

JAPAN MARKETING UPDATE MEETING MINUTES Tuesday, February 18, 2025 | 2:00 pm GoToMeeting | ID: 196-870-885

EXHIBIT A

GVB Board Director, Management, Staff Present:

- Ken Yanagisawa, JMC Chairman, Board Director.
- 2. Dr. Gerry Perez, Acting President and CEO
- 3. Nadine Leon Guerrero, Director of Global Marketing
- 4. Regina Nedlic, Senior Marketing Manager Japan
- 5. Elaine Pangelinan, Senior Marketing Manager
- 6. Mai Perez, Marketing Manager Japan
- 7. Brian Cha, Web & IT Coordinator Assistant
- 8. Mike Arroyo, Web & IT Coordinator Assistant
- Nicole Benavente, Senior Marketing Manager Korea (Online)
- 10. Nobuyoshi Shoji Japan Account Director

GVB Japan Online:

- Masato Wakasugi Japan Trade Sales Director
- 2. Yoshimasa Yanagihara Japan Sales Trade Executive
- 3. Yoshika Matsumoto Japan Digital Planner
- 4. Taiichi Higuchi Japan Marketing Executive
- 5. Kiyomi Kawasaki Japan Sales Trade Assistant

Observers Attendance In Person

- 1. Sky Dive Guam Ayaka Yamaguchi
- 2. Stroll James Rosenburg II
- 3. Baldyga Group Mari Oshima

Observers Attendance Online:

- 4. Sky Dive Guam Ayaka Yamaguchi
- 5. Micronesia Mall Anna Tenorio
- 6. Crowne Plaza Mami Manlucu
- 7. Micronesia Mall Francis Lira
- 8. Donki Josha Aguilar
- Rakuten Yoshiaki Kanemitsu
- 10. United Airlines Kazu Atsuta
- 11. Leo Palace Keiko Takano
- 12. Lotte Hotel Hiroko Tajima
- 13. Hyatt Madel Cosico
- 14. United Airlines Paula Monk
- 15. Leo Palace Ryosuke Kuroiwa
- 16. Guam Plaza Osamu Takahashi
- 17. TPM Ichiro Shirata
- 18. The Tsubaki Tower Hiromi Matsuura
- 19. Baldyga Group Tomoyuki Goto
- 20. Village of Donki Uta Miyazawa
- 21. Spa Ayualam Yuta Hasegawa
- 22. GPO Monte Mesa
- 23. Taro Goto LamLam Tours
- 24. Guam Reef Hotel Yuki Motoda

CALL TO ORDER

• Japan Marketing Chairman Ken Yanagisawa, GVB Board director called the Meeting to order at 2:00 pm.

REPORT OF MANAGEMENT

- Ms. Regina Nedlic, GVB Senior Marketing Manager, Japan
 - Introduced Life Saving Beach Flag World Champion Shogo Horie and his manager Shotaro Nakano.
 - GVB plans to hold a beach flag event with Mr. Shogo's support.

Discussion/Question:

- Chairman Yanagisawa
 - Reported that the Recovery Committee is working closely with GVB Management, and the meeting is progressing successfully.
- Dr. Gerry Perez, GVB Acting President and CEO
 - Announced the extension of the GoGo Guam Pay initiative in response to a request from the Japan Guam Travel Association (JGTA).
 - The Wedding Campaign has started to show positive results, including the completion of the Arluis Wedding Chapel renovation project.
 - GVB will now be able to share arrival numbers more efficiently, as the customs form process has been fully digitized.



- Ms. Nadine Leon Guerrero, GVB Director of Global Marketing
 - Discussed the need for additional kiosk tablets for the EDF form at the airport. While this is a minor issue, it will be resolved eventually as most destination countries now require a similar digital entry form to Guam's EDF.
- Mr. James Rosenburg II from Stroll Guam
 - Suggested to have more visible sign of Guam EDF at Narita Airport.
 - Raised concerns regarding the reliability of the airport Wi-Fi.
- Ms. Mari Oshima
 - United Airline send us push up notification regarding the Guam EDF before the departure.
- Ms. Nadine
 - Mentioned that there are two EDF signs at Narita Airport: a large white board and a digital signage display.
 - Reported that GVB continues to communicate with the airport to address any issues.
 - Suggested utilizing the EDF Kiosk Wi-Fi, as it offers a strong internet connection with four lines, ensuring reliability. If one line fails, the others will automatically take over.



