



TRAVEL INDUSTRY COUNCIL OF ONTARIO 2023 ANNUAL MEETING

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

1. **Industry Directors**

Members will choose up to two (2) 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, while the candidate with the second-highest number of votes will serve for a two-year term.

The candidates are:

Julie BOUCHER, Chief Financial Officer, Tully Luxury Travel

At 19 years old, I went to Banff for a summer job and this experience unlocked my curiosity as I met people from all corners of the world. It was the beginning of a quest that led me to move to Toronto in 2002 where I began my career with the North American Leisure Group (NALG) as a financial analyst and obtained my CPA designation shortly after. I spent 10 years with NALG, Thomas Cook and TravelBrands, through the changes of ownership, progressively gaining responsibilities until my departure in 2014. During those years, I experienced first-hand the challenges that small agencies face dealing directly with franchise owners in my role as Controller and later as Accounting Manager for their retail division. As a Director, I oversaw a team of 60 employees based in Toronto and Montreal and received accolades as part of a leadership mentoring program. I joined Flight Network in 2014 where I gained a better understanding of air ticketing and online retailers. Then, in late 2015, I joined Tully Luxury Travel (TLT) as a Vice President, overseeing Finance and HR functions, and became a Board Director shortly thereafter. I was promoted to CFO following numerous successful initiatives to boost the financial health of the organization during the pandemic and following the addition of the technology department to my realm of responsibilities. As a CPA, I stand for unwavering integrity, transparency and efficiency, which values align with those of TICO.

Judith D. COATES, Independent Travel Advisor for The Travel Agent Next Door operating as Wired for Travel

The viability and the sustainability of the Travel Industry in Ontario is of utmost importance to me and during my 24-year career in the Industry I have consistently worked on the "bigger picture" of travel as a means of bringing people together. My experience of working with Travel Advisors across all provinces in my work with ACITA has allowed me to see that the regulators of other provinces look to Ontario as a trend setter in Consumer protection, and TICO as a model to strive towards. I view membership on the TICO Board of Directors as a privilege and a responsibility, but also an obligation to the Industry that I am so passionate about.

Andrew DAWSON, Chief Operating Officer/President, Sunwing Vacations

First and foremost, I bring a passion for travel. For my family and I, travel has afforded us not only the opportunity to relax and recharge, but also to bond and experience new horizons. Whether a dreamy vacation or travelling for necessity, I believe as an industry we owe it to our mutual guests to continue to deliver the best possible experiences.

During my 25 years in Canada, I've been fortunate to have held senior positions at some of the largest and most successful wholesalers and retailers in our industry. In addition, I bring an additional perspective gained from senior leadership roles in travel in the UK and USA, along with added business knowledge from my earlier roles as a Management Accountant in the UK, (a qualification I retain today under the UK auspices).

As well as my deep knowledge of the travel industry and of business in general, I feel that my decision making, project planning, collaborative style and effective communication skills would all be valuable assets to the new TICO Board should I be selected.

We have an opportunity to offer Ontario travellers, world-class levels of service standards, information, and protection so they can purchase with confidence and travel with ease, and I believe, in collaboration with the new Travel Industry Advisory Council, that I'm in a unique position to shape how we collectively deliver on that.

Patrick DOYLE, Chief Commercial Officer, Flight Claim

I have over 20 years experience at various levels in the travel industry. Previous to my current role I was the VP & GM for American Express Global Business Travel responsible for the entire business across Canada. I am a current member of the GBTA Canada Advisory Board, Toronto Metropolitan University Tourism & Hospitality Management Board and Hope Air National Advisory Council. I previously was on ACTA Board of Directors. My organization, Flight Claim, acts as a consumer advocate to ensure travelers are educated of their rights and compensation as they face travel disruption. My main motivation around becoming a TICO Board member is to continue to advance TICO's

mission and to ensure consumers have the right protection when they deal with travel industry partners.

Mike FOSTER, President, Nexion Travel Group Canada

Mike Foster is President of Nexion Travel Group - Canada, with headquarters in London, Ontario. Part of the Internova Travel Group (formerly Travel Leaders Group) and serving Independent Contractor home-based and store-front agents across Canada, Nexion Canada opened in 2013.

Along with 2 partners, Mike opened his first agency in 1982 and has over the years added a number of agencies through acquisition, building one of the area's largest travel agency companies with as many as 5 agencies serving leisure, corporate, group, and incentive travel, as well as Independent Contractor agents. That company became Nexion Canada, ULC.

