Travel Daily

First with the news

Tuesday 15th May 2018



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HLO Ready Rooms update

HELLOWORLD has unveiled an "extreme makeover" of its Ready Rooms agent platform, including a host of enhancements to provide consultants with more flexibility when booking.

The update was revealed to Helloworld Travel members at the group's conference in Adelaide on Sat, with the company's head of wholesale Cinzia Burnes saying "we have listened to agents' feedback and put a lot of time, effort and resources into this new site and have no doubt it will deliver great results for everyone using the upgraded functionality and capabilities".

Key features give consultants the ability to amend partially paid bookings by dates, changing hotels, working on a booking at different points in time and

OMC off to HCMC

HELLOWORLD Travel is heading offshore next year for its annual conference, with the 2019 Owner Managers Conference and Business Travel Summit to take place in 12 months' time in Ho Chi Minh City, Vietnam.

adding transfers or day tours closer to departure.

Search functionality has also been improved with a better map search, hotel name search, filters with a nightly rate price slider and the ability to hide prices in a customer view.

Transfers and activities have been separated to make it easier to search for add-ons, and it's also now possible to use the platform to request group rates for 10 or more guests.

There's also a completely new responsive user interface.

Helloworld is encouraging agents to use the platform with \$25,000 in "Trip Dollar" prizes up for grabs between now and 25 Jun including weekly giveaways per region, national agency prizes & a Fiji holiday for two for the top selling consultant across Australia.

More from Helloworld on page four of today's *Travel Daily*.

Today's issue of TD

Travel Daily today has 10 pages of news and photos, plus a full page from:

• TMS Talent/inPlace









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Burnes buys more

HELLOWORLD Travel ceo Andrew Burnes continues to put his money where his mouth is, with an ASX update this morning indicating his purchase of 13,000 more Helloworld shares.

The on-market acquisition took place between last Fri and yesterday at an average price of \$4.52, costing him \$58,751.

Win a Swiss trip

SWITZERLAND Tourism has noted that its upcoming Swiss roadshows (*TD* yesterday) will include the chance for eight attendees to win a spot on a Switzerland famil in Sep.

The events take place next month in Melbourne, Adelaide, Sydney and Brisbane (RSVP HERE) and will feature 12 destination partners, reflecting strong growth in Australian visitation in 2017.

Switzerland saw a 14.1% lift in overnight stays, setting a new record high from the local market.

Facebook seeks travel head

FACEBOOK is ramping up its focus on the travel sector in Australia and New Zealand, this week advertising for a new regional "head of travel" who will be part of the company's senior leadership team.

It's an upgrade of the current "travel industry lead" role, with the job description seeking "an innovative leader...to help build and manage a team of vertical industry professionals to sell and deliver Facebook's marketing solutions to large online advertisers headquartered in Australia and New Zealand".

The new Facebook head of

senior marketers of leading brands in the local industry, be seen as an industry thought leader and "evangelise Facebook with agencies, clients and at targeted events, conferences and media opportunities".

Applicants should have a

travel will engage directly with

Applicants should have a passion for Facebook and its disruptive potential, and be keenly focused on surpassing the company's sales objectives.

The job description intriguingly also stipulates that candidates should be "comfortable dealing with ambiguity".

Penang Doubletree

MALAYSIA'S first Doubletree Resort by Hilton has opened in Penang, with the 316-room north coast family-friendly property featuring facilities for all ages, including access to TeddyVille, Malaysia's first "teddy bearthemed museum".

AFTA appoints

THE Australian Federation of Travel Agents has appointed Natalie Calder to the newlycreated position of member engagement executive.

Calder joins AFTA from Evergreen Tours, with her career also including time as a travel consultant and working with suppliers such as Delta Air Lines and Aurora Expeditions.

