

the business travel magazine

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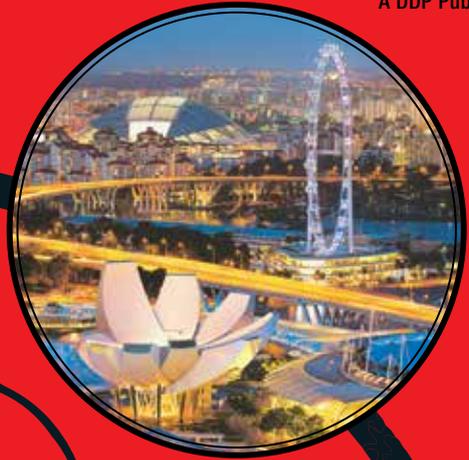
# MICETalk

Meetings • Incentives • Conferences • Events

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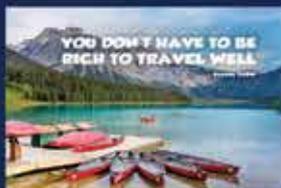
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# editorial

the business travel magazine  
**MICE**talk  
Meetings • Incentives • Conferences • Events

Dear Reader,

Singapore, a smart MICE city, is a country that provides a seamless business experience. It is linked to some 330 cities in 80 countries by 100 airlines, providing global connectivity and convenience for event attendees. The country's success has been enhanced by its willingness to embrace emerging technologies. A super-fast, next-generation broadband network already reaches 99 per cent of homes and business.

Business travellers are increasingly veering towards technology for virtually all answers for their travel needs. Thus, leading to the emergence of a new age digi-smart business traveller. In an industry-first, FCM Travel Solutions and KPMG released their insights on 'The Digi-Smart Indian Business Traveller'. The whitepaper focuses on emerging technologies in the travel industry and their impact on corporate travel.

In the context of business travel, Duty of Care refers to the obligation of an organisation to take responsibility for the safety of its employees when they travel for work. Considering disruptions in the geopolitical landscape and instability due to sporadic terrorist attacks globally, the same becomes even more relevant. Travel risk management is an established practice in major parts of the world and travel management companies specialise in offering various tools and an organised framework to manage corporate travel. In a two-part feature, we discuss the relevance of Duty of Care in the Indian context.

The wedding business is set to grow, and client needs are getting even more demanding. Mahesh Shirodkar shares insights in his guest column on weddings. Numerous job roles require adequate social skills to function. Shital Kakkar Mehra shares tips on social skills at the workplace. Risk management training needs to be less about risk assessment and more about risk-based decision making, planning, budgeting and investment management. Shivani Misri Sadhoo tells us more on the same.

Keep reading and giving your feedback to us at:  
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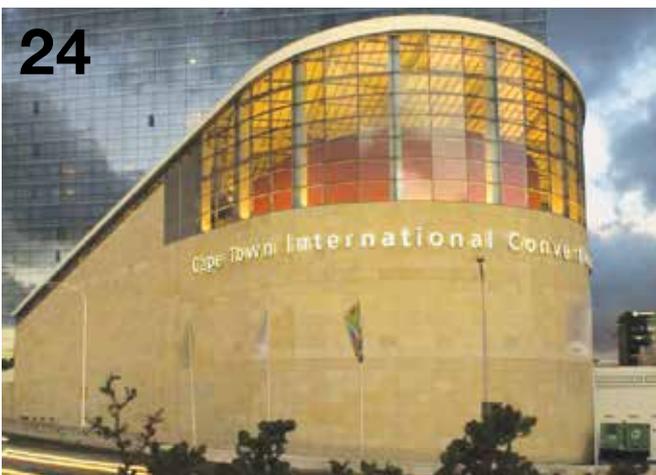
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Cover Design  
Raashi Ajmani Girdhar

# NEWS

EUROPE



## FITUR 2018 witnesses 13 per cent surge in international participants

IFEMA kicked off the international schedule of tourism trade fairs with FITUR 2018, one of the greatest business platforms for world tourism in Madrid, Spain from January 17-21, 2018, with India as its Partner Country. Like every year, the event allowed agents from the travel and tourism industry to establish the lines of work that will set the programme for the entire year. Many business meetings were held, and contacts and business exchanges were made. The international trade show is said to have generated 260 million euros over its five days. The tourism fair grew by 8 per cent, while the international participation grew by 13 per cent this year.

ASIA

## Ural Airlines to start flights between India and Russia

The potential of the outbound tourist market from India to Russia has prompted Ural Airlines to start flights from various cities in India via Yekaterinburg to Moscow, St. Petersburg, and to the other cities in Russia along with offering connections to other prime destinations in Europe. As per the Russian Information Centre (RIC) tourists from India to Russia have been growing at 30 per cent YoY. Airports of Regions & Russian Information Center in India are assisting the process of launch of services in India by helping identify partners and other associates that will contribute to the entry of Ural Airlines into the Indian market.



PAN INDIA

## FTAs on e-TV witnessed 48.3% growth in December y-o-y

The number of Foreign Tourist Arrivals (FTAs) in December 2017 was 11.76 lakh as compared to FTAs of 10.21 lakh in December 2016 and 9.13 lakh in December 2015. The growth rate in FTAs in December 2017 over December 2016 increased to 15.2 per cent, compared to 11.9 per cent in December 2016 over December 2015. FTAs in 2017 were 101.77 lakh with a growth of 15.6 per cent over 2016, compared to FTAs of 88.04 lakh with a growth of 9.7 per cent in 2016 over 2015.



GLOBAL

## Turkish MoU for A350

Turkish Airlines and Airbus have signed an MoU to acquire 20+5 optional A350-900 aircraft. The agreement was signed at the Élysée Palace, Paris, during Turkish President Recep Tayyip Erdoğan's official visit to France with French President Emmanuel Macron. According to **M. İlker Aycı**, Chairman of the Board and the Executive Committee, Turkish Airlines, "This agreement is set to play a key role in our growing business in the years to come as the increased business volume for the local Turkish supplier industry by Airbus will be a great gain for the sector."



EAST ASIA



## W Hotels to debut in Osaka with 400-sqm MICE space

■ W Hotels Worldwide, part of Marriott International has announced the signing of W Osaka, slated to open in 2021. Owned by Sekisui House, a long-standing partner of Marriott International, this opening will be the first-ever W in Japan. W Osaka will bring 337 striking guestrooms, including 35 Suites. The hotel will feature ultra-modern event facilities that will make any meeting or social gathering a part of the action with a 400-square-meter Great Room and three meeting rooms, all featuring design centred around natural light.

SOUTHEAST ASIA



## Malaysia Airlines joins hands with Penang's exhibition bureau

■ Malaysia Airlines Bhd (MAB) has inked a strategic partnership agreement with the Penang Convention and Exhibition Bureau (PCEB) to elevate the MICE industry of Malaysia. **Yeoh Hock Thye**, MAB Head of Sales, said, "Through this strategic partnership, we will drive the traffic from our global network to Malaysia." Currently, MAB flies 45 times weekly into Penang and is able to carry about 7,200 visitors per week. Penang Chief Minister, **Lim Guan Eng** stated that the business events segment was seeing a surge in the economic sector.

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# NEWS

**WEST INDIA**

## New cruise terminal in Mumbai

■ A top-level delegation led by Nitin Gadkari, Union Minister of Shipping, Road Transport & Highways and Water Resources, River Development and Ganga Rejuvenation, Govt of India, recently gathered inside Mumbai Port to lay the foundation stone for the new international cruise terminal. Mumbai Port Trust (MPT) proposes to handle 80 per cent of the cruise passengers that will arrive at the port once the terminal is complete. **Sanjay Bhatia**, Chairman, MPT, said, “As per our consultant’s report, we have the potential to bring in 30 lakh passengers. With the new terminal, the area of cruise terminal will be 4.15 lakh sq feet, almost 10 times bigger than what we have today.” Bhatia added that the new terminal will have all the facilities of the domestic airport.



**WEST INDIA**

## Czech Republic opens first visa centre in Goa

■ The Embassy of the Czech Republic has inaugurated the 16th VFS Global Czech Republic Visa Application Centre in India, in Goa. **HE Milan Hovorka**, Ambassador of the Czech Republic in India, inaugurated the centre located in Panjim on January 17, 2018. Besides Goa, other cities for visa applications for the Czech Republic are Ahmedabad, Bengaluru, Chandigarh, Chennai, Gurugram, Hyderabad, Jaipur, Jalandhar, Kochi, Kolkata, Mumbai, New Delhi, Puducherry, Pune and Thiruvananthapuram.

**UAE**

## Dubai Business Events reinforces Dubai as hub for events

■ Dubai is an upcoming and suitable business events hub and Dubai Business Events (DBE), a division of Dubai Corporation for Tourism and Commerce Marketing (DCTCM), ensured it so through inking six Memorandums of Understanding (MOUs) throughout 2017, which outlined collaboration with potential entities across a range of key industries. Under the umbrella of DBE’s Al Safer Ambassador Programme, the MOUs attracted organisation of international meetings and conferences in Dubai. The convention bureau’s strategic framework enabled coordinating bids for the conferences across multiple stakeholders. The strategy was fully aligned with the UAE Vision 2021 which was aimed to grow the country into a global knowledge hub.

**Issam Kazim**, Chief Executive Officer of Dubai Corporation for Tourism and Commerce Marketing, said: “Each and every agreement we enter has significant potential and is mutually beneficial for all parties involved. These agreements provide wide scope for cooperation, forming an important part of DBE’s strategic frameworks, as well as reflecting the strong public-private partnerships that exist across Dubai.”



## INDIA

## Indian millennials spend more on travel than seniors, says study

India's millennials are on the move and willing to spend. Not only are they taking more trips per year than before, they are also spending more on expensive stay options as compared to seniors, reveals a new Phocuswright study co-commissioned by ixigo. While 22 per cent seniors aged 55+ spent over ₹6,000 per night for their most significant trip during the year, over 34 per cent of the millennials, specifically in the age group of 25-30 spent this much or more. Commenting on this trend, ixigo CEO and Co-founder, **Aloke Bajpai** said, "In 2017, online Indian travellers on an average spent ₹1.5 Lakhs on their travel and took three leisure trips across the year."



## NORTH INDIA



## Saudi Arabian Airlines increases frequency to Delhi

Saudia, or Saudi Arabian Airlines has increased its frequency from 12 to 14 flights a week to Delhi with a new aircraft to serve the Indian skies. "Now we are flying with the new A-330, our new regional aircraft, which is very good with flatbeds on its business class," said **Ibrahim Mohammed Alqubbi**, Manager, Saudia—India. The airline has opened a new office in Delhi which would offer ticketing and back-end services. Further, Alqubbi informed, "We are planning to open more destinations in 2018 depending on the bilateral."



