

JAPAN MARKETING COMMITTEE MEETING MINUTES
Tuesday, June 18, 2024 J 2:00 pm

Tuesday, June 18, 2024 | 2:00 pm GoToMeeting | ID: 196-870-885 Page 1 of 8

EXHIBIT A

GVB Board Director, Management, Staff Present:

- 1. Gerald S.A. Perez. Vice President
- 2. Margaret Sablan, Acting Director of Global Marketing
- 3. Regina Nedlic, Senior Marketing Manager Japan
- 4. Mai Perez, Marketing Manager Japan
- 5. Mike Arroyo, Web & IT Coordinator Assistant
- Nicole Benavente, Senior Marketing Manager Korea (Online)

GVB Japan Online:

- 1. Yusuke Akiba Japan Executive Director 🖟
- 2. Nobuyoshi Shoji Japan Account Director
- 3. Masato Wakasugi Japan Trade Sales Director
- 4. Yoshimasa Yanagihara Japan Sales Trade Executive
- 5. Yoshika Matsumoto Japan Digital Planner
- 6. Taiichi Higuchi Japan Marketing Executive
- 7. Kiyomi Kawasaki Japan Sales Trade Assistant

Observers Attendance In Person

- 1. GPO Monte Mesa
- 2. United Airlines Kaz Atsuta

Observers Attendance Online:

- 3. Micronesia Mall, Anna Tenorio
- 4. Hyatt Regency Guam Mio Balajadia
- 5. Crowne Plaza Keiko Deliguine
- 6. GPO Nicole Carriage
- 7. The Tsubaki Tower Hiromi Matsuura
- 8. JAL Yuichiro Yamakawa
- 9. Rakuten Yoshiaki Kanemitsu
- 10. Hilton Kimi Passauer
- 11. Rakuten Sakiko Koizumi
- 12. Lotte Hotel Guam Hiroko Tajima
- 13. Baldyga Group, Mari Oshima
- 14. Dusit Group Miwa Bravo
- 15. Nikko Hotel Kazue Sunaga
- 16. Royal Orchid Mami Manlucu
- 17. GPO Suzanne Perez
- 18. TPM Soichiro Takahashi
- 19. Rakuten Yuriko Yokosawa
- 20. TRUMB Aya Tojo
- 21. Leo Palace Yoshi Otani
- 22. Reef Hotel Yuki Motoda

CALL TO ORDER

Ms. Regina Nedlic, Senior Marketing Manager called the Meeting to order at 2:00 pm.

REPORT OF MANAGEMENT

- · Dr.Gerry Perez, GVB Vice President,
 - JAL established an in-house market research group to understand the market better.
 - United Airlines plans to extend the flight from Narita to Cebu, pending FAA approval.
 - Narita International Airport President indicated overseas travel issues.
 - Weaken Yen rate in relation to the product.
 - Younger generation is not as keen to travel overseas when they have domestic destinations.
 - The government focuses its travel industry investment on domestic travel for broader economic benefit compared to international travel.
- Ms. Nedlic presented visitor arrival summary



MAY 2024 ARRIVALS - 3 guar May 1-20, 2024 Total: 35,309 (45.6%) % Market Mix Origin % vs 2019 Korea 25.7% 28.142 6.073 32% 11.7% 4,604 3,930 4,142 1.9% Philippines 1.469 710 477 46% 0.8% 1443 \$25 94 6% 0.7% CMna 384 105 235 61% 375 42

October 2023 - May 20, 2024			Total: 506,211 (49%)		
Harket Hix	Origin	2019	2023	2024	% vs 2019
\$3.8%	Korea	458,848	264,618	272,264	60%
26.3%	Japan	426,419	47,402	133,131	31%
10.9%	US/Hawad	60,184	63,623	54,926	97%
1.7%	Philippines	14,228	9,320	0,654	60%
0.4%	Talwan	16,984	8,036	1,940	11%
0.6%	China	9,071	870	3,004	33%
0.1%	Hong Kong	4,611	425	496	10%