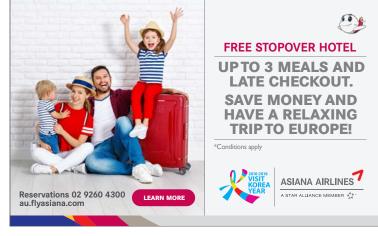
She's the 12th AFTA staff member, with ceo Jayson Westbury saying she will bring her "fantastic energy and personal drive" to fill an important gap in the Federation's structure, with responsibility for supporting and meeting with new and existing members to ensure they maximise their benefits.

Calder will also be responsible for finding potential new members and forging strong relationships with all AFTA stakeholders and allied members.

She can be contacted directly at memberexec@afta.com.au.

CZ London boost

CHINA Southern Airlines has opened reservations for the first direct route between Hainan Island and the UK, with twice weekly A330-200 flights from Sanya to London to debut 12 Jul.









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Sumich to Webbeds

GRANT Sumich has joined Webjet's wholesale accom offshoot Webbeds Asia Pacific as head of commercial.

He was previously head of sales at activity aggregator Rezdy, and before that regional sales head for Gullivers Travel Associates.

PROFESSIONALS



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JAL confirms launch of new LCC

ONEWORLD member Japan Airlines has announced the establishment of a new international low-cost carrier.

The move comes despite JAL's long-standing partnership with Qantas in Jetstar Japan, with the new venture to target mid- to long-haul routes.

JAL says the as-yet-unnamed new operation would be a fully owned subsidiary, with plans to operate flights from Narita International Airport to selected destinations in Asia. Europe and the Americas.

The LCC will initially have two Boeing 787-8 aircraft and is targeting a 2020 launch of commercial flights, when facilities at NRT have been updated.

"To date, JAL has remained committed to refine its own full service carrier model while

Silversea newbuild

SILVERSEA Cruises has ordered another ultra-luxury cruise ship from Italian shipbuilder Fincantieri, with the new Silver Dawn scheduled for delivery in late 2021.

The A\$507 million contract for Silversea's 11th ship will see the arrival of another sister vessel to the Silver Muse which debuted 12 months ago (TD 13 Apr 2017), alongside Silver Moon which is set for delivery in 2020.

Silversea said Silver Dawn would "strengthen the strategic musification" of its fleet.



making key investments into Jetstar Japan," the company said.

"When JAL establishes the new LCC business, the company aims to establish new demand, working along with the successful services provided by Jetstar Japan, which features domestic and short-haul international flights."

A proposed business plan includes a map (pictured) indicating the 13,000km range of the 787s - with Australia well and truly included in the target circle.



Window

THOSE heartless folks at American Airlines are putting their foot down when it comes to "emotional support" animals - so you're going to have to leave your sugar glider at home.

In recent years there has been a surge of passengers saying they need their special furry friends to keep them company in the cabin (at no charge), with several incidents where other travellers have been bitten.

A new policy effective from 01 Jul means AA will no longer allow ferrets, goats, hedgehogs, insects, spiders, reptiles, sugar gliders, rodents or amphibians as service or support animals, while creatures with tusks, horns or hooves are also banned.

Don't worry - guide dogs for the blind are still OK, along with properly trained mini horses.





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NRMA ramps up travel

MOTORING organisation NRMA has launched "NRMA Blue," a new membership benefits program offering significant discounts on travel and accommodation.

Sealink Travel Group has been confirmed as one of the launch partners, offering NRMA members discounts of 25% on its range of tours and cruises in NSW, SA, WA, NT and Qld.

There are also savings on Apollo Motorhomes plus discounts on NRMA-owned and affiliated brands such as Thrifty Car Rental, NRMA Holiday Parks, Travelodge, TFE Hotels and the Hotel Kurrajong in Canberra.

Sister motoring organisations are included in the benefits, with up to 25% off stays at RACV resorts in Qld, Vic and Tas.

The NRMA's in-house travel business, headed up by Michael Betteridge, is featuring savings on tours and cruises in Australia and internationally.

Other partners include Fantasea Cruises, Greyhound Australia, Secure Parking and airport parking operator Park & Fly.

Members can access the offers on a newly launched app.