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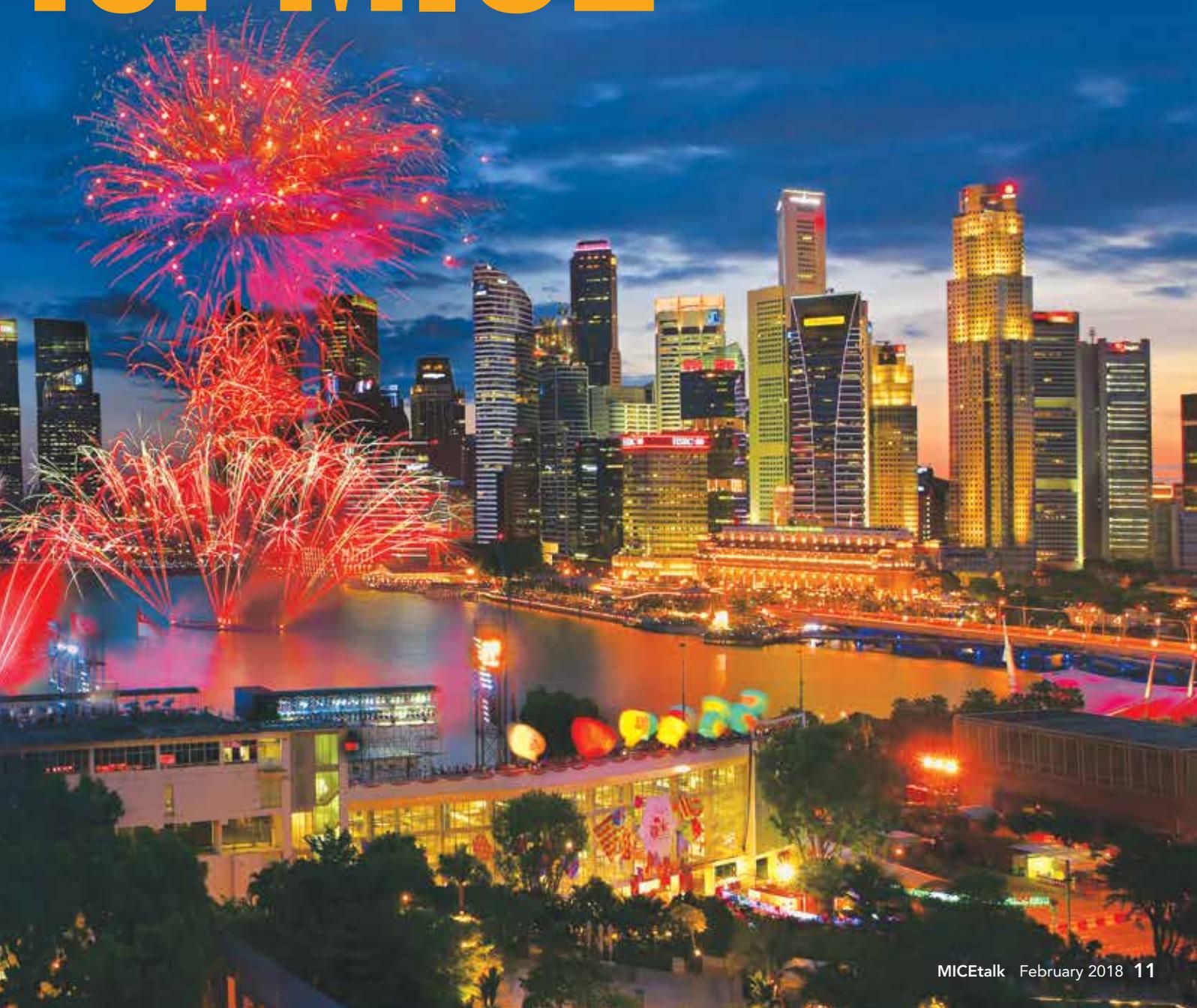
# Singapore 'So Good'



With a track record of hosting Asia's most prominent events, Singapore continues to deliver innovative solutions for the transfer of knowledge, ideas and connections to drive new possibilities for the Business Travel and Meetings, Incentive Travel, Conventions and Exhibitions (BTMICE) sector

**Kanchan Nath**

# for MICE





**S**ingapore is a smart MICE city and a country that provides a seamless business experience. The World Bank has recognised it as one of the convenient places in the world for doing business (Doing Business 2018 Report, World Bank). Singapore, geographically located at the heart of Southeast Asia's air and sea lanes and naturally positioned as a gateway between Eastern and Western cultures, is an ideal home to many of the world's leading companies.

#### **GLOBAL CONNECTIVITY**

With a profusion of lush green foliage, glass and marble, the award-winning Changi airport is almost palatial when compared to numerous international airports. Built on a reclaimed land at the furthestmost eastern point of the diamond-shaped island, it can operate 24/7. Changi is a

leading global aviation hub. Singapore is linked to some 330 cities in 80 countries by 100 airlines, providing global connectivity and convenience for event attendees.

Within a three-to-four-hour flight radius, business operating from Singapore can gain access to a pool of more than 600 million consumers living in Southeast Asia. By extending that flight radius by just two more hours, business can reach the rest of the Asia Pacific region – gaining access to a market of over 4.2 billion people. Each week, about 7,000 flights land or depart from the world-renowned Changi Airport.

Events held in Singapore are well-attended by international delegates and receive a strong representation from Asia Pacific due to



strong regional air links from full service and low-cost carriers.

### CONNECTED TO INDIA

There are currently about 240 directly weekly flights between Singapore and 16 points in India, across seven airlines. In the North: Delhi, Amritsar, Jaipur, Lucknow; in the East: Kolkata. From the west: Mumbai, Ahmedabad. From the South: Bengaluru, Chennai, Coimbatore, Hyderabad, Kochi, Madurai, Trichy, Trivandrum and Visakhapatnam.

### NETWORK READY COUNTRY

Singapore's success has been enhanced by its willingness to embrace emerging technologies. A super-fast, next-generation broadband network already reaches 99 per cent of homes and business in Singapore and the international and

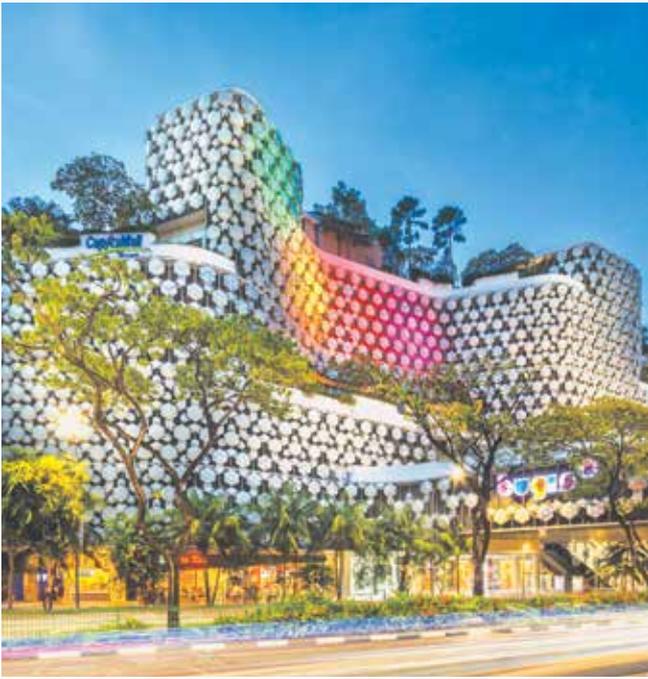
regional connectivity now stands at 27.6 Tbps to more than 100 countries. Ranked by the World Economic Forum as world's most 'network ready' country, Singapore enables the innovative use of technologies across the event life cycle, from planning and on-site discussions, to networking and sharing information to create awe-inspiring experiences. For example, with wide and seamless Wi-Fi coverage, event organisers have the ability to collect and analyse vast amounts of data to understand attendee needs and create customised value propositions.

### A SAFE BET

Event organisers can plan their events at ease as Singapore is one of the world's safest cities, with a steadfast commitment to digital security, health security, infrastructure safety and personal safety. These factors provide a safe and secure

Singapore is home to over 7,000 multinational corporations and around 150 International Non-Profit Organisations (INPOs)

**DID YOU KNOW?**



Singapore has, through assiduous land reclamation, grown in size by almost a quarter: to 277 square miles from 224

**DID YOU KNOW?**



foundation for event organisers to deliver fresh and forward-thinking MICE events. In fact, Singapore is the second safest country in Asia, according to the World Justice Project (WJP) Rule of Law Index 2016; the same index also ranked Singapore second in the world and first in Asia for being least corrupted.

### INFRASTRUCTURE AND LOGISTICS

Singapore has one of the most cost-efficient public transport networks in the world, according to a 2014 study by London consulting firm Credo. The same study ranked Singapore first in the high density compact centres group, slightly ahead of Hong Kong (9.2 per cent), attesting to Singapore's reputation as a highly well-connected city.

With a Mass Rapid Transit subway system and bus system connecting places islandwide, and close to 30,000 official taxis servicing a population of fewer than 5.5 million people, business visitors can easily travel from place to place within the island state.

### VENUES AND UNIQUE EVENT SPACES

Event organisers can choose from over 1,000 award-winning venues, unique event spaces and green venues with versatile facilities and service excellence to foster the development of great ideas and connections.

The Marina Bay Sands Expo & Convention Centre, Suntec Singapore Convention & Exhibition Centre and the Singapore EXPO with its MAX Atria





## Think Singapore for business events

**GB Srithar**, Regional Director, South Asia, Middle East & Africa, Singapore Tourism Board, throws light how Singapore leverages business events

### What main events, convention and exhibitions do you have lined up for the coming months in 2018?

Our efforts in capitalising on growth opportunities in the business events segment have borne fruit.

The pipeline for business events in Singapore continues to remain strong, with an upcoming line-up of large-scale exhibitions and events and debut association conventions – e.g.

- **2018:** Global Leadership Conference & YPO Edge, Asia Pac Association for International Education (APAIE), World Credit Union Conference, International Luxury Travel Mart (ILTM) Asia-Pacific, Campus Party (Asia), Skift Forum Asia, Industrial Transformation Asia Pacific – a HANNOVER MESSE event
- **2019:** Options for the Control of Influenza Conference X
- **2020:** Asia-Pacific Association of Cataract and Refractive Surgeons (APACRS) meeting, 73rd IIW Annual Assembly & International Conference, 46th Annual Conference on Industrial Electronics (IECON)

### Though Singapore as a destination offers a lot of value, in terms of competitive pricing, people are now choosing other destinations just on the price point, your comment on that.

Singapore continues to be regarded as a top MICE destination, and consistently maintains its leading position in global rankings. We will continue our focus on delivering high quality

content, leveraging our thought leadership position in Singapore's key economic industries, and driving yield, to deliver better value propositions that will give us an edge over regional competition, e.g.

- a) Enhancing local industry's 'software' to appeal to increasingly discerning delegates
- b) Supporting local MICE business through initiatives e.g. In Singapore Incentives & Rewards (INSPIRE), enhanced business events in Singapore (BEiS)

### How has the year 2017 been for you? How was 2017 vis-e-vis 2016?

From January to October 2017, Singapore received 14.5 million visitors, a 6 per cent growth from the same period in 2016.

### Which are the new market opportunities and challenges for MICE in Singapore?

Delegates are becoming more selective in the events they attend. The onus is therefore on us to ensure we stay competitive by improving the industry's 'hardware' and 'software'. As a start, we need to continuously enhance our venues and infrastructure so they remain future-ready to meet the changing needs of the business events industry.

### Which large MICE group is lined up from India for this year?

The Amway Annual Leadership Summit 2018 has been confirmed for Singapore, we will be expecting approx. 4,000 delegates for the event.



GB Srithar

# Singapore exudes experiences

**Adrian Kong**, Area Director, South Asia (Mumbai), Singapore Tourism Board, elucidates on how Singapore is way ahead technologically and has unique offerings suited for all events



Adrian Kong

**Which are the main convention centres/event venues of Singapore? Kindly elaborate with the USP of the same.**

MICE venues such as Expo, Marina Bay Sands and Suntec Singapore continue to stay refreshed to ensure that Singapore remains a leading business events destination. Suntec Singapore, which is already one of the most digitised convention centres in the region, has further leveraged technology to transform audiences' experience by launching the Immersive AV suite last year. With huge wide-format projection screens, state-of-the-art AV systems and holographic projection technology, the Immersive AV suite redefines how conferences and business events could be organised in ways that are highly immersive and experiential. Smaller players are also seeking ways to reinvent MICE experiences in Singapore. The introduction of Huone Singapore, which opened in February 2017, is an example. A hotel of unique meeting rooms, this all-in-one business events venue offers bespoke and unconventional MICE spaces that event organisers can book online 24/7, adding diversity to our MICE venue landscape.

Some hotels that have opened in 2017 include:

- Yotel Singapore (opened October 1, 2017)
- Sofitel Singapore City Centre (opened October 2, 2017)
- Hotel InterContinental Robertson Quay (opened on October 12, 2017)
- Novotel Singapore on Stevens (opened in October, 2017)

- Courtyard by Marriott (opened on November 1, 2017)
- Andaz Singapore (opened in November, 2017)
- Mercure Singapore on Stevens (opened in December, 2017)

**Kindly elaborate on SMAP.**

The Singapore MICE Advantage Programme (SMAP) is a partnership between the SECB, Changi Airport Group, Singapore Airlines Group, JetQuay and Uber to provide business event organisers and MICE delegates with greater value such as savings on air tickets, enhanced event planning and delegate experiences, financial grants and discounts on advertising spaces in Changi Airport, among other benefits. It is intended to complement the BEiS incentive scheme currently offered by the convention bureau.

**Which new tourism products are being offered to the MICE industry?**

The refreshed In Singapore Incentive and Rewards (INSPIRE) 3.0 programme for India-Middle East was launched in February 2017, and has been well-received. INSPIRE 3.0 includes customised experiences at attractions such as Sentosa, Gardens by the Bay, Wildlife Reserves Singapore, and Singapore Turf Club. Two new experiences – the Singapore Flyer and Focus Adventure – were also introduced. The Singapore Flyer remains popular among visitors, while Focus Adventure was included for team-building activities.





wing are suitable for large-scale international exhibitions and conferences, providing a flexible setting with world-class facilities. Singapore offers a wide range of unique meeting spaces and social venues that are available for various MICE functions and side events. Resorts World Sentosa Singapore, Asia's ultimate leisure and MICE destination, provides attendees with an excellent sense of place as well as lasting memories that are unique to Singapore.

### UNCONVENTIONAL VENUES

Unconventional venues in Singapore meet BTMICE needs for interesting and exciting experiences outside of conventional board room and hotel meeting facilities. Unique spaces that incorporate MICE facilities include: ArtScience Museum, Gardens by the Bay, Marina Bay Cruise Centre Singapore, Night Safari, Royal Albatross, S.E.A. Aquarium, Singapore Flyer and Singapore Sports Hub. Smaller venues are also available for more intimate gatherings.

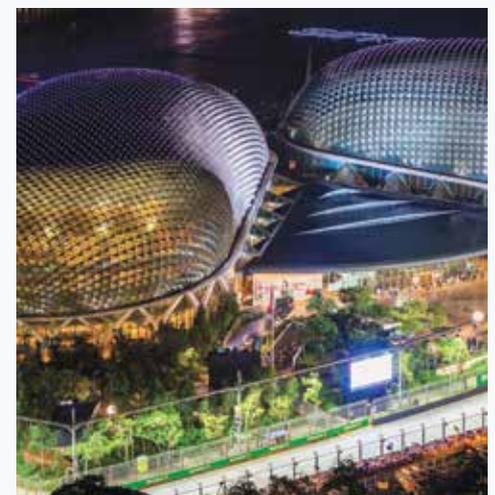
Event organisers can also reduce their event's carbon footprint with Singapore's green venues and sustainability guidelines. Singapore's Sustainability Guidelines also guide event organisers in adopting sustainable practices, in line with ISO 20121 and APEX/ASTM sustainable meeting standards. More venues in Singapore are incorporating sustainable practices into their facilities. For example,

Marina Bay Sands received the honour of being Singapore's first ISO 20121 certified venue and the first event and conference venue outside America to receive Level One certification by ASTM International, an accolade to its standing as a sustainable venue.

MAX Atria, designed to bring nature 'inside' and meetings 'outside', was the first convention venue to obtain the prestigious Building and Construction Authority (BCA)'s Green Mark Platinum Award.

From modern business hotels and luxury beach resorts to budget no-frills accommodation and boutique hotels, Singapore has an extensive range of accommodation to suit every budget and preference. With over 390 hotels and over 60,000 rooms, there are plenty of options to choose from.

Hotels in Singapore consistently deliver superior service and excellent value, and offer business travellers a range of facilities – with the majority providing fully-equipped business centres, meeting facilities, broadband Internet access and other conveniences.



Singapore sees water sustainability as an absolute must through water recycling and desalination

**DID YOU KNOW?**



# Wildlife experiences in Singapore

An unlikely candidate for MICE, Wildlife Reserves Singapore is introducing new products that can offer small MICE groups an exclusive experience at four of its attractions, namely Jurong Bird Park, Night Safari, River Safari and the Singapore Zoo

## Hazel Jain

Indian MICE groups can now explore an entirely new way to conduct their events in Singapore. The four well-known attractions in the city – Jurong Bird Park, Night Safari, River Safari and Singapore Zoo – are a hit with families. But did you know that they also offer MICE facilities, limited but exclusive experiences for small groups.

**Mike Barclay**, Group CEO, Wildlife Reserve Sanctuary (WRS), who was in Mumbai recently to host a dinner and cocktail event for its top partners in India and to sign an MoU with Thomas Cook,

had many announcements to make. He said, “We have associated with Thomas Cook India to offer their customers our world-class zoological parks. These parks can offer amazing wildlife experiences to exclusive MICE groups.

Currently, the traffic coming into our parks is a lot of groups and families, but some MICE activities as well. MICE can be done in many ways here. It can be part of an experience or an exclusive visit. We also have some rather special venues for the MICE market.” One of them is located in the heart of the



## NEW PRODUCTS

- **RepTopia, an air-conditioned collection of 60 reptile species, already open**
- **Lumina light show at Singapore Zoo to open by July 2018**
- **More camping options in different venues by 2020**
- **New bird park and a new rainforest park that is being built right now**
- **400-key Banyan Tree resort to be operational by 2023**

**From top left:** Barclay feeding a Rhino  
**Above right:** Campers preparing enrichment for the manatees, a bottom feeder, during the Amazon Flooded Forest behind-the-scenes tour

Night Safari which has a beautiful tepee tent that serves delicious, three-course, high-end meal for a group of up to 45-50 guests. They can have their own private tour and have a great dinner. WRS can organise such quiet, versatile experiences for MICE groups.

### NEW AT SINGAPORE ZOO - LUMINA

WRS is preparing to launch a world-class walking trail called 'Lumina' by middle of 2018 that will offer MICE groups an experiential journey for visitors, combining sound, lights and nature. This technology is being brought in from Canada. This will be a night show in Singapore Zoo. Barclay says, "Normally, we have three day-time zoos, which are completely quiet at night. Only night safaris operate in the evenings. From July 2018, we will operate the Singapore Zoo at night with an interactive digital light experience called 'Lumina'."

The terrain and the environment of Singapore Zoo is perfect for the Lumina light show. He explains that the show responds to movement and is interactive. With this, WRS can put together a tour for MICE groups where they can experience the new Lumina show in the early evening, go on for dinner, and then visit the Night Safari. This makes a complete evening product.

### CAMPING

WRS does limited camping activities at the moment. But Barclay has exciting updates. "We will soon expand our camping facilities. We will have camping at different venues such as open-air under the stars and camping in some key exhibit areas that are air-conditioned. Our camping is more focused on school groups at the moment.

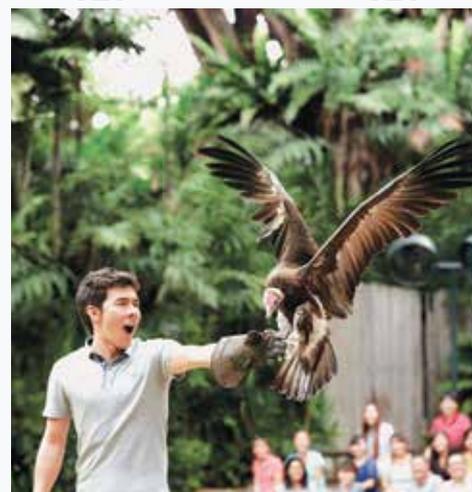
But we are transitioning to a professional camping team within the company and offer camping experiences to adults and groups. We are just beginning to talk to travel agents about this. We will also have new camping facilities in the Bird Park by 2020," Barclay reveals. It will also have more camping options with fixed tents.

### INDIA IS #1 MARKET

India is the number one market for WRS globally. So it makes sense for them to tweak and adjust products as per the demands and preferences of Indian visitors. He adds, "We have tweaked our products for the Indian market. In the night safari, we have a tram ride where we now have Hindi as a language option as of last year. We have also opened an Indian restaurant at Jurong Bird Park about six months ago called Curry Garden, which is working well for groups. Moreover, at the Night Safari we have introduced Indian snacks apart from an Indian buffet for our India visitors. We also talking to Thomas Cook on how we can make food one of the key highlights for our packages."

### BANYAN TREE RESORT BY 2023

Not satisfied with limited camping options, WRS has made plans to open an onsite 400-key resort by Banyan Tree Holdings in a tropical setting in the rain forest. Phase one will be done by 2020



Singapore continues to explore food security strategies through vertical farming and investing in innovative technologies

**DID YOU KNOW?**



**Above:** Campers were challenged to gently touch invertebrates like the twig insect during a behind-the-scenes tour of Fragile Forest

and the entire project will be delivered by 2023. It will offer a range of room types – from affordable family rooms to exclusive rooms and cottages. “We are currently working with Banyan Tree Holdings on the design. It will be a complete eco experience for the guest. With this product, our partner agents are confident that this would increase the total room nights spent in Singapore from four to about six to eight nights. We also expect Indian travellers to have an overnight or a two-night stay at Mandai,” Barclay says.

## 2 NEW PARKS IN THE OFFING

This is part of WRS’ remodeling plan of the entire Mandai area. This includes a brand new bird park that is being built right now, and a new rainforest park which will be a first-in-the-world product. It will be deep in the rainforest with animals around. “So this will be the only place in the world where you can visit five zoological parks in one location. We really think we will have the scale to encourage people to stay back for two to three days. In the meantime, we continue to evolve our existing parks and look to enhance and improve them every year,” Barclay adds. So in the Singapore Zoo this year, WRS has put together a completely new reptile house called RepTopia which exhibits 60 reptile species. The fun that WRS has put children’s play elements all around it which is educational and has a digital

overlay. For example, one of the digital elements is a projection of a suitcase in which the children have to identify illegal wildlife trade items.

## SMALL, EXCLUSIVE MICE GROUPS

The four wildlife parks have hosted quite a number of MICE groups in the past. “The challenge we have is the capacity. We work better with smaller, intimate MICE groups that want an exclusive experience like at the tepee tent, a special Gourmet Safari Express in the Night Safari where up to 70 pax can have a special dinner while they enjoy the safari. This is a real ‘wow’ experience. The zoo is typically closed at night. But we have hosted special MICE groups going into the zoo at night. We have an air-conditioned area where we organise dinners for them. But we can cater to big groups who are staying elsewhere and want an evening out either at the Bird Park or the zoo or the night safari. With the right planning, we can make an exclusive show even for big groups that will fit as well. We can build in all these elements to work around the needs for MICE,” Barclay adds.

## CAMPING WITH THE MANATEES

Falling asleep to the songs of the crickets under a sky of brilliant twinkling stars or snuggling in sleeping bags next to the tranquil waters where a peaceful herd of manatees live, these were what close to 200 campers experienced over the weekend in the heart of Mandai for the inaugural Camp Fest which spanned across Night Safari, River Safari, and Singapore Zoo. Barclay, Group CEO of Mandai Park Holdings, the holding company of Wildlife Reserves Singapore, said “We hope more campers are able to join us in this unique camping experience.” The new Bird Park, Rainforest Park and other offerings at Mandai will be unveiled for visitors from 2020 onwards.

Singapore, through a water-pulley system ensures vegetables are rotated on an aluminium frame for uniform sunlight, irrigation

### DID YOU KNOW?

# Shoppers' stop

Singapore offers distinctive experiences through its lively entertainment and retail offerings, against a kaleidoscope of cultures, acclaimed museums and theatre productions

## HOME GROWN BRANDS

Many malls in the Orchard Road and Marina Bay areas, as well as VivoCity, offer tourist privileges, so bring your passports along to take advantage of them. Resorts World Sentosa has over 45 retail outlets. Since opening in 2010, The Shoppes at Marina Bay Sands has amassed more than 170 luxury and premium brands. Catch your breath and continue your retail frenzy at other shopping malls just a short walk away in the Marina Bay precinct, such as Marina Square,

Millenia Walk, Raffles City Shopping Centre and Suntec City.

## BUGIS

Singapore's ever-evolving design scene has brought with it a cluster of home décor stores around the Bugis neighbourhood, which is home to the historical Kampong Glam ('kampong' means 'village' in Malay), hip boutiques on Haji Lane, and scores of restaurants.

## LITTLE INDIA

The vibrant sights and sounds of Little India are gifts in themselves: the rich fragrance of curries, the colours of hanging garlands. Mustafa Centre is open round-the-clock, and sells over 300,000 items that include beauty products, jewellery, groceries and electronics.

## CHINATOWN

Take time to wander around the touristy bits of Chinatown's bustling markets. If it is quality traditional garb you are after, look out for this name: Golden Scissor Cheongsam. There are no ill-fitting off-the-rack finds here. The shop offers custom-made cheongsam (traditional Chinese dress), tailored to every curve of your silhouette.

