



TRAVEL INDUSTRY COUNCIL OF ONTARIO
2024 ANNUAL MEETING

Election of Directors – Candidate Biographies
(Alphabetical by last name)

1. **Industry Directors**

Members will choose one (1) of the following industry candidates for the Board of Directors. The candidate with the highest number of votes will serve for a three-year term.

The candidates are:

Sean FLEMING, Director of Operations, SVR Inc.

I bring vast knowledge to the group with over 25 years of experience in the hospitality and customer service industries. My years of working for Starwood Hotels and Resorts, both on the front line and in the New Build and Transitions team, allowed me to gain experience in all aspects of the business. My ability to deal with everyone, from disgruntled customers to hotel owners investing millions of dollars, has given me vast experience to bring to this board. My passion for the travel industry has remained strong over the years. I have experience in team building, branding, compliance, and governance and a sound understanding of contracts and legal requirements. As a business owner in the short-term rental arena, an area that is quickly growing, I can bring TICO both representation and an understanding of the challenges and complexities of this unique facet of the travel business.

Humaira, KHAN, President, ExplorEast Tours n Treks

Humaira Khan's journey in the travel industry began in 1993 as a student tour leader in Pakistan, breaking barriers as the first and only female tour leader in the country until her immigration to Canada in 2000. With a diverse academic background in history, journalism, law, and business management, Khan's built a remarkable career as a globetrotting reporter, coordinator, and tour manager, spanning North America, Southeast Asia, Europe, and the Middle East. Her fearless nature and empathy have enabled her to connect with people from all walks of life, using storytelling to highlight complex social

issues and the human spirit. Khan continues to represent as a Canadian tour operator at international venues, like ITB Berlin and Adventure Travel Mart New York.

For over a decade, she has been deeply involved in refugee settlement and sponsorship in Canada and advocates for education in developing nations. She has also managed several international humanitarian projects, including shelter rebuilding after the 2022 floods in Balochistan. Khan has produced impactful media series, such as "Voice of Women" and "The Travel Show," sharing global Indigenous cultures.

Her passion for responsible tourism led her to establish "ExplorEast Tours n Treks," a company dedicated to cross-cultural understanding and giving back to local communities. Khan's lifelong commitment to ethical travel and social advocacy makes her an ideal candidate for the TICO Board of Directors, where she aims to promote equitable travel practices that benefit both at home and abroad.

Gregory LUCIANI, CEO, TravelOnly Inc.

I'm a seasoned professional with over two decades of experience in the travel and tourism industry. As the CEO of TravelOnly, one of Canada's largest travel agencies, I've demonstrated exceptional leadership and strategic vision, growing the company significantly and earning a reputation for innovation and excellence in customer service. My extensive knowledge of travel management, coupled with a deep understanding of industry trends, has positioned TravelOnly as a leader in the field.

My career began in sales, where my ability to understand and meet client needs quickly propelled me into senior management roles. My entrepreneurial spirit and commitment to continuous improvement have been pivotal in driving the company's success. Under my guidance, TravelOnly has expanded its services and adapted to the ever-changing travel landscape, particularly during challenging times such as the COVID-19 pandemic.

I'm motivated to join the TICO Board of Directors by my passion for enhancing the integrity and trustworthiness of the travel industry. I believe in the importance of consumer protection and am committed to upholding the highest standards of professional conduct. My goal is to contribute my expertise to ensure TICO's policies and practices continue to serve both the industry and consumers effectively.

My commitment to ethical business practices and consumer advocacy aligns with TICO's mission. I'm eager to leverage my experience to support TICO in maintaining a fair, safe, and reliable travel marketplace.

Angie MINIACI, President, Lanair Int'l Travel Ltd.

I have been in the travel industry for 37 years and have great industry knowledge and experience as well as financial literacy. I have a good standing with TICO, and I am an

Ontario member. I have experience in leadership, and I am committed to serving the full term. I am devoted to helping protect and shape our travel industry and provide governance best practices. I am passionate about our industry and would like to help contribute and protect its growth.

Kala, NARAYANAN, President, Eurojets Canada Inc.

