



AUSTRALIA-ASEAN
NEW NORMAL
FOR THE VISITOR ECONOMY
SUPPLY CHAIN PROJECT

Webinar 1:

How has the visitor economy supply chain been impacted by COVID-19?



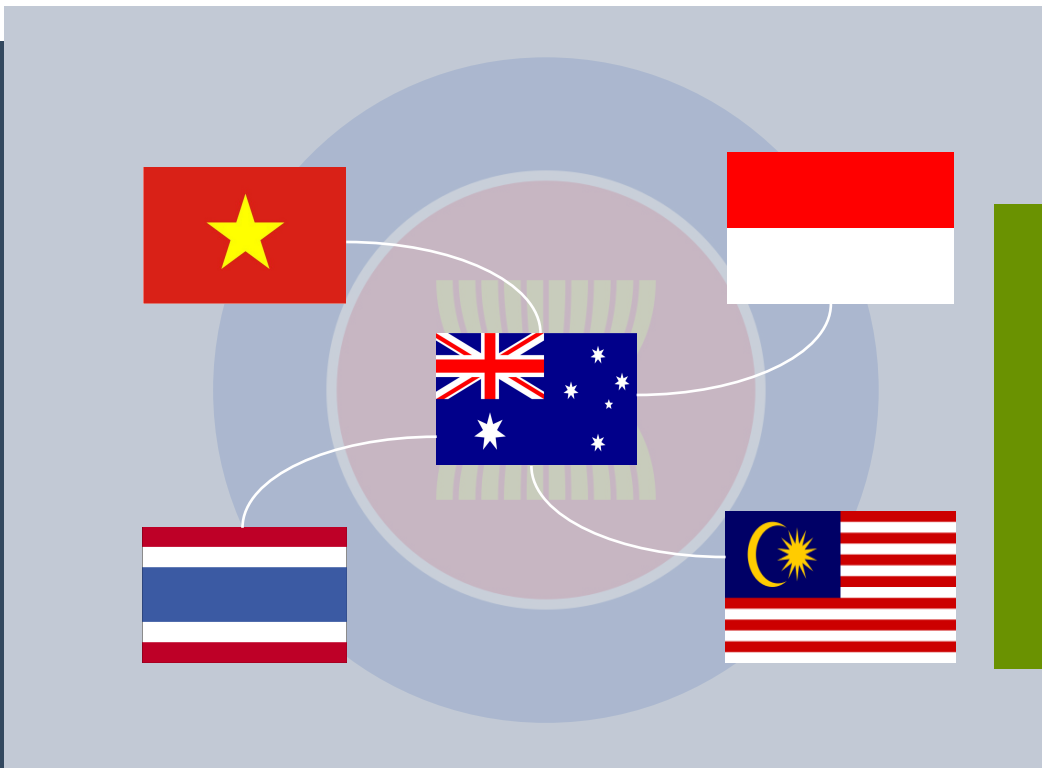
The visitor economy has been dramatically impacted by the COVID-19 pandemic, creating long-term change and disruption to industry operations. To support industry recovery and resilience, this project will foster international collaboration by hosting three webinars that engage industry, community, government and education stakeholders in Australia, Malaysia, Thailand, Vietnam and Indonesia, together with other ASEAN countries.

The webinars will be a platform to share knowledge on how to build a 'new normal' for the visitor economy supply chain, and how stronger leadership and digital transformation can support supply chain resilience. The project is funded by Australia-ASEAN Council, Department of Foreign Affairs and Trade Australian Government and led by a team of researchers from Victoria University, Melbourne.

Webinar 1 is to be held on 18 August, 2022 and will explore: How has the visitor economy supply chain been impacted by COVID-19? Industry and academic speakers will discuss the impacts of COVID on the visitor economy supply chain and recovery strategies.