Discussion/Question:

- Chairman Yanagisawa
 - Shared Chairman George Chu's comment from the board meeting, where he suggested doubling the arrival numbers from Japan.



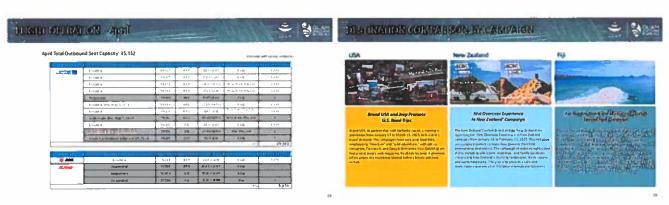


MARKET UPDATE

Ms. Regina Nedlic, Senior Marketing Manager, Japan presented the Japan Market Updates.







OLD BUSINESS

Ms. Nedlic presented the Old Business



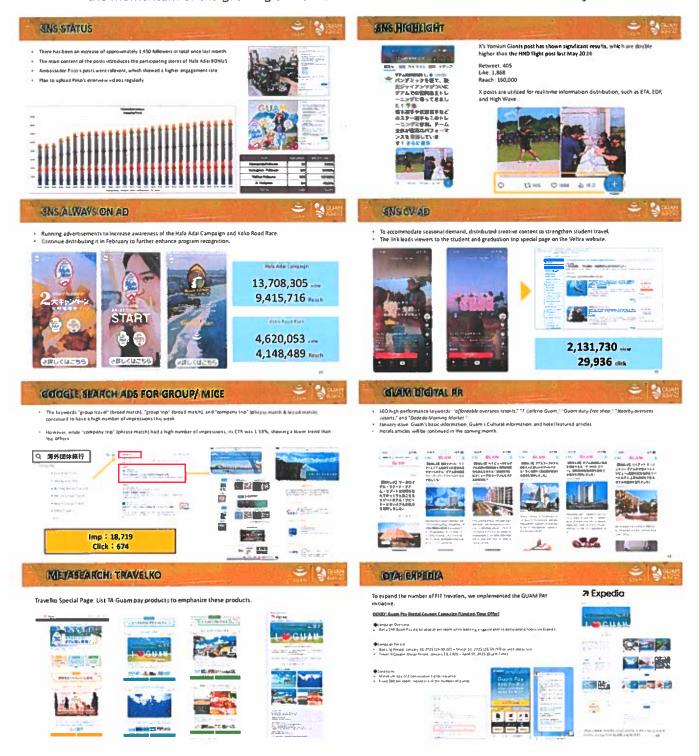




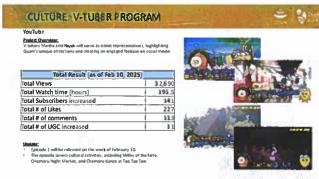
- Chairman Yanagisawa
 - Noted that the Japan market is gradually recovering and showing an upward trend.



 Proposed launching an added-value campaign as part of the GOGO Guam initiative to capitalize on the momentum of the growing arrival numbers and the success of GOGO Guam Pay.









TEV PREREGIONAL TV PROGRAM Overview San on Broadcasting produced a Guiam feature TV program targeting viewers in Tottor and Shimane, promoting travels to Guam die handels Aligiest, "GC-CMBI ETA" and new corresposit (Geomp Pay & Bonsh) a popular comedy due celebrating their anniar analysis and an extra production of the state of the san anniary, along with a new anniunces, will showcasta Guiam's top attractions, canere, and employee expensions, including plansy car results for score chief cores. The program ared on 27 stations" nationwide and was streamed on Tver* over the New Year's holiday season, recording over 700,000 views

INCREASE GUAM'S VISIBILITY at 100 of TA This initiative provides year mund support to expand awareness of Guam at sale clocations. Its strong mous is on mores and Japanese travelers from January to March (peak usesin) and promoting the Hala Adai Campaign Ravel Agency Premotion: Sanners will be placed an total 100 FT8 and HIS stores to enhance Guain's visibility during peak stavel seepins like winter holdsta and gradu-both trps, effectively large-timp potential travelers. This aligns with travel agence of product and premotion plains, ensuring combined reposes and supporting visitor receivers. Collaboration with Travel Agencies: Strengthering partnerships facilitate smoother campaign announcements and promotions. Banner Design: Festuring Guarn's tropical braches and lighature dance imagery, the banners will convey the island's year-round summer appeal to encourage traveler engagement.

