



# COVID-19 INDUSTRY UPDATE

MAY 15, 2020



# LOCAL UPDATES & NEW DEVELOPMENTS

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## THE DEPARTMENT OF REVENUE AND TAXATION PROCESSES ECONOMIC IMPACT PAYMENTS

On May 12, The Guam Department of Revenue and Taxation (DRT) announced that after being activated in late March to process Economic Impact Payments (EIP) for Guam residents, the agency was able to process approximately 40,000 EIP this past week. A total of \$75.9 million has been processed and sent through the mail.

Payments are based on validly

filed and processed 2019 or 2018 Guam Individual Income Tax Returns. Residents of Guam should not use the non-filer portal on the IRS website. All Guam residents are required to file with the Guam Department of Revenue and Taxation.

Find DRT's FAQ on the Guam EIP Program in the COVID-19 section of the [DRT website](#).

*DRT's call center numbers are 635-1840/41/42/57 and 635-7603/04/06.*

*Due to high call volumes, however, DRT recommends e-mailing any questions regarding the Guam EIP Program to [guameip@revtax.guam.gov](mailto:guameip@revtax.guam.gov).*

# LOCAL UPDATES & NEW DEVELOPMENTS



## EMPLOYERS!

HELP YOUR  
EMPLOYEES  
GET THEIR  
BENEFITS BY  
REGISTERING  
ON  
HIREGUAM.COM

(IT'S THE LAW!)



FOR MORE  
INFORMATION  
DOL.GUAM.GOV



EMPLOYEE/SELF-EMPLOYED  
**SUGGESTED**  
DOCUMENT CHECK LIST



\*NOT ALL ARE REQUIRED, BUT MORE WILL STRENGTHEN  
YOUR APPLICATION!

- PHOTO ID (I.E. PASSPORT, DRIVER'S LICENSE)
- MOST RECENT PAY STUB(S)
- LETTER FROM EMPLOYER
- CURRENT BUSINESS LICENSES, PERMITS,  
CONTRACTS, INVOICES, OR BONAFIDE  
CERTIFICATIONS (SELF-EMPLOYED)
- BANK RECEIPTS SHOWING DEPOSITS
- 1099S (SELF-EMPLOYED)
- BILLING NOTICES OR STATEMENTS PROVIDED  
BY YOUR CUSTOMERS (SELF-EMPLOYED)
- RECENT ADVERTISEMENTS FOR  
SERVICES & ARTICLES (SELF-EMPLOYED)
- MAYOR/ CLIENT VERIFICATION  
(SELF-EMPLOYED)

FOR MORE INFORMATION

**DOL.GUAM.GOV**



The Employer Registration  
Module Available Now!

FOR MORE INFORMATION:  
Guam Department of Labor  
DOL.GUAM.GOV

Other GDOL Resources:

- PUA Factsheet
- PUA Eligibility
- PUA FAQs
- Employer HireGuam  
Registration Infographic
- HireGuam Employer Guide
- PUA's Earnings Disregard  
Explained - Video

## EXECUTIVE ORDER 2020-14 DECLARES PCOR 2 FOR GUAM

- All businesses are to operate by implementing *Minimum Pandemic Workplace Operational Requirements*, as issued by the DPHSS.
- Social gatherings or congregations are limited to no more than ten (10) people.
- All Government of Guam parks and beaches continue to be closed to all activities except for individual use.
- All businesses that were allowed to operate during PCOR 1 may continue to operate. Other businesses now allowed to operate shall be limited to those listed in [DPHSS Guidance Memo 2020-07](#) and any other future published guidance. Businesses that can operate will no longer be restricted to selling only essential items.
- Any place of business or public accommodation shall operate at no greater than 50% occupancy.
- The Government of Guam continues to operate in a limited capacity. Some agency offices remain completely closed. Several agencies are operational but closed to public access. All members of the public needing government services are asked to contact agencies and departments by email or phone. Regardless of operational status of an agency/department, all government of Guam employees remain on regular work status and are expected to report for duty within two (2) hours from receiving notice from his/her supervisor.

# PANDEMIC CONDITION OF READINESS FAQs

## 2020-01 (AS OF MAY 8, 2020)



### What guidelines must businesses that are authorized to re-open under DPHSS Guidance Memo 2020-07, follow under PCOR 2?

Businesses allowed to operate under PCOR 2 must follow guidelines outlined in Executive Order 2020-15 and Department of Public Health and Social Services (DPHSS) Guidance Memo 2020-07 which include the *Minimum Pandemic Workplace Operational Guidelines*.

All allowed activities shall be conducted utilizing mitigation measures including, but not limited to: mandate the wearing of face masks; develop and communicate social distancing policies; limit in-person interactions and physical contact; train employees on social distancing policies and protocols; implement regular screening protocols for employees, customers/clients, or other workplace visitors; and assess sanitary workplace conditions and policies.

### What does a business need to have in place to open?

Businesses must work with its industry representatives and/or Chambers of Commerce to collectively submit an industry-specific plan to ensure social distancing and adhere to the *Minimum Pandemic Workplace Operational Guidelines*. Such industry-specific plans should be submitted to the DPHSS at [PCOR2Plans@dphss.guam.gov](mailto:PCOR2Plans@dphss.guam.gov). The Guam Chamber of Commerce and the Women's Chamber of Commerce, through the Governor's Recovery Panel of Advisors will be submitting industry-specific guidelines to the DPHSS prior to the official declaration of PCOR 2.

### What if my business isn't included in DPHSS Guidance Memo 2020-07? What can I do to change this?

If your business isn't included in the DPHSS Guidance Memo 2020-07, this does not prevent nor preclude the decision to re-open additional businesses during PCOR 2. Businesses should continue to work with the Chambers of Commerce or other industry representatives to ensure a plan is being crafted in the event such additional business activities are authorized.

### Does DPHSS need to approve industry-specific guidelines?

The DPHSS will not be approving industry-specific guidelines, rather, all businesses should adhere to the *Minimum Pandemic Workplace Operational Guidelines* released by the DPHSS as well as the industry-specific guidelines submitted by the Chambers of Commerce or other industry representatives. For any inquiries on industry-specific guidelines, please contact the Chamber of Commerce at 472-6311/8001.

DPHSS and the Department of Revenue and Taxation will continue to accept calls from individuals or businesses that wish to report businesses that may not be adhering to the minimum requirements and reduced occupancy rates. To report violations, please call 311.

### What occupancy rate can businesses operate under?

Businesses may operate at 50% of their occupancy rate.

# DIRECTORY OF PCOR 2 RESOURCES

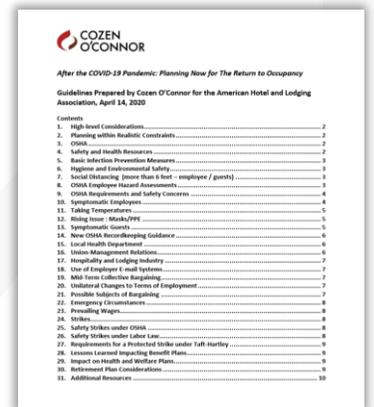


## LINK TO RESOURCES FROM GHRA:

1. [CDC GUIDANCE - SANITATION AND DISINFECTION](#)
2. [EPA LIST OF EFFECTIVE DISINFECTANTS FOR USE AGAINST SARS-COV-2](#)
3. [OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION'S \(OSHA\) GUIDANCE FOR ALL WORKERS AND EMPLOYERS](#)
4. [NATIONAL RESTAURANT ASSOCIATION AND AMERICAN HOTEL & LODGING ASSOCIATION'S RE-OPENING GUIDELINES](#)
5. [NATIONAL RESTAURANT ASSOCIATION'S COVID-19 REOPENING GUIDANCE FOR RESTAURANTS](#)

## LINK TO REOPENING RESOURCES FROM THE GUAM CHAMBER OF COMMERCE AND THE WOMEN'S CHAMBER OF COMMERCE:

1. [RECOMMENDED OPENING GUIDELINES FOR BUSINESSES & NGOS](#)
2. [A VIRTUAL TOWN HALL THAT HELPS TO ANSWER SPECIFIC QUESTIONS ABOUT REOPENING](#)



Click the images above to access the National Restaurant Association and American Hotel & Lodging Association's Re-Opening Guidelines

# GVB & INDUSTRY UPDATES

## UNIFIED OUTREACH EFFORTS CONTINUE WITH ADDED SUPPORT FOR BUSINESSES

The Membership Outreach Movement (MOM) will be reaching out once again to collect any initiatives that industry members are promoting to keep their audiences engaged.

From special offers, promotions and reopening efforts, the Guam Visitors Bureau will publish information submitted on its various digital platforms such as:

- *Consumer website:* [www.visitguam.com](http://www.visitguam.com)
- *GVB Social Networking Sites:* [Facebook](#) and [Instagram](#)

This will assist industry members efforts and provide further brand exposure to the local community and future visitors.

*Please note:  
Businesses should  
anticipate direct  
communications from  
representatives from  
the MOM group  
beginning week of May  
18, 2020.*

**UPDATE**

Agana Shopping Center

AGANA SHOPPING CENTER WILL OPEN ON  
**MONDAY, MAY 11, 2020**

**TEMPORARY OPERATING HOURS:**  
11:00 am to 6:00 pm  
Monday to Sunday

NO MASK, NO ENTRY. Maximum 200 customers at a time.  
Mandatory body temperature scans for all customers.

All food establishments will remain open for take out orders only.

**WE CARE!**  
Agana Shopping Center



1/4

GUAM PREMIER OUTLETS

WE CAN'T WAIT TO SEE YOU!

11:00AM - 7:00PM

## MALLS AND SHOPPING CENTERS OPEN WITH TEMPORARY HOURS:

[Agana Shopping Center](#)  
11 a.m. – 6 p.m.

[Compadres Mall](#)  
Bazaar 1, 10 a.m. to 8 p.m.  
Bazaar 2, 9 a.m. to 8 p.m.

[Guam Premier Outlets](#)  
11 a.m. to 7 p.m.

[Micronesia Mall](#)  
11 a.m. to 7 p.m.

[Tumon Sands Plaza](#)  
11 a.m. to 7 p.m.

Restaurants are offering to-go service from  
11 a.m. to 8-9 p.m.



**NOW OPEN**  
**11:00AM to 7:00PM Daily**

PLEASE CHECK OUR SOCIAL MEDIA SITES FOR THE LATEST ANNOUNCEMENTS.

TUMON SANDS  
PLAZA

The following restaurants will remain open:  
Take-Out Only

Chili's Grill & Bar  
11:00 AM - 9:00 PM  
(671)648-7377

Olive Garden  
11:00 AM - 8:00 PM  
(671)989-0008

Red Lobster  
11:00 AM - 8:00 PM  
(671)649-2529



visitquamura Message Profile Dropdown More

893 posts 10.9k followers 819 following

Guam Visitors Bureau

Håfa Adai and welcome to the official instagram of the Guam Visitors Bureau.

Visit Guam Online at <http://visitguam.com/>

#GUAM #instaGuam

[bit.ly/VisitGuamCOVID19](http://bit.ly/VisitGuamCOVID19)

Followed by [guam\\_reef\\_hotel\\_official](#), [kaileegu](#), [kaduguam](#) + 117 more



#COVIDHer...



Guam Suns...



COVID-19 I...



Highlights



Håfa Adai!



Local Artists



Weekly Wi...

POSTS IGTV TAGGED



# GVB'S ONGOING SOCIAL MEDIA ACTIVITIES

- Supporting Member businesses by sharing content and offers on social channels
- Continuing callouts for content from the industry
- Sharing reopening offers
- Supporting industry businesses by encouraging residents to support local
- Sharing Guam moments as part of the ongoing *Give Us A Moment* #GUAM campaign

# AIRLINES UPDATES



# UNITED FLIGHT UPDATES FOR GUAM, SAIPAN, PALAU, AND MICRONESIA (MAY – JULY 5)



Airport (from/to)		Flight No.	Frequency	Aircraft
Guam	Honolulu	UA 200	Daily	B777
Honolulu	Guam	UA 201	Daily	B777

Airport (from/to)		Flight No.	Frequency	Aircraft
Guam	Narita	UA196	Tuesdays, Thursdays, and Saturdays	B737
Narita	Guam	UA197	Tuesdays, Thursdays, and Saturdays	B737

Airport (from/to)		Flight No.	Frequency	Aircraft
Guam	Saipan	UA 174	Mondays, Thursdays, and Saturdays	B737
Saipan	Guam	UA 117	Mondays, Thursdays, and Saturdays	B737

Airport (from/to)		Flight No.	Operation dates	Aircraft
Guam	Honolulu	UA 155*	May 20 and June 17	B737
Honolulu	Guam	UA 154*	May 21 and June 18	B737
Guam	Pohnpei	UA176*	June 6, and June 27	B737
Pohnpei	Chuuk	UA 95*	June 7, and June 28	B737
Chuuk	Guam	UA 95*	June 7, and June 28	B737

Airport (from/to)		Flight No.	Operation dates	Aircraft
Guam	Yap	UA 185	May 17, June 14, and June 28	B737
Yap	Guam	UA 186	May 17, June 14, and June 28	B737

*The Island Hopper\* service is subject to Republic of the Marshall Islands' and Federated States of Micronesia's quarantine restrictions.*

Airport (from/to)		Flight No.	Operation dates	Aircraft
Guam	Koror	UA 157	June 11, and June 25 (Thursdays)	B737
Koror	Guam	UA 158	May 22, June 12, and June 26 (Fridays)	B737

*The Palau service is subject to Republic of Palau's government quarantine restriction.*



United also provided updates for the following routes:

- Tokyo/Narita: Two of the three daily flights from Guam have been suspended until further notice – UA 828/ UA 827 and UA 873/ UA 874.
- Nagoya and Osaka: Suspended until further notice.
- Fukuoka: Suspended until October 24, 2020.
- Manila: Suspended until further notice, including the Manila to Koror segment.

# AIRLINES UPDATES - SOURCE MARKETS



## JAPAN

Airline	Suspended Period	Note
Japan Airlines	05/31/2020	
JEJU Air	05/31/2020	
T'way	05/31/2020	
United	06/04/2020	Excepted UA196/UA197 (May 2, 5, 7, 9, 12, 14, 16, 19, 21, 23, 26, 28, 30)

## SOUTH KOREA

	Suspended Period	Note
Air Seoul	~Until the end of May 2020 ~Until the end of May 2020 ~Until the end of May 2020 ~Until the end of May 2020	Started ICN>GUM Sales for June on Website & App
Jin Air		
JEJU Air		
Korean Air		

## TAIWAN

Airline	Suspended Period	Note
China Airline	September 2020	

# INTL. CIVIL AVIATION ORGANIZATION



## INTERNATIONAL CIVIL AVIATION ORGANIZATION (ICAO) FORECAST



The International Civil Aviation Organization (ICAO) has announced on April 21 that airline seat capacity may be up to two-thirds of originally planned for the first three quarters (January-September 2020).

ICAO is forecasting two scenarios of demand recovery in the world.

Assuming signs of recovery to appear at the end of May, seat capacity during the period (January to September) will drop by up to 56% year-on-year, passenger numbers will drop by 963 million, and airline revenue is forecasted to be down \$ 218 billion.

Assuming recovery begins after the third quarter (January-September), seat capacity has declined by up to 67% year-on-year, passenger numbers have decreased by 1,117 million, and airline revenues is estimated to be \$ 253 billion down.

### *ICAO Highlights:*

- *The ICAO is limiting the number of passengers on airplanes.*
- *Airlines will be limited to two-thirds capacity.*
- *The United States, Japan and Korea are members of ICAO.*

# SUMMARY OF COUNTRY PROTOCOLS



# INBOUND COUNTRY PROTOCOLS



## MAJOR MARKETS REQUIRE A 14-DAY QUARANTINE FOR ARRIVALS FROM GUAM

COUNTRY	PROTOCOLS
JAPAN	<ul style="list-style-type: none"><li>• 14-day quarantine for all inbound (regardless of nationality) at government facility</li><li>• Japanese nationals subjected to PCR testing</li></ul>
SOUTH KOREA	<ul style="list-style-type: none"><li>• 14-day quarantine for all inbound from the U.S. and Europe</li><li>• Everyone entering South Korea must participate in the Special Entry Procedure<ul style="list-style-type: none"><li>• Passengers must fill out health declaration &amp; travel record form during the flight<ul style="list-style-type: none"><li>• <b>With Symptoms:</b> Diagnostic test at the airport</li><li>• <b>Without Symptoms From US/Europe:</b> Self-quarantine for 14 days and diagnostic test within 3 days of entering</li></ul></li></ul></li></ul>
TAIWAN	<ul style="list-style-type: none"><li>• 14-day quarantine for level</li><li>• Level 3 areas for all arrivals (includes USA)</li></ul>

# EXPANDED COUNTRY PROTOCOLS - JAPAN, KOREA & TAIWAN



# JAPAN PROTOCOLS

## MEASURES BY GOVERNMENT OF JAPAN



### 1. Areas subjected to entry ban

Foreign nationals categorized below are denied permission to enter Japan for the time being, unless there are exceptional circumstances.

- Foreign nationals who have stayed in any of the areas listed in the following table within 14 days prior to the application for landing.
- Foreign nationals who have Chinese passports issued in Hubei Province or Zhejiang Province of China.

### 2. Strengthened quarantine

- All nationals arriving from the areas within 14 days prior to their application for landing into Japan are subjected to undergo PCR tests for the time being.
- All nationals arriving from all regions are requested to wait 14 days at a location designated by the quarantine station chief and to refrain from using public transportation.
- 14days quarantine will apply regardless of nationality. (including Japanese nationals)

Asia	Brunei, China, Hong Kong, Indonesia, Macau, Malaysia, Philippines, Republic of Korea, Singapore, Taiwan, Thailand, Viet Nam
Oceania	Australia, New Zealand
North America	Canada, United States
Latin America and the Caribbean	<u>Antigua and Barbuda</u> , <u>Barbados</u> , Bolivia, Brazil, Chile, Dominica, <u>Dominican Republic</u> , Ecuador, Panama, <u>Peru</u> , <u>Saint Christopher and Nevis</u>
Europe	Albania, Andorra, Armenia, Austria, <u>Belarus</u> , Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, <u>Russia</u> , San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, <u>Ukraine</u> , United Kingdom, Vatican
Middle East	Bahrain, Iran, Israel, <u>Kuwait</u> , <u>Oman</u> , <u>Qatar</u> , <u>Saudi Arabia</u> , Turkey, <u>United Arab Emirates</u>
Africa	Côte d'Ivoire, Democratic Republic of the Congo, <u>Djibouti</u> , Egypt, Mauritius, Morocco

Data Source :Ministry of Foreign Affairs

# JAPAN PROTOCOLS

## MEASURES BY GOVERNMENT OF JAPAN (CONT.)

### 3. Suspension of visa validity

Validity of visas listed below is suspended:

- Single and multiple-entry visas issued by March 8th, 2020 by Japanese Embassies or Consulates General in China (including Hong Kong and Macau) and Republic of Korea.
- Single and multiple-entry visas issued by March 20th, 2020 by Japanese Embassies and Consulates General in the following countries.



Europe	Andorra, Austria, Bulgaria, Belgium, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, the United Kingdom, Vatican
Middle East	Iran
Africa	Egypt

# JAPAN PROTOCOLS

## COVID-19 TESTING PROCESS FOR JAPANESE RETURNEES

1. How is the sample taken?

A mucus sample from your throat is taken with a cotton swab through your nose.

2. How long does it take to get test results?

At present, wait for 1-2 days.

3 How are the test results communicated?

If you will be waiting at home until the test result is known, we will inform you by the email address or phone number you filled in the questionnaire.

4. What are the conditions to wait at home?

Even if there is no symptom, you are not allowed to use public transportation (rail, bus, taxi, domestic plane, passenger ship, etc.,). You need to wait for test result at home.

5. Is it possible to take a flight back to my home far away?

You cannot fly because t's public transportation.

6. Are the weekly condominiums included in my home?

No.

7. Is it possible to wait at the hotel I booked myself?

You cannot stay such as hotels and inns and need to wait at the designated hotel until the test result is available.



ひと、暮らし、みらいのために  
厚生労働省  
Ministry of Health Labour and Welfare

# JAPAN PROTOCOLS

## COVID-19 TESTING PROCESS FOR JAPANESE RETURNEES

8. Is it possible to receive luggage when waiting at a space at the airport.  
Possible, but the handling differs depending on the place to wait.  
You will be required to ask the airport staff.



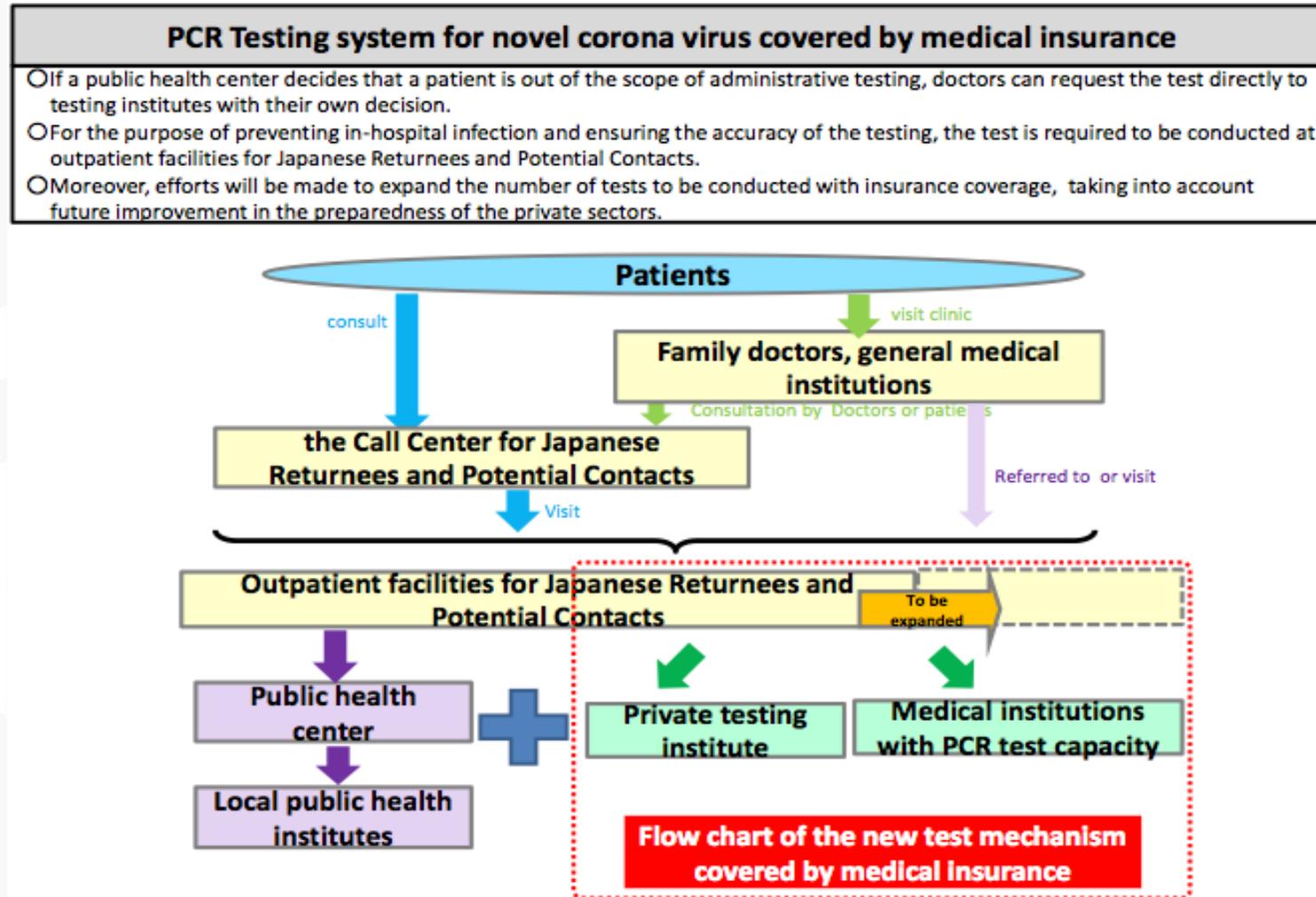
9. What kind of facility is designated by the quarantine station director?  
Accommodations like hotel and inns around the airport.
10. Is it possible to rent a car to the facility designated by the quarantine station director?  
No. the government will arrange the bus to the hotel you will stay.

After informing the result:

11. Can I behave freely after a negative result is found?  
Please wait for 14 days from the day after entering Japan at the home you declared in advance or at the hotel secured by yourself. Please do not go out from the designated place such as your home or hotel and do not use public transportation (trains, buses, taxis, domestic flights etc.)
12. If you find a negative result while waiting at the facility designated by the quarantine director, how the transportation has been arranged ?  
A bus will be arranged by the government and take you to the airport where you arrived.  
For more information, you can ask the Ministry of Health, Labor and Welfare staff who is resident at the accommodation facility.

# JAPAN PROTOCOLS

## COVID-19 TESTING SYSTEM & FLOW IN JAPAN



# JAPAN PROTOCOLS

## TESTING KIT

- As part of its effort to halt the further spread of COVID-19 and prevent the condition of patients from worsening, Sysmex has signed a basic distributor agreement with BGI Genomics, which owns novel coronavirus nucleic acid detection kits, which have received orders from more than 50 countries worldwide after marketing approval in China and CE marking certification.
- On March 27, 2020, Sysmex obtained marketing approval of the 2019-nCoV Fluorescence Detection Real-Time RT-PCR Kit, (2019-nCoV Fluorescence Detection Real-Time RT- PCR Kit), which has been approved by the U.S. Food and Drug Administration (FDA).
- These kits are used in Japan and in other 70 countries like Brunei, Thailand, The United Arab Emirates, Egypt and Peru etc.
- It will take 1-2 days to get test results, but it may take longer depending on the number of cases to be tested.
- Authorities to discuss testing standards   
Ministry of Health, Labor and Welfare Japan  
Tel: +81-03-5253-1111  
Mail: [www-admin@mhlw.go.jp](mailto:www-admin@mhlw.go.jp)



# KOREA PROTOCOLS

## COVID-19 STATUS



<as of April 29, 2020>

- Total Test Case: 614,197
- Total Confirmation Case: 10,761
- Total Recovery Case: 8,922
- Total Death: 246

<Travel Advisory>

- Extended Special travel advisory until May 23 on all country.
- Special travel advisory: equivalent to between level 2 and level 3 under the four-tier advisory system.

## OUTBOUND EXIT SCREENING



- Three-stage temperature checks for all departing passengers in South Korea. If passengers above 38°C are denied boarding.

**(stage 1)** Check temperature at Entry to terminal

**(stage 2)** Check temperature at Departure area & fill out the survey at "Exit Screening Station" at check-in counter (only for passengers to US).

**(stage 3)** Check temperature at Gate

## INBOUND ENTRY SCREENING



- Everyone entering South Korea must participate in the Special Entry Procedure and self-quarantine for two weeks.

**(stage 1)**

Fill out health declaration & travel record form during the flight

**(stage 2)**

**With Symptoms:**

Diagnostic test at the airport

**Without Symptoms**

**From US/Europe:** self-quarantine for 14days and diagnostic test within 3days of entering

# KOREA PROTOCOLS

## TRAVEL ADVISORY

• Issued by South Korea

1 Exercise Increased Caution

2 Reconsider Travel

3 Advised Cancel the Travel

4 Do Not Travel

Special Travel Advisory

- April 21 - South Korea extended "the special travel advisory" until May 23.
- **Special travel advisory:** equivalent to between level 2 and level 3 under the four-tier advisory system. Issued to respond to an urgent danger for a short period of time, will suspend the travel alerts already in place, except for the ones under higher warnings.
- The advisory urges South Koreans to cancel or postpone overseas trips and also calls for citizens staying and traveling abroad to take extra caution for their safety.
- U.S. is on the special travel advisory level.

# KOREA PROTOCOLS

## KOREA OUTBOUND EXIT SCREENING

### DEPARTING TO U.S.

- Three-stage temperature checks for all departing passengers (beginning March 9, 2020): (stage 1) Entry to terminal – (stage 2) Departure area – (stage 3) Gate
- Providing more robust screening for passengers departing to the US (beginning March 11, 2020)
- All passengers for flights to the Americas (i.e. United States) must have their health status checked at the exit screening station before ticketing and boarding.
- This process is expected to take approximately 30 to 60 additional minutes
- For More Details - POC:
  - Incheon International Airport Customer Service: +82-1577-2600
  - Ministry of Foreign Affairs: +82-2-2100-2114 / Call Center(24h): +82- 2-3210-0404
  - Centers for Disease Control & Prevention: +82-2-2163-5945
  - Ministry of Health and Welfare call center: +82-1339



Terminal 1: Near Check-in Counter F



Terminal 2: Near Check-in Counters B and G

# KOREA PROTOCOLS

## KOREA OUTBOUND EXIT SCREENING

### (Step 1) Entry to Terminal

Check temperature with thermal imaging camera and disinfect germs with sanitizer at 8 places (5 at T1, 3 at T2)



### (Step 2-1) Departure Area

Check temperature with thermal imaging camera at 5 places (3 at T1, 2 at T2)

Temperature check is carried out once more with thermal imaging camera at "Exit Screening Station" before entering the security area at the departure floor

If passengers above 38°C are denied boarding



### ★(Step 2-2) Departure Area

Passengers should fill out the survey at "Exit Screening Station" at check-in counter (3 at T1, 2 at T2)

Epidemiological survey will be included

- history of recent overseas visits
- recent health history

If not meet the criteria, the passengers are denied boarding



### (Step 3) Gate

Check temperature with thermal imaging camera at 5 places (3 at T1, 2 at T2)

Temperature check is carries out once more with thermal imaging camera at the entrance of the departure area before entering the security area at the departure floor