I am a small business retail owner in travel. EUROJETS has been operational for 25 plus years. I feel I could do justice to the position. I have leadership skills. I have been a board member at a Women Entrepreneur group called WINGS (Women's Initiatives to Nurture Grow and Support) and at CSICC (Canada South Indian Chamber of Commerce). Presently, I am the President and Co-founder of the ICWF (Indo Canadian Women Foundation). I am passionate about giving back to the community. Have been involved extensively in volunteering for different organizations. I am a great learner and will definitely strive hard to learn the intricacies of the trade with guidance.

I am passionate about learning and that motivates me to apply for this post. Have gone through the roller coaster ride in this trade with the ups and downs and yet managing to keep my head held high. I truly follow the characteristics of honesty and credibility always. Hence, I feel I could be an asset to the Board given the opportunity.

It would definitely be a dream to be on the Board and will most certainly bring value to the table. I am a small retail agent with a turnaround of less than 2 million. I think the qualities of leadership, addressing people, and being confident in what and how you could express are the key factors of being a leader and a Board member. I think I truly will stand out with my personality. Thanks for considering me.

Mandi NELSON, Risk & Legal Manager, Flight Centre Travel Group

With over 13 years in the travel industry, I bring a strong foundation in corporate governance and commitment to consumer advocacy. As the Risk & Legal Manager at Flight Centre Travel Group (FCTG), I have led our Risk & Legal Team for over a decade, driving critical projects across Canada to enhance corporate governance.

Consumer protection is my priority. Navigating regulatory challenges like the APPR (Air Passenger Protection Regulations) demands a balanced approach that supports consumer needs while ensuring industry compliance. As the industry shifts towards home-based work environments, TICO must adapt swiftly to maintain consumer safety and trust.

During the COVID-19 pandemic, I managed complex issues such as furloughs, closures, relocations, credits, vouchers, and policy changes—all putting the consumer's best interests first. Recently, my leadership in the Global Envoyage project established a new regulatory framework that integrated diverse agencies, always considering consumer impacts.

My drive to join the TICO board comes from a genuine desire to be a positive force for change. I want to use my voice to shape the future of travel regulation, ensuring a fair and informed marketplace for Canadians.

My international governance experience has taught me to collaborate effectively, proposing alternatives that meet regulatory requirements and business objectives, always with consumer interests at the forefront.

If elected, I will ensure that both consumer and registrant perspectives are equally considered, fostering mutual buy-in to advance TICO's objectives without compromising consumer protection.

Grace ROSA, Manager, Exquisite Travel Inc.

I feel with my 31 years of professional skills and work experience in Management, Sales and Marketing & Customer Service, I would be a strong candidate for this position. I am Bilingual in English, Portuguese and Spanish. I believe that employment requires commitment, dedication and respect, which are all traits I portray in my everyday life and own business. I have been an instructor at the International Institute of Tourism since 2019. I believe that hiring me to be a part of your team will be an asset to the future of your company.

2. **Public Directors**

Members will vote for, against or withhold their vote in regard to the election of Jeffery STEINER as a Public Director of the Corporation for a three-year term.

Jeffrey STEINER, Chair, Canada-Saudi Business Council

I am an avid traveller and respect the challenges that service providers and customers experience from COVID into current recovery. Strong affinity for customer experience, governance and dispute avoidance & resolution. Jeffrey Steiner is a senior executive, experienced board director & lawyer involved with international trade, the film & TV industry, real estate, the mining sector and early-stage angel investment. He leads New Franchise Media Inc., formed to create film & television productions based on the best-selling novels of Jeffrey Archer. Mr. Steiner was also the driving force behind the creation of Canada's largest film & tv studio, located in Toronto's waterfront.

Jeff is the current Chair of the Canada-Saudi Arabia Business Council. Jeff recently completed two terms on the board of Export Development Canada (EDC) where he chaired the Business Development & Strategy Committee. Jeff was also a founding board member of FinDev Canada, an EDC subsidiary for development finance applying a gender-lens to investing. Jeff currently serves on the board of directors of the Resource Productivity &

Recovery Authority (RPRA) tasked with overseeing product stewardship and recycling programs in Ontario. ICD.D designation.