

## FDFA announces “new strategic direction” with appointment of advocacy firm and executive director

The Frontier Duty Free Association (FDFA) Board of Directors has appointed Barbara Barrett to serve as the association’s new executive director. She replaces Laurie Karson, who left the role last September after 12 years at the helm of the industry association.

Barrett brings over 20 years of high level public affairs expertise to FDFA. She has held senior leadership and executive roles for global automotive company Jaguar Land Rover, and has worked as the Canadian communications lead with corporate leadership in the UK and the United States. Among other activities, Barrett implemented and developed communications programs to leverage global sponsorship programs with Formula One Racing, Invictus Games, the Canadian Cancer Society and First Nations groups.

Along with appointing a new executive director, FDFA has also appointed advocacy firm Impact Public Affairs to represent the interests of the FDFA members in Ottawa and across Canada.

The appointment comes after an extensive review process, says the FDFA in its official announcement.

“The Board of Directors listened to our membership. The clear message was to re-evaluate our representation and develop a coordinated government relations strategy to

ensure our member’s needs are met and to take the association to a new and higher level,” stated Abe Taqtaq, FDFA President. “This move is aimed at ensuring we proactively create the regulatory environment for our member’s long term success and growth.”

Impact Public Affairs brings a 20-year reputation of building advocacy campaigns for trade associations with a specialty in the retail and small business sector. Impact is also known for building a partnership with association leadership to support member retention and recruitment with winning advocacy efforts. Impact is the only advocacy firm to win the Canadian Society of Association Executive’s award for business excellence to national associations.

“The Board is equally excited to bring Barbara Barrett on board to quarterback FDFA efforts. Barbara and our team will be imbedded in Ottawa with Impact so that they can provide members with a full range of lobbying, communications, media and social media support,” said Taqtaq.

“The Frontier Duty Free Association has a great history of fostering a highly competitive Canadian Land Border Duty Free Industry that is vibrant, creative, progressive and best-in-class among land



Barbara Barrett

border and airport duty free retailers around the world. We will build on this history and make sure we have a world class industry representative moving forward,” said Barrett.

FDFA’s active membership includes 26 Canadian Land Border Duty Free Shops, and Associate Members consists of Canadian Airport and U.S. Land Border Duty Free Shops.

FDFA promotes the development of Canada’s land border duty free by acting as liaison between members and the Federal Government’s Duty Free Shop Program (Canada Border Services Agency) and advocating on behalf of members with all levels of government.

### Quebec City announces \$30 million cruise port development

Québec City announced last week that it will be making a major investment for the construction of a second cruise terminal. The project, which is set to be completed by 2020, will allow the Port to accommodate ships with more than 4,000 passengers.

The Port will invest \$10 million, the Government of Québec will contribute \$15 million to the project, and the city will invest \$5 million, according to the announcement on the Port website.

The new terminal will allow the port to welcome larger and newer ships and better service its cruise line partners, said Mario Girard, President and CEO of the Québec Port Authority.

Quebec will be the only turnaround part along the St. Lawrence that can accommodate ships of more than 4,000 passengers, making the cruise terminal a key investment for the Canada/New England cruise itinerary.

Quebec, a designated UNESCO Heritage Site, has seen record deployment during the 2018 cruise season. Eight ships made inaugural calls to the city with Disney and Windstar Cruises sailing to the city for the first time.

Between 2010 and 2017, the number of visitors associated with international cruises (cruises and crew members) more than doubled for the Québec stopover, increasing from 133,546 to 270,118.

### Toronto Pearson welcomes 10.4m pax this summer

Canada’s largest airport is slated to welcome more than 10m passengers between Canada Day – July 1 and Labour Day, Sept. 3, an increase of more than 30% compared to the same period five years ago.

The summer rush is predicted to bring an average of 155,000 passengers per day, and more on high-volume days.