NEW BUSINESS



NATIONWIDE: OTA/ METASEARCH ALWAYS ON 1 Challenges and Objectives Engage potential overseas travelers Guam's visibility on major OTA/ Metasearch to increase top of mind awareness and conversion Robryts OTA 180 \$40,000 \$20,000



- Student Exchange Program with GCC_Umaimon Koshien 2025





8737-800 (189 seat)

2025 Travel Schedule: Starch 10 (Mon) March 11 (Tue) Starch 12 (Wed) March 13 (Thu)

estanding and increase visitor numbers

Discussion/Question: Comment

Mr. Nobuyoshi Shoji, GVB Japan Account Director



KIX

- shared that the team has revisited the budget and made adjustments to optimize their sales efforts.
- He further explained that the strategy has shifted from focusing on indirect sales methods, such as regional events, to a more direct sales approach. This includes forming partnerships with OTAs, such as Rakuten, to enhance sales and expand reach.
- The goal is to use platforms like Rakuten, Trip.com Sky scanner to ensure Guam is consistently visible across various OTA channels, keeping the destination top-of-mind for potential travelers.





We are targeting 200 participants this year compared to 25 from Japan last year, aiming to increase 800%.

- Defending champion Sartan
 - . Plan to bring her Marathon circle called Wellbeing (TBD)
- · Osaka Full/ Half Relay Marathon
 - Invite 2 runners and their family will accompany with them
- Travel agency package sales
- SNS targeting advertising





- HIS has leurched a special tow package for Japanese runners, centered around ED/RD[®] Road Race 3-4 day flow is priced as 1912/2000-1917-0001 (appriss 5970-5) 170) per person, based on devokele occupancy Special gasta Cauda Myago. In July an arasthon number, and Islanda Shimmada, a page shifuctor and runner who will feed
- exclusive activities such as a pre-race funch party, surset yogs, and a post-race celebration brunch.
 This tour aims to increase faganese perscipation in KID KID Road Race and promote Guam as a destination for sports



Discussion/Question:

- Chairman Yanagisawa
 - Reported attending the One Guam Appreciation Mixer and confirmed the monthly One Guam Executive Meeting.
 - Shared that the event calendar is improving with collaboration between the destination team and GVB management. The community has been repeatedly encouraged to share any event information to keep the calendar up-to-date.
 - The Recovery Committee is working on a large event, which will be shared once details are finalized.



ANNOUNCEMENTS

- Ms. Leon Guerrero
 - Reported that March will be focused on "spring cleaning" efforts for Tumon.
 - GVB is working with Sherwin Williams and Murphy Enterprises to help spruce up the area.
 - Discounts have been secured for exterior paint through Sherwin Williams and for scaffolding and other outside work through Murphy Enterprises.
 - Water blasting and roof repairs will be done as part of the cleanup efforts.
 - GVB is encouraging members to clean their facilities and take advantage of the discounts available to them.
- Ms. Leon Guerrero
 - GVB is planning a high school mural contest for March and April and will reach out to the 20 high schools on Guam to invite participation.
 - GVB will provide the paint, and students will be responsible for creating their designs.
 - Prizes will be awarded for first, second, and third place, with two months given for design and painting.
 - The winners will be announced at the beginning of May.
- Next JMC Meeting is on Tuesday March 18th at 2:00 P.M.

ADJOURNMENT

• The meeting was adjourned at 3:18 P.M.

Minutes reviewed/
approved by:

Mai Perez, Marketing Manager - Japan

Regina Nedlic, Senior Marketing Manager - Japan

Minutes reviewed/
approved by:

Elaine Pangelinan, Senior Marketing Manager

Minutes approved by:

Nadine Leon Guerrero, Director of Global Marketing