NRMA md Rohan Lund said the new program demonstrated the organisation's determination to deliver meaningful savings to its membership base.

"If you own a car and take just one holiday a year, the savings we offer can easily offset the membership cost," he said.

Sealink ceo Jeff Ellison said the company's partnership with the NRMA was part of its "ongoing strategy to deliver unique and memorable experiences to Australian holiday makers".

Other NRMA Blue benefits include Caltex fuel savings as well as discounts on car maintenance, movie tickets and insurance.

See mynrma.com.au.

Agent Incentive 2 Weeks Left! Book any 2018 or 2019 Tauck product & earn a prize (valued up to \$459!) from the Tauck Treasure Chest!! TAUCK Find out more >

Bigwigs welcome HLO to ADL



LAST weekend's Helloworld Owner Managers Conference in Adelaide saw local dignitaries pull out all stops to welcome the 650 delegates, with SA Premier Steven Marshall opening proceedings at the Adelaide Convention Centre.

The weekend saw HLO ceo Andrew Burnes highlight the ongoing transformation of the business, including technology, marketing and brand initiatives.

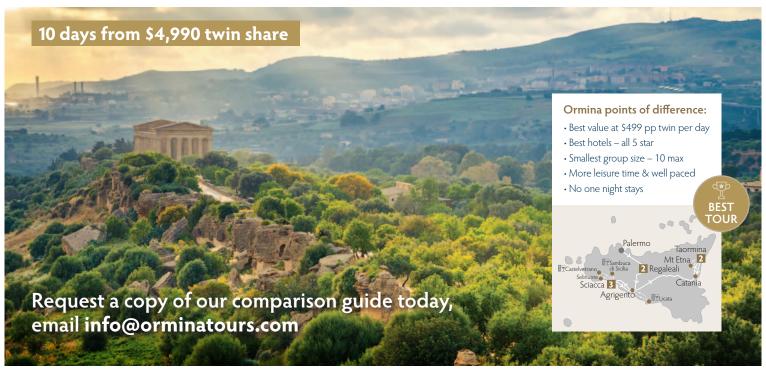
He also showcased recent market research which showed an "impressive uplift in key areas of brand recognition, customer satisfaction and positive brand attributes" for Helloworld Travel.

The conference culminated in a gala awards dinner at Adelaide Oval, while participants also enjoyed a range of pre and post famils taking in SA and Adelaide.

Pictured above at the OMC are, from left: SA Tourism Commission ceo Rodney Harrex; HLO ceo Andrew Burnes; SA Premier Steven Marshall; HLO executive director Cinzia Burnes; and HLO chairman Garry Hounsell.

SICILY BELLA Best tour on the market









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Lufthansa Biz perks

LUFTHANSA Business class passengers travelling on long-haul flights to and from South Africa. Latin and South America and the West Coast of the USA can now enjoy a new level of comfort with the introduction of the airline's new "Dream" collection.

Perks include a new pillowcase and large blanket in the airline's new brand design, as well as a new 100% cotton padded mattress topper.

Wi-fi for Spirit

PASSENGERS travelling on American low-cost carrier Spirit Airlines from the northern summer 2019 will have access to on board wi-fi, following a new pact with tech company Thales.

The system will provide guests with high-speed internet access in a first for ultra-low-cost carriers in the Americas.

Prices will start from US\$6.50. based on route and demand.

Auckland switches gears

AUCKLAND has embarked on a new visitor strategy which addresses the need for sustainable growth of the region's tourism industry.

Initiated by Auckland Tourism, Events & Economic Development (ATEED), Destination AKL 2025 has an emphasis on "destination management" rather than just attracting greater visitor numbers to ensure future growth is of benefit to Auckland.

By 2025 the region is expected to welcome more than four million visitors a year, which would be 58% more than the current figure.

"From an economic perspective, more visitors is good news, but this growth comes with challenges for Auckland's visitor economy, and Auckland as a whole," said ATEED gm destination Steve Armitage.