If passengers above 38°C are denied boarding

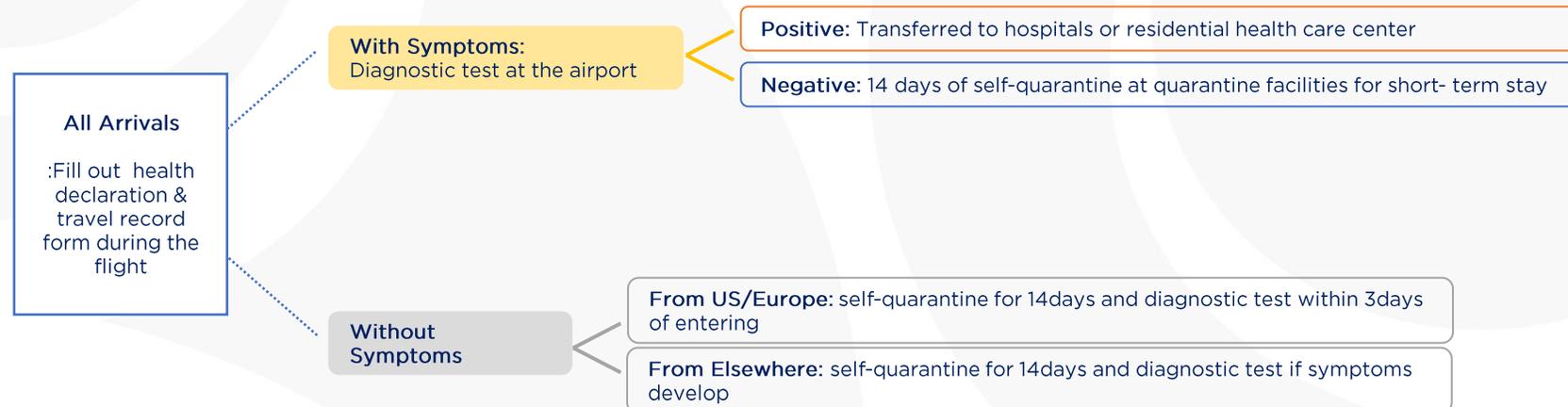
\*only for US boarding passengers

# KOREA PROTOCOLS

## KOREA INBOUND ENTRY SCREENING SPECIAL ENTRY PROCEDURE

- Everyone entering South Korea must participate in the Special Entry Procedure and self-quarantine at home or government facilities for two weeks.
- Those with no residence in Korea will be quarantined at government-designated facilities\* at their own expense. The fee is estimated to be around USD100 a day.

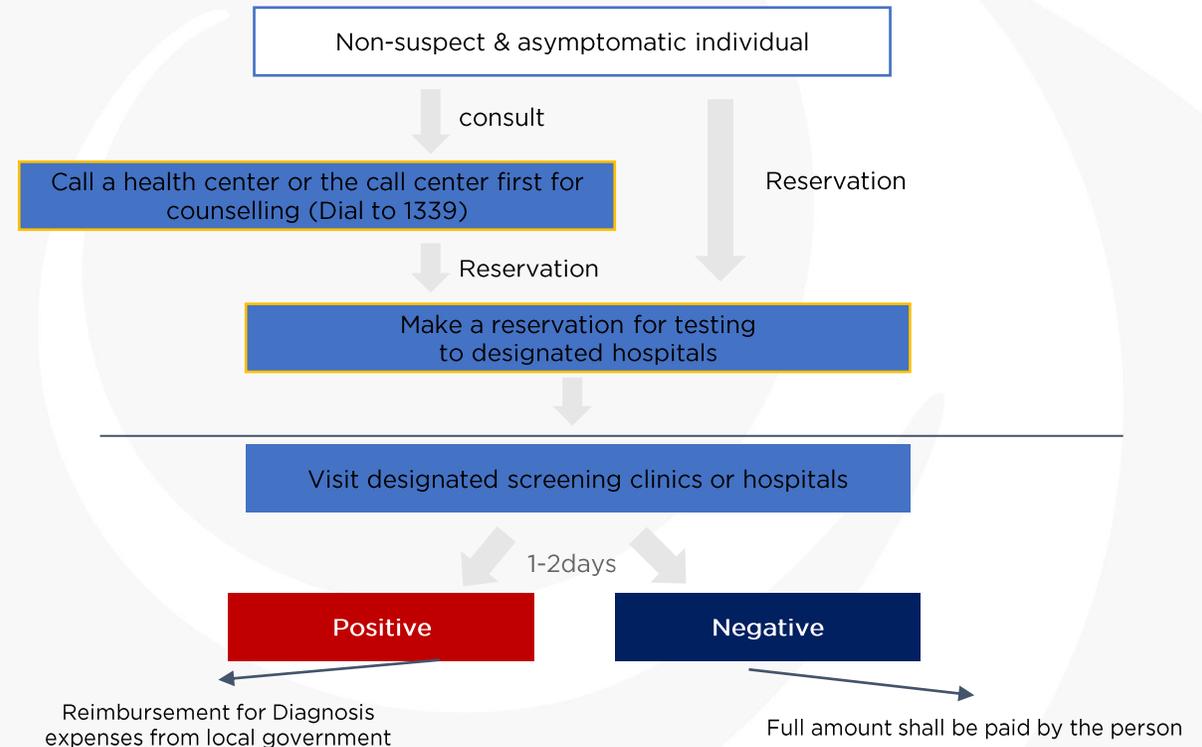
*\*differ from each cities, could be organization facilities, designated hotel.*



- (1) Officials will check for a valid contact number and Korean address, as well as verify that the Self-isolator Safety Protection mobile app is downloaded.
- (2) Users must keep the information on the app up-to-date throughout their stay in Korea by updating any changes with their contact number or health conditions.
- (3) After entering Korea, authorities may contact the user if the individual leaves the registered location during the first 14 days of the self-quarantine period.

## COVID-19 TESTING PROCESS

- South Korea COVID-19 testing standard should meet Ministry of Health and Welfare and Ministry of Food and Drug Safety.
- If those who are non-suspect or asymptomatic want to take testing of COVID-19, the individuals can request the test directly to screening clinics or hospitals.
- For Non-suspect and asymptomatic individual only Upper respiratory test will be conducted. If the results of the COVID-19 test are positive, the local government will reimburse them in full.
- Upper Respiratory Test Cost: USD80 / If individual conduct the full test(upper & lower respiratory test): USD160



## COVID-19 TESTING PROCESS

- 1. Is it possible for the non-suspect and/or asymptomatic individual to undergo the covid-19 test?**
  - YES, they can. The individuals can request the test directly to screening clinics or hospitals approved by Korean government.
- 2. How is the process of the test for the non-suspect and/or asymptomatic individual?**
  - For Non-suspect and asymptomatic individual only Upper respiratory test will be conducted.
  - Afterward, if the results of the COVID-19 test are positive, the local government will reimburse them in full.
- 3. How much is the test and how long does it take?**
  - Test results in 1-2days
  - Upper Respiratory Test Cost: 80,000 KRW (80USD)
  - Full test (upper & lower respiratory test): 160,000KRW (160USD)
- 4. Do the screening clinics or hospitals issue asymptomatic certificates?**
  - YES, they do.

# TAIWAN PROTOCOLS

## COVID-19 TESTING METHODS

- As of now, rapid test kits are still undergoing examination and approval by Taiwan Food and Drug Administration, and will soon be available.
- The current testing method is to acquire individual's virus sample by using nasopharyngeal swab, and/or throat swab, then to identify if the sample is COVID-19 positive with RT-PCR (Real Time-PCR) equipment, which is the universal diagnostic protocol.



# TAIWAN PROTOCOLS

## TAIWAN CDC COVID-19 RECOMMENDATIONS:

### 1. Clinical Presentation Criteria

One or more of the following:

- (1) Fever ( $\geq 38$  °C) or symptoms of acute respiratory tract infection.
- (2) Abnormal sense of smell (anosmia), abnormal sense of taste (dysgeusia), or diarrhea of unknown etiology.
- (3) Community-acquired pneumonia (CAP) highly suspected to be COVID-19 by doctors.

### 2. Laboratory Diagnosis Criteria

One or more of the following:

- (1) Pathogen (SARS-CoV-2) isolated and identified from a clinical specimen (nasopharyngeal swab, throat swab, expectorated sputum, or lower respiratory tract aspirates).
- (2) Positive molecular biological testing for viral (SARS-CoV-2) RNA from a clinical specimen (nasopharyngeal swab, throat swab, expectorated sputum, or lower respiratory tract aspirates)

### 3. Epidemiological Criteria

One or more of the following within 14 days prior to symptom onset:

- (1) History of traveling or living abroad, or contact with symptomatic (fever or other respiratory tract infection symptoms) individuals returning from abroad.
- (2) History of close contact with symptomatic suspected or confirmed case(s), including caring for or interacting with these individuals, or direct contact with body fluid or respiratory secretions without adequate personal protective equipment (PPE).
- (3) History of cluster related to confirmed cases.

### 4. Reporting Requirements for COVID-19

Any cases with one or more of the following conditions should be reported to the Taiwan Centers for Disease Control (Taiwan CDC):

- (1) Meet clinical presentation criteria (1) AND one or more epidemiological criteria.
- (2) Meet clinical presentation criteria (2) AND any of epidemiological criteria (1) or (2).
- (3) Meet clinical presentation criteria (3).
- (4) Meet laboratory diagnosis criteria.

### 5. Case definitions

1. Suspected case: meet clinical presentation criteria but not laboratory proven, plus history of close contact with symptomatic confirmed case(s) within 14 days prior to symptom onset.
2. Confirmed case: meet laboratory diagnosis criteria, regardless of clinical signs and symptoms.

## 6. Specimen Collection and Diagnostic Tests

Table 1: Specimen Collection, Handling, and Diagnostic Tests

Disease name	Specimen source	Detection method	Time limit for specimen collection	Minimal specimen amount and other regulations	Specimen handling	Specimen preservation (preservation time)	Cautions
Severe Pneumonia with 2019 novel coronavirus (COVID-19)	Nasopharyngeal swab or throat swab	Pathogen	Within 3 days after symptom onset	Rub the sterile swab on the back of the nasopharynx or throat, and put it in the specimen container without contamination.	2-8°C (category B infectious substance with P650 packaging)	Viral strain (30 days) Nasopharyngeal or throat swab (30 days)	<ol style="list-style-type: none"> <li>Repeat testing if indicated by doctors based on clinical observations.</li> <li>Refer to Remarks 2.8.5 for further instructions. For guidance on throat specimen collection, please see Section 3.7.</li> <li>Containers with o-ring or other leakproof designs are recommended for specimen handling. If leakage is noted, the specimen should not be tested.</li> </ol>
	Expectorated sputum or lower respiratory tract aspirates			Collect expectorated sputum with sterile containers.		Viral strain (30 days) Expectorated sputum (30 days)	
	Serum	Antibody		Acute stage (within 1-5 days after symptom onset) or recovery stage		Collect serum samples (≥ 3 ml) with sterile test tubes.	