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## DFWC KPI Monitor reveals novelties in duty free continue to drive shopper satisfaction

Air passengers perceive Duty Free shops as ideal locations to find new products, according to the latest Duty Free World Council's (DFWC) quarterly KPI Monitor, produced for the Council by Swiss research and consultancy agency m1nd-set. The novelty factor in duty free shops has increased by 8% in passenger satisfaction over the last 12 months and grown by 3% since the first quarter of 2018.

The Monitor, which aggregates satisfaction scores on all aspects of the consumers' visit to duty free shops, weighting them according to their impact on the overall satisfaction, is compiled through interviews with over 4000 international travelers across all world regions during the month of June. Asia Pacific and North America were the only regions which saw an increase in the overall satisfaction index. The Middle East declined by one percentage point. The overall satisfaction level in Asia Pacific stands five points above both the Middle East and the global average, which remains stable compared to Q1 this year. Europe and South America also saw no movement on Q1.

The Monitor's IATA air traffic benchmark shows global 8% year-on-year growth in international passenger numbers to 831 million. Asia Pacific again leads growth with an 11% increase vs Q2 2017, compared to + 6% for Europe, + 5% for

Latin America, + 4% for Africa and + 2% for both North America and the Middle East.

Shopping as "part of the overall travel experience" remains the most popular satisfaction driver among global passenger perceptions of duty free shopping with 47% of travelers saying they agree with this view, up one point from the previous quarter.

The motivation to purchase duty free exclusives, product variety and great gifting opportunities are jointly the second highest rated perceptions with 42% of travelers agreeing.

Next comes the new products perception which has seen the strongest growth among satisfaction drivers. While price advantage and value for money in duty free remain the top two reasons for purchasing in duty free shops, the two criteria which have the most impact on passenger satisfaction are value for money followed by uniqueness of products and services.

The non-shopper analysis highlights the importance of price advantage and value for money once again with high prices and the lack of motivating promotions being two main reasons travelers cite for not purchasing from duty free shops during their last trip. Three of the top 6 reasons for not visiting shops also reflect the negative price perception of the duty free offer.

## DEN reaches milestone with 200 nonstop destinations

Denver International Airport (DEN) will soon offer service to 200 destinations worldwide, topping the 200-mark for the first time in Denver aviation history. DEN is one of only four U.S. airports to provide service to 200 destinations.

In addition to new international flights to Paris and Zurich, DEN has also experienced significant growth in domestic air service in 2018. Four airlines have added service to 17 U.S. destinations, bringing Denver's domestic network to nonstop access to 175 destinations in 46 states and the District of Columbia.

DEN also provides service to 25 international destinations in 11 countries, for a total of 200 total destinations.

"We've been working hard to make DEN more attractive to our airline partners and travelers, and this tremendous growth in air service reflects our efforts," said DEN CEO Kim Day. "Access is critical in today's economic environment, and every new destination added to our network is an additional asset."

"This unparalleled level of connectivity, and the residents and visitors who use it, has only bolstered our strong economic and tourism growth, and will continue to help Denver solidify our position as a global destination," said Mayor Michael B. Hancock.

DEN's air service growth can be attributed to the city's central geographic location, economic growth, record-breaking increases in inbound tourism and the airport's status as a growing hub for multiple airlines offering different business models to travelers.



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## Duty Free Global to launch 1 liter GTR exclusive Drumshanbo Gunpowder Irish Gin

Travel retail specialists Duty Free Global and The Shed Distillery of PJ Rigney have announced a strategic partnership to launch a duty free exclusive 1 liter version of Drumshanbo Gunpowder Irish Gin.

Drumshanbo Gunpowder Irish Gin is slow distilled by hand with oriental botanicals and Gunpowder Tea at The Shed Distillery of PJ Rigney in Drumshanbo, Ireland.

The new 1 liter bottle, the company's first ever travel retail exclusive, will be revealed at the TWFA World Exhibition in Cannes (Blue Village H17).

Since its launch just over 2 years ago, Drumshanbo Gunpowder Irish Gin has been listed in airports from Dublin to JFK to Bahrain, with the brand investing in high level displays and customer activations across duty free globally.