Project Brief





Leading organisation:

- Victoria University, Melbourne, Australia

Funding Organisation:

- Australia-ASEAN Council
Department of Foreign Affairs and Trade Australian Government

Partner Organisations:

- Prince of Songkla University (Thailand)
- VU Sunway (Malaysia)
- Van Lang University (Vietnam)
- Victorian Government Study Melbourne

Organising Team



”” Dr Catherine Lou (Project Lead)

Research lead for Business at the Institute for Sustainable Industries & Liveable Cities; Senior Lecturer in Supply Chain and Logistics, Victoria University Business School, Victoria University, Australia. She is the Global Vice Chair (Australasia) and Australian Chair for Women in Logistics and Transport (WiLAT), National Council Member for the Chartered Institute of Logistics and Transport Australia (CILTA).



”” Dr Joanne Pyke (Co-lead)

Director of the School for the Visitor Economy and Senior Research Fellow in the Institute of Sustainable Industries and Liveable Cities at Victoria University. Joanne leads a research program in tourism risk, resilience and recovery and specialises in understanding the impacts of crises and strategies to for visitor economy transformation towards a green economy. She is a member of the Victoria Tourism Industry Council’s Policy Advisory Committee and Chapter Director for the Council of Australasian Tourism and Hospitality Education (CAUTHE).



”” Professor Terry De Lacy

Professor of Sustainable Tourism and Environmental Policy, School for the Visitor Economy, Victoria University. Member of the World Economic Forum Global Futures Council on Sustainable Tourism focussed on a global ‘Reset’ following Covid

Organising Team



”” Dr Thu-Huong Nguyen

The Higher Degrees Research Coordinator, Senior lecturer and Chair of the Hospitality and Tourism Program in the Business School, Vitoria University, Australia. Her research expertise is in Diasporas tourism, Sustainable tourism and Cross-cultural studies. She is a member of the Council of Australasian Tourism and Hospitality Education (CAU-THE).



”” Dr Madelene Blaer

Dr Madelene Blaer is Programs Manager, School for the Visitor Economy, Victoria University. She was previously a Lecturer in the Graduate Tourism Program at Monash University. She is Vice-President of Travel and Tourism Research Association Asia Pacific Chapter. Her research expertise is in sustainable tourism and the media and digital technologies.



”” Assistant Professor Dr Wanamina Bostan Ali

Assistant Professor Dr Wanamina Bostan Ali is an Assistant Dean of Organization Development (Public Relations and International Relations Department), Director of MBA International Program, Assistant Professor of Business Administration Department, Faculty of Management Sciences Prince of Songkla University, and Coordinator for Southern MICE Academic Cluster. She completed her doctorate degree from Victoria University, Melbourne Australia. She has published numerous business and management articles in tourism and hospitality industries.

Organising Team



” Ms Maheswary Subramani

Coordinator Supply Chain Logistics Management & Management Innovation, Lecturer Sunway Education Group, Registered Training Provider by HRD Corp. Experienced in the Logistics Industry in Australia and the Education Industries in Malaysia and Australia, Chairperson for 1st Supply Chain Forum on AI – July 2019, People Choice Award for Best Showcase, Learning & Teaching Symposium September 2021, Best Audit Performance-SCKL Internal Audit April 2021.



” Dr Le Minh Thanh

Dean, Faculty of Tourism, Van Lang University.
Vice Chairman, Chapter of Hospitality & Tourism
Association of Vietnam Universities and Colleges (AVU&C)



” Ms Belinda Rimbo

Education Services Director of the Victorian Government Trade & Investment Office, Indonesia. Prior to joining the Victorian Government, Belinda held key leadership positions in several private companies in the health, services and education. Together with the regional Southeast Asia education team and the Study Melbourne team in Melbourne Belinda will prepare and implement strategies and plan that will foster further growth and collaboration in the education and training sector between Southeast Asia and Victoria.

Join the Australia-ASEAN Visitor Economy Supply Chain Network today

LinkedIn Group: <https://bit.ly/3J6n2Aq>

Facebook Group: <https://bit.ly/3OB8c6i>

Webinar 1: How has the visitor economy supply chain been impacted by COVID-19?

Date: 18 Aug

Starting time: 12:30pm (AEST, UTC + 10)
9:30am (Thailand, Vietnam and Indonesia)
10:30am (Malaysia)

PART 1

Opening Ceremony and Panel Discussion with speakers from Australia, Indonesia, Malaysia, Thailand and Vietnam to explore impacts and recovery strategies.