FISCAL YEAR TO DATE 2024

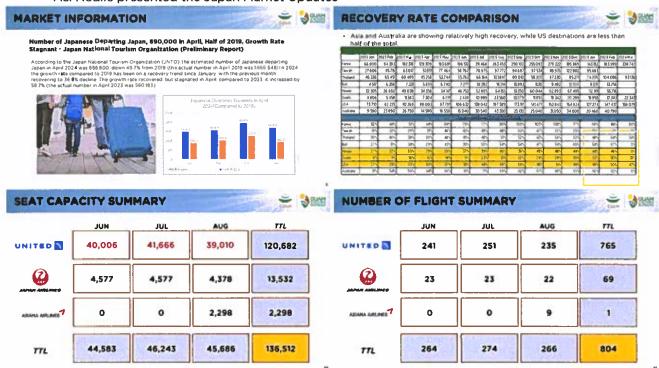
Discussion/Question:

Comment

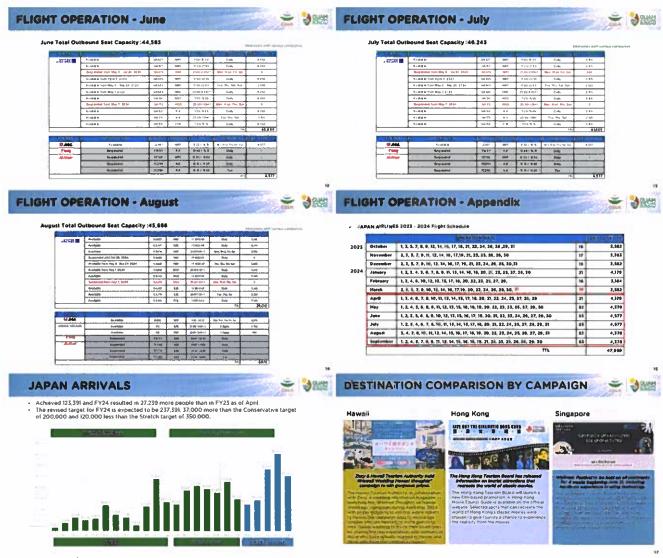
- Mr. Monte Mesa,
 - Inquired load factor of each port.
- Dr. Perez
 - The aggregate assumption is 65%. Western Japan is currently facing challenges.

MARKET UPDATE

• Ms. Nedlic presented the Japan Market Updates







Discussion/Question:

Comment

- Mr. Mesa,
 - o Inquired the strategy for the regional area.
- Mr. Nobuyoshi Shoji, GVB Japan Account Director
 - Clarified that Osaka's demand is stable.
 - GVB is working closely with Nagoya and Fukuoka airports to enhance trade marketing.
 - Introduced campaigns and seminars in the Fukuoka and Nagoya regions to stimulate demand from these areas.

OLD BUSINESS

• Ms. Nedlic presented the Old Business





GUAM PAY PROGRAM PROGRESS



	As of 18 Jun
ress	
	4,000
1	62,627.75
1	42%
	67
	ress







FAM: May 1 Influencer and Media Haneda FAM



3 BMH

Six influencers and four media visited Guarn on the first Haneda-Guarn flight on May 1 to introduce Guarn travel on Haneda flights.











HANEDA INFLUENCER FAM











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HANEDA MEDIA FAM







MARKET INFORMATION

[For Trade]

On May 9 7024, a reception was held at Happonen in Tokyo to relebrate the Baunch of the Hansda-Guarn route. Many VIPE from the Japanese sourcan industry attended including Isad Takage (Therman Size Tid Japanese) and the State of the Guarn designation respected by Vice Goreano Exposure protocol Cid windows protocol From the Japanese Apport Termana Cid. Cid. which operates Hansda Annyor Ask April 2014. The Guarn designation respected by Vice Goreano Exposure protocol Cid. which is a state of the Cid. William State of the Cid. William









HANEDA MISSION





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HANEDA MISSION





(Haneda Mission)

Courtesy visit Chiyoda city
GVB and Clieft delegation visited Chryoda city on May 10
The purpose of our visit was two-foldi
(1) About Chryoda-ru's oversias student dispatch program
(2) Erchange with Chryoda Mark and strangithering Group MICE measures





{ Hanada Mission]

WA & GVB "Celebration of Nameda - Guarn Flight Launch" Seminar & Reception Venue Azabudai Hills

GVB and UNITED held a seminar and reception on May 9 inviting travel agencies and media to delebrate the

One is not one to make a terminal and response or may a mining state algorithm and media to the new Handed Column route. Approximately 80 periopants from I savel agencies and media attended. Approximately 80 periopants international pendits with any other new Handed route. At the reception many dishes including Chamorro cursine were served, and a raffle was held creating a great atmosphere.









