it posted net revenue of around \$2.5 billion for the financial year ending on March 31st, 2022. In FY 21, the airline posted revenue of \$1.5 billion. In India, the financial year starts on April 1st and concludes on March 31st of the following year.

Air India said that it brought about several changes last year to minimize the impact of the COVID pandemic, such as salary/allowance cuts across the board, suspension of all post-retirement contractual engagements, the introduction of the concept of a shorter working week, and encouraging employees to use its leave without pay scheme.

In its filings, accessed by AltInfo, the company stated, "The group also engaged its aircraft lessors in negotiations to secure cuts in lease payments, exercised strict control over vendor payments to ensure best possible use of funds."

### Losses grew, too

However, the airline still awaits a good year as its losses grew by a third from \$883 million in FY 21 to 1.2 billion in the last fiscal, suggesting that significant work is still required for the company to get back in proper health. But changes are underway. Air India improved its load factor to 73.5% and saw an 80% improvement in the number of passengers carried to 11.5 million.

While the Tatas took over the control of Air India in January this year, an executive close to the airline reminded The Economic Times that all these numbers (both revenue increase and losses) primarily reflect AI's performance as a state carrier.

### The road ahead

Air India will hope to improve these numbers now that it's under private ownership. And the Tatas have wasted no time in introducing several measures in the last six months to kickstart the process of cleaning up the airline's operations.

Its new Chief Executive Officer, Campbell Wilson, is eager to get its on-time performance up to the mark and on par with acceptable international standards and has asked the concerned department to report directly to him. Under his guidance, the airline is expected to improve its on-ground efficiencies as well as create a customer-centric approach.

AI's fleet strategy has already seen enormous changes in the last few months, from a potential massive order of new aircraft to prepping the grounded fleet for reintroduction next year. Some of its employee-centric changes include offering voluntary retirement to some workers while also increasing the retirement age for qualified pilots to meet its immediate fleet requirements. However, to truly gauge the impact of the new management, we'll have to wait until next year to see the changes in the carrier's financial figures.

New Courtesy : simpleflying.com

**TOURISM STATISTICS INFORM UN ON SUSTAINABLE DEVELOPMENT**

Launched at the High-Level Political Forum on Sustainable Development, which this year is held around the theme of ‘building back better’ from the pandemic, the UN reports draw on UNWTO’s statistical work to track tourism’s role in delivering meaningful progress for people and the planet.

and Economic Growth’), tourism a major force of development was one of the most affected economic sectors by the COVID-19 Pandemic as global GDP from tourism nearly halved between 2019 and 2020, with wide-reaching consequences for jobs, local businesses and conservation efforts.

As countries build back better and aim to build more sustainable and resilient tourism, various policy frameworks have recognized the need for these measurement tools to guide their efforts and thus contribute to more evidence-based policymaking. Examples at the international and regional level are



Specifically, the UN SG Progress report on SDGs with its statistical annex will serve as an input to the deliberations of the HLFP. Alongside this, the Sustainable Development Goals Extended Report is aimed at the wider public and provides an overview of all 17 Goals with infographics, including those illustrating the relevance of tourism.

Prepared in collaboration with the entire UN Statistical System, the reports and their latest available data show that action is needed to accelerate the delivery on the SDGs and to step up national measurement efforts, including for the tourism sector.

As demonstrated in section on SDG8 (‘Decent Work

On SDG12 (‘Responsible Production and Consumption’), UNWTO’s statistics serve to highlight the importance of national efforts to implement standardized tools like Tourism Satellite Accounts (TSAs) and the System of Environmental-Economic Accounting (SEEA). Both underpin the UNWTO-led Statistical Framework for Measuring the Sustainability of Tourism (MST) that assesses the social, economic and environmental impacts and dependencies of tourism—at national and sub-national levels -. These tools also underline the importance of multistakeholder collaboration which is fostered through the Sustainable Tourism Programme of the One Planet network.

the UNWTO Recommendations for the Transition to a Green Travel and Tourism Economy and the AIUla Framework for Inclusive Community Development Through Tourism, both welcomed and endorsed by the G20, the European Parliament resolution on establishing a strategy for sustainable tourism, the Pacific Sustainable Tourism Policy Framework, UNWTO General Assembly resolutions and UN Statistical Commission decisions.

New Courtesy : [www.unwto.org](http://www.unwto.org)

**ADVANCING SAFE MOBILITY FOR STRONGER RECOVERY**

The High-Level Meeting focused on the lessons learned from the impact of the pandemic on international mobility and tourism, to build resilience to face future crises.

“The progress during these past two years, alongside

border travel requires easing and lifting COVID-related travel restrictions as far as possible, while ensuring public health considerations

Chaired by the Minister of Industry, Trade and Tourism of Spain, Reyes Maroto, the meeting

WHO, ICAO and UNWTO, participants encouraged the Indonesian chair to incorporate the main points into the relevant initiatives of the G20 process,, namely the G20 Health Working Group’s priority on Harmonizing global health standards focused on the Harmonization of COVID-19 and other Vaccine-



increased coordination among governments, have prompted the basis for a strong recovery”, said Secretary-General, Zurab Pololikashvili. Underscoring that “vaccine equity remains a big challenge”, he stressed that “implementing what we have learned is critical for how we deal with future pandemics, as we work to consolidating how we grow back better”.

Participants recognized that the recovery of cross-

gathered health and the tourism sector representatives of over 30 countries, the World Health Organization (WHO), the International Civil Aviation Organization (ICAO) and other UN agencies such as the International Organization for Migration (IMO) and the International Maritime Organization (IMO).

The High-Level Meeting on Safe International Travel was held in support of the G20 Indonesian Presidency of 2022. Backed by key stakeholders such as OECD,

Preventable Diseases (VPD) Certificate Recognition at the Point of Entry.