## CLAIM A REFUND

If a tourist makes any purchase of more than S\$100 (including GST) at participating shops, you may claim a refund on the 7 per cent Goods and Services Tax (GST) paid on your purchases. You are entitled up to three same-day receipts/invoices and can avail it at the Electronic Tourist Refund self-help kiosks (eTRS kiosks) at Changi Airport Departure, Seletar Airport Immigration & Checkpoints Authority (ICA) duty office





# For a DIGI-SMART BUSINESS traveller

FCM Travel Solutions, and KPMG recently released industry's first insights on disrupting technologies in the travel industry via an analytical whitepaper titled 'The Digi-Smart Indian Business Traveller'. **Rakshit Desai**, MD, FCM Travel Solutions, tells us more

**Kanchan Nath**



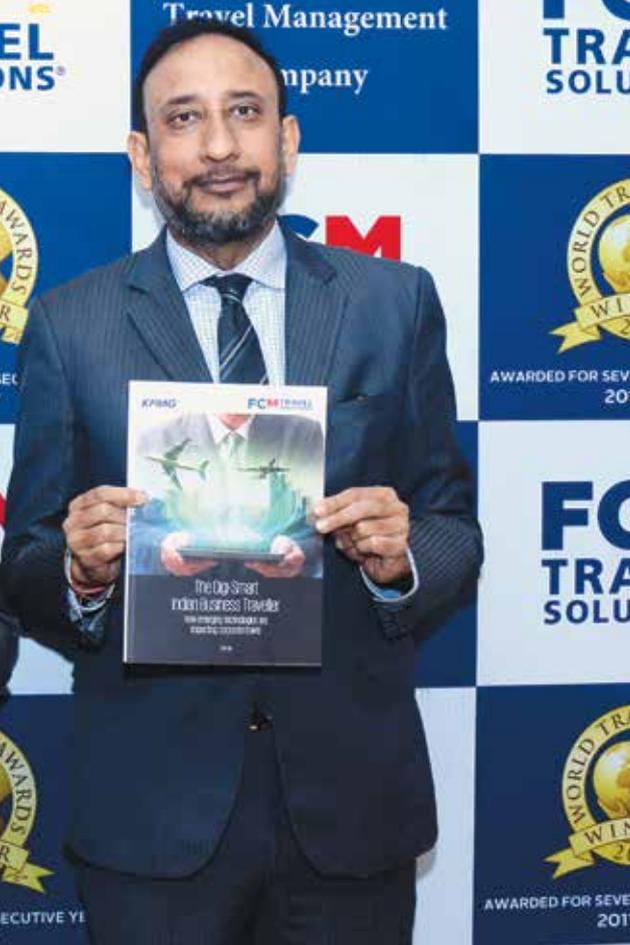
Rakshit Desai

**NEW TECH ADOPTION**

In the new age era, the trends of the business travel is seeing a holistic surge in terms of usage of technology. Travellers now want limitless, yet seamless possibilities for travel. Elaborating on the same, Desai said, "This is our second publishing of our annual white paper on the status of the business travel market in India that also includes some of the early emerging themes, trends, technological developments and topics of interest for the industry." The key findings insinuate on the technology adoption along with self-booking tools for business travellers. About the key findings, Desai added, "We are seeing some interesting developments in areas like new technology adoption. Self-booking tools, travel analytics, Artificial Intelligence and

sharing economy services are not only here to stay but hold myriad and exciting possibilities for the future. The early indicators of potential applications for artificial intelligence technology and machine learning capabilities. Some of the more recent developments in encryption capabilities that come with block chain." On adoption of technology happening in 2018, he said, "The necessary preconditions are set. The bandwidth is looking good. Hardware capabilities are good. Mobile penetration is still on the up. With Jio accelerating its push into more remote areas. Internet access is going to come to hundreds and millions of users. High bandwidth mobile access is going to be available to them. So, I think the necessary pre-conditions are set. Its up to players like us, who compete in this space to make products and services that are relevant for those users. If we can do that we will see some very interesting things play out in the next year or so."

“AI and sharing economy services hold myriad and exciting possibilities for the future”



a high performing dealer, or you are an average dealer, whether you're a top employee or you're an average employee." "For MICE we are looking at new destinations and products, MICE is a novelty business. You need to keep taking new ideas to clients and get them excited, otherwise they are reluctant to repeat the same kind of exercise, year-in and year-out. Earlier MICE programmes used to be very structured. They used to be scripted, you either fit in or don't. With technology and online registration capabilities, a lot of our clients are wanting to inject a lot of flexibility into those programmes or MICE events. All the logistics complexity around that is handled by machines seamlessly. We can minimise both the cost and inventory utilisation risk for the sponsors. Its an evolving space. The biggest supply constraint on MICE right now, since demand conditions are very good, is the ability of embassies to turn around visa applications."

### INDIAN BUSINESS TRAVELLER

The Indian business traveller is still experimenting with the trends in business travel. Elaborating on what technology presents to the Indian business traveller currently and what to expect, he said, "For the customer obviously, there are price advantages because its more efficient to serve them and therefore economies of scale can be passed on to them and that means lower prices. It means more control because you have fast-tracked access to information, almost real-time information availability.

That gives you greater deal of control and flexibility and agility in the way you manage your business and the travel aspects of what's needed to run your business more successfully. Also, there is a high degree of transparency. Because price transparency is high and information asymmetry is low. That helps faster and better decision making."

### MICE TRENDS

The Indian MICE industry needs to buckle up to the current global trends. Desai, while highlighting the MICE trends adds, "I think we are going to see a lot more fragmentation of MICE business, whilst we will continue to see some momentum in large MICE events. Particularly as supply catches up in India and more cities can handle large groups of 1000-2000 delegates. Equally we are going to see a proliferation of small MICE groups. As companies segment their customers they will start segmenting their employees, dealer networks and there will be preferential treatment given to different levels of productivity. Different experiences will be attached to whether you are

### RETROSPECT 2017, PROSPECT 2018

On their growth in 2017 and prospects for 2018, he added, "2017 was a blockbuster year for us, we have delivered, record growth rates and business volumes. 2018 has started on a positive note. We remain optimistic about our growth prospects. As we look back towards the last 18 to 20 months, significant disruptions have taken place in this marketplace, both at a macro economic level and at a geopolitical level. Despite that demand is good. We are looking to bring SAM to India, it's a global tool with artificial intelligence capabilities with predictive handling capabilities.

We have had some expression of interests from clients who would be interested in deploying that. Equally we are building a suit of products and services that could provide similar capabilities to Indian travellers at Indian price points as well. There would be plenty to look forward to with options of choice."

### MORE CUSTOMISATION WITH PROLIFERATION OF CHOICE

On disruptors and disruption, Desai concluded, "Mobility is not a disruption. What's happening is the proliferation of choice in terms of the products and services that one can consume, also, the channels through which one can interact with service providers; earlier there were only physical interactions. Between face ID and biometrics, you will not have to go through your normal check-in procedures. There will be sophisticated algorithms connected to cameras running in the background, that will positive ID for you and allow you to board or not board, check-in or not check-in. Before we reach that crucial stage important facts of safety and data protection needs to be addressed. I'm not quite sure if I want my biometrics data sitting at a hotel or airport server somewhere. The debate carries on publicly till date."

# A perfect MICE getaway

**Alpa Jani**, Acting Hub-Head MEISEA, South African Tourism, elaborates on the suitable MICE incentives South Africa as a destination offers to Indian MICE groups



Alpa Jani

## Elucidate on the steps to arrange group Visa for MICE in South Africa?

South Africa facilitates processing for group visas, on a case to case basis, at the visa offices in Delhi and Mumbai. As part of its tie-up with VFS, South Africa offers visa processing centers in nine key-market cities in India, namely, New Delhi, Gurgaon, Jaipur, Kolkata, Mumbai, Ahmedabad, Pune, Goa and Bengaluru. This is especially beneficial for MICE groups as corporates might have offices in multiple cities. Visas are processed in 5-7 working days and participants need to provide only basic easy-to-obtain documents related to their travel.

## How good is the air-connectivity between India and South Africa? Which are the flights available? Any new ones added?

Despite being long-haul, South Africa offers convenience when it comes to accessibility since most travellers choose to fly via Dubai and Abu Dhabi, which offer a wide choice of onward flights to South Africa. This is especially significant for conferences that come in from multiple Indian cities because most of them are well-connected to the Gulf. Over 70 international airlines currently fly into South Africa. Efforts are on to increase the seat capacity on relevant flight routes ex-India. Presently, Indian cities are connected to South Africa by Emirates, Ethiopian Airlines, Etihad Airways, Air Mauritius, Air Seychelles, and RwandAir which fly via their respective hubs and domestic India connections.

“ South Africa offers convenient accessibility, over 70 international airlines fly here ”



### Which cities, convention centers, hotels and venues are popular with Indians for MICE in South Africa?

The main convention cities in South Africa include Durban, Johannesburg, Cape Town and East London. But over the years MICE travel has become a multi-faceted industry in South Africa, which has seen a shift from the confines of the sprawling metropolis to newer regions like Limpopo province, Garden Route, Sun City, Mpumalanga among others. With nearly 2000 hotels, South Africa offers graded accommodation (graded by the Tourism Grading Council of South Africa). South Africa's events industry is well-established to suit every business need and budget.

The International Convention Centre Durban (ICC Durban) has one of the most advanced conference facilities in the world and the largest in Africa. It caters up to 12,300 delegates and raked seating for 3880 delegates. It also has operable walls that allow for venue flexibility. The venue has six halls, three outdoor courtyard venues and 25 meeting rooms. It not only hosted the United Nations convention on climate change but has also been declared as the venue host for Africa's largest travel & tourism event, INDABA for the next five years.

Similarly, in Cape Town, The Cape Town International Convention Centre (CTICC) caters up to 9,500 delegates in theatre-style seating. It has two big auditoriums which can accommodate close to 2000 guests. Apart from meeting rooms, CTICC also has the grand ballroom and roof terrace area overlooking the majestic Table Mountain.

### What are available options for post-convention entertainment for delegates?

- MICE groups love to explore winelands with its magnificent views, splendid wine farms, and exquisite Cape Dutch architecture. Here meetings and corporate workshops are combined with wine and olive tasting, vineyard tours, horse-back rides, hot air ballooning, culinary tours amongst other exciting group activities
- SA Forest Adventures offer unique team building options, some of the most popular ones being Quad Biking – Ziplining – Sandboarding group tours, Potjiekos competitions, etc.
- Johannesburg is known for its incredible nightlife. From the funky clubs and pubs of Soweto to the laid-back jazzy groove of Newtown and the stylish venues of the northern suburbs caters for all tastes
- Delegates can choose to float high above the ground while Hot Air Ballooning to take in the landscapes of this beautiful country
- Taking the cable car up to the top of Table Mountain for a bird's eye-view of the city. Outdoor and adventure enthusiasts can even



“International Convention Centre Durban has one of the most advanced conference facilities”

hike up to the top

- Options are available for MICE groups to take to the skies for the ride of their lives at various drop zones like Mother City SkyDiving, Pretoria Skydiving Club, SkyDive Rustenburg and Durban Skydiving Club
- One can also view the African Penguins at any of the mesmerising locations of choice - Boulders Beach, Dyer Island, Betty's Bay, Port Elizabeth or Robben Island
- If looking to socialise with colleagues, V & A Waterfront is the place to be. It makes for an all-encompassing entertainment venue with pubs, restaurants, jazz lounges and clubs abound. Head to Shimmy Beach Club for the ultimate Beach Club experience or Asoka to while away the whole evening over tapas and wine – travellers are sure to be spoiled for choice.

### How many MICE travellers visited South Africa from India in 2017? Kindly share figures. What marketing initiatives have you taken to increase numbers?

As of October 2016, South Africa had 81,429 arrivals with MICE making up for 43 per cent of the total arrivals. In terms of MICE from India, incentive led travel dominates, at approximately 80 per cent.

A number of new policy initiatives aimed at expanding the MICE segment in recent years have been introduced and enforced to this effect. In 2012, South Africa National Conventions Bureau (SANCB), an entity focused solely on the promotion of MICE travel was introduced. SANCB's India office brings a similar focus and effort to support and boost MICE offerings in India, with a range of services such as bid support, destination expertise, building attendance, convention planning support, onsite event services, pre & post meeting itinerates. Additionally our annual properties – Roadshow and Learn South Africa, help bring together travel agents and hotels and service providers in the MICE segment.



