

COVID-19: Survival and Revival

Call-in Forum for Airport Concessions Industry – No. 37

February 3, 2021, 4:00 PM EST

Phone Number 408-418-9388; Access Code 791-700-478#

About this Session: *What's the latest assessment and public health guidance on containing and eradicating COVID-19? Where do we stand now in the battle and what is the outlook for recovery in 2021? Our guest panelists will offer their unique perspectives on what the medical and business communities are doing, the impact vaccines will have, and what airports and concessionaires can and should be doing to combat the threat, ensure public safety and rebuild confidence in air travel.*

For more information about ARRA programs or membership please visit us at www.arra-airports.com or contact us at info@arra-airports.com.



STEPHEN L. WILLIAMS, *Director, Houston Health Department*

Stephen serves as the Director for the Houston Health Department (HHD), a full-service public health department with 1300+ employees serving the 2.3 million residents of Houston while also overseeing a \$166 million budget. Stephen is actively involved in Public Health issues at the local, state and national levels including Houston's efforts to contain the virus and vaccinate its citizens. Under Stephen's leadership, HHD has become more visible and the citizens of Houston have been afforded a better quality of life. He has spear-headed the implementation and institution of several programs in HHD such as *See to Succeed, Assessment, Intervention and Mobilization (AIM), Project Saving Smiles* and pioneering the Affordable Care Act outreach and enrollment efforts through the Enroll Gulf Coast collaborative. The collaborative allowed stakeholders across the Gulf Coast to work together as partners with a common strategy and organization to provide outreach and enrollment to the region's estimated 1.4 million uninsured while also gaining national attention and White House support.



LAURA E. FITZRANDOLPH, *Executive Vice President and Chief Human Resources Officer, HMSHost*

Laura FitzRandolph is Executive Vice President and Chief Human Resources Officer for global restaurateur HMSHost, a world leader in creating dining for travel venues. Laura is responsible for overseeing all HR functions including associate and labor relations, talent acquisition and development, and total rewards for HMSHost associates across North America. Laura joined HMSHost from global hotel management company Interstate Hotels & Resorts, where she was most recently EVP, Chief Human Resources Officer. Laura joined Interstate in 2006 and held roles focusing on talent acquisition, development and learning, compensation and benefits, associate and labor relations, and employment legal matters.