# TAIWAN PROTOCOLS

## ENTRY QUARANTINE SYSTEM:

Travelers must scan QR Code and complete health declaration form online before boarding. Link can also be found on “Severe Pneumonia with Novel Pathogens Online Area” of Ministry of Health and Welfare (<https://hdhq.mohw.gov.tw>)

- 1 掃描右圖QR Code進入入境檢疫系統
- 2 登機前完成居家檢疫通知書線上填寫
- 3 抵達臺灣後，手機簡訊發送健康憑證
- 4 下機時，以手機出示您的健康憑證畫面



無智慧型手機者，可與同行者共同線上填寫或下機填寫紙本



Accommodation ag... Pharmacy Social welfare Care unit Folklore conditionin...

### 全民防疫 健康聲明快易通

持有臺灣手機門號的旅客請於海外登機前完成線上申報  
加速您返臺入境通關程序!!

- 1 登機前連結至入境檢疫系統
- 2 確實填寫所有資訊並送出
- 3 抵達臺灣手機簡訊接收健康憑證
- 4 通關時出示簡訊健康憑證畫面

入境檢疫系統  
<https://hdhq.mohw.gov.tw/>

# TAIWAN PROTOCOLS

## (1) Quarantine System for Entry homepage



The screenshot shows the homepage of the Quarantine System for Entry. At the top, there is the logo of the Ministry of Health and Welfare (衛生福利部) and the title "入境檢疫系統" (Quarantine System for Entry). Below the title, there is a section with text in Chinese and English. The Chinese text states that all visitors who have been to Europe, America, or Southeast Asia in the past 14 days should be quarantined at home for 14 days. It also lists exemptions for those with separate rooms, chronic diseases, or those who have been to Taiwan. The English text provides a similar explanation. There are links for quarantine hotel booking information. At the bottom, there is a form with a text input field for a QR code (7398), a QR code image, and a "重新整理" (Refresh) button.

衛生福利部  
Ministry of Health and Welfare

入境檢疫系統  
Quarantine System for Entry

臺灣政府規定，入境旅客需居家檢疫14天。

- 過去14天有歐洲、美洲、東南亞旅遊史，且同住者有長者（≥65歲）、幼童（≤6歲）、慢性病患者（如心血管疾病、糖尿病或肺部疾病等）、無單獨房間(含衛浴設備)者，入境後應入住防疫旅館。
- 自臺灣本島入境者，居家檢疫地點不得為離島。

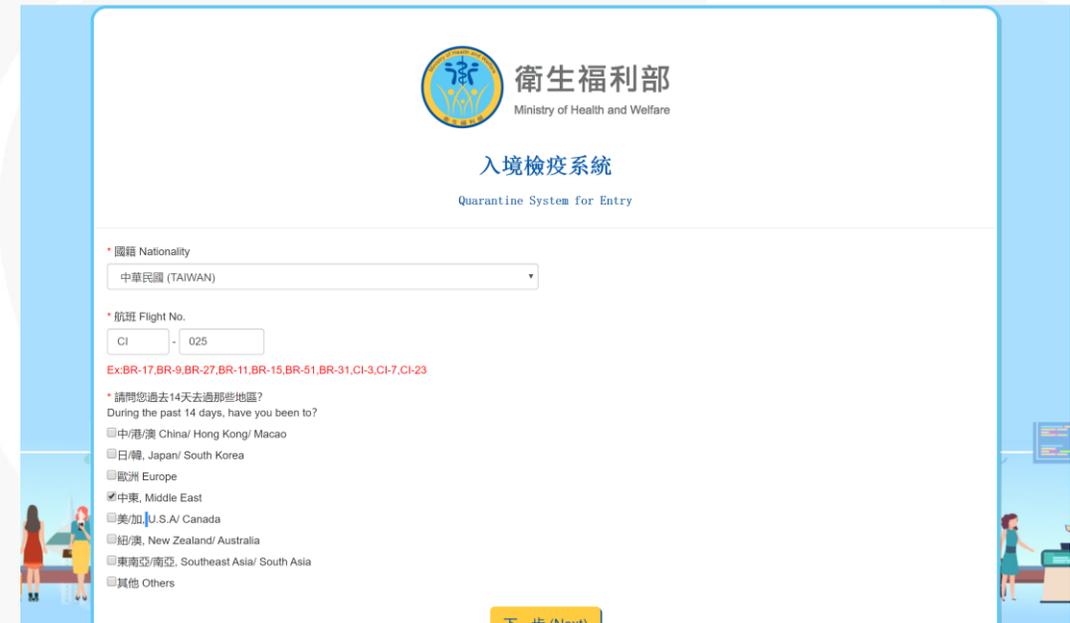
According to regulations in Taiwan, all visitors who had been to Europe, America or Southeast Asia in the past 14 days should be quarantined at home for 14 days. Those who do not have a separate room (including bathroom and toilet) in their houses, live with the elderly (≥65 years old), children (≤6 years old) or patients with chronic diseases (such as cardiovascular disease, diabetes or lung disease, etc.) are required to stay in quarantine hotels for 14 days after entry. Person who enter the main island of Taiwan shall not conduct home quarantine in any offshore islands.

防疫旅館訂房資訊：  
<https://taiwanstay.net.tw/cov/hotel/>  
請留存防疫旅館地址，以利居家檢疫通知書填報。

For booking information of quarantine hotels, please check  
<https://taiwanstay.net.tw/cov/hotel/>

輸入驗證碼: 7398  重新整理

## (2) Travel history



The screenshot shows the "Travel history" section of the Quarantine System for Entry. It features a form with several fields and a list of regions. The "Nationality" field is set to "中華民國 (TAIWAN)". The "Flight No." field is set to "CI - 025". Below the flight number, there is a list of example flight numbers: "Ex: BR-17, BR-9, BR-27, BR-11, BR-15, BR-51, BR-31, CI-3, CI-7, CI-23". The "During the past 14 days, have you been to?" section has a list of regions with checkboxes. The regions listed are: 中/港/澳 (China/ Hong Kong/ Macao), 日/韓 (Japan/ South Korea), 歐洲 (Europe), 中東 (Middle East), 美/加 (U.S.A/ Canada), 紐/澳 (New Zealand/ Australia), 東南亞/南亞 (Southeast Asia/ South Asia), and 其他 (Others).

衛生福利部  
Ministry of Health and Welfare

入境檢疫系統  
Quarantine System for Entry

\* 國籍 Nationality  
中華民國 (TAIWAN)

\* 航班 Flight No.  
CI - 025

Ex: BR-17, BR-9, BR-27, BR-11, BR-15, BR-51, BR-31, CI-3, CI-7, CI-23

\* 請問您過去14天去過那些地區?  
During the past 14 days, have you been to?

- 中/港/澳 China/ Hong Kong/ Macao
- 日/韓 Japan/ South Korea
- 歐洲 Europe
- 中東 Middle East
- 美/加 U.S.A/ Canada
- 紐/澳 New Zealand/ Australia
- 東南亞/南亞 Southeast Asia/ South Asia
- 其他 Others

下一步 (Next)

## (3) Home quarantine notices

### 旅客居家檢疫通知書

Home Quarantine Notice

**Warning (重點聲明事項)**

**返國後須居家檢疫14天**  
Required to be under home quarantine for 14 days after entry.

過去14天內，具有旅遊史者，應於入境後居家檢疫14天，並遵守以下規定：  
Travelers will be required to observe home quarantine for 14 days after entering Taiwan, and required to abide by the following rules during the period:

- 自機場返家應以親友接送、自行駕車為優先，或搭乘防疫車隊(機場排班計程車/租賃車)、自行安排專用小客車為限，不得搭乘大眾運輸。  
Please ask your family or friends to pick you up, drive by yourself, take the designated transport vehicle (airport taxi/ rental car) or arrange your own private car to return home. Please do not take public transportation.
- 請於搭車(機、船)時主動出示本通知書收執聯，並全程佩戴口罩。  
Please present this notice voluntarily upon getting in a vehicle or boarding the plane or boat and wear a mask during the whole process.
- 留在家中不外出，亦不得出境或出國。  
Stay at home; do not go outside or go abroad.
- 居家檢疫期間，請自主詳實記錄體溫及健康狀況(如後頁表格)，及配合必要之關懷追蹤機制。  
Keep records of your body temperature and health status in the form on the next page, and cooperate with caring and tracking measures.
- 如您於解除日後有出境或出國的需要，請您攜帶本通知單，以免移民署因註記系統時間誤差，延誤您通關時間。  
After your home quarantine is complete, please bring the notice with you to facilitate departure process if you are going abroad.

• 依傳染病防治法第58條規定，入境旅客應詳實填寫並配合居家檢疫措施，拒絕、規避妨礙或填寫不實者，處新臺幣1萬至15萬元罰鍰。違反上述居家檢疫規定者，處新臺幣10萬至100萬元罰鍰。  
According to Article 58 of Communicable Disease Control Act, any person who falsifies on this notice will be fined ranging from NT 10,000 to 150,000. Violators of home quarantine requirements will be fined ranging from NT 100,000 to 1,000,000.

下一步 (Next)

## (4) Personal info and home quarantine info

\*居家檢疫地址 Home quarantine address

自宅或親友住所等 Home or other residence

安心防疫旅館 Quarantine hotel

\*縣市  \*鄉/鎮/市區  村里

地址(Address)

\*預計自機場返家方式 (如臨時變更方式，請至防疫車隊處登記)?  
How to travel back home from the airport (if the way changed unexpected, please inform the information counter of designated transport vehicle)?