12:30pm

PART 2

Breakout Sessions to discuss the impacts of COVID-19 on the following five areas with speakers from Australia-ASEAN countries:

14:30pm

PART 3

Networking Session where participants will meet people from Australia-ASEAN countries to connect and discuss potential collaborative opportunities.

16:20pm



Timeline

PART 1: Webinar mode setting

- 12:30pm - 13:00pm** Opening ceremony
- Welcome remarks
by Ms Dianne Semmens, Deputy Vice-Chancellor, Vocational Education, Victoria University
- Project Introduction
by Dr Catherine Lou, Project Lead
- 13:00pm - 14:20pm** PANEL DISCUSSION
5 keynotes from 5 countries Australia, Thailand, Malaysia, Vietnam, and Indonesia to discuss: How has the visitor economy supply chain been impacted by COVID-19 in the country and what are the recovery strategies?
10mins for each speaker presentation; Panel discussion based on Q&A

10mins break – from webinar mode to zoom meeting mode

PART 2: Zoom mode setting

- 14:30pm - 15:40pm** Breakout rooms for sub-topics
Explore the impacts of COVID-19 on five different areas of the visitor economy supply chain and discuss recovery strategies that will support sustainability and the Sustainable Development Goals (SDGs); 5-10mins for each speaker, then discussion & engagement with participants.

PART 2: Zoom mode setting

14:30pm - 15:40pm Breakout rooms for sub-topics

SESSION 1: Impacts of COVID on Skills, Labor and Business Capabilities - Facilitator: Australia

This session will explore the impact of COVID-19 on skills, labour and business capabilities in the visitor economy supply chain by discussing the nature of skills and labour shortages, recovery strategies and how they can support sustainability and the SDGs.

SESSION 2: Impacts of COVID on MICE - Facilitator: Thailand

This session will discuss the impact of COVID-19 on the meetings, incentives, conferences, and exhibitions (MICE) sector in the visitor economy supply chain. Particular focus will be placed on each country's efforts towards social progress performance and the SDGs. Themes of discussion will include issues related to integration, corruption, personal safety, access to information and communication, health and wellness and inclusion.

SESSION 3: Impacts of COVID on Digitalisation- Facilitator: Malaysia

This session will explore the impact of COVID-19 on digitalisation in the visitor economy supply chain. Speakers will discuss the implications of the pandemic on digital capabilities, digital responses to the pandemic and how these can be linked to sustainability and the SDGs.

SESSION 4: Impacts of COVID on Empowering Leadership - Facilitator: Vietnam

This session will examine the impact of COVID-19 on visitor economy leadership and how supply chain leadership and governance can contribute to recovery and sustainable transformation. Issues such as how leadership can drive resilience, innovation and positive performance.

SESSION 4: Impacts of COVID on Transport & Aviation - Facilitator: Indonesia

This session will discuss the impacts of COVID-19 on transport and aviation in the visitor economy supply chain and explore recovery strategies to support sustainability and contribute to the SDGs.

- 15:40pm - 16:10pm** Summary of the subtopics and conclusion
- 16:10pm - 16:20pm** Closing remarks
Professor Andy Hill, Deputy Vice-Chancellor Research & Impact, Victoria University
- 16:20pm - 17:00pm** Networking (Breakout rooms for speedy networking)
Survey QR

Join the Australia ASEAN Visitor Economy Supply Chain Network Today:

- LinkedIn Group** <https://www.linkedin.com/groups/14105134/>
- Facebook Group** <https://www.facebook.com/groups/423861209756945>

This brochure is designed by Ms Nguyen Thi Ngoc Linh, Van Lang University.



Panel Discussion

“How has the visitor economy supply chain been impacted by COVID-19 in the country and what are the recovery strategies?”

Moderator : Dr Joanne Pyke
Director of the School for the Visitor Economy
Senior Research Fellow in the Institute of Sustainable Industries & Liveable Cities at Victoria University.



From Australia

Ms Carla Giuca, Head of the Visitor Economy Capability and Workforce Branch at the Australian Trade and Investment Commission (Austrade). Austrade is the policy lead for tourism and visitor economy for the Australian Government. Prior to taking up this role, Carla was the Head of Secretariat for the independent Reimagining the Visitor Economy Expert Panel Report and led development of Australia’s visitor economy strategy, THRIVE 2030, at Austrade.



From Thailand

Dr Pairach Piboonrunroj, Associate Dean of Faculty of Economics, founding director of the Supply Chain Economics Research Centre, Chiang Mai University. Dr Pairach is a reviewer for several international journals. He received a Ph.D. degree in logistics and supply chain at Cardiff University in 2013. He was awarded an MSc (distinction) in Logistics and Operations Management from Cardiff University in 2009. His award-winning Ph.D. research explores and explains the impacts of supply chain collaboration and its mechanism using multiple methods including a case study and structural equation model (SEM).

Panel Discussion

“How has the visitor economy supply chain been impacted by COVID-19 in the country and what are the recovery strategies?”



From Vietnam

Mr Michel Koopman, Chief Operating Officer, Nova Hospitality.

Nova Hospitality has partnered with the world's leading hotel management companies, including Accor Hotels, Centara Hotels & Resorts, Azotels Hospitality, Minor Group, and Radisson Hotel Group, to operate ten branded hotels and resorts in Phan Thiet, Da Lat, Vung Tau, and Can Tho, with the goal of becoming a market leader in investing, developing, and operating hotel and resort chain.



From Malaysia

Ms Tan Suan See is the Founder and Director Eagle Horizon Sdn Bhd. She has over 25 years' experience as an influential leader where she served as the head of supply chain strategies of Dyson, Global supply chain general manager for group of companies, Dexion, Vice President, Global Supply Chain & Logistics of Ansell and more. She is conferred as Adjunct Professor at UNITAR International University and honoured with "Women at Work Leadership Award" of the year.



From Indonesia

Prof Diana M. Lemy, Dean of the Faculty of Tourism at Pelita Harapan University, Secretary General of the Association of the Indonesian Tourism Tertiary Education Institutions (AITTEI). She is an active academician in the field of Hospitality and Tourism. She has devoted herself to higher education in tourism by becoming a lecturer at Pelita Harapan University (UPH) since 1997. As an academician, she is both a passionate educator and a highly accomplished researcher. In 2021 Prof Diana was inaugurated as Professor of Tourism Services Management. For Indonesia, she is the 3rd Professor of Tourism in this country where currently there are only 3 Professors in this field.



Session 1: Impacts of COVID on Skills, Labor and Business Capabilities



This session will explore the impact of COVID-19 on skills, labour and business capabilities in the visitor economy supply chain by discussing the nature of skills and labour shortages, recovery strategies and how they can support sustainability and the SDGs.

Facilitator: from Australia
Dr. Joanne Pyke
Director of the School for the Visitor Economy
Senior Research Fellow in the Institute of Sustainable Industries
& Liveable Cities at Victoria University

Panel Speakers



Dr Joanne Pyke
From Australia

Director of the School for the Visitor Economy and Senior Research Fellow in the Institute of Sustainable Industries and Liveable Cities at Victoria University. Joanne leads a research program in tourism risk, resilience and recovery and specialises in understanding the impacts of crises and strategies to for visitor economy transformation towards a green economy. She is a member of the Victoria Tourism Industry Council's Policy Advisory Committee and Chapter Director for the Council of Australasian Tourism and Hospitality Education (CAUTHE).



Mr Dato Gopal Krishnan Reddy
From Malaysia

CEO Atlantic Group of Companies. He has a strong business development professional with a Master of Business Administration (M.B.A.) focused in Business Administration and Management, General from University of South California.



Mr Chanwut Thongkamkaew
From Thailand

Mr Chanwut Thongkamkaew, Founder, Co-Owner and Head Chef at Lamoon Hatyai Restaurant, where is currently designing a contemporary Thai menu for the restaurant. While Mr Chanwut was a student in Sydney, he worked part-time at Bussaba Restaurant for two years and apprenticed at The Boss. He also established a restaurant, Jao Aroy, in Bangkok.



Mr Tran Xuan Moi
From Vietnam

ASEAN Master Tourism Trainer; Founder/CEO – ATM Consultancy & Management; Senior National Expert at Swiss Sustainable Tourism Programme; Expert on Developing an Inclusive Recovery Plan for Viet Nam Tourism Project.

Session 2: Impacts of COVID on MICE

Panel **Speakers**

This session will discuss the impact of COVID-19 on the meetings, incentives, conferences, and exhibitions (MICE) sector in the visitor economy supply chain. Particular focus will be placed on each country's efforts towards social progress performance and the SDGs. Themes of discussion will include issues related to integration, corruption, personal safety, access to information and communication, health and wellness and inclusion.

Facilitator from Thailand
Assistant Professor
Dr Wanamina Bostan Ali

AND VU Co-Facilitator:
Dr. David Day
Executive Operations Officer –
Innovation Hubs and Planetary Health
at Victoria University



Ms Pat Satkhum
From Thailand



Dr Roksana Armani
From Australia



Ms Reshma Yousuf
From Malaysia

Senior Manager, Sustainability Development Section, MICE Capabilities Department, Thailand Convention and Exhibition Bureau (Public Organization). She is in charge of overall planning and strategizing the development in sustainability and regeneration of Thailand's MICE industry. This includes stakeholder's engagement, partnership and alliances, capability building and training, public engagement, product development, and project governance.

Dr Roksana Armani, is Senior Manager of Inaugurals and Production at Melbourne Conference and Exhibition Centre, and facilitates and promotes economic development and lasting intellectual legacies through the creation of new events. She is a steering committee member of the Australia UK Young Leader's Forum with interests in the development of economic prosperity between Australia and the UK through innovation and industry partnership and engagement.

Ms. Reshma Yousuf is the Director of Center for Logistics Leadership in Business (CLLB), has more than 20 years' experience in the Integrated Logistics industry; Chartered Institute of Logistics & Transport-CILT; Malaysian Logistics Council-Malaysia Logistics Council. the founding President of the Women's International Shipping & Trading Association Malaysia and actively involved in the Women in Logistics and Transport-WiLAT Global as their operations lead for the Capacity Building Centre.

Session 3: Impacts of COVID on Digitalisation

This session will explore the impact of COVID-19 on digitalisation in the visitor economy supply chain. Speakers will discuss the implications of the pandemic on digital capabilities, digital responses to the pandemic and how these can be linked to sustainability and the SDGs.

**Facilitator from Malaysia
Maheswary Subramani**

**AND
VU Co-Facilitator
Jo Xuereb**

**Institute for Sustainable Industries
& Liveable Cities, Victoria University**



Dr Aaron Tham
From Australia

Lecturer in Tourism, Leisure and Events Management within the School of Business and Creative Industries at the University of the Sunshine Coast. He is the Managing Editor of the International Journal of Hospitality and Tourism Administration, a mentor on the South East Asia Research Academy, and on the Committee for Brisbane 2032 Olympic and Paralympic Taskforce for Olympic Legacies. Aaron's research interests are in emerging technologies and event legacies.



Coach K
From Malaysia

The Founder of Wisdom Woods; Chartered Member of The Chartered Institute of Logistics & Transport; Certified NLP Coach Trainer (ABNLP); Certified NLP Trainer (ABNLP); Certified Hypnotherapy Instructor (ABH); Certified Master Time Line Therapy® Trainer (TLTA); Certified Train-The-Trainer (HRD); Certified First Aid Trainer (SJAM); Faculty Development Institute (Lions) and Certified Guiding Lion (Lions).



Mr Shivek Sachdev
From Thailand

Managing director of Bhutan Airlines Thailand. He is responsible for promoting sustainable tourism in the Kingdom of Bhutan for nearly the past 10 years. Also, Shivek's a practical user of Digital Marketing to grow customers and enhance engagement with tourism brands to help increase the number of tourists to Bhutan, IT/Finance background.



Mr Bui Xuan Phong
From Vietnam

Mr Bui Xuan Phong, the chairman and CEO of DHA HEALTHCARE and the previous CEO of SAM Tuyen Lam Golf & Resorts; Director Board Members Member of the Board of Directors, VHG Hotel Management, and COO of Imperial Group. Mr. Phong is one of the best-selling Vietnamese authors, and his publications in the hospitality area are among the most cited.

Session 4: Impacts of COVID on Empowering Leadership

Facilitator from Vietnam: Dr Le Minh Thanh - Dean Faculty of Tourism, VLU.
VU Co-Facilitator: Dr Thu-Huong Nguyen

This session will examine the impact of COVID-19 on visitor economy leadership and how supply chain leadership and governance can contribute to recovery and sustainable transformation. Issues such as how leadership can drive resilience, innovation and positive performance.

Mr Michel Koopman From Vietnam

Mr Michel Koopman is CEO of Nova Hospitality, which has partnered with the world's leading hotel management companies, including Accor Hotels, Centara Hotels & Resorts, Azotels Hospitality, Minor Group, and Radisson Hotel Group, to operate ten branded hotels and resorts in Phan Thiet, Da Lat, Vung Tau, and Can Tho, with the goal of becoming a market leader in investing, developing, and operating hotel and resort chain.



Ms Karyn Welsh From Australia

CEO of the Chartered Institute of Logistics and Transport Australia (CILTA). Karyn has an extensive background in logistics and e-commerce having previously been CEO for Go-Freight and Product Manager of Australia Post's subsidiary corProcure.



Prof Dr Jayaraman Munusamy From Malaysia

CEO of ProSight Solutions Sdn Bhd and engaged with American and Japanese MNCs for 23 years and has served in the Malaysian universities for 17 years. He has a degree in Management & Economics, Science University of Malaysia; Master's degree in Business Administration, University of Bath, UK, and a Doctorate degree in Business Administration, USM.



Dr Morakot Ditta-Apichai Main speaker - From Thailand

Lecturer at the College of Innovation and Management, Songkhla Rajabhat University, Thailand. She received her Ph.D. from the University of Queensland (Tourism Cluster). Her current research focuses on online platforms, tourism and hospitality micro-entrepreneurship, user-generated contents and social media, and consumer choices. She is currently working on a research project about micro entrepreneurship, empowerment, and community-based tourism to achieve sustainable tourism.



Ms Thepsuda Lowjiw

Co-presenter - From Thailand

Sustainability Manager for Banyan Tree Samui and Banyan Tree Krabi in Thailand. Prior to joining Banyan Tree Samui, she worked as a Plan and Policy Analyst, Practitioner level at Thailand's Ministry of Science and Technology, where she was primarily concerned with monitoring as well as assessing the quality control of the organization's research and development projects.



Ms Juliana Sofhia Damu From Indonesia

CMILT, WiLAT Indonesia Chairperson. She is the Founder of PT. ASIA SERVICE CONTAINER (Jakarta) and is in the process of expanding business scope to Agribusiness and Education. She studied at Academy of Secretary & Management Indonesia and previously worked as General Manager for a Freight Forwarder company. She is the Chair of the North Jakarta chapter of the Indonesia Women Leaders association. Public speaking and motivating other people are what she is passionate about.

Session 5: Impacts of COVID on Transport & Aviation

Facilitator from Indonesia: Ms. Belinda L Rimbo
Study Melbourne, Victoria Government

VU Co-Facilitator: Dr Madelene Blaer
Programs Manager, School for the Visitor Economy, Victoria University

This session will discuss the impacts of COVID-19 on transport and aviation in the visitor economy supply chain and explore recovery strategies to support sustainability and contribute to the SDGs.



Mr Andrew Elliott
From Australia

Chief of Aviation (COA) at Avalon Airport, one of Victoria's two international airports. Andrew has a career history in Aviation management with particular expertise in digital systems, sustainable airline systems and safety, quality, compliance and operational development. He has steered Avalon Airport through the COVID-19 pandemic and currently working on repositioning the airport towards a sustainable future.