# ICPB leveraging

Focusing on the potential for MICE, India Convention and Promotion Bureau (ICPB) recently held an interactive meeting with its newly-elected governing board and members in Delhi

**Kanchan Nath**

The world of Meetings, Incentives, Conferences and Events (MICE) is growing leaps and bounds, while the segment is projecting a huge potential for the Indian sub-continent. Expressing on the need to strengthen and grow ICPB as the main agenda for 2018, **Suman Billa**, Chairman, ICPB, said, “With only 120 members, I think we are functioning way below the potential. Restructuring the organisation is the need of the hour. It is a big opportunity and ICPB needs to exploit this. We need to add more muscle and more arms. We have already initiated this by getting some of the state

governments as patrons on board, however I think we need to go further, because the potential of unlocking this sector is unlimited.”

The growth of business in India would auger for more MICE in the country, emphasised Billa, “Even as we build more members at the national level, I think we also need to look at establishing state chapters and destination chapters across the country. We should encourage them to come into ICPB as members of affiliation. ICPB could become the umbrella organisation, under which, there will be the state and destination organisations. We need to place ICPB on a robust footing. All of us should collectively put time and effort into this. If we attain the potential, the result would be exponential. I think all of us should collaborate and cooperate. This should be the agenda for the year.”

## ICPB ROADSHOWS IN EUROPE

Initiating to mark a global presence, India





Informing about the next ICPB convention, he said, "We are keen to have it in Kolkata, which has an excellent venue. We are planning to have a convention towards the end of August." Elaborating on the key takeaways from the interactive session he said, "For 2018, we are aiming two segments of doing business, one is the regular business in which roadshows, training programmes and conventions are a part. Second is to exuberate the marketing side. We are going for constitution amendment, for which there will

“ The convention center coming up in Pragati Maidan has a 7,000 PAX seating capacity ”



# MICE

Convention Promotion Bureau (ICPB) will be conducting roadshows in Europe, informed **Chander Mansharamani**, Vice Chairman, ICPB. Enlisting new plans of ICPB in 2018, Mansharamani said, "For our international roadshows in Europe, we are planning to cover three cities, namely, Geneva, Paris and Brussels. Most of the international organisations have headquarters in these three cities. The department of tourism has already agreed to host the shows. We are raising money to hire a PR agency that can get appointments with most of the associations there. This will commence between June 12-14."

Elucidating on the roadshows and training programmes in India, he said, "The first roadshow will be in April in Bengaluru, the second one will most probably be in Pune, the third will be in Chandigarh and the fourth one will be in Chennai. The first training programme is on project management, which is being initiated for the members. Three more programmes will be based on the certified programmes, where people are certified with international standards, like with ICCA and SITE and exhibition industry. The first training programme is in the month of March."

be an AGM next month. With the amendment, we will have state chapters and suitable infrastructure for bidding for international conferences."

## ICONIC CONVENTION CENTRE

Delhi, the capital of India, will now get a state-of-the-art convention centre. During a presentation by **Jayanta Das**, General Manager, Trade development Cadre, ITPO, it was highlighted that the infrastructure at Pragati Maidan is getting refurbished for an iconic convention centre. "It will be ready by September 2019 and we have already received a booking for December 2019." **RP Dhusia**, General Manager (works), ITPO, concluded, "The convention center has a 7,000 PAX seating capacity, in single format. Apart from this 26 meeting rooms are also there which will have a capacity from 50 to 500 pax. There will be two auditoriums, one with 600 pax capacity and one with 900 pax capacity. To sum it up, there will be 11500 PAX seating facilities coming up at Pragati Maidan, which will be completed by September 2019. The project is managed by ITPO. Also, 3.5 acres of land has been earmarked for the hotel, however, the approval from the government is awaited."



# Of hybrid **WEDDINGS** & **EXPERIENTIAL** moments

To stay relevant in the wedding space one needs to evolve, says **Mahesh Shirodkar**, MD, Tamarind Global



Mahesh Shirodkar

**T**he wedding business is an extremely demanding business, where customisation happens in every aspect of dealings with the families. Hand-holding and nurturing is a given. We handle weddings on a turnkey basis. We become the single point of contact - from hospitality and guest relations to logistics, RSVP and event production, decor entertainment and artists. Bringing all the smallest of elements together in a seamless way is what we bring to the table.

The wedding business is a growing vertical for us and the size and scale of weddings is getting bigger and evolving with the newer trends. The beginning namely the pitch is what I like. It is when you meet the family for the first time and they are assessing you and your abilities. From then on, once we are on board, the entire journey up to execution is what is exciting and the culmination of a successful event with the gratification is the best part.

Fortunately, weddings are a recession-free business in India and the variances in spending may occur with budget cuts. While tax percentage on rooms is up, the percentage on F&B is definitely

“ *Clients prefer hotels that are well connected, accessible & under hours of travel time* ”



down. Hence, there is no major concern for a direct impact of GST on wedding spends.

### EXPERIENTIAL WEDDINGS

Hybrid weddings are the new thing this season where the larger functions like engagement, wedding and reception are in the family hometown and a smaller select group is taken to an exotic destination for the *sangeet*, *mehendi*, cocktail and other peripheral functions. Nowadays, clients are putting less emphasis on decor and more on the experiential elements like food and entertainment. Earlier, the regular format was three nights, but due to various reasons such as frequency of weddings, escalating costs and pressure of entertaining guests for longer, most people tend to stick to a two-night format.

### SKILLED STAFF

We have a large team of over 50 people in our weddings and events department. We have dedicated verticals for logistics, MICE, client servicing, production and so on and multiple project leads who handle one project at a time and manage a team. Our weddings team has expanded considerably in the last year with the growing business needs. We have experienced specialists and professionals who adopt thought-out processes to the client's needs.

### ENTERTAINMENT IS KEY

Entertainment is definitely important. However, it is completely subjective. The *sangeet* is usually the event in which there is a focal or an anchor act. Another trend is towards fusion acts – a DJ with distinctive percussions or string instruments or a saxophone. Owing to the internet, lesser known quality artists are getting picked up as opposed to big brands. In the non-music space, the trending acts include international artists which are unique and characteristic, fresher, less known acts - synchronised swimmers, acrobatics, pixel poi, percussionist, wind dancers to name a few. However, the one person in the entertainment platform, who is indispensable is the Disc Jockey.

### MORE DEMANDING THAN EVER

I feel positive about the next few years wherein there will be wedding curators who will stand out rather than the abundance of 'wedding planners'. The business of weddings will get even more demanding and clients will keep asking for new destinations and value for money propositions. However, the cumulative value turnover for weddings will always be fairly exponential. So to simplify it, weddings and the events business will always remain in a bull phase especially in India. To stay relevant in the wedding space one needs to evolve and stay ahead of the curve. Adopting technology in this space will make process implementation much more effective.

### HOTELS IN DEMAND

Clients prefer hotels that are well connected, preferably accessible by one flight and under hours of travel time. There are often elderly guests and family on the guest list who are not comfortable with tedious travel. Another reason is the two-day wedding format can only be achieved if the travel time is not extensive. If the destination is too far, then a third night is added and costs go up. Hotels in India and South East Asia also understand Indian hospitality and Indian food requirements best which are critical for Indian weddings. We work closely with most of the big chain of hotels because of the quality of hospitality and F&B abilities needed for Indian weddings, trained staff and so on. The hotels which score are also those with great outdoor venues and sizeable banquet halls that can accommodate large guest. However, hotels must have professional event managers on payroll who can focus on weddings and event-related requirements as just sales and ops managers at unit hotels will not be enough to cater effectively to the complicated needs of the families. Flexibility of buy-outs, of outside catering and having qualified Indian speciality chefs, rationality of pricing always helps.

*(The views expressed are solely of the author. The publication may or may not subscribe to the same.)*



# Ensuring SAFE BUSIN

Travel risk management is an established practice. In this two-part series, stakeholders of the corporate travel industry discuss elements of Duty of Care in India

**Ankita Saxena**

In the context of business travel, Duty of Care refers to the obligation of an organisation to take responsibility for the safety of its employees when they travel for work. Companies specialise in offering various tools and an organised framework to manage corporate travel.

## WHAT IS DUTY OF CARE?

Duty of Care is defined as the corporate obligation that an employer has to secure the welfare of its employees, when the employees travel on official work, explains **Gaurav Sundaram**, President, ProKonsul and Regional Director, GBTA. Tracing the genesis of this concept in business travel, he points out that the concept of Duty of Care emerged and became a major component of business travel polices worldwide post the incidents to 9/11. "In

many parts of the world like USA, Canada, Europe and Australia, this is a legal statutory obligation of the Directors and the management of the company and there are many instances where the Board of Directors, Chief Executive and other officers of the company are legally and financially liable for negligence, if proven. This is not yet a legal obligation in India which is why there is limited or nil CXO visibility or focus amongst most Indian companies. This is however a very well established business practice with multinational and large Indian transnational firms," he says.

Resonating with the views of Sundaram, **Rakshit Desai**, Managing Director, FCM Travel Solutions, says, "Duty of Care basically is a corporate responsibility towards its employee. Historically, when employees travelled, they were pretty much on their own. But overtime, support system developed to assist various situations like medical evacuation to even hostage negotiation. This has moved on to a stage where corporates



Gaurav Sundaram

“Duty of Care is the corporate obligation that an employer has for the employees on travel”



Pictures used for representational purposes only

# ESS TRAVEL

## DUTY OF CARE: IN A GIST



**ACCESS TO INFORMATION**  
Corporates need relevant and real time data when travel to high-risk zones is involved



**BUSINESS RELEVANCE**  
Ensuring safety of employees when travelling for work is a corporate obligation



**REGULATING POLICIES**  
Each corporation has a different programme in accordance with the company requirements



**SUPPORTING PROCESSES**  
Precautionary and remedial measures to be put in place in case of incidences



**COMPLIANCE**  
For a successful duty of care programme, employee's compliance with the programme is crucial

want real time information access and want to preempt some of these issues. So Duty of Care is fairly a broad term which means that I need to know where you are and what you are doing but equally I need to know where you will be and what you will be doing so that if there are any risks associated with it then I can manage that. It actually boils down to the employer caring about the well-being and safety of its employees.”

### IS TRAVEL RISK MANAGEMENT DIFFERENT FROM DUTY OF CARE?

According to **Greeley Koch**, CEO, ACTE, Duty of Care is, effectively, the catalyst for travel risk management. Koch says, “Travel risk management is the overall strategy travel managers take to protect their travellers and business interests, from providing education to travellers on how to protect themselves while on the road to having contingency plans in place for accidents. In other words, duty of care requires travel managers to develop a comprehensive risk mitigation strategy.”

Discussing further, **Rakesh Bansal**, CEO, Amadeus India, deliberates that keeping employees safe is of



Rakshit Desai

utmost importance, and having a reliable travel risk management programme and Duty of Care policy in place is essential for any business. However, many in the travel community use 'duty of care' and 'travel risk management' interchangeably since they fall under the umbrella of safe employee travel. However, the two have distinct meanings. "While Duty of Care is a straightforward corporate liability with focus on well-being of travelling employees, Travel Risk Management entails an organised and professional plan with appropriate risk management approaches to ensure safety. Travel Risk Management, by comparison, is comprehensive, constant, and ever-changing. One holds little or no meaning without the other," explains Bansal.



Greeley Koch

Elucidating the concept with examples, **Rebecca Daniels**, Sr Director Sales Management, Global Commercial Sales at Sabre APAC, says, "For example, if a business trip is planned to a high-risk country, Travel Risk Management would involve coordinating who flies on the same flight, hiring a security team on-site, or booking accommodation that has been previously vetted by a certified security team. Duty of Care can be considered as a sub-set of Travel Risk Management and is a programme that is enabled through tools and technology that



Rakesh Bansal

allow information to be sent between the Travel Manager or Travel Management Company (TMC) and the traveller, allowing all parties to be informed of the latest situation that could have an impact on security."