親友接送/自行駕車 Pick-up by relatives or friends/drive by yourself

防疫車隊 (機場排班計程車/租賃車) Designated transport vehicle (airport taxi/rental car)

自行安排專用小客車 Arrange your own private car

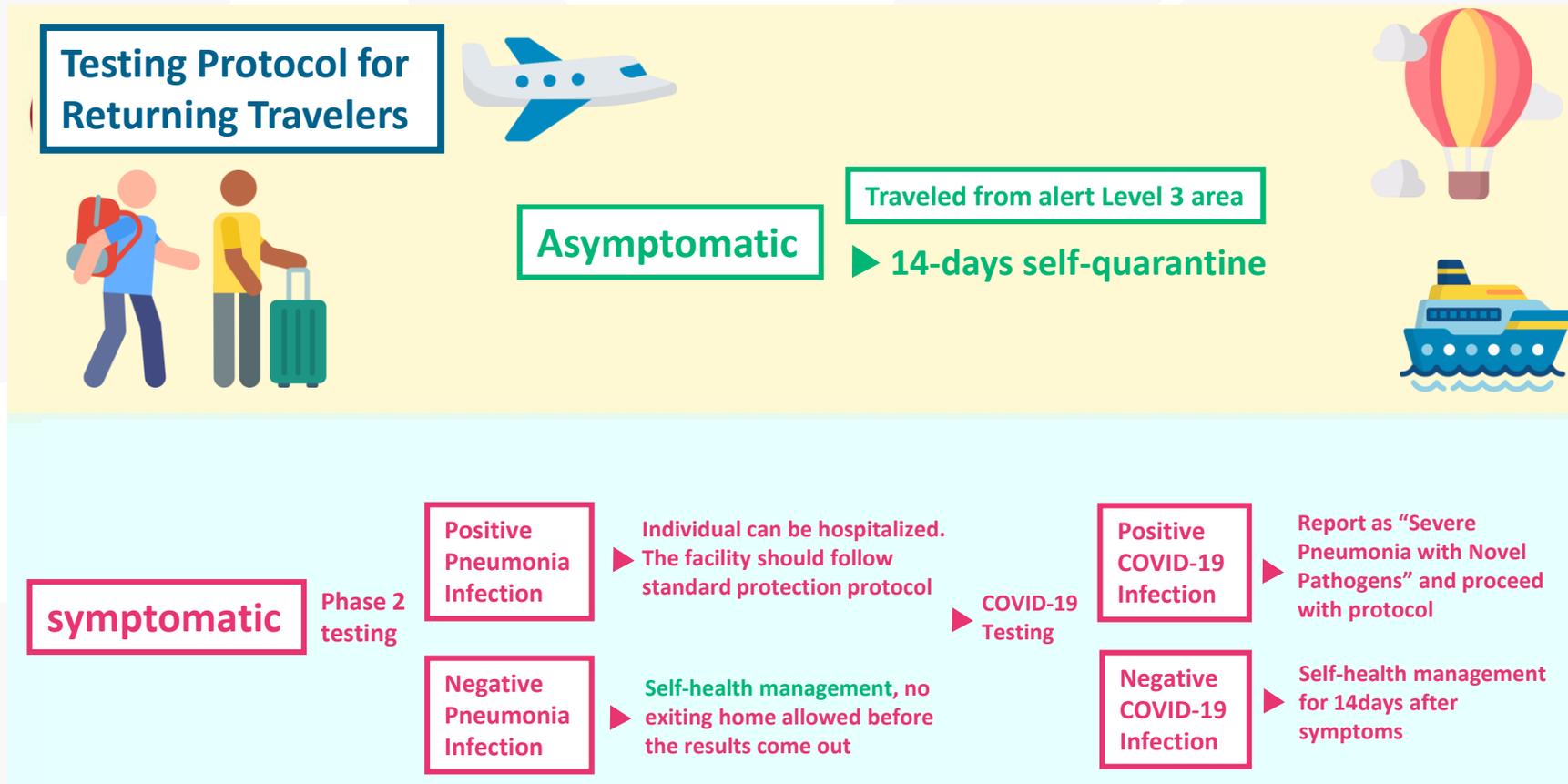
**居家檢疫通知書連結，將於班機抵達臺灣後，再以簡訊發送至您的手機。**  
A link for your home quarantine notice certificate will be sent to your mobile.

本人確認上述所填寫資料內容均屬實填寫不實或違反上述居家檢疫規定者，將依「傳染病防治法」第58條、及同法第69條處新臺幣1萬至15萬元罰鍰。  
I hereby confirm the above information is accurate and understand that violators of home quarantine requirements who refuse to take the measures, provide inaccurate records, go outside, or take public transportation without consent will be fined ranging from NT 10,000 to 150,000 according to Article 58 and 69, Communicable Disease Control Act.

完成送出 (Submit)

# TAIWAN PROTOCOLS

In addition to health declaration form, all returning travelers must go through such procedure as below:



# MARKET INTELLIGENCE REPORT

*Please note that the information provided in this update is as of May 14 and is subject to change.*

# JAPAN



# JAPAN – THE COVID-19 SITUATION

## MORE RELAXED SOCIAL AND ECONOMIC ACTIVITIES HAVE BEEN SEEN

- Economic Revitalization Minister Nishimura Yasutoshi expressed that each of the governors will make appropriate decisions on further business restricted measures based on the circumstances of each prefecture.
- In 34 prefectures that are not under a special alert, 26 local governments have decided to relax restrictions on social and economic activities and 8 prefectures have decided to completely cancel the restrictions.
- It is expected that the Miraca Holdings testing kit will be put into use for the first time in Japan. This is an "antigen test" that enables simple diagnosis of new coronavirus. The results are available in about 15 minutes. The Ministry of Health, Labor and Welfare plans to approve this by next week.
- The Japanese government's state of emergency will last until May 31<sup>st</sup> for all 47 prefectures.
- The start of the school year has been moved to September.

**Confirmed  
COVID-19**

**CASES:  
16,024**

**DEATHS:  
668**

# JAPAN – THE COVID-19 SITUATION

## JAPAN-KOREA TIES STRAINED DURING PANDEMIC

In the Japan market, the latest intel reports that the relations between the two countries, which soured over historical and trade-related disputes, are becoming even worse as Japan continues downplaying Korea's COVID-19 quarantine models and Korea, in return, opposes humanitarian aid to Japan.

The Japanese health authority hinted that they will first test the PCR [polymerase (polu-me-raise) chain reaction] test kits for detecting COVID-19 infections before using supplies from South Korea. This is seen to reflect a mistrust in the accuracy of Korean test kits, which have been praised worldwide for their efficiency.

Japan also tightened entry restrictions for travelers from South Korea in early March at the height of the infection. In response, South Korea has also toughened entry rules for travelers entering the country – temporarily suspending visa waivers for Japanese citizens and strengthening the screening process for new visa issuance. This past Monday, Japan announced an extension of its entry ban on travelers from South Korea and other countries until the end of May.

*NOTE: Polymerase (polu-me-raise) chain reaction – any of several enzymes that catalyze the formation of DNA or RNA*

### Korea-Japan ties getting worse in pandemic



President Moon Jae-in greets Japanese Prime Minister Shinzo Abe ahead of their summit in Chengdu, China, Dec. 24, 2019. Courtesy of Cheong Wa Dae

Article courtesy of *The Korea Times*



THE KOREATIMES

# SOCIAL MEDIA - Japan



DAY + DATE	
<b>Week 0</b> 4/26 - 5/2, 2020	<b>JP</b>
LIKES	3144
COMMENTS	19
SHARES	36
<b>Week 1</b> 5/3 - 5/9, 2020	<b>JP</b>
LIKES	1111
COMMENTS	3
SHARES	13

## Hashtags:

#GUAM #Giveusamoment #グアム #少しお待ちください

#Dream #LoveGuam

## SNS UPDATES

- In Japan, from April 30<sup>th</sup> to May 6<sup>th</sup> we have been seeing positive engagement during the first two weeks of the launch of our “Give Us A Moment” #GUAM campaign.
- During the first week, we had more than 3,000 likes across our SNS channels.
- SOCIAL MEDIA LISTENING - 4 total mentions this past week. A few people tweeted saying that they would love to visit Guam as soon as the pandemic ends. Total mentions in Japan decreased from last week, while the content remained similar as previous weeks.



*People continued to sharing their past trips in Guam to express how much they miss Guam. Being able to travel again soon is now a dream of a lot of people.*

# KOREA



# KOREA – THE COVID-19 SITUATION

## ECONOMY:

- Small and local businesses in Seoul and Gyeonggi Province are badly impacted by increasing numbers of confirmed cases from the Itaewon Club infection cluster.
- There's an estimated 64% drop in sales since COVID-19's outbreak in February. Leisure and accommodation were the most impacted, with a 76.9% drop in demand.
- Regional banks and the government in Korea have been implementing financial relief programs for these small private businesses by lowering rental and road fees.
- Consumers are using their COVID-19 basic income provided by the regional government on their regional/ local businesses.

## TRAVEL:

- The virtual travel campaign “#Seoulnow Challenge” introduced by the Seoul Metropolitan Government and the Seoul Tourism Foundation, gained more than 17 million views from April 30 to May 6.
- According to Skycanner's analysis of the search trend for tickets to Jeju between May 10 and 31, after the easing of social distancing, the search volume to Jeju for May in the last week of April jumped about 9 times (803%) compared to the first week of April. Korean travelers' optimism has returned as seen through this trend.

**Confirmed  
COVID-19**

**CASES:  
10,962**

**DEATHS:  
259**

# KOREA – THE COVID-19 SITUATION

## CURRENT SOCIAL RESTRICTION SCHEME

Social Distancing	VS	Everyday life quarantine
Short Term (March 22 ~ May 5)	Period	Long Term (May 6 ~ daily life)
Keeping space between yourself and other people	Definition	Allow people to engage in a <b>certain level of economic and social activities</b> while maintaining distance to slow the spread of the virus.
Issued administrative order for violating social distancing	Enforcement	Do not have legal power
<p>Public facilities such as social welfare centers, national parks, indoor sports facilities, stadiums, libraries, museums and galleries were closed.</p> <p>Requires religious facilities, indoor workout facilities, entertainment establishments to abide by quarantine measures to certain extent in order to continue operations.</p>	Gatherings	<p>Gatherings and events will be allowed under the condition that they follow disinfection measures.</p> <p>Community, including school, a business site or a hobby group, should designate a manager dedicated to quarantine activities and set up virus prevention measures.</p> <p>-The Seoul city &amp; Gyeonggi provincial government imposed all entertainment facilities, including clubs, "room salons," bars and restaurants, are banned from hosting "crowds of people," which virtually suspends their businesses.</p>
Postponed new class & Classes went online	Schools	Gradually reopen schools from May 13 through June 1*
<ul style="list-style-type: none"> <li>- Delay or cancel nonessential gathering, dining-out, event, travel</li> <li>- Refrain from going out except for buying necessities, visiting a doctor, commuting to/from work</li> <li>- In case of fever or respiratory symptoms (cough, sore throat, muscle pain, etc.), take sufficient rest at home and never go to work                             <ul style="list-style-type: none"> <li>- Keep a 2-meter distance from each other</li> <li>- Disinfect and ventilate surroundings every day</li> </ul> </li> </ul>	The guidelines for individuals	<ul style="list-style-type: none"> <li>- Stay home for three to four days if they feel sick</li> <li>- Keep 1 or 2-meter distance when meeting others                             <ul style="list-style-type: none"> <li>- Wash hands for at least 30 seconds</li> </ul> </li> <li>- Refraining from going outside when having fever higher than 37.5 degrees Celsius or when they are just back from a trip overseas                             <ul style="list-style-type: none"> <li>- Wear a mask</li> </ul> </li> <li>- Ventilating a residence more than twice every day</li> </ul>

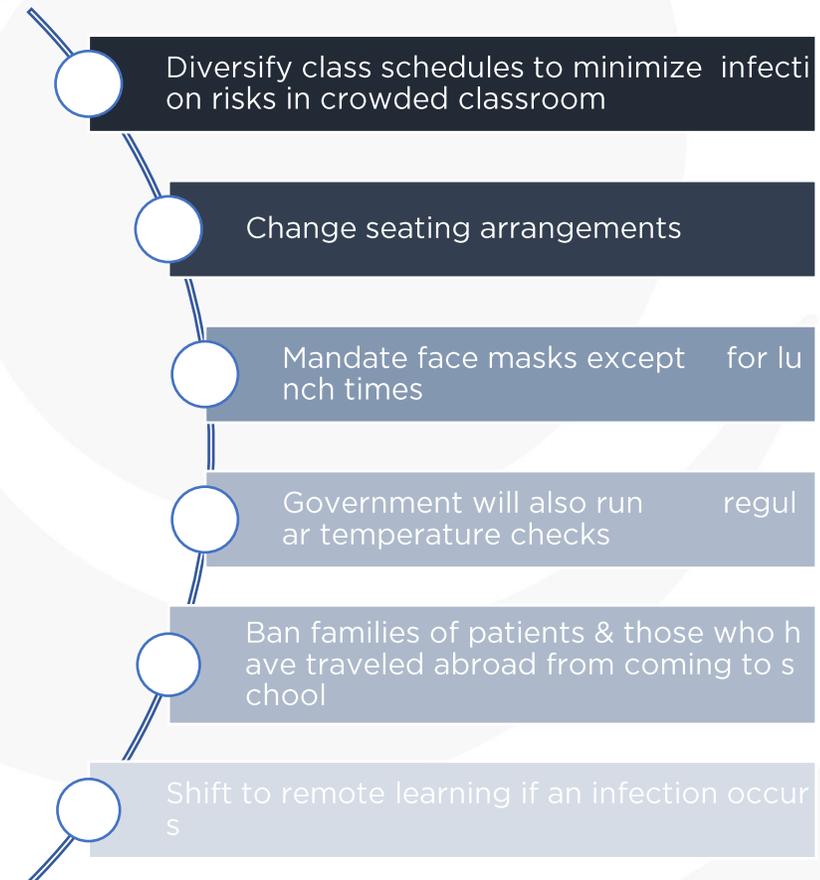
# KOREA – THE COVID-19 SITUATION

## REOPENING SCHOOLS IN KOREA

Phase	Reopening Date	Target		
		High School	Middle School	Elementary School
Pre	May 13 (Wed)	Grade 3	-	-
Level 1	May 20 (Wed)	Grade 2	Grade 3	Grade 1-2, kindergarten
Level 2	May 27 (Wed)	Grade 1	Grade 2	Grade 3-4
Level 3	June 1 (Mon)	-	Grade 1	Grade 5-6

- The new school year in South Korea usually starts in March, but students have been taking online classes since April.
- South Korea will reopen schools in a phased and sequential process starting from May 13, 2020. (However, Daegu, city is discussing with the office of Daegu Education to delay on reopening school because Daegu city is the worst virus-hit city.)
- To minimize the risk of infections at school, physical distancing among students and maintaining personal hygiene are of the highest priority.
- Around 99 percent of schools across the country have completed quarantine preparations and secured 14 million hygiene masks in addition to 18 million cotton masks, according to the education ministry.

## PROTOCOL



# KOREAN AIR UPDATES

- Korean Air plans to resume flights on 19 international routes on June 1.
- The reopening routes include Washington, D.C., Seattle, Vancouver, Toronto, Frankfurt, Singapore, Beijing and Kuala Lumpur.
- All travelers are required to quarantine for 14 days upon return to Korea.

Region	May	June
North America		
	Los Angeles (7)	Los Angeles (7)
	New York (7)	New York (7)
	San Francisco (3)	San Francisco (5)
	Atlanta (4)	Atlanta (5)
	Chicago (3)	Chicago (5)
		Washington D.C. (3)
		Seattle (3)
		Vancouver (4)
		Toronto (3)
Europe	Paris (2)	Paris (4)
	London (2)	London (3)
		Amsterdam (3)
		Frankfurt (3)

Region	May	June
South East Asia	Bangkok (7)	Bangkok (7)
	Manila (7)	Manila (7)
	Phnom Penh (2)	Phnom Penh (4)
	Jakarta (3)	Jakarta (3)
		Kuala Lumpur (3)
		Yangon (2)
		Hanoi (7)
		Ho Chi Minh City (7)
		Singapore (7)
North East Asia	Tokyo, Narita (7)	Tokyo, Narita (7)
	Shenyang (1)	Shenyang (4)
		Beijing (4)
		Shanghai, Pudong (4)
		Guangzhou (4)
		Mudanjiang (3)
		Qingdao (4)
		Yanji (4)
		Taipei (4)
		Ulaanbaatar (6)

# TRAVEL & TRADE STATUS

## AIRLINE SCHEDULE / STATUS MONITORING - MAY

### 1. INCHEON-GUAM

Airlines	Flight No.	Days	Seat Capacity per month
Korean Air	KE113	WED/FRI/ SAT/SUN	0
Jeju Air	7C3102	Daily	189
	7C3106	Daily	0
Jin Air	LJ641	Daily	0
T'way	TW301	Daily	0
Air Seoul	RS103	Daily	0
<b>TOTAL</b>			<b>189</b>

### 2. BUSAN-GUAM

Airlines	Flight No.	Days	Seat Capacity per month
Jeju Air	7C3154	Daily	0
Jin Air	LJ647	Daily	0
	LJ649	Daily	0
Air Busan	BX614	Daily	0
<b>TOTAL</b>			<b>0</b>

\*As of May 14

### Airline Service Change Due to COVID-19



#### ICN-GUM

- KE113 - canceled from Mar 23
- 7C3102 - canceled from March 20 to June 30  
*(A charter flight transported Korean residents back to Korea on May 7)*
- 7C3106 - canceled from March 8 to June 30
- LJ641 - canceled from March 12 to June 30
- TW301 - canceled from March 19
- RS103 - canceled from March 1 to May 31

#### PUS-GUM

- 7C3154 - canceled from March 14 to June 30
- LJ647 - canceled from March 11 to June 30
- LJ649 - canceled from March 2
- BX614 - permanently canceled from March 5

*(\*No flight service from March 23)*

# TRAVEL & TRADE STATUS

## KOREA AIRLINES - OUTBOUND DEPARTURE STATUS

\*Korea Outbound Flights - May 14th

Carrier	Destination	Flights
Korean Air	Atlanta, New York, Detroit, Prague, Tokyo, Taipei, Paris, Seattle, Bangkok, Manila, LA, San Francisco	12
Asiana Airline	Doha, Tokyo, Quang Ninh, Taipei(x2), New York, Frankfurt, LA(x2), Vancouver, Manila, Ho Chi Minh, Bangkok	13
Jeju Air	Osaka	1
Jin Air	n/a	
Air Seoul	n/a	
Air Busan	n/a	
T'way	n/a	
Eastar Jet	n/a	
<b>TOTAL</b>		<b>26</b>

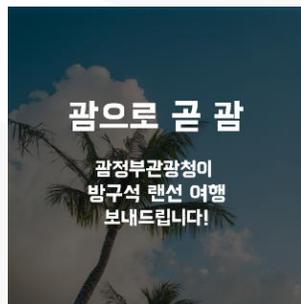
*\*All codeshares are included*

# SOUTH KOREA MARKET - #GUAM

## GIVE US A MOMENT CAMPAIGN UPDATE

### ‘WHERE DO YOU WANNA GO’ INSTAGRAM CHALLENGE GUAM VERSION

Project Name	Give Us A Moment SNS event
Project Category	Media / Digital & Social / Consumer
Period	May 11, 2020 - May 24, 2020
Channel	Instagram / Naver Blog
Target Market & Segments	<ul style="list-style-type: none"> <li>Global Travelers who are interested in visiting Guam</li> <li>General consumers on social media</li> </ul>
Project Objects	<ul style="list-style-type: none"> <li>To indirectly promote Guam's beautiful sceneries</li> <li>Gain user participation to grow interest in travel to Guam</li> </ul>
Project Scheme	<ul style="list-style-type: none"> <li>Encourage Instagram users to edit themselves into a Guam scene/background (Photo can be from users themselves or from GVB Korea's blog channel)</li> <li>Have followers post their edited photo on their personal account and tag @visitguam_kr</li> <li>Follow hashtags: #GUAM #GiveUsAMoment #Standbyguam #standbyme #곧 Guam #집 Guam 여행 (Guam Travel at Home),</li> <li>GVB Korea to award prizes to top winners</li> </ul>



Challenge Main Copy Example (TBD)



#Wheredoyouwannago challenge example

# SOCIAL MEDIA ACTIVITIES - KOREA

## NAVER

*Koreans have been sharing their past Guam trips as well. They are also happy to know that some businesses in Guam resumed the operations recently. People are now excited about the high possibility to travel to Guam in September and October.*

### *SOCIAL MEDIA LISTENING: 10 total mentions*

Posts about businesses reopening in Guam received the most engagement. People are excited about the possibility of traveling to Guam in September and October.