Six key focus areas are identified

in the strategy, including a unique place, a captivating place and a sustainable place.

Each of the six elements have a list of actions such as conducting baseline analysis to understand the pressure points in the region, setting up a working group and creating an action plan, and attracting major and business events outside of peak seasons.

Destination AKL 2025 aims to see Auckland become more connected and easier to navigate, through improved cyclability and walkability, and enhancing visitor journey mapping.

It also looks to develop the night time economy, enhance Auckland's Maori tourism products, establish a greeters program at the airport and enhance Auckland's event calendar with a balanced portfolio throughout the year.

For more details, CLICK HERE.

New Polish airport

WARSAW is in line to become the location of one of Europe's largest airports following approval by Polish lawmakers for construction by the end of 2027.

According to the plan, the airport will be located 40km from Warsaw city, close to a highway leading to Berlin and Western Europe, and will have a target capacity of 100m pax per year.

Approval is still required from the Senate & pres Andrzej Duda.

G Adv Sri Lanka

TRAVELLERS to Sri Lanka can now explore its secluded east coast by water thanks to a new seven-day sailing itinerary from G Adventures.

Sailing Sri Lanka - East Coast complements the existing South Coast offering, with tours departing Jul to Sep 2018 on board its new 16m, eight-person catamaran.

CLICK HERE for more info.



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Travel Daily

Tuesday 15th May 2018

Air Italy 737 MAX

THE first Boeing 737 MAX aircraft purchased by Air Italy (IG) was recently delivered at a ceremony in Everett, Washington.

The plane touched down sporting a new livery to help finalise its rebrand from Meridiana to Air Italy, announced earlier this year (*TD* 26 Feb).

The Italian carrier, now backed by Qatar Airways, is set to take possession of 20 737 Max planes as part of a rapid expansion plan with ambitions to acquire 50 additional aircraft by 2022.

IG is currently Italy's second largest carrier, trailing the cashstrapped Alitalia in the market, however, QR chief executive officer Akbar Al Baker believes the airline can be number one.



UA ups US East Coast

UNITED Airlines has announced plans to significantly expand its services across major East Coast hubs in New York/Newark and Washington-Dulles.

The changes will come into effect from Oct this year and include flying to new destinations, upping its frequencies and adopting larger aircraft on select routes.

Commencing 04 Oct, UA will boost frequencies on 15 non-stop services from New York/Newark which see flights to Memphis boosted to four flights daily, Orlando bumped to nine daily trips, and New Orleans upped to four flights daily.

Services expanded at Washington-Dulles include flights to Ithaca and Scranton, increased to two flights daily.

A new non-stop service between New York/Newark & Palm Springs will also be introduced between 19 Dec & 30 Mar 2019.

itravel chips in for charity



JUST under 200 amateur golfers hit the greens at Sydney's Bonnie Doon Golf Course last week as part of itravel's annual golf day.

The charity event helped raise money for Mercy Ships Australia, a charity health organisation that operates hospital ships in developing countries.

Keeping with the lighthearted tone of the day, competing players arrived dressed up as characters from the Love Boat.

"We make a living by what we get but we make a life by what we give," said managing director of itravel Steve Labroski.

"I'm so proud to be a member of the travel industry."

A total of over \$25,000 was raised on the day with a host of major sponsors on board supporting the event including BMW, Collette, Emirates, Tourism Fiji, Globus, Wendy Wu, Skimax, RCCL, Travelcube, Scenic, Air New Zealand, Intrepid & G Adventures.

Pictured are: Mercy Ships' Melissa Mason, Air NZ's Sandro Penzo and Tim Swan and Kim Wudko from itravel with agent Rebecca McHenry.





BA serves English breakfast



BRITISH Airways last week gathered industry colleagues for its annual trade networking breakfast, held in partnership with VisitBritain and Hyatt Regency Sydney.

The airline's regional gm Nicole Backo said the event provided an opportunity to update the trade on BA's latest products, fares and routings, including its £4.5 billion

investment in new aircraft and other product enhancements.