**ASPECTS OF TRAVEL RISK MANAGEMENT**

In Sundaram's words, Travel Risk Management is a function of Duty of Care. He explains that some of the basic aspects of travel risk management include active advisory on potential



travel risks and security related news; creation of robust policies and continuing training and sensitisation of employees; active intervention and approval by multiple levels of officers of the company in case an employee is travelling to a high risk destination; subscription to bulletins or round the clock news and alerts that update corporate travel administrators and travellers on security instances, general travel risk and security issues; active tracking of all corporate travel bookings made through the designated TMC including individual PNR tracking; subscribing to the services of global travel risk and security or medical services like iJET, ISOS, Anvil; ensuring that all reservations and hotel bookings made are done through approved official travel management service providers so all information is centrally updated and tracked; insuring travellers when they travel abroad is also a mandate that most companies implement. The other advanced aspects can include active counselling of the travellers with regards to the attendant risks and advise of how best to protect oneself; detailing security, GPS and mobile tracking or regular check-ins to a defined helpline number or email id.

**WHERE DOES DUTY OF CARE FIT INTO TRAVEL MANAGEMENT?**

According to Bansal, Duty of Care is a critical issue for all companies involved in travel, and it has become crucial to have travelling workforce feel safe, informed and supported. He says, "We

**“Travel risk management, by comparison, is comprehensive, constant, and ever-changing”**



Rebecca Daniels



Vishal Sinha

believe that travel disruptions can happen at any time, from a minor incident such as a missed flight connection, right through to a natural disaster or man-made crisis. Regardless of the severity, such occurrences require an urgent response to ensure the health, safety and security of travellers at a moment's notice." In order to help companies meet their Duty of Care requirements, the company offers Amadeus 'Mobile Messenger' - a global, complete Duty of Care solution enabling employers to locate, communicate with and assist travelling employees. Bansal explains that the Amadeus Mobile Messenger not only enables companies to meet their legal and ethical responsibilities, but also ensures employees have an enhanced travelling experience by tracking employees' location and updates traveller data in real time in addition to various other benefits. Additionally, companies and travel management companies are able to keep their employees well informed and provide fast and efficient assistance when needed through Mobile Messenger.

Daniels, further elaborates that Duty of Care is the responsibility of either corporate travel management teams, who may choose to include this as part of their planning, or of TMCs. In fact, duty of care has become the standard and primary reason why corporations work with TMCs to manage their travel programmes. "TMCs add value by providing their clients with technology, like tripcase and safepoint, which is fully integrated to the traveller experience,

**“**Companies in India are looking for ways to minimise trip disruption and ensure safety**”**

ensuring peace of mind. By taking on the Duty of Care component of a corporation, TMCs ensure that all risks are monitored, and that employees and managers alike are well-informed of any security risk while travelling on business and capable to respond accordingly. It enables the corporate travel manager to communicate with its employees on the road in an organised and efficient manner," she says.

Travel management companies like Carlson Wagonlit Travel (CWT) also support organisations with travel risk management. **Vishal Sinha**, CEO, India, Carlson Wagonlit Travel, points out, "Companies in India are increasingly looking for ways to minimise trip disruption and ensure the safety of their employees when incidents occur. One of the key elements of travel risk management is being able to track travellers." He further elaborates that with many Indian companies expanding their operations nationwide and even overseas they're going to have a lot more employees travelling for work. "When an incident takes place, we can quickly generate a report through our CWT AnalytIQs tool. Through the CWT To Go mobile App, we are able to update the impacted travellers on the situation, and any changes we make to their travel arrangements also appear on the App."



# ACE OF MICE to exude ‘colours’ of industry

**Volkan Ataman**, President, Tourism Media Group, express his views on the most extensive business event and how it leverages MICE globally



Volkan Ataman

## Jessy Iype

### What can participants expect from ACE of MICE this year?

The world's third largest MICE (Meeting, Incentive, Congress, Event) exhibition, ACE of M.I.C.E. Exhibition by Turkish Airlines is scheduled to be held on February 21-23, 2018, for the fifth time at Istanbul Congress Center – ICC. The event will be covered on a 5000 sqm net area. It is themed as the same in previous year: 'MICE Industry Convenes With All of Its Colours! The AME'18 exhibition will have 750 hosted buyers from 40 countries, almost 9,800 B2B appointments, 220 national and international exhibitors, 160 sponsors and partners, 20 sessions, 35 speakers and 15,000+ national and international visitors. Face-to-face interaction with high-level decision-makers and influencers of the industry will allow the participants to connect with new and existing customers under one roof. MICE Industry Professionals, Associations/Societies/Federations and Corporate Companies will be the hosted buyers at AME. In addition, the 'Business Network Night' will provide a chance to build new business contacts. AME'18 comes along with innovations like TECH ZONE, which will include event technology exhibitors and latest trends both in Turkey and in the world. Brands from USA, UK, Belgium will showcase their offerings. There will be

many sessions related to 2018's event technology trends and brand new technological developments such as virtual reality/augmented reality, wearable technology, meaningful use of data, event software and flexible display technologies.

### What is the USP of the event?

We gather all professionals of Turkish MICE industry and let them argue on the issues of the industry through panels discussions and seminars.

### How do you see Turkey coming up as a suitable MICE destination?

The tourism and MICE industries in Turkey has had its share of ups and downs. After the lull period, we are now getting back to our feet and ready to emerge as the top destinations for MICE. The industry has high hopes towards 2018. The feedback from previous ACE of M.I.C.E. Exhibition has highlighted the potential of our country with a positive outlook ahead.

### Any upcoming projects?

We would like to elucidate on a new association. The TETKID association was established in order to gather event managers of corporate companies to set the standards and service-buying criteria of the Turkish MICE industry. The association has the goal of raising the awareness of brands, event companies and suppliers with a global perspective and informing them on the innovations of the world by educating them.

“AME'18 exhibition will have 750 hosted buyers from 40 countries, 9,800 B2B appointments”

# Carving MICE design

**Shivdutt Das**, Chief Executive Officer & Co Founder, Tenth Planet Group, talks about the MICE industry in contemporary era while highlighting the role of his company

**Tenth Planet Group your company name and branding does not sound like a typical MICE company, what is the thought behind this and how do you position yourself amongst your competitors?**

Meeting, Incentive & Conferences are our products but our core remains to be digital innovation platform. We are gradually redefining this space of incentive travel with our blue sky thinking and solutions.

**What made you make this move as an entrepreneur and what made you choose MICE?**

My professional journey started with industry of utmost glitz and glamour way back in 1999. Being a part of the liquor industry for first few years, I truly had a great learning of consumer behaviour, retail markets and above all, the brand. I saw a great opportunity in MICE industry, had been watching this industry closely as a corporate buyer for last 15 years and had executed more than 300 projects by the time I decided to take this step. So this was a well thought through decision.

**What is your view on MICE industry in immediate and long-term?**

Being specific to corporate incentive travel I see a multifold growth in number of travellers growing year-on-year. Companies with large employee & distribution base like manufacturing companies, financial services, telecom and IT shall largely contribute.

Reason is very simple, today matured brands are looking at immediate impact. An experiential marketing product like MICE brings your target audience close to your brand and creates affinity. The vanilla branding spends of TV and Outdoor will only impact brand recall on longer term but does not translate into immediate business numbers like what you get through MICE. MICE is targeted and measurable compared to any alternate. So, the scope is tremendous and the industry is promising.

**When you are so confident about the industry what is the biggest threat or risk you see for yourself?**

We need a lot more serious players to come in and grow this market. We shall grow when the market grows. Today the game is with handful of players who are running an age old traditional shop. We are not innovating like other industries. Limited startups have entered this space and no disruption has happened yet. The time is now. If we lose this time and do not transform ourselves with changing needs of our consumers, then something else will take over this space soon.

**What is the USP for Tenth Planet Group?**

In simple words 'Design is our inspiration'. We are committed to the end user experience we offer. This is backed by our investments into technology, research and product development. We have more than 65 per cent of our team members not from travel and event industry. We have maintained diversity in people and competency.



Shivdutt Das

“  
We are not innovating like other industries. Limited startups have entered and no disruption has happened. The time is now  
”





# Maya raises a toast

In its fourth edition, India Travel Awards honoured the best of the best from the travel and tourism industry of North India in New Delhi



## Nisha Verma

A coveted platform to acknowledge the hard work of tourism professionals in the region, India Travel Awards brought together the who's who of the industry under one roof at The Lalit, New Delhi on December 21, 2017. **Vijay Goel**, Minister of State for Statistics and Programme Implementation & Parliamentary Affairs, Government of India, and the Chief Guest for the event, said, "I am happy to be present for the 4<sup>th</sup> North India Travel Awards. These awards bring a new enthusiasm among people and encourages them to do new work, while pushing them to move forward. I want to congratulate the India Travel Awards team and the winners for a great show. I am not

here as a Minister or Member of Parliament, but as one of the biggest heritage lovers. If I ever get a choice to work as a minister or to work for heritage, I would always choose the latter. In the changing times, we all love heritage and consider it as a status symbol, but not many work for the same, and we need to think about it." **Shivdular Singh Dhillon**, IAS, Special Secretary-cum-Director, Department of Tourism, Cultural Affairs, Archaeology, Museums & Archives, Punjab and CEO, Punjab Heritage & Tourism Promotion Board was the Guest of Honour at the Awards night. Taking the glamour quotient of the evening a notch higher was **Dr. Marisha Kaul**, Gladrags Mrs. India



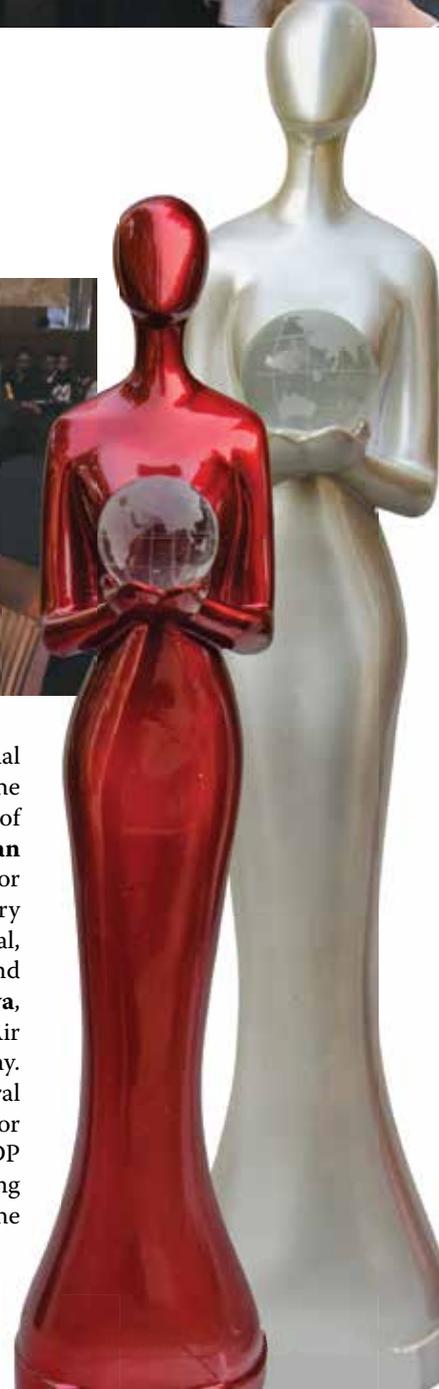


# to North India



– North, who presented the awards alongside the dignitaries. A total of 150 people from the travel and tourism industry attended the glitzy ceremony. **SanJeet**, Mentor, India Travel Awards, said, “The awards acknowledge the consolidated effort of trade partners from the northern region, owing to whom the travel industry has achieved a benchmark.” He asserted that tourism is synonymous with progress and development. “The regional awards recognises establishments, which may not be able to see the light of the day at a national level,” added SanJeet. Thanking everyone for their efforts, he said, “The industry is growing by leaps and bounds, and everybody’s efforts together are making the big difference.

This recognition that we bestow on the regional players has helped make India Travel Awards the leading travel awards within a short period of time.” In the Personal Awards category, **Krishan Kumar Amla**, Chairman and Managing Director of Broadway Enterprises, entered the Gallery of Legends. **Sujit Banerjee**, Secretary General, WTTC India Initiative, was named the Legend in Public Service, while **Pankaj Srivastava**, Commercial Director and Board Member of Air India, took home the DDP Trailblazer trophy. It was **Hanneli Slabber**, Regional General Manager, Asia, Australasia, Middle East for South African Tourism, who was named the DDP Game Changer, while **Amit Sankhala**, Managing Director of Encounters Asia was declared the Face of the Future.