Barry Geogheghan, Founder & Director Duty Free Global said the consistently growing demand from duty free customers internationally for premium quality Gin, made the release of the new 1000ml bottle an inevitability: "We at Duty Free Global are extremely proud to be representing the top quality products from the Shed Distillery. We are very confident that the Drumshanbo Gunpowder Irish Gin in the new Duty Free format will be a huge success with our travel

retail partners around the globe.

"Please come and visit us during TFWA in Cannes in Blue Village, booth H17 to taste Drumshanbo Gunpowder Irish Gin."

Drumshanbo Gunpowder Irish Gin is the first ever brand from The Shed Distillery of PJ Rigney, with the portfolio now including the recently launched Sausage Tree Pure Irish Vodka, 'Premier Grand Cru' Irish whiskey and other The Shed Distillery brands.

Patrick J Rigney, who was Executive Director of Baileys in the 1990s, founded The Shed Distillery in December 2014 to create "remarkable, ambitious, international brands with a 'Curious Edge.'"

"Our strategic partnership with Duty Free Global for the launch of the bespoke 1000ml Drumshanbo Gunpowder Irish Gin bottle is a pivotal development for our brand globally. DFG's intricate insight into the Travel Retail consumer has been fundamental to this timely introduction of the new 1000ml SKU at the prestigious TFWA 2018 in Cannes," said Rigney.

"Travel Retail has been and will continue to be instrumental in establishing the remarkable global presence of Drumshanbo Gunpowder Irish Gin, Sausage Tree Pure Irish Vodka and future releases from The Shed Distillery," he adds.



*Drumshanbo Gunpowder Irish Gin was the first brand in The Shed Distillery of PJ Rigney stable*

## Pernod GTR launches Chivas XV

Pernod Ricard Global Travel Retail has launched Chivas XV in global travel retail before rolling out the blended scotch whisky globally in October.

Chivas XV is a 15 year old blended scotch whisky selectively finished in Grande Champagne cognac casks.

Chivas XV launched exclusively in global travel retail at the beginning of July and will become available in Americas Travel Retail in the Autumn. To support the launch, numerous in-airport initiatives are taking place at major locations around the globe.



Immersive experiences which showcase the spirit are taking place at 11 locations internationally, including Heathrow, Dubai, Hong Kong and Singapore. A campaign targeting digital and social activations is also already live at locations including Heathrow, Dubai, Changi and Hong Kong.

## St. Kitts passes one million cruise pax

St. Kitts received its millionth cruise passenger for the first time in its history on July 16.

The milestone passenger arrived onboard Royal Caribbean Cruise's the *Freedom of the Seas*.

Tourism Minister Lindsay Grant noted that with two months left in the 2017-2018 cruise season, the island will increase arrivals even further.

"Reaching this milestone at this point in time is truly a testament to the strength of our relationships with the cruise lines and to the continuing appeal of our tourism product."

As of mid-July, the Royal Caribbean's Royal Caribbean International, Celebrity Cruises and Azamara Club Cruises had made 102 port calls to St. Kitts, bringing over 350,000 cruise visitors to the island. Including calls from all international cruise lines over the nine-month period from October 2017-June 2018, the total number of cruise ship calls into St. Kitts grew from 358 to 486 compared to the same period from 2016-2017, an increase of over 35%.

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## Lauder delivers “one of best performances in last decade”

The Estée Lauder Companies Inc. has reported strong financial results for its fourth quarter and fiscal year ended June 30, 2018, with fourth quarter reported net sales up 14% (+12% in constant currency) and full year reported net sales up 16% (+13% in constant currency).

Travel retail had a strong showing for the company, delivering double-digit gains.

For the three months ended June 30, 2018, the Company reported net sales of \$3.30b, a 14% increase compared with \$2.89b in the prior-year period. The Company posted net sales growth in most brands and across-the-board gains in all geographic regions and product categories.