Pictured are: Alexander Kyling, Hyatt Regency Sydney; Cindy Lam, BA; Spencer Bladon, BA; Melissa Lau, BA; Baron Wills, Hyatt Regency Sydney; Mark Haynes, VisitBritain; Nicole Backo, BA; Eva Austin, BA; Soo Hong, Hyatt Regency Sydney; Natalie Brean, BA; and Neil Salmon, BA.

Air Malta routes

AIR Malta has launched new services from Malta International to London Southend and Cagliari on the Italian island of Sardinia.

The airline has also introduced flights from London Southend to Cagliari and the eastern Sicilian city of Catania.

Royal wedding fever

AUSTRALIA is among countries hit hardest by royal wedding fever according to figures released by Agoda which show Asia-Pacific nations are providing the most visitors to London, Windsor & surrounds this week.

While the US is the top provider of accommodation bookings in the area, Asia-Pacific nations represent nine of the top 15 source markets.

South Korea is in second place, followed by Hong Kong in third and Australia fourth.

DL Boston-Philly link

DELTA Air Lines will add a new non-stop service between Boston's Logan Int'l Airport and Philadelphia from 01 Oct.

The service will be flown four times daily on CRJ-900 aircraft operated by Delta Connection carrier Endeavor Air, with First class seating on each flight.



WELCOME to *Money*, *TD*'s Tue feature on what the Australian dollar is doing.

\$1AUD = US0.750

The Australian dollar has slipped against its US counterpart as the greenback shows renewed strength.

Having eased last week, the US dollar has returned to its recent gains, driven by America's higher interest rates.

The Aussie last night fell 0.2% from two-week highs, hitting 75.04 US cents.

It also fell 0.1% against the euro and other European currencies, including the pound (down 0.3%).

On a brighter note, it continued to climb against the New Zealand dollar and is now at its highest level since the beginning

Wholesale rates this morning.

US	\$0.750
UK	£0.553
NZ	\$1.081
Euro	€0.629
Japan	¥82.47
Thailand	ß23.83
China	¥4.690
South Africa	R9.211
Canada	\$0.957
Crude oil	US\$71.08



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ons apply. Prices are per person, twin share and subject to availability and are accurate as of 8 May 2018. Valid for sale until 31 May 2018. See tempoholidays com for full te



Agents tuck into Macao

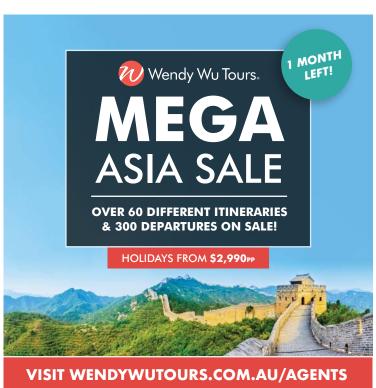


A GROUP of nine travel agents from across Australia and New Zealand paid a visit to the city of Macao as part of a famil organised by Macao Government Tourism Office (MGTO) and Macau Travel Agency Association.

The four-night trip focused on the 2018 Macao Year of Gastronomy, as well as its UNESCO World Heritage sites.

Feedback was positive, with agents commenting on the "fabulous food and wine" as well as the city being "good fun with many interesting facets to it".

Pictured are: Jacky Hui, SDC Travel; Carol Sit, Tara International Travel; Lily Ly, VN Holidays; Wendy Lin, Honeyworld Travel; Michael Zhang, Webjet; Susan Atike, Air Tickets; Kim Robertson, Inter Asia; Kate Lawton, House of Travel NZ; Kirsten Denham, Helloworld Travel; Rahul Sharma, Exotic Holidays NZ; Sam Chen, Helen Wong's Tours & Craig Hunt, MGTO.



VA and QF job appeal

VIRGIN Australia and Qantas have claimed the second and third spots respectively on Randstad's list of Australia's Top 20 Most Attractive Employers, with both airlines being valued for their perceived robust financials, strong focus on innovation, & public reputations.

