

In Memoriam: Dr. Jean Holder, “father of the regional tourism in the Caribbean”

Condolences and accolades are pouring in to the Caribbean from around the world on the death of Dr. Jean Holder on Jan. 26.

Dr. Holder, 85, a Barbadian by birth, is considered by many to be the father of regional tourism development in the region. A distinguished diplomat, he was the first secretary general of the Caribbean Tourism Organization – which he led for three decades – as well as a former chairman of regional airline LIAT.

In joining the rest of the Caribbean in mourning, the CTO said in a statement:

“The late Dr. Holder spent more than 30 years of his professional life leading the development and expansion of the sector that would become the region’s main foreign exchange earner and the engine of economic growth.

“The Caribbean, and we may argue the greater world of tourism, truly has lost one of its pioneering sons. Dr. Holder’s progressive leadership during the formative years of Caribbean tourism distinguished him as a pillar of the region’s tourism development. As a dedicated regionalist, he oversaw tourism’s growth from infancy to its current various stages of maturity. Indeed, elements of the original Caribbean tourism ethos forged by the organizations which he led can be found in virtually every Caribbean nation, virtually every community and anywhere in the region where the tourism seed has been sown.”

The organization concluded: “The CTO council of ministers and commissioners of tourism, its board of directors, allied members, and staff share the region’s grief and feel the sense of loss at Dr. Holder’s passing. He will be missed, but the mark he has made on this region will be long remembered.”

At the end of Dr. Holder’s tenure, the Caribbean Tourism Association had become the region’s major marketing tourism and development organization, with a membership of 34 Caribbean states, as well as several national, regional and international private sector travel and tourism agencies and companies.

The Caribbean Hotel and Tourism Association (CHTA) saluted Jean Holder for his pioneering work in establishing tourism as the major economic driver for the region.

Nicola Madden-Greig, President of CHTA recalled Holder’s leadership and diplomatic skills were brought to bear as Secretary General of the Caribbean Tourism Organization (CTO), where he worked closely with governments to ensure tourism was accorded priority in the development plans of the Caribbean countries and territories.

Frank Comito, veteran Caribbean tourism executive and former CEO and Director General of CHTA, lauded Holder for successfully using his diplomatic and political skills to underscore to leaders the critical importance of ensuring tourism was not only developed as the leading generator of wealth for the region, but also that it was developed sustainably to ensure the people of the region and their environments could benefit.

“Jean Holder... left an indelible mark on the Caribbean and tourism, and today we all benefit from his stewardship,” said Comito.

TMI adds our deepest condolences to those of the industry on the passing of this true visionary and pioneer.

IAADFS reveals conference session details for 2022 Summit of the Americas

The IAADFS has unveiled a preview of the conference sessions planned for the 2022 Summit of the Americas, which will be held April 10-13, 2022, at the Palm Beach County Convention Center in West Palm Beach, Florida.

According to IAADFS President and CEO Michael Payne, more than 40% of available space is booked to date, and the Association has seen a marked increase in interest among suppliers during the past two weeks.

The conference sessions will be held throughout the day on Monday, April 11 and Tuesday, April 12, which the Association says will allow attendees the flexibility to participate while also taking advantage of business-to-business discussions with exhibitors and multiple networking opportunities.

IAADFS has aligned with several content partners who are contributing in-depth knowledge and expertise in the creation of the conference session program. While some aspