



Canadian Association of Tour Operators

EXECUTIVE COMMITTEE MEETING

MINUTES

Wednesday, January 31st, 2024

1:00 p.m. – 2:00 p.m.

Google Meet

Video call link: <https://meet.google.com/avm-ibqq-mip>

Attendees: Brett Walker, David Green, Richard Edwards, Jean Hébert	Absent:
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Agenda Items	Discussion – Decision - Action
1. Chair opening remarks.	Brief welcome by the Chair Brett Walker.
2. Agenda approval.	Approved by consensus.
3. Minutes approval.	<p>The meeting minutes from November 21, 2023, are approved by consensus.</p> <p>The committee has revisited the situation regarding unfair practices discussed at the last meeting, B2C through B2B. David provided additional comments and stated that there are no rules preventing betting on another company. Nobody should bet on a company if it's not for that company. However, it is not considered good commercial practice to do so for your own benefit, as it will increase costs. The position of CATO should be to promote fair and ethical business practices, and as a member of CATO, one should adhere to these principles. CATO should develop and promote a list of fair business and commercial rules and principles in our industry in the long term. Then, we can see how each member can be committed by these rules of best practices and principles, and even to consider it part of a CATO accreditation. We also need to understand all the pros and cons around that. We should create a document to be circulated among the executives.</p>
4. Business arising from last meeting. a. January Newsletter b. Report on sustainability work – mid-	a. The chair congratulated on the publication of the first CATO Newsletter. Earlier that expected to support the renewal process and provide the members with more than a dry invoice. b. About sustainability, Emma and I are planning a webinar in March. We are currently in discussions with Melissa Matlow from World Animal Protection. c. BDO is working on the analysis and report. At least a draft version will be available before the meeting with Minister's office on February 15 th .

<p>February webinar TBC</p> <p>c. EIA progress report</p> <p>d. Revised Renewal fee structure posted on the website.</p> <p>e. Partnership with Algarve (See document)</p>	<p>Responses from Quebec tour operators was not great, even SkyLink has not completed the survey.</p> <p>d. The new fee structure, as approved at the last meeting, has been updated on the website.</p> <p>e. A submission to Tourism Algarve Portugal, as included in your package for this meeting, was sent to Ines Almedia Garrett Tourism Portugal for her review. The feedback will come shortly.</p> <p>A comment is made that members will have to be in good standing with CATO by a specific date to be invited to that invitation trip to Algarve. This is something that everybody will want to participate. Timing is important for the next steps.</p>
<p>5. Meeting with Minister McCarthy (See document)</p>	<p>The Request letter to the Minister is attached. Our demands will be clearly stated in a reformatted version of the letter. It will be circulated to the committee before the meeting.</p> <p>The view from all is that everything is in the letter. The Compensation Fund is the biggest issue, and it must be clear that this consumer benefit has to be paid by the consumer, as an insurance. The caps have also to be removed.</p> <p>The ED informed that ACTA and CATO are aligned on those positions. He is in constant communication with them.</p>
<p>6. Financial update and membership renewal (accreditation?)</p>	<p>The Treasurer has provided a list of current members who will receive the renewal in the next few days. An email and message are ready to go. Preferably, call the few we think the threshold has changed.</p> <p>Is there any other prospect we should approach, let me know. Exotica...and</p>
<p>7. D&O protection insurance.</p>	<p>A quote has been received form Krista Storey, CIP, Account Manager, Commercial Department at Baird MacGregor Insurance Brokers LP. T (see document sent in advance):</p> <p>\$1,000,000 Limit - \$1,100.00 plus a policy fee of \$150.00, plus 8% tax, totalling \$1,350.00.</p> <p>From the ED's view, it seems to be high, but comments are more of the view that it is reasonable. ED suggest anyway to get a second quote for comparison purpose.</p>
<p>2024 Priorities</p>	<ol style="list-style-type: none"> I. Membership renewal and recruitment. II. Improve our tools and communications with our members. <ol style="list-style-type: none"> a. As well as our administration and Governance tools. III. Improve members engagement (e.g., sustainability awareness and engagement). IV. Advocacy ... V. Social gathering and networking activities <p>The time has run short for a discussion.</p>

8. Next Members meeting (February 13 TBC) versus AGM	The Chair recommended to delay all members meeting until after the meeting with the Minister's office and the BDO report. A new date will be confirmed shortly, but tentatively on the 27 th , 4 to 5. AGM could take place in May or June.
Adjournment	At 2:10 PM