Mr Nathan Pavadai
From Malaysia

Founder and Director of AME raining Academy since 2013 and with more than 20 years of experience in the Aviation Industry. Graduated from Embry Riddle Aeronautical University, Daytona Beach, Florida, USA with Bachelor's in Aerospace Engineering majoring in Avionics and minoring in Business Administration.



Dr Nguyen Thi Hai Hang
From Vietnam

President of Vietnam Aviation Academy. She has 28 years working experience in the aviation sector and hold various roles such as the specialist in Planning and Investment at the Civil Aviation Authority of Vietnam and the coordinator of ODA projects in aviation. Her expertise is in knowledge management and creation.



Leading organisation Victoria University



Victoria University is a dual sector university located in the west of Melbourne dedicated to providing high quality teaching, learning, and research so that students can Start Well and Finish Brilliantly. We deliver our teaching programs through the award winning block model, enabling students from diverse backgrounds to achieve success. Our research is ranked in the top 2% of universities internationally, and is focused towards impact that addresses the UN Sustainable Development Goals (<https://www.vu.edu.au/sustainable-development-at-vu>).

Research delivered through the Institute for Sustainable Industries and Liveable Cities (ISILC: <https://www.vu.edu.au/institute-for-sustainable-industries-liveable-cities-isilc>) aims to create resilient built environments, globally competitive industries and socially inclusive communities. It has a cross-disciplinary approach that draws on the expertise of academic leaders from business, law, arts and education and engineering and science to create solutions for today's social, economic, environmental and technological challenges. Amongst its research themes is the research program on the School for the Visitor Economy (<https://www.vu.edu.au/about-vu/our-teaching-colleges-schools/visitor-economy>), and aims to provide both high quality research outcomes and enable the Visitor Economy sector to grow and thrive. The research program is supported by strong industry links and partnerships in the Visitor Economy sector.



Top 2% of universities



Winner – University



Winner – Innovation



Winner – Business





Partner Organisations



- **Prince of Songkla University (Thailand)**
Prince of Songkla University is an academically excellent institution that focuses on innovation and society. It is the main way that the south and the country grow and change." PSU has several outstanding programs, researchers, rankings, and achievements that have made PSU well-known and admired as a leading educational institution, not only in Thailand but across the ASEAN Region. A positive reputation, combined with the contributions of our high-quality researchers and academics, results in the academic excellence of PSU in many disciplines, attracting students from all over the world.



- **VU Sunway (Malaysia):**
The Victoria University (VU) Bachelor of Business Programme at Sunway College offers a solid platform for academic excellence as well as a launching pad for future employment and entrepreneurship. The partnership between Sunway College and VU dates back more than 25 years and have been nurturing and developing graduates that are globally recognised for their adaptability and employability.



- **Van Lang University (Vietnam):**
Our aspiration is to be one of the most admired young universities in Asia by 2030. VLU constantly strives for the best and goes beyond the limits of a conventional university, recognised for breakthrough achievements in higher education, innovation and contributions to Vietnam and the global community.



- **Victorian Government Study Melbourne**
Study Melbourne is a Victorian Government initiative that supports the promotion of Victorian education, skills and training capabilities. Study Melbourne's key role is to provide support and information to international students and help them have the best possible time while studying and living in Victoria.
In addition to promoting Melbourne and Victoria as a study destination, Study Melbourne through its Global Education Network facilitates education, training and research partnerships between Victoria and priority offshore markets.





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INDUSTRY PARTNERS









From Australia

-  Chartered Institute of Logistics and Transport Australia. 
-  Victoria Tourism Industry Council. 
-  Melbourne Convention and Exhibition Centre. 
-  Executive Wealth Circle 
-  Women in Logistics and Transport 

From Thailand

-  Thailand Convention & Exhibition Bureau. 
-  Songkhla Convention and Exhibition Bureau. 

From Malaysia

-  Sunway Education Group 
-  Wisdom Woods Training Centre 
-  Association of Tourism Attractions Penang 
-  AME Training Academy 

From Vietnam

-  Southern Airport Services Company 

From Indonesia

-  Association of the Indonesian Tourism Tertiary Education Institutions

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