Having served a variety of roles in ACTA Ontario, the ACTA National Board, and TICO in the past. Mike has also been a member of the College Advisory Committee for the Tourism and Hospitality Division of Fanshawe College in London, as well as a board member and fund-raiser for a number of charitable organizations in London, including the Sunshine Foundation, Junior Achievement, the Small Business Centre, and the London Health Sciences Centre.

Mike has held a CTC designation since graduating with a degree in Travel and Tourism from Fanshawe College where he was recognized as a Distinguished Alumni Award winner in 2007.

For his entire 45-year career, Mike has been an advocate for the travel agency industry, driven to bringing real, substantial, and positive change to the travel industry.

David R. HARRIS, Executive Chairman, Ensemble Travel Group

Having worked my entire career in the Travel Industry (40th year), I have grown through the ranks of numerous agency roles to agency management to elected Board member a leading industry consortium and was then appointed to the role of CEO where I am presently the Executive Chairman.

The importance of a well-functioning, accountable TICO is critical to the Ontario travel industry. It is also a leader and roll model for the entire travel industry in both Canada and the USA. In too much of our industry, there is an inappropriate structure of regulated accountability and consumer protection and while this is not a TICO mandate to ensure this exists elsewhere in Canada/North America, it can do more to elevate the importance of this for the benefit of the industry and consumers alike.

My considerable industry knowledge and leadership capabilities make my candidacy for an elected TICO Directorship a natural opportunity to collaborate and contribute to an essential Provincial regulatory body. Furthermore, collectively we must facilitate the delivery of widespread benefits for the travel industry eco-system while at the same time operating with credibility and integrity for the industry at large as we work to recover from the most devastating industry events in the history of travel.

Dan LANGEVIN, Chief Commercial Officer and Partner, SoftVoyage

I have been in this great industry my entire career. Over the years, I held several positions on the wholesale side as well as the retail side of our Industry. Since 2002, in my current position as the Chief Commercial Officer and a Partner at Softvoyage, I have been front and center of both retails and wholesales by providing technology solutions to both sectors. Because of what I do, I see both sides. Also, for the past 3 years, I have been on the advisory board of TICO (CIAC). I really feel my unique set of skills would be an asset to the board of directors of TICO.

Anthony SAUNDERS, Chief Financial Officer, H.I.S. Canada Holdings Inc.

I am a CA, CPA, and have a Bachelor of Commerce degree in Hotel and Food Administration. I articulated for my CA with Clarkson Gordon, now Ernst and Young. I have been in the travel industry for over 25 years and have been involved and or executed a number of acquisitions in the industry, beginning with the sale of Rider travel to HRG, a UK based company trading on the London Stock exchange. Further, I was responsible/active member for the sale/purchase of a number of companies under the Thomas Cook umbrella, including the ultimate sale of Thomas Cook to Red Label Vacations inc. Once sold to Red Label vacations inc., I successfully managed the company through CCAA (Companies Creditor Arrangement Act), so that it could ultimately be sold to HIS Canada Holdings, a company owned in Japan and traded on the Japanese stock exchange. I reside on the board of the trading travel company and the ultimate holding company that owns Redtag, Travelbrands, and Jonview .

Robert TOWNSHEND, President, Total Advantage Travel & Tours Inc.

In June 2018, Robert Townshend was elected to the TICO Board of Directors and is now seeking re-election. He has served on several board committees and development meetings during his tenure. Robert has a wealth of knowledge of the Travel Industry Act and can be counted on to accept or deny claims against the compensation fund.

Robert has been the president of Total Advantage Travel & Tours, an Ontario-based retailer and wholesaler, for 28 years. He has extensive experience in the travel industry, including working at Avis Rent a Car and serving on the travel agent advisory board for a major Canadian tour operator.

Additionally, Robert has taught travel and tourism courses at Centennial College and Sheridan College and has worked on a program to introduce these courses to Indigenous areas of Ontario. He received his education at Toronto Metropolitan University and is pursuing a *Master of Divinity (MDiv)* degree at the University of Toronto. Robert is also a member of ACTA.

In his free time, Robert volunteers at local food banks and chairs the outreach committee of a church in Mississauga, providing food, clothing, and housing for those in need. He was ordained as a Deacon at St. Peter's Erindale Church in October 2020.

2. **Public Directors**

Members will vote for, against or withhold their vote in regard to the election of the Public Directors of the Corporation as follows: Archana GUPTA-HARIT for a one-year term, Heather COLQUHOUN for a two-year term and Christopher WARREN for a three-year term.