For the fiscal year, the Company achieved net sales of \$13.68b, a 16% increase compared with \$11.82b in the prior year. The Company reported operating income for the fiscal year ended June 30, 2018 of \$2.05b, a 21% gain

over the prior year of \$1.69b. Net earnings for the year were \$1.1b, an 11% decline, compared with \$1.25b last year, and diluted net earnings per common share decreased 12% to \$2.95, compared with \$3.35 reported in the prior year. Adjusted diluted net earnings per common share increased 30% to \$4.51, and in constant currency rose 24%, for the fiscal year ended June 30, 2018, excluding restructuring and other charges and adjustments

Fabrizio Freda, President and Chief Executive Officer, said, “Fiscal 2018 was an outstanding year for our Company. We generated higher sales in every region and product category and gained global share. By investing in our hero franchises, fast-growing channels and digital and social media, we delivered double-digit sales and adjusted earnings per share growth. We achieved record net sales in fiscal 2018 and one of our best performances in the last decade.”

## Dufry to delist in Brazil

Dufry announced that it is planning to delist from the Brazilian Stock Exchange (B3 S.A. – Brasil, Bolsa, Balcão).

The company said that it submitted a proposal on Aug. 21 to B3 to discontinue its Brazilian Depositary Receipt program.

Upon termination of the BDR Program, Dufry will cancel its registration with the Brazilian Securities Commission (Comissão de Valores Mobiliários) as a category A, foreign issuer, as well as its listing with B3.

Dufry says that its decision to terminate the BDR Program took into consideration the low liquidity of Dufry’s BDRs. The move is aimed at reducing costs and operational complexities and allow it to concentrate trading on the SIX Swiss Exchange.

Information regarding the terms, conditions and specific procedures to be considered by the BDR holders with respect to the termination will be disclosed by Dufry to the BDR holders in Brazil after the Proposal is approved by B3.

### AT THE POINT OF SALE

## Lancôme invites women to *Lead the way. Brilliantly!* in DFS Hawaii with new L’Absolu Lacquer



Lancôme’s L’Absolu Lacquer animation featured make-up artists, Lancôme’s YouCam which allows the consumer to test makeup products using fun digital/ interactive software, and the Live Colorfully Wall, displaying stickers of lips with the 9 shades of L’Absolu Lacquer that TRAM carries. Here the consumer finds a new way of testing the shades by placing the sticker on her arm to compare several colors on her skin at the same time.

Lancôme’s latest activation with DFS in Hawaii invites women to “Lead the way. Brilliantly” with L’Absolu Lacquer.

Lancôme’s new lip color makeup combines three actions for an ultra-desirable finish: a buildable lipstick formula that boosts the shine and color throughout the applications; a light and fresh makeup texture thanks to its unique oil and water-based emulsion; and the glycerin-enriched formula for comfort and hydration.

The fine and light texture of L’Absolu Lacquer, combined with its high-precision makeup applicator, allows customers to adapt the level of intensity of both the color and the shine, from natural and relaxed to sexy and bold.

The activation provided a unique experience daring customers to shine brilliantly, using the expertise of the make-up experts, along with a range of playful and interactive testing and personalized gifting.

## Leonidas expands travel retail team

Belgium chocolate brand Leonidas has appointed two additions to its team to drive growth in travel retail.

**Joanne Chew** joined the Leonidas team in mid-July as Travel Retail Manager Asia Pacific. Based in Singapore, Chew previously worked in trade marketing and account management positions across various categories in travel retail, mainly at Pernod Ricard and Unilever.

For the Europe, Middle East & Africa region, **Cybil Dubois** was appointed Travel Retail Manager EMEA at the end of 2017. She is based at the company headquarters in Brussels.

Dubois and Chew report to **Nelly Sannwald**, Global Travel Retail Manager.

## Grant's launches global brand refresh and upgrades Distillery Edition exclusively for GTR

Grant's Scotch whisky has announced a global brand refresh which includes renaming its signature blend to Triple Wood, refining its Cask Edition range and upgrading the packaging on its Global Travel Retail exclusive Distillery Edition.

The new campaign and packaging will be presented at TFWA World Exhibition this October (Golden Village Go2), along with the full range.

"Since blended Scotch whisky represents 58% of total GTR whisky value sales, Grant's has always been a crucial brand within the William Grant & Sons portfolio, selling well in Europe, the Middle East and India in particular," says WGS Managing Director Ed Cottrell.