Most social media mentions were found in Korea and China, especially on NAVER and Instagram. Many people shared their amazing Guam experiences and breathtaking views of the island.

Apr 21



- GVB Korea office shared GVB photo assets to Naver Travel Plus for this content.
- [https://blog.naver.com/PostView.nhn?blogId=the\\_trip&logNo=22192111750&redirect=Dlog](https://blog.naver.com/PostView.nhn?blogId=the_trip&logNo=22192111750&redirect=Dlog)

May 4



- GVB Korea office shared #GiveUsAMoment video asset on SNS Accounts (FB/IG/NB/Kakao)

May 11

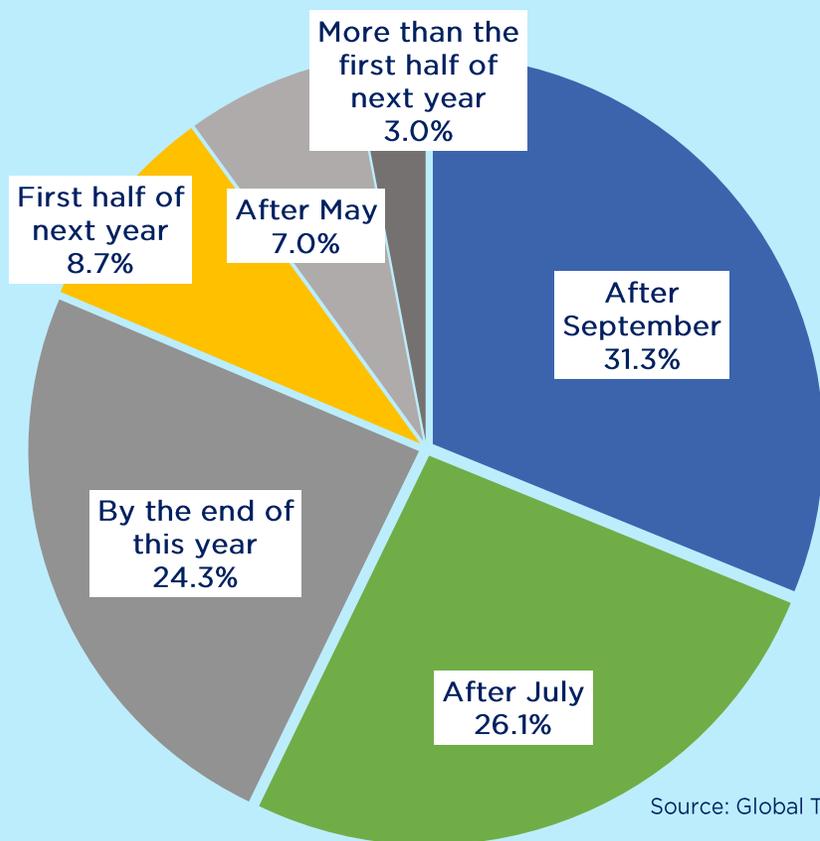


- Launched Where Do You Wanna Go challenge from May 11 to 24 in line with #GiveUsAMoment campaign on Instagram.

**GVB Korea continuously promotes Guam as an ultimate travel destination.**

## SURVEY ON TRAVEL INDUSTRY

When do you expect the normalization of the travel/aviation industry?



More than half (57.4%) travel and aviation workers predicted that industry would normalize as early as July or after September at the latest.

Respondents who expected to recover after July cited the following reasons for the response:

1. Decreased confirmation in Europe / U.S.
2. Domestic flight operations will be increased in June and International flight will expect to resume by July.
3. Consumers' psychological resistance to infectious diseases.

Respondents who expected to recover after September cited the following reasons for the response:

1. Takes time to recover the infrastructure.
2. Consumer sentiment requires a psychological recovery period.
3. It would be difficult to expect cessation of COVID-19 in Europe countries.

**In Conclusion:**

- Since the survey is for the whole region, Guam, which has relatively small confirmed cases which is in a recovery trend, is expected to recover a way faster than any other destination such as Europe and Japan.
- More than half of the airline industry's decision makers expect the industry will recover no later than July-September. We expect that they will begin marketing activities in June at latest.
- For the recovery phase, GVB Korea has to be ready to implement our recovery plan in time to win back visitors.

# TAIWAN



# TAIWAN – COVID-19 SITUATION

## IMPACT ON TRAVEL & TOURISM INDUSTRIES:

- Hotels in Taiwan are encouraged to become authorized quarantined hotels, with the following criteria:
  - They must have written agreement from employees,
  - Employees must be trained, and
  - Hotels must also submit plan for operational plan and disinfection.
- The Taipei City Government will subsidize individuals at hotels with NT\$2,500 (US\$83) per day

**CHINA**  
Confirmed COVID-19  
**CASES:**  
**84,458**

**DEATHS:**  
**4,644**

*(Taiwan is included in  
China's case count)*

**Confirmed**  
**CASES:**  
**440**

**DEATHS:**  
**6**

**RECOVERED:**  
**339**

AS OF MAY 14, 2020  
FROM WHO

# TAIWAN AIRLINE UPDATES



## CHINA AIRLINES

- CIO7 (TPE-LAX, 5/5 & 5/19)



## EVA AIR

- TPE to LA, Seattle, San Francisco, Chicago, New York (one flight per week)
- TPE to Huston (one flight every two weeks)



## STARLUX AIRLINES

- All routes(Macau, Da Nang, Penang) are suspended, and aircrafts are currently being operated as cargo aircrafts

# SOCIAL MEDIA ACTIVITIES - TAIWAN

## #GIVEUSAMOMENT SOCIAL MEDIA CAMPAIGN IN TAIWAN

- GVB Taiwan has been receiving warm responses from consumers. Many shared photos, showing that consumers are willing to engage in our campaign and are still open to travel to Guam.
- GVB Taiwan continues to capture consumers' interest in traveling to Guam after quarantine requirements are lifted. We are posting photos that help viewers to recall their Guam experience and build emotional bonds with the island.
- We announced our #GiveUsAMoment campaign and urged consumers to participate by sharing their wonderful memories and photos of Guam. We continue to repost these photos to share with others.



# SOCIAL MEDIA ACTIVITIES - TAIWAN

## April Social Media Statistics

Country	Taiwan
Total SNS Fans (as end of month)	FB: 71,151 IG: 3,352 Total: 74,503
Total Fan Growth (April)	FB: -0.00004 % growth 71,154 (as at end of March) to 71,151 IG: -0.003 % growth 3,362 (as at end of March) to 3,352 Total: 74,561 (as at end of March) to 74,503
Total Post Impression (April)	FB: 100,213 (Sum of Daily Organic Impressions of page level insight data) 107,563 (Sum of Lifetime Post Organic Impressions of post level insight data) IG: 17,645 (Sum of impression)
Total Engagement (April)	FB: 3,949 (Sum of Daily Page Engaged Users of page level insight data) Link Clicked: 6 (Average of 28 Days People who interacted) Other Clicks: 1,028 (Average of 28 Days People who interacted) Photo View: 269 (Average of 28 Days People who interacted) Video Play: 8 (Average of 28 Days People who interacted) IG: 15,318(Sum of people reached)
Total Visiting intent (April)	FB: 30 IG: 0 (Quantify total social media users on our Facebook and Instagram who have indicate "positive interest" of visiting Guam.)



*A good amount of pictures and videos of people's past Guam trips were continued to be shared, People can't wait to see Guam again in person.*

***SOCIAL MEDIA LISTENING: 12 total mentions this past week***

With beautiful user generated content, Chinese people are hoping that they can travel to Guam soon since some businesses in Guam started to reopen.

Most social media mentions were found in Korea and China this week, especially on NAVER and Instagram. Many people shared their amazing Guam experiences and breathtaking views. They also mentioned that they can't wait to visit Guam soon.

# RESOURCES & HELPFUL INFORMATION



# REPUTABLE SOURCES OF INFORMATION



All COVID-19 official notices and the most up-to-date information can be found through these websites:

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)
- [Department of Public Health and Social Services](#)
- [Guam Homeland Security/Office of Civil Defense](#)
- [Gov. Lou Leon Guerrero's Facebook Page](#)
- [Guam Visitors Bureau COVID-19 Resource Page \(Website Repository\)](#)

## Resources for businesses:

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

## ADDITIONAL GVB RESOURCES

[Weekly Industry Updates](#)

[GVB'S Weekly Tourism Works Column \(PDN\)](#)

Social media pages that share GVB Members' content:

[Facebook](#)

[Instagram](#)

# HELPFUL CONTACT INFORMATION

## MEDIA INQUIRIES SHOULD BE DIRECTED TO:

Joint Information Center

(671) 478-0208/09/10

Monday through Friday, 8:00 a.m. to 5:00 p.m.

## GVB'S [TOURISM VOICE BOX](#) FOR COMMENTS AND QUESTIONS:

Express your concerns, ask questions, request assistance. We want to know how your business is navigating through the effects of the COVID-19 pandemic.

([Click here](#))

## GVB'S COVID-19 COMMUNICATIONS CHANNEL FOR TOURISM INDUSTRY:

communityrelations@visitguam.org



**COVID-19 INQUIRIES**  
**DIAL 311**

**311 MENU OPTIONS**

<b>1</b> MEDICAL QUESTIONS REGARDING COVID-19	<b>2</b> INQUIRIES ON PUBLIC WELFARE BENEFITS	<b>3</b> REPORT BUSINESSES VIOLATING GUAM'S SOCIAL ISOLATION DIRECTIVE	<b>4</b> REPORT INDIVIDUALS VIOLATING GUAM'S SOCIAL ISOLATION DIRECTIVE
<b>5</b> FOR BUSINESS OWNERS WITH QUESTIONS ABOUT ECONOMIC RELIEF	<b>6</b> INQUIRIES ON EMPLOYMENT GUIDANCE	<b>7</b> TO ACCESS THE COUNSELING HOTLINE	<b>8</b> FOR GENERAL INQUIRIES

 Menu options subject to change after 5PM.

# *Si Yu'os Ma'åse'*