HANEDA MISSION

[Haneda Hission]







HANEDA MISSION

I Hanada Hission I

Haneda International Airport Terminal 3 and Asatusa less session

Guam Media inspected Haneda emport and Experienced the Asakusa tour that inbound tourists Coming to Japan







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HANEDA MISSION

[Hanada Nission]

GVB and Mayors from the delegation visited Kashiwa city and inspected facilities. Sports stadium and care center



Sales / Trade Activity

(relec lanoiges)

UA & GVB Guam Seminor in Yekshama, Kanagawa (the nearast airport is Heneda) Venue TKP Garden City Premier Yoliohama West

On May ID. Japan Trade Team in cooperation with Unit ED, held a Guam seminar in Yokohama for staff of travel agencies in Kanagawa Prefecture to promote the reve Haneds-Guam rouse. There were 50 participants from travel agencies (including major travel agencies such as JTB, HiS, and KHT) GVB introduced selling points to take advisiting of the new Haneds rouse and the advisatiges of group and oductational travel. Other completives that give presentations included Hyatt, Dusir, Ken Hotel, Lotte ©rawne Plaza, DFS, and

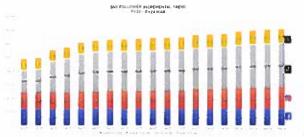






SNS FOLLOWER TREND

Approximately 200-300 more followers on platforms other than Facebook
 Total: 140,838 / Over 140K followers



HANEDA LAUNCH: DIGITAL AD

Started HND launch announcement from April 1 and deploying SNS and digital TV platform to announce HND faunch ad in Kanto region.





Period May 1 - May 31, 2024

Target Area (Tokyo, Kanagawa, Şaitama) Travel Lovers

17,613,488 **** 12,283,616 Reach











HANEDA LAUNCH: SNS HIGHLIGHT





SNS ALWAYS ON AD









Reaction to the high expectations for the inaugural flight from Haneda to Guam !

- + Platform X

- The highest engagement rate ever
 Retweet 143
 Comments: 13 (even from Koyakki)
- ✓ Like. 1,444 (3 to 4 times more than average)
 ✓ Reach. 93.000







Build top of mind awareness
 Maximize reach

Farget

Nationwide and trave lovers

April 3 - 30, 2024 (run ads annually)

Key Message
Proximity, American resort and let's go Guam now + Goo Guam Hafa Adai Campaign , Haneda

Travelko _ Consumer



Hameda page open ... Promoting Model plan from Haneda to Guam







KOYAKKI STUDIO



1,006,359 *** 734,951 Reach

Three videos of Keyakki are now available on YouTube. Suruhana movie reached 600K views, which twice more than Keyakki studio movie average



FOOD TRUCK





Koyakki Stude	https://www.youtube.com/ a koyakky-st	Total follower 1290.000
Master Frank	https://www.washuba.com/watchhys.phi/uADord.h	Total view 190 000
Suruhana	https://www.soutube.com/watch/v=Us6PoOc6npQ	Total view 600 000
Summary	https://www.warube.com/warub/vidk.be_stRCR-s	Total view 23 000

V-Tuber Program

- Communicate multi-dimension of Guarry story sening communicate multi-dimension of Guarry sening communicate multi-dimension of Communicate multi-dimension of Guarn/ story telling communication

- The main content of the program is a virtual tour of Guam.
- The main content of the program is a virtual tour of Guarn.
 It introduces Guarn's tourist attractions, activities, and cuisine with cultural background such as history, legends, and explanations of Chamorro culture, as well as stories from actual locals.

 The program will include elements of comedy (storytetling + humor) and will also include cultural background such as explanations of Chamorro culture and stories of actual local people to provide viewers with an enjoyable way to liver more about Guarn and become a Guarn fan.

- The first storyboard is currently being discussed The release of #1 is scheduled for late June Early September 2024.

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Tokyo and Osaka promotion is mainly targeting Gen Z to millennials

Area	Quite	Location.		
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Tokyo	14 (45) 34	Title on, Nithon University Sungerses a Comput		
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KANMEN GRAND PRIX

Exhibiting a booth at the Dried Noodle Grand Prix to promote the new service to consumers within Haneda's service area.