"According to IWSR, in 2017 the GTR blended Scotch market grew by +2.3% in value, while the Grant's brand grew +5.8%, and we are expecting to further accelerate that growth this year and next."

Grant's Triple Wood liquid is rested in three types of cask – Virgin Oak, American Oak and Refill Bourbon.

## Ferrero lines up TR exclusives for hero products

Ferrero Travel Market lines up a new assortment of travel exclusives for TFWA World Exhibition (Bay 8 in Bay Village), highlighted by hero products from Kinder, Nutella, Tic Tac and Ferrero Rocher.

These include the **Kinder Surprise Maxi 100g** in three monster-shaped editions with surprises inside that glow in the dark. The Kinder gifting range is outperforming the market, delivering double-digit growth of +18% in the third quarter versus the previous year, reports Ferrero.

The **Ferrero Rocher 100g** offers eight pralines in a travel-exclusive gift box adorned with a golden map of the world and inscribed with a 'Where do we go next' message.

Its design achieved the highest scores for being "distinctive & unique" in a study conducted by CiR in November 2017.

Nutella will celebrate its 50<sup>th</sup> anniversary next year, and Ferrero has created an exclusive travelers' version of the **Nutella B-ready bar**. First launched in 2013, Nutella B-ready will now be

available in an exclusive super-size pack of a dozen single portions that is designed to address the 'sharing while traveling' need.

Ferrero Travel Market's latest innovations from Tic Tac leverage new flavor combinations. The **Tic Tac Travels Multi-flavor pack** contains Buddy Lime, My Strawberry, Dr Red Apple and Mr Banana, decorated with cute graphics of the flavor characters going off on their travels. The launch of this multi-pack reflects the fact that 90% of the sugar offer on shelf today is multi-flavored and flavor extensions are the key driver of innovation launches in this category.



Ferrero Rocher 100g travel exclusive gift box, and the Kinder Surprise Maxi 100g.



Upgraded new look and packaging for Grant's Distillery Edition travel retail exclusive Scotch whisky.

Grant's Distillery Edition, the company's Global Travel Retail exclusive blended Scotch whisky, has new packaging that has been upgraded with a more premium gift carton and mentions the GTR exclusive nature of this product.

Grant's Cask Editions are three blended Scotch whiskies finished in a carefully selected final cask for greater depth of flavor. The Cask Editions consist of *Grant's Ale Cask*, *Grant's Rum Cask Edition*, and *Grant's 8 Year Old Sherry Cask Finish*.

"All of us in the William Grant & Sons GTR team are really excited about the new look Grant's family and, in particular the upgraded Distillery Edition which looks fabulous," says Cottrell.

"In GTR it's about more than the product, of course, and we've got a great visibility and tasting program in place to support the new look – 2019 is going to be a BIG year for Grant's."

## TRU VIRTU Hi -Tech Wallets expanding into the Americas' in partnership with Int'l Brand Builders Inc.

TRU VIRTU, manufacturer of high tech wallets that protect against illegal data theft of NFC / RFID chips and demagnetization, is expanding into travel retail in the Americas through International Brand Builders Inc.

Since its inception in 2010, the innovative premium accessory concept from Germany has grown into an international brand, and is now sold in more than 3,000 stores in 35 markets worldwide.

"We are now ready to expand into the Americas region where we are partnering with International Brand Builders Inc. to expand our products in the Travel Retail sector. Partnering with a local team who have the sales and service necessary to train and educate retailers and consumers is key to our success," states Thomas Wingerter, CEO of TRU VIRTU.

Katherine Sleipnes from IBBI adds, "It's exciting to bring such innovative and well made products that are so relevant to travelers to our region, and we look forward to a successful partnership."

TRU VIRTU will be presenting at TFWA Cannes (**booth J21 Red Village**) presenting the **CLICK & SLIDE** wallet.