# Standing ovation for winners at 4<sup>th</sup> India Travel Awards

The fourth edition of India Travel Awards captivated travel, tourism and hospitality partners from North India at The Lalit, New Delhi, on Decemeber 21, 2017. Around 45 award winners were recognised and applauded for the efforts undertaken over the years



**GALLERY OF LEGENDS** Krishan Kumar Amla



**LEGEND IN PUBLIC SERVICE** Sujit Banerjee



**DDP TRAILBLAZER** Pankaj Srivastava



**DDP GAME CHANGER** Hanneli Stabber



**FACE OF THE FUTURE** Amit Sankhala



**BEST BUSINESS PROFESSIONAL OF THE YEAR** Bharat Bhushan Atree, Managing Director, Caper Travel Company



**MOST ENTERPRISING BUSINESS COUPLE** Sucheta Nagpal & Pankaj Nagpal



**ENTREPRENEUR OF THE YEAR** K. D. Singh, Founder & President, TravelBullz



**DISTINGUISHED TRAVEL TECHNOLOGY PROFESSIONAL** Anil Parashar



**EXCELLENCE IN ASSOCIATION LEADERSHIP** Runeep Sangha



**BEST GLOBAL DISTRIBUTION SYSTEM (GDS)** Travelport Galileo



**BEST REPRESENTATION COMPANY** Nijhawan Group



**MOST INNOVATIVE TOURIST ATTRACTION** Heritage Transport Museum



**BEST DEBUT CITY HOTEL** Hyatt Regency Lucknow



**BEST DESTINATION MANAGEMENT COMPANY** STHI Holidays India



**BEST AIRLINE - DOMESTIC** SpiceJet



**BEST TOUR OPERATOR - INBOUND** A-La-Carte Tours



**BEST CORPORATE HOTEL** Hyatt Place Gurgaon/  
Udyog Vihar



**MOST PROMISING AIRLINES - INTERNATIONAL** Kuwait Airways



**BEST HERITAGE HOTEL** WelcomHeritage Haveli Dharampura



**BEST LUXURY CAR RENTAL COMPANY** KTC India



**BEST ADVENTURE DESTINATION** South African Tourism



**BEST LUXURY WEDDING HOTEL** Radisson Blu Udaipur Palace Resort and Spa



**BEST FOREIGN EXCHANGE AGGREGATOR** FxKart.com



**BEST LEISURE & MICE RESORT** Hotel Clarks Shiraz, Agra



**BEST EMERGING BOUTIQUE TOUR OPERATOR** Le Magnifique Travel



**BEST VISA FACILITATION COMPANY** Udaan India



**BEST TOUR OPERATOR** Ciclo Tourism



**BEST LUXURY CAMP** The Ultimate Travelling Camp



**BEST AIR CHARTERS** Foresee Aviation



**BEST EXPERIENTIAL TRAVEL APP** Travelixic



**BEST FOREIGN EXCHANGE COMPANY** CentrumDirect



**BEST NTO** Department Of Tourism Philippines



**BEST MID-MARKET LEISURE HOTEL BRAND** Mansingh Hotels & Resorts



**BEST ALL SEASONS DESTINATION** Punjab Heritage And Tourism Promotion Board



**BEST B2B TRAVEL COMPANY** dnata



**BEST TOUR OPERATOR - OUTBOUND** Flag Holidays



**FASTEST GROWING MICE OPERATOR** Tappas MICE



**BEST EMERGING MICE OPERATOR** T4 Initiatives



**BEST TRAVEL CRM** Debox Global



**BEST EDUCATIONAL TOUR OPERATOR** My Travel Box



**BEST BOUTIQUE TOUR OPERATOR** Explore India Journey



**BEST SERVICED RESIDENCY PROVIDER** Hotel White Pearl Serviced Apartments and Residencies

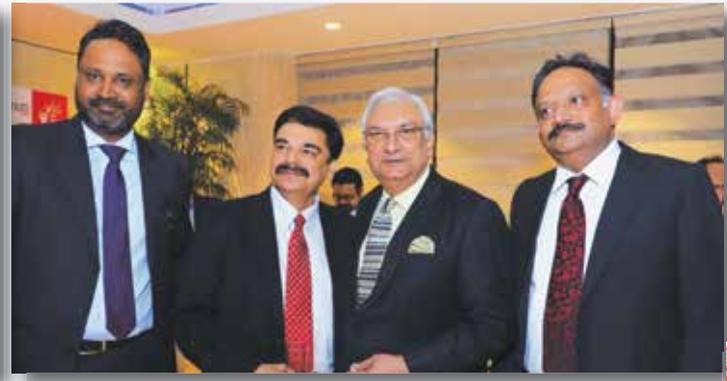


**BEST LUXURY FARM STAY** Maa Ashapura Farm Stay - Ranthambore



**BEST INBOUND TOUR OPERATOR - WESTERN EUROPE** ACME Voyages





# Glimpses of the **SHOW**







# A 'HOLIDAY' to remember

**Ripos Das**, Managing Director, Myuz Holidays, shares the USP of the company which focuses on initiating customised tour packages for MICE groups



Ripos Das

## What is your USP?

Founded in 2012 as andamanexoticholidays.com an online travel platform, the company boosted as Myuz Holidays (unit of Myuz Hospitality Services private limited) in the year 2017. Myuz Holidays is a one of the formidable destination management company in the Andamans with a team of dedicated professionals. The company handles tourists from all around India from FITs, groups and events, etc and is committed to provide personalised services.

## How was 2017 for you, what have been the main challenge?

The last year was excellent for us. Our business has grown more than expected in the last calendar. As Andamans is now becoming one of the popular destination of India, we were determined to render our hospitality to our esteemed guests. However, we also faced few challenges such as shortage of ferry tickets due to huge tourist's influx, dearth of room in high peak season. We also had to make few structural changes in our system due to implementation of GST regime.

“Myuz Holidays offers a complete travel solution portal with excellent user interface”

## What have been the technological trends for hospitality in 2017?

The world is changing so is the travel trade. In today's world, digitisation has become need of the hour. Keeping pace with time, Myuz Holidays has become a pioneer in the Andaman offering the customer myriad options of designing their own package online with suitable customisation as per need of the client. Myuz Holidays offers a complete travel solution portal with excellent user interface that enables the user to design, customise, book and finally share their experience about the tour in one click.

## What are your plans and expectations for 2018?

For 2018, we expect that there will be increase of around 20 per cent in the tourist's inflow. With the help of our new technological initiative we are anticipating around 35-40 per cent increase in our revenue for the year ahead.



## Grab your GOLDSEAT!

GoldSeat is a licensed on-the-go offline entertainment application for premium travel services across air, bus and railway network in India. Once installed on a bus, passengers can connect to GoldSeat Device using Wi-Fi and stream media content with GoldSeat App. The mobile app is completely free for the passengers. The dynamic device also has cloud-based URL filtering to check upon the content.



## Gift of NATURE

Address Home has come out with suitable varieties of corporate gifts. Among them, is the Tree of Life wall décor. As nature evolves into breath-taking beauty, it gets imprinted on the well-crafted, organic pattern wall hanging which is best suited for corporate gifting. The mirror filigree etched into a beautiful intricate tree makes it a centrepiece on the living room walls.

# MUST-HAVES

We unravel some suitable MICE products suited for the business travellers

## A secure O'ZONE'

Ozone has introduced Jade Black digital in-room safe for providing adequate security to guest's valuables. This new Jade Black Digital Safe is operated with RFID card and a 4-6 digit user code. It comes with an electronic locking mechanism with the correct user code. The safe can be accessed using the correct user code or registered RFID card only. Wrong user code or unregistered RFID card input, if provided thrice consecutively, puts the safe in a secure mode by freezing its electronic panel. Jade Black Safe, like other Ozone digital safes, is easy to fix inside a wardrobe cabinet and is provided with a mechanical override key. It is compatible with an audit trail device. With Jade Black hotel in-room digital safe, Ozone has enhanced the options for hoteliers to choose from its wide range of digital safes.



## Be NOISE free

Sony India has introduced a new device of earphones that consumers can use while travelling. The new line-up - WF-1000X and WH-1000XM2 is embedded with unique features that let the consumers enjoy noise cancellation adaptive to the surroundings and usage patterns. A number of advancements have been put into these headphones to make them industry leading in noise cancellation technology. The product has been designed to cater to the frequent flyers and travellers in general.



## Lounge In COMFORT

Apart from comfort, luxury, and grandeur, a daybed adds style to your décor. The Great Eastern Home introduces its exclusive range of chaise lounges which can add a touch of class to your décor, creating a harmonious blend of style, sophistication, and comfort. These pieces of furniture are multipurpose and can be used for lounging, reclining, and seating in common rooms. Each individual piece is handmade from the most premium materials. The collection incorporates different styles like Victorian, colonial, art deco, etc.



# Social skills@work

Our etiquette expert **Shital Kakkar Mehra**, highlights the social skills, that as an acquaintance one can adapt to break the ice among peers



**Shital Kakkar Mehra**  
Practitioner of Corporate  
Etiquette and International  
Protocol in India



*When a colleague miscarries / loses a loved one, then in such grievous situations, one must sympathise*

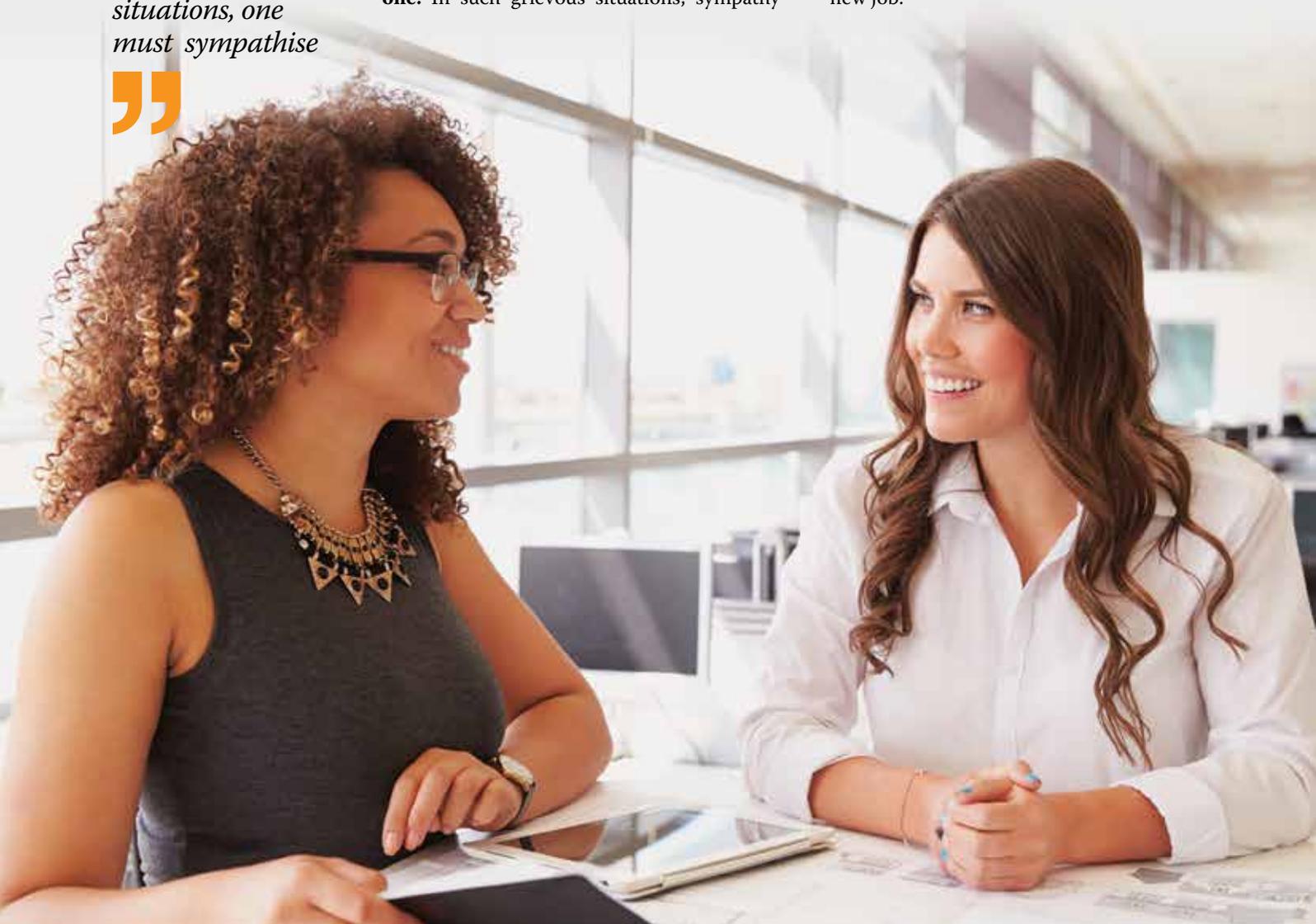


There are several situations at work which require us to use our social skills. While these are easy to handle when interacting with coworkers we are friendly with, it's the one who are mere acquaintances which create awkwardness. When a colleague...