Heather COLQUHOUN, HR Professional

Heather's passion for travel and languages led her to her first career, in the travel industry as a German-qualified flight attendant, where she had the opportunity to use her French, German, and Italian. Since then, Heather has been an HR/OD consultant across multiple industries, instructor in Organizational Behaviour at York University, and an HR executive.

As a human resources executive, Heather enables business growth and transformation with demonstrated abilities in data-driven HR and Talent strategy development and implementation aligned to organizational goals. She has held progressive HR leadership roles inclusive of Global HRBP, HR Director and Talent executive, following her 13 years of human capital consulting. Her experience includes HR transformation, talent management and acquisition, learning & organizational development, change management, DEI, and leading internationally with teams based in SAM, AEM, AUA and North America.

Known for her inclusive leadership style, Heather is results-oriented, future-focused, and collaborative with expertise creating Centres of Excellence (COEs), centralizing HR operations, and implementing outcome-focused talent solutions in national and global, complex, matrixed organizations. In addition, Heather brings 16 years of governance experience as a strategic and collaborative Board Director including in union and non-union environments.

Heather remains passionate about travel, and is keen to support TICO in its mandate to protect consumers. The TICO values resonate with her, and she is looking forward to being part of a collaborative board doing important governance work on behalf of travellers to and from Ontario.

Archana GUPTA-HARIT, Director of Financial Services/Treasurer, Municipality of Central Elgin

Archana Gupta-Harit is a visionary innovator who adeptly leverages advanced financial acumen, data-driven insights, and strategic acuity to inform and shape business strategies, effectively driving growth, profitability, and enhanced shareholder value. She is a CPA-CMA and MBA from Richard Ivey School of Business, Western University.

Archana has extensive experience serving the boards. Currently serves as a Board of Director with Rapport Credit Union, where she continues to support Audit, Governance and Nomination Committees. She served a 3-year term at Hospice Toronto as a Board Member and governance committee member. She also served three terms as Chair, Board of Directors, Deputy Minister Diversity Partnership Program Association, an OPS Diversity Mentoring program. She played a pivotal role in driving initiatives aimed at enhancing workplace diversity, inclusion, and equality leading to change in the workplace.

Archana is full time employed as Director, Financial Services & Treasurer with a municipal corporation. She is accountable for the administration and management of all areas within financial services including governance, audits, strategic planning, legislative compliance, treasury and IT. She garnered recognition with Best Budget Presentation 2022 Award from GFOA, North America.

Previously, Archana served the OPS for more than a decade in various progressive roles. She delivered services in the areas of Strategic Business Planning, Governance, Financial Management and Reporting, Controllership, ERM, PCI Compliance, COOP, Emergency Management, and I&IT. Received an individual Deputy Minister's 'Standing Ovation' award for pioneering the establishment of a highly successful ERM Program.

Prior to joining Public Services, Archana has worked in private sector with consulting firms serving Healthcare & Education Sectors.

Christopher WARREN, Partner and Director, Bletchingdon Capital

Trusted by senior elected cabinet ministers and university executive leaders to work proactively with probity, tact and discretion, I have led the development of projects and the advancement of strategic public policy files in demanding high-performance and multi-stakeholder environments at Bletchingdon Capital, Brock University, and Ontario's Ministries of Energy, Infrastructure, and Colleges and Universities.

I feel strong alignment with TICO's mission, vision and values to be proactive in advancing consumer protection, ethical business practices and a trusted marketplace through the efficient and effective regulation of Ontario's travel industry. Having spent my early professional career in the public sector, and as a results-oriented individual, I am excited by this leadership opportunity to build upon the TICO's profound legacy, and to become a more effective agent for positive change. As an outgoing and community-minded person

I would bring tremendous energy and enthusiasm for the promotion and growth of your organization, the development of its strategic priorities and in advocating for ways to elevate the vibrancy of the broader stakeholder community. I would bring extensive experience managing and motivating organizations as part of governance boards; a demonstrated history of building trustful, not transactional, relationships with stakeholders; with the ability to grasp strategic challenges and opportunities with clear and effective leadership; with excellent communication, negotiation and advocacy skills; and with an understanding of enterprise risk (its management and control), as well as non-profit governance and management requirements.

My core commitments to unwavering integrity, enthusiasm for working with people of all backgrounds and perspectives, thinking through first principles, the building of trustful, not transactional relationships, and a deep dedication to achieving the most positively impactful outcomes.