### THE SHISEIDO GROUP

Shiseido

has immediate openings for the following positions based in Miami:

#### International Trainer

Responsible for training sales staff on brand, product, and sales techniques. Must have a dynamic personality and excellent interpersonal and presentation skills in English and Spanish, Portuguese is a plus. Must be available to travel 60-70% throughout the Americas. 2-3 years Travel Retail luxury industry is a must.

#### Retail Manager/Account Executive for North America - Southeast region

Ideal candidate will have a minimum of 2-3 years' experience in the Travel Retail luxury goods industry. Responsibilities include developing sell-out figures through supervision of salespeople, implementation of the brands' merchandising and promotion guidelines. Experience in retail sales is a plus. Must be able to travel 40 to 50% of the time.

#### Operations Analyst – Cosmetics Division

Responsible for managing the new launch order process for the Cosmetics Division. This position is vital in contributing to the integration and delivery of all launches. Acts as a liaison between internal departments and our headquarters to streamline the procedure and communications throughout the item creation and ordering process. This position will also support key forecasting analysis and is responsible for managing the Travel Retail allocation. Demand planning experience is ideal for this position. Candidate must possess strong organizational and analytical skills.

#### Sales/Market Coordinator

The ideal candidate is highly proficient in Microsoft Office and possesses strong organizational and customer service skills. Must be a team player as this position will support management and the sales team with various projects and sales analysis. Experience in Travel Retail industry is a plus.

Please submit resumes to

[gcamplani@sac.shiseido.com](mailto:gcamplani@sac.shiseido.com)

and/or [mfernandez@sac.shiseido.com](mailto:mfernandez@sac.shiseido.com).

Please refer to the job title on the subject line when sending your resumes.

### EDRINGTON AMERICAS TRAVEL RETAIL

#### Associate Manager – Cruise

The Cruise Associate Manager role provides support to the Global Cruise Manager with the strategy, development and execution of cruise line activations. With a focus on training and implementation of various brand concepts, he/she is instrumental in driving the success of the portfolio in both on premise and the retail stores on board the ships.

#### Brands:

The Macallan, Highland Park, Glenrothes, Famous Grouse, Cutty Sark and Brugal

Tito's Handmade Vodka, Disaronno, Tia Maria, Buffalo Trace, Blantons, Fireball, Southern Comfort amongst others

#### Responsibilities:

Assist in creating new cruise concepts, manage/create new concepts, lead implementation of concepts onboard cruiselines, etc.

#### Requirement:

Bachelor's Degree, 2-3+ years of relevant experience, with cruise and/or spirits background preferred. Willing to travel 50% of the time to cruise ships and key destinations in the World. Strong proficiency with Microsoft Excel and PowerPoint with the ability to work with data from multiple data sources for reporting and analysis. Flexible approach to work in a cross-functional team. Must have excellent interpersonal and written/verbal communication skills. Strong project management skills, attention to detail and the ability to meet aggressive deadlines and manage multiple projects simultaneously. Willingness to roll up your sleeves and do whatever it takes to help your team win. Ability to multi-task and effectively prioritize efforts in a fast-paced, change oriented environment where continuous innovation is required.

<https://usajobs.edrington.com/job/cruise-associate-manager-americas-travel-retail-us-miami,-fl-177.aspx>

#### \*UPDATED\*

#### CLARINS, a luxury beauty brand, is seeking an Area Manager, based out of Miami, FL.

This role will develop brand equity, sales, profit and market share in the territory within Company guidelines and strategies as well as ensure effective communication to obtain the information for an adequate development of the brands of Clarins Group in the assigned area.

#### Responsibilities include, but are not limited to:

Budget preparation, Sales, A&P, Marketing (Present marketing plans to retailers), Training, Reporting, Management (Manage a team of Sales Coordinators), Financial management, Travel (Organize trips to visit client and follow travel expenses versus budget)

#### Requirements:

Bachelor in Business or related

MBA is a plus

Availability to travel extensively

Availability to multi-task

Customer Relations development oriented

English. Spanish or French is a plus

Please send resume to [Amanda.Brinkerhoff@clarins.com](mailto:Amanda.Brinkerhoff@clarins.com)

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