- **Gets engaged or married:** With a genuine smile, wish them warmly "Great News! All the best!" While it is expected that you will inquire about the wedding plans / future spouse, refrain from asking inquisitive questions about their economic status/in-laws. Offer no free advice on marriage!
- **Gets pregnant:** Wait for the colleague to announce it before you congratulate her. A simple "Congratulations!" is adequate. Again, no horror stories about labour, free medical advice or stories about how babies can turn lives topsy-turvy!
- **When a colleague miscarries / loses a loved one:** In such grievous situations, sympathy

which is best expressed by a warm handshake and a genuine "I am really sorry to hear about this". Never say "At least, the sufferings over" or the insensitive "It was a blessing / God's will". As these are tough losses, your colleague may need weeks before he/she bounces back. The best help is continued support and help with their office work while they come to terms with the loss.

- **When a colleague divorces:** Listen to their anguish and help them move on with life e.g. helping file their tax returns/ claims, referring them to a support group or just being there to listen to their problems as they come to terms with their new life.
- **When a colleague is fired:** Don't waste time analysing the reasons for getting fired; instead, motivate them by listing their unique talents, helping them update their resume and connecting them with friends / head-hunters from your network who can help them get a new job.





# Visa Requirements



## Singapore

- Passport:**  
Original Passport with validity of minimum six months and minimum one blank page for visa stamp. Attach all your old passports (if any).
- Visa Application Form:**  
Form 14A duly filled and signed by the applicant along with a clear set of photocopy of form.
- Photo Specification:**  
Three recent passport size coloured photographs with matt or semi matt finish, 80 per cent face coverage, white background and without border (Size: 35mm x 45mm).  
**Please Note:**  
a) Photographs should not be more than three months old, scanned / stapled and should not be used in any of the previous visas.
- Covering Letter:**  
From Sponsor Company with applicants naming list mentioning name, passport number, purpose and duration of visit in brief. The letter should be duly signed by authorised signatory with company stamp and addressed to – The Visa Officer, Singapore High Commission, New Delhi. If applying from Mumbai covering letter must be addressed to – The Consulate General of Singapore, Mumbai. If applying from Chennai, cover letter must be addressed to- The Consulate General of Singapore, Chennai.
- Hotel Booking:**  
Hotel Confirmation with naming list.  
Tour company covering letter with naming list & with day to day itinerary.
- Ticket:**  
Confirmed Air Ticket along with the tour itinerary.  
Airline letter with group names / PNR  
Corporate registration certificate (if applying from Mumbai).  
**Please Note:** (additional documents if applying from Chennai) - Employee id copy and two months latest salary slips. If passport is issued other than South region, then, applicant has to provide any south region address proof.
- Processing Time:**  
Minimum 5-6 working days after group appointment.  
Jurisdiction: Applicable.

Source: Udaan

# A TRYST with RISK

Risk management requires necessary employee skills and competency to get successfully deployed within an organisation, feels **Shivani Misri Sadhoo**



Shivani Misri Sadhoo  
Founder  
Saarthi Counselling  
Services

Risk management is the structured means of identifying, assessing, rating and managing the risks faced by an organisation within the context of its financial reporting processes, operations and compliance with laws and regulations. It is designed to provide the organisation with a structured means to harvest relevant information necessary to proactively consider the implications of such risks, and what actions, if any, the organisation should take steps to mitigate those risks.

The above is the theoretical definition of risk management, for some, it may sound simple but in the real business world, it's not easy to apply. Risk management is more of a training of some skills that is pertinent for an employee to project potential competency within an organisation.

Apart from that, employees in an organisation come from a range of education and experience backgrounds and most importantly, each employee has his/her own perception of what is an acceptable risk. That is why one of the key components of risk management is employee training and development.

Here are the key components that top management and risk managers must keep

in mind while developing a risk management training programme for employees:

## RELEVANT TRAINING

Generally, organisations have specialised divisions and professionals to manage specific risks. Like there are registered chartered accountants, lawyers, auditor to take care detailed financial, law and regulations. Every employee is not meant to learn or execute these detailed technicalities. Hence risk management training should be less about risk assessments and more about risk-based decision making, planning, budgeting and investment management. Don't teach the management how to manage risks, teach them how to do their job keeping risks in mind.

## REGULAR REFRESHER TRAINING

In general, humans forget 40 per cent of what they've learned after 20 minutes and 64 per cent after just 9 hours. Hence an organisation must emphasise on conducting regular refresher training of risk management. This can be done by recording all risk management training sessions on video. So, the company should initiate availability of videos available on the corporate intranet. The organisation can then send employees annual or quarterly reminders to watch videos as a risk management refresher.



*One of the key components of risk management is employee training and development*





SATTE	Abu Dhabi	31 Jan-Feb 2
IBTM ARABIA	Abu Dhabi	5-7
CONVENE	Vilnius – Lithuania	14-15
MCE CENTRAL & EASTERN EUROPE	Zagreb, Croatia	18-20
PATA ADVENTURE TRAVEL AND RESPONSIBLE TOURISM CONFERENCE & MART (ATRTCM)	Abu Dhabi	21-23
BUSINESS TRAVEL SHOW	Olympia, London	20-22
ACE OF MICE	Istanbul, Turkey	21-23

## MARCH 2018

ITB	Berlin, Germany	7-11
MITT	Moscow, Russia	13-15
INDIA TRAVEL MART (ITM)	Goa	16-18
ROUTES ASIA	Brisbane, Australia	18-20
UITT	Kiev, Ukraine	20-22
IT&CM AND CTW	Shanghai, China	20-22
GBTA CONFERENCE 2018	Mexico	21-23

## APRIL 2018

HICSA	Mumbai	4-5
TRAVEL LUXURY SHOW	Jaipur	7-8
ILTM AFRICA	Cape Town, South Africa	15-17
COTTM	Beijing, China	16-18
DIGITAL TRAVEL SUMMIT (APAC)	Singapore	17-19
WTTC GLOBAL SUMMIT	Buenos Aires, Argentina	18-19
KITF	Almaty, Kazakhstan	18-20
PHOCUSWRIGHT	Gurugram India	19-20
GREAT INDIAN TRAVEL BAZAAR (GITB)	Jaipur	22-24
ILTM ARABIA	Dubai, UAE	22-23
ARABIAN TRAVEL MART (ATM)	Dubai, UAE	22-25



## ITB Berlin: Buyer speed dating

ITB Berlin will be offering buyers and bloggers an opportunity to network with exhibitors

ITB Berlin 2018 is scheduled to take place March 7-11, 2018. In 2017 a total of 10,000 companies and organisations from 184 countries exhibited their products and services to around 169,000 visitors, who included 109,000 trade visitors. Parallel with the show, the ITB Berlin Convention, will be held from March 7-10. Zambia is the Convention & Culture Partner of ITB Berlin 2018. The World Tourism Cities Federation (WTTC) is Co-Host of the ITB Berlin Convention. The event's sponsors include Ctrip.com International, the German Federal Ministry for Economic Cooperation and Development (BMZ) and the Ministry of Culture and Tourism of the Republic of Turkey. The admission to the ITB Berlin Convention is free for trade visitors and exhibitors.

There will be two Speed Dating events on March 8, 2018, through which buyers will avail an opportunity to network efficiently with exhibitors. The ITB Blogger Speed Dating event will also be offering 8-minute slots to enable exhibitors and travel bloggers to get together, introduce their respective portfolios and talk about ideas and opportunities for joint ventures. By using the ITB Matchmaking Tool they can arrange up to nine appointments in advance. At the eTravel World visitors to the eTravel Stage and eTravel Lab can find out about the innovations of the future and their potential impact on the travel industry. The focus will be on future-oriented topics such as the blockchain, social media and voice recognition.

# movements



**Mark Powers**  
Group Chief Financial Officer  
Etihad Aviation Group (EAG)

Etihad Aviation Group (EAG) has appointed Mark Powers as its new Group Chief Financial Officer. Powers will join EAG in January 2018. In his new role, Powers will be responsible for the finance function across the Abu Dhabi-based group's five divisions, which comprise UAE national airline Etihad Airways, Etihad Airways Engineering, Etihad Airport Services, Hala Group and Airline Equity Partners. He brings with him significant industry experience, having held senior leadership roles at major airlines including JetBlue, where he held the position of CFO.



**David Hodges**  
Country Manager  
Virgin Atlantic

Virgin Atlantic has appointed David Hodges as the new Country Manager for its India operations. In his new role, Hodges will drive Virgin's business at a strategic and commercial level for all sales within India. An accomplished industry leader with over a decade of business development and external affairs experience, he has an established track record of leadership and business expansion at large, complex, multi-national organisations. Hodges joined Virgin Atlantic in 2013. Prior to his appointment as the Country Manager for India, he was the Senior External Affairs Manager.



**Ashwani Nayar**  
Multi-Property GM  
The Westin Gurgaon, New Delhi  
and The Westin Sohna Resort  
and Spa

Ashwani Nayar has been appointed as the Multi-Property General Manager of The Westin Gurgaon, New Delhi and The Westin Sohna Resort and Spa, the brand's well known properties in New Delhi NCR. With over 25 years of experience in hospitality, Nayar joined Marriott International (earlier Starwood Hotels & Resorts Worldwide) in 2005. With his new designation as a Multi-Property General Manager, he will be focusing on the overall operations of the popular Gurgaon hotels, driving profitability, increasing revenue, guest satisfaction and enhancing the strong brand positioning of the two hotels.



**Jaideep Anand**  
General Manager  
The Leela Ambience  
Gurugram Hotel &  
Residences

Jaideep Anand has been appointed as the General Manager of The Leela Ambience Gurugram Hotel & Residences. His last assignment was with The Leela Ambience Convention Hotel, Delhi as General Manager. Anand started his career in hospitality with The Oberoi New Delhi in F&B and Rooms Division. Later he served The Oberoi Nile cruisers and was transferred to Oberoi Hotels in Saudi Arabia at the Allied Forces camps which involved catering of over 25,000 meals daily, in addition to housekeeping of the camps. This assignment won him accolades from the Saudi Royalty and he received the title of The Commander of the Allied Forces, General Schwarzkopf.



**Gagandeep Singh**  
General Manager  
Courtyard by Marriott Hotel  
Agra

Gagandeep Singh has been appointed as the new General Manager of Courtyard by Marriott Hotel, Agra. In his new role, Singh will effectively leverage his past experiences of managing diverse leadership assignments. Besides, focusing on parameters that drive revenue and profitability, he puts serving community, and people first. Additionally, he works toward reducing carbon foot-prints of an organisation. Singh has over fifteen years of experience in the core hospitality and customer oriented operations. Prior to joining Marriott International, he had held the role of General Manager at Holiday Inn Jaipur City Centre.



**Shipra Sumbly Kaul**  
General Manager  
Holiday Inn Express  
& Suites Bengaluru  
Racecourse

Shipra Sumbly Kaul has been appointed as the General Manager of Holiday Inn Express & Suites Bengaluru Racecourse. She comes with over 17 years of experience in the hospitality industry and is entrusted with the responsibility of spearheading the opening and successful operations at Holiday Inn Express & Suites Bengaluru Racecourse - the first Holiday Inn Express business hotel that opened in October 2017. Prior to joining Holiday Inn Express and Suites Bengaluru, Kaul successfully launched Holiday Inn Chennai OMR IT Expressway as the General Manager. She joined IHG as Director of Sales and Marketing and over the years grew taking over as General Manager and has worked in various roles in Crowne Plaza Bengaluru.

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Awards and Accolades