- Dried Noodle Grand Prix (food event)
 May 18 and 19, 2024, a Komazawa Park

- The venue of the event, is a landmark park in an area where many families and high-income earners who use Haneda Airport five.
 The event attracted more than 10,000 consumers, mostly families.
 At the booth, an attraction was held by promote the riew Haneda Guam service and convey the benefits of the 3.5-hour flight between Haneda and Guam. Visitors were blindfolded with a large stopwatch, and if they succeeded in stopping the plane within 3.5 seconds, they received a novelty. Many children and adults enjoyed participating in the event and were reminded that Japan and Guam are only 3.5 hours apart.





GROUP/ MICE SUPPORT PROGRAM **PROGRESS**

We have extended group support program and it effectively contributed driving big groups

Group Support Program	Number of groups teatying	Total number of Pax	Total subsidized amount(USD)
Jun-24	34	1.419	22,556
Jul-24	7	528	6.790
Aug-24	,	2,540	2,666
3month Total	44	4.487	38,012



GMIF June 1-2, 2024

- 5 travel specialist influencers came mix with YouTuber. Instagramer and TikToker total 1,142,509 followers
- All contents to be released before end of Jun







NEW BUSINESS

Ms. Nedlic presented the New Business

- TV Tokyo, drama confirmed for the very popular late Friday night slot. The first full-length 8-episodes drama to be conducted by a Japanese TV station and filmed entirely in Gusm and its Emotional Placement
 Shooting schedule
 Location scouting 1: Jun 10 = Jun 13
 Location scouting 2: Beg of Aug
 Shooting, Aug 20 = Sep 30
 Broadcasting: Oct 4 Nov 29, 2024, every Friday from 24:52-25:23 (30min slot), Total 8 episodes.

Subject	Description
Synopsis	3 generation couple's story in Guam
Coverage	Nationwide + Amazon Prime/ Tver/ U-Next
Viewer Demographic	High income and active 20+ who has power to influence by SNS
Media Value	\$5.000.000 (TV alone) plus SNS

TV TOKYO DRAMA PAST CASE STUDY













FOOD TRUCK IN JUN - JUL





HEE



LIBERATION DAY July 20-21, 2024







- YOSAKOI DANCERS (TBA)
- YOSAKOI is a form of Japanese festival, mainly based on dance, derived from the Yosakoi Festival in Kochi Prefecture.
- Total 30 pax (max)

UPCOMING TACTICAL COMMUNICATION

II wer Expo Tsurum Rypkuthi Park



Jul 6 and 7



- Objective
 To capture summer haliday demand, we are introducing a new initiative that specific target segment.
- segment
 Target segment
 Mom and Kids segment (mother with children below primary school age)
 Communication
 SNS and PR driven use earned and owned media
- SNS and PK driven use earned and owned media.
 Landing page to list all kids friendly facility/ services.
 Creative execution.
 Combination of Still and Reef twice a week throughout all GVB SNS platforms.
 Period.
- Late Jun Sep 30
- GVB Action
 Send out a letter to member to collect Kids friendly facility/ service into which will share thru SNS and

Comment

Mr. Monte Mesa,

UPCOMING TACTICAL COMMUNICATION







- JATA Tourism EXPO 2024
- Date: Sep 26 29
- Venue: Tokyo Big Sight
- Plan: Booth design that Guam's USP, GVB Members spaces that interact with trade and consumers, set up business meetings, conduct consumer survey, PR stage, Food truck and Guam culture/ artwork pop up
- Schedule
 - GVB to inform details by end of Jun to beg of Jul to GVB members
 - Booth design to be completed end of Aug



- Suggested to have a discounted airfare campaign in order to increase the conversion rate from marketing exposure to actual bookings.
- Suggested to have casual survey to have better understanding the market.
- Dr. Perez
 - Expressed personal disagreement with the airfare discount campaign.
 - To be cautious not to and while we are trying to maximize the yield per visitor.
 - Guam will never be able to compete with Asia's pricing. However, it offers other unique attributes such as the widespread use of the English language, safety, sanitation, security, and clean beaches.
- Ms. Nedlic
 - GVB is preparing to have a market survey and research.
 - GVB has always been in the business of promoting the destination.
 - The necessity for working in unison has been expressed. It is important for everyone to come to the table and work together to make Guam a better destination.

ANNOUNCEMENTS

• Next JMC meeting on July16, 2024, at 2:00 pm.

ADJOURNMENT

• The meeting was adjourned at 2:55 pm.

Minutes prepared by:

Mai Perez, Marketing Manager - Japan

Minutes reviewed/ approved by:

Regina Nedlic, Senior Marketing Manager - Japan

Minutes approved by:

Nadine Leon Guerrero, Director of Global Marketing