The results are based on more than 10.000 Australian workers' perceptions of 150 employer brands and job seeker drivers. Frank Ribuot, chief executive

officer of Randstad Australia. New Zealand, South East Asia and India said the findings showed a distinct trend in what made an employer an attractive option.

"The 2018 Randstad Employer Brand Research confirms that workers aren't solely focused on salary and long-term job security.

"It is the ability of companies to deliver a genuine, consistent and balanced experience that will prove to be the big winners in a competitive job market" he said.

Apple was named as number one employer.

For a detailed copy of the report, **CLICK HERE**.

Park Inn Istanbul

RADISSON Hotel Group has launched its 12th property in Istanbul with the opening of the new Park Inn by Radisson, Istanbul Odayeri.

The 97-room property is located on the European side of Istanbul, 10 minutes from the city's new airport which is set to open in late 2018.

Club Primus debut

PRIMUS Hotel Sydney has launched a new member program called Club Primus.

At a cost of \$285 per year, members will receive benefits including one complimentary room night and buffet breakfast at The Wilmot and up to 50% off dining year-round.

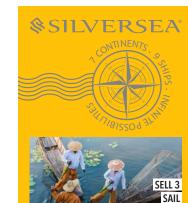
Club Primus also offers 20% off beverages at certain outlets, 15% off the best available rate and referrals benefits including a high tea experience.

TripAdvisor influence

TRIPADVISOR has released data from its latest Oxford Economics study on the worldwide travel economy, claiming that 10.3% of global travel spend was influenced by its own online booking system.

Other key trends revealed in the report showed roughly half of all international trips booked were to Europe, while the Asia-Pacific region is also becoming increasingly popular.

The study also indicated that international travel was expected to become more prominent as household wealth rose and a greater proportion of households were able to afford it.



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Sheraton takes the wraps off



SYDNEY'S Sheraton on the Park has completed its \$40 million overhaul ahead of its 25th anniversary next year, giving a fresh new look to its 558 guest rooms and Sheraton Club Lounge (TD 06 Dec).

Led by interior designer Joseph Pang, the revamp has created "a more refined and residential style", with colours inspired by the hotel's park-side neighbourhood.

Features include full-height leather bedheads, chaise lounges

Airbus cfo to leave

AIRBUS chief financial officer Harald Wilhelm has announced he will leave the aircraft manufacturer in 2019 after 27 years at the company, including six in his current role.

The group's ceo Tom Enders paid tribute to Wilhelm, saying he was "second to none" in the aviation industry.

and a "power business chair".

The renovation includes 48 suites, while all Grand Executive guest rooms and suites will provide complimentary access to the fully refurbished Sheraton Club Lounge.

The works follow a \$3m renovation of The Gallery, The Conservatory Bar, fitness centre, spa and rooftop terrace completed late last year.

Banyan Tree report

BANYAN Tree has released details of its latest sustainability report, showing the resort group implemented 50 new resource conservation initiatives in 2017.

Over a third of Banyan Tree's water was recycled, with the Luguna Phuket property recycling more than 99% of its water.

More than US\$6.7m has been invested in social and environmental projects since 2001, and 467,000 trees planted.



AFTA update

From AFTA's chief executive, Jayson Westbury



NewGenISS roll-out.

Firstly, the concept of over-tourism. This is somewhat of a new concept that has found its way into the conversation going on within the global travel and tourism industry. Basically, the concept carries the theme that destinations, cities and in some case countries have more tourists than they want and or can handle and as such are looking at ways to reduce the number of tourists - or in the case of Boracay in the Philippines, actually closed the place down while they look for solutions.

Australia is now the 8th largest outbound market by head count, not per capita, with over 10 million outbound trips each year, so I found myself defending our industry and Australians as a force for good and as supporters of economies, not takers and wreckers which amounts to over-tourism.

The second hot topic was the roll-out of the IATA NewGenISS in markets in all parts of the world including Canada in which travel agents have faced disastrous circumstances as the components including credit limits on agencies kick in. It would seem that the global agency movement rightly predicted the challenges and problems that NewGenISS has brought with it. Given the amendments already being required to be passed by the IATA machine to address these challenges so early, it is no wonder that in the Australian context AFTA, on behalf of all IATA agents, is calling out the problems and looking to delay the commencement until these implementation bugs are dealt with and there is a proper approach to implementing a change of this magnitude into the Australian BSP.

I head to Madrid next week in- which the IATA global meeting will have detailed reports provided to it and hopefully there is better news and outcomes being addressed rather than more worry and concern which is clearly the case now as IATA rolls out NewGenISS.

On a slightly more positive note, it is pleasing to report that most countries around the globe are enjoying positive outbound activity and continue to work collaboratively for the good of travellers and travel agents globally.

Indonesia high alert

DFAT has updated its travel warnings for Indonesia after bombings in Surabaya on Sun, saying there is a heightened risk of further attacks in the lead-up to, and during, Ramadan.

Local media report tightened security arrangements at airports including in Bali and Jakarta.

Hawaii volcano

HAWAII'S Civil Defense Agency has directed holiday rental operators in the Lower Puna area of the Big Island to close so emergency operations can focus on local residents during the current volcanic eruption.

The rest of the island and other parts of Hawaii remain unaffected.



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Record guns found

THE US Transportation Security Administration revealed it uncovered a record number of firearms in carry-on luggage on 03 May, with 26 guns discovered at 15 airports across the US. Of the 26, 21 were loaded.



AFL ROUND 8 WINNER

Congratulations

from CEVA Logistics

Rebecca is the top point scorer for Round 8 of Travel Daily's AFL footy tipping competition. She's won \$100 travel credit courtesy of Expedia.





The major prize for the 2018 footy tipping competition is return economy class airfares to Dubai flying with EMIRATES.

ULTIQA partnership

HOTEL and resorts group ULTIOA will donate more than \$100k to the Make-A-Wish Foundation under a two-vear partnership with the charity.

Those making reservations with the company can opt in to donate with their accommodation booking, while ULTIQA will also donate \$50 from each new group membership, plus \$5 from each tour conducted at any of the properties across Gold Coast, Broadbeach, Brisbane, Caloundra and Melbourne.

Package for Phi Phi

PHI Phi Island Village Beach Resort in Thailand's Phi Phi island group is now offering guests a full board package deal, valid for stavs until 31 Oct 2018.

Guests receive accommodation. welcome drinks & fruit, daily breakfast, lunch and dinner, one beverage during lunch & dinner, and free wi-fi - more HERE.

Vivid visits Taronga

SYDNEY'S Taronga Zoo is set to shine a spotlight on issues around conservation and endangered wildlife when it lights up as part of Vivid Sydney, which will run from 25 May-16 Jun.

"Lights for the Wild" will introduce visitors to a range of unique creatures from the ocean, jungle and Australian bush in brightly lit displays that tell the stories behind these species.

Tickets must be purchased in advance, with prices starting at \$18.95 for children aged four to 15 years.



This month, Travel Daily is providing one reader with a scholarship

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Further details about TIME can be viewed **HERE** or email TIME@traveldaily.com.au

Premium Economy for LOT



LOT Polish Airlines has announced the launch of its new Premium Economy class product. to be featured on board its Boeing 787 Dreamliner aircraft.

Guests travelling in the class will be seated in a separate Premium Economy cabin with 54cm wide seats with adjustable headrests and footrest and 10.6" entertainment screens.

Passengers will also receive priority boarding/deboarding.

Prices start from \$4,551 on flights to Warsaw, Oslo, Paris and Kiev, departing from Sydney, Melbourne, Brisbane and Adelaide.

2018 AFTA TRAVEL PAGES, NOW WITH A COMPREHENSIVE SUPPLIER DIRECTORY.

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