On the occasion, UNWTO and OECD released an impact assessment of the pandemic on tourism showcasing how the sector was among the most affected.

New Courtesy : [www.unwto.org](http://www.unwto.org)

**Caesars Travel Company opens branch in Salmiya as “Kabayan Corner”**



Caesars Travel Co. opened a new branch in Salmiya exclusively for Filipino nationality under the name “Kabayan Corner” on 7th July 2022.

The new office was inaugurated as the soft opening ceremony with ribbon cutting by Mr. Mr. Sukhvinder Singh (Operations Manager) in presence of Mr. P. N. J. Kumar (CEO).

Speaking on the new outlet, Mr. P. N. J. Kumar , Chief Executive Officer said. “The opening of this new set up in Kuwait is a step forward in our expansion drive which aims at making the travel chain as unique and popular among the travel arena in Kuwait. Further, we will be very shortly opening our branches in other parts of Kuwait for targeting different nationalities. In brief, we are

on the expectation that this new office creates a milestone by delivering our unique and custom-made support to our loyal customers.”

Caesars Travel Co. W.L.L. “Kabayan Corner”, Maidan hawally block 11 abdullah alfadalah st. bldg. 26 (beside Virginia clinic) , E-mail: kabayan@caesarstravel.com

**Caesars Travel won Travelport’s “Top Performer Award”**

Caesars Travel Co., honored with the “Top Performer “Award for Travelport Kuwait. The event was held at Caesars Travel Co.’s head office. Mr. P.N.J. Kumar (CEO, Caesars Travel

Group) received a Certificate of Appreciation from Mr. Omar Baloch (VP Operations, Travelport - Kuwait).

**Salam Air Cargo Manager visit to Kuwait GSA - Caesars Cargo**

Since Caesars Cargo being representing Muscat Low-cost commercial airline from 01-JUN-2019 & due to outbreak of Covid – 19 pandemic



situation none of Airline representative had the opportunity to visit our station, Mr. Ali Al Shibli Air Cargo Manager from Muscat visited GSA station Caesars Cargo on 26 Jun & was available till 28 Jun. The main Agenda behind his station visit was to have face to face cordial meetings with Mr. P.N.J. Kumar (CEO - Caesars Travel Group), Mr. Unni (Manager - GSA) and the entire GSA team to appreciate the effort which had taken to promote the esteem Airline & to visit few potential Agents.

**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, Mr. Mumtaz Syed, Counter Supervisor & Team Leader (Hajj) - Caesars Travel Group, 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 belong to a very middle-class family. I completed my intermediate collage from Karachi, Pakistan and had to come Kuwait to work. I gained all my experience in Kuwait and now based on experience I am no less than any Graduate.

I started my career in Travel trade and struggled in beginning to settle myself with aviation related trainings side by side and working in different agencies in all major areas of Kuwait and learnt the different segments of trade before reaching to Caesars Travel.

**What makes you passionate to travel domain?**

I was always very excited with the airports and people working in uniforms in aviation in field from my childhood Somehow it was there in back of my mind that whenever I get the chance, I will work for the aviation industry

**How was your first job experience in this travel domain?**

I was very challenging. In-fact more than what I expected. May-be it was because I didn't know the Arabic language and the culture. I was lucky enough to stay in the field and fought to survive.

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

On a serious note, I feel myself lucky enough to be a member of Caesar's family. After all these I spent in the company, I cannot think of anywhere else. There are many things I can count that I like about working in Caesars for example the flexibility given by the management whenever the staff needs to meet their personal matters in government or asking for leave/day offs. Or may-be financially depending on the case/requirement.

We all no nothing is complete; I believe there are few things that may be done differently. I can think of the duty rosters and staff training to handle the angry customers.

**Mumtaz Syed**

Counter Supervisor &amp; Team Leader (Hajj) - Caesars Travel Group

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

I have evolved my career in Caesars from a junior travel consultant to present Senior Supervisor here at head-office.

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

In 20 years, I have travelled across the world. This have been awarded to travel different fam trips of the airlines and suppliers in return of my services to the company. I feel blessed enough to see the world and met different cultures.

**What is your expectation regarding travel domain in future?**

Every day the trade is becoming challenging. On one side the travelers are becoming very demanding and on the other side the online offerings are becoming very competitive. I believe it is the need of the time for each travel agent to adhere themselves with the new technologies and keep upgrading. In future the travel become from 30% today to 70% online.

Travel market is getting more challengeable due to Corona outbreak, as a manager what is your plan or

idea to tackle the situation.

According to Travel experts report issued in March 2020, the Corona would take 3 years-time to get over. I am looking at it to be true. In-fact we are experiencing the recovery far batter than our expectation. I am sure soon it will all be over and we will do better than ever.

**Who is your role model and what is your dream?**

I take my inspiration from different intelligent people. But in trade I am impressed with our CEO Mr. Kumar. Don't think that I am buttering him. To let you know, I am with Mr. Kumar for past 20 years I do admire the way he works and take care of the staff same time.

**What is advice to the new staff who joined Caesars?**

For new staff, I will advise them to be honest and loyal to the company. They should always ready to accept new challenges and to learn. Focus on the career building and stay away from wasting time on mobile/social media

**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 October 2022. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th September, 2022. 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.

If an article has been previously published, the Editor requires approval of the Author and the Publisher. The license by submitting a contribution to the newsletter, you agree that the text which appears in the newsletter will be publicly available.

Don't hesitate to contact the "expressions" newsletter team or mail your contributions to: [expressions@caesarstravel.com](mailto:expressions@caesarstravel.com) including if you have any questions or need additional information and all your articles to be address to:-

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