



TRAVEL INDUSTRY COUNCIL OF ONTARIO 2026 ANNUAL MEETING

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

1. **Industry Directors**

Members will choose one (1) 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.

The candidates are:

Philippe ARCHAMBAULT, Founder & Owner, Symphony Vacation

As the founder of Symphony Vacation, a TICO-registered travel agency, and co-owner of Symphony Spa & Yoga, I bring both the perspective of an Ontario business owner and more than 20 years of leadership experience across government, healthcare, transportation, and consulting.

Throughout my career, I have led complex transformation initiatives, including operational readiness for a \$100M+ healthcare facility, and have worked with executives, government agencies, community partners, and frontline teams to strengthen governance, manage risk, improve accountability, and deliver better services. As an entrepreneur, I also understand the day-to-day realities facing small and independent businesses: regulatory compliance, financial pressures, changing customer expectations, technology, competition, and the constant need to earn and maintain consumer trust.

Having recently established a TICO-registered agency, I have experienced the regulatory environment from a registrant's perspective. This has reinforced my belief that strong consumer protection and a healthy, competitive travel industry are not opposing objectives—they are essential partners.

I am seeking to serve on TICO's Board to bring a practical, independent, and collaborative voice to its governance. I would contribute strategic thinking, financial and operational experience, respect for sound regulation, and an understanding of the businesses TICO regulates. My goal would be to help TICO strengthen consumer confidence while ensuring Ontario's travel marketplace remains responsible, innovative, and positioned for the future.

Dean DACKO, President, Uniglobe Travel (Canada)

I have played a significant role in the Travel Industry as a Senior Executive VP and above, for more than 30 years.

I have held roles in airlines, tour operators, loyalty travel organisations, as well as retail travel which has offered me with a broad based understanding of the industry, the participants, and the core characteristics of how each of these segments contribute to it's overall growth and success.

I have lead organisational change, hired and mentored hundreds of junior executives, and achieved significant commercial success in numerous instances.

I am highly regarded for a leadership style that is founded in transparency, authenticity, personal and business ethics, and professionalism.

I am very excited about the opportunity to share my experiences and contribute to the advancement of the TICO goals and objectives in supporting and defending the interests of all travel consumers in Ontario.

Prabaharan NADARAJAH, Vice President - Industry Relations, Voyzant Inc.

Prabaharan Nadarajah is a senior travel industry executive with more than 30 years of international leadership experience spanning airline operations, industry governance, risk management, compliance, and global business development. He currently serves as Vice President, Industry Affairs at Voyzant Inc., where he has led the company's expansion into multiple international markets and oversees regulatory compliance, industry relations, and strategic growth initiatives, including mergers and acquisitions.

Prior to joining Voyzant, Mr. Nadarajah spent 16 years with the International Air Transport Association (IATA), holding senior leadership roles in Asia-Pacific and managing settlement risk programs, stakeholder relations, and financial oversight for travel transactions exceeding US\$65 billion annually. He also held progressively senior commercial leadership positions with SriLankan Airlines, including regional and country management assignments across Asia, Europe, North America, and the Middle East.

Mr. Nadarajah brings extensive global industry expertise, regulatory knowledge, and strategic leadership experience that would support TICO's consumer protection mandate and industry oversight responsibilities.

Leo SGOVIO, Owner, Markham Cruise and Travel Centre

As the owner of my travel agency, I am passionate about contributing to the continued strength and success of TICO. Serving on the board would provide an opportunity to bring the perspective of an active registrant who understands both the challenges and opportunities facing travel today.

I am committed to promoting consumer protection while supporting a fair transparent regulatory environment with my firsthand experience navigating industry changes, evolving consumer expectations and regulatory requirements.

Serving on the TICO board would be a meaningful way to give back to our industry.

Shadi SHAAFI, Founder and President, Abeona International Inc.

I am the Founder and President of Abeona International, a TICO-registered travel company based in Waterloo, Ontario. I founded Abeona International in 2020 during one of the most challenging periods the travel industry has faced, an experience that reinforced the importance of resilience, adaptability and long-term thinking.

Over the past decade, I have built my career in private aviation and Ontario's travel industry, working with clients, aircraft owners, aircraft operators and industry partners across Canada and internationally. Through Abeona, I work closely with clients to navigate private air travel and complex travel arrangements, giving me a practical understanding of both the consumer experience and the responsibilities of operating a travel business within Ontario's regulatory framework.

In addition to my professional experience, I served for nine years as President of the Board of Directors for a regulated condominium corporation, where I gained valuable experience in governance, financial oversight and strategic planning.

I am seeking the opportunity to serve on the TICO Board because I believe effective governance, collaboration and practical industry experience are essential to maintaining consumer confidence and supporting a strong, trusted travel industry.

I would be honoured to contribute my governance experience and industry perspective to TICO's important mandate.

2. **Public Directors**

Members will vote for, against or withhold their vote in regard to the election of Christopher WARREN as a Public Director of the Corporation for a three-year term.

Christopher WARREN, Director, Energy, Mining and Resources Policy, Toronto Region Board of Trade

I am a governance, regulatory affairs, and public policy leader with experience spanning consumer protection, professional regulation, enterprise risk management, and public-interest decision-making. I currently serve as Chair of the Audit, Technology & Risk Management Committee of the Travel Industry Council of Ontario (TICO), contributing to oversight of financial stewardship, enterprise risk management, cybersecurity and technology governance, regulatory compliance, and organizational accountability. I serve as a Director of the College of Physiotherapists of Ontario and serve on its Discipline & Fitness to Practise Committee and Inquiries, Complaints & Reports Committee.

I serve as Director, Energy, Mining and Resources Policy at the Toronto Region Board of Trade. My career includes senior leadership roles with Brock University and the Government of Ontario, advising ministers, executives, regulators, and industry leaders on complex policy, economic and regulatory issues. I have developed expertise in governance, risk oversight, financial accountability, stakeholder engagement, strategic planning, and public policy.

Additionally, I have served in governance leadership roles with community and sport organizations, including Oakville Soccer Club, Toronto Rugby Union, and Crusaders Rugby Club.

I am seeking re-election to the TICO Board to continue serving an organization whose consumer protection mandate and public-interest role I value deeply. It has been a privilege to contribute to TICO's governance and strategic priorities over the past three years. Through a second term, I hope to continue applying my experience in governance, financial stewardship, risk management, regulatory oversight, and technology governance to strengthen consumer confidence in Ontario's travel marketplace and support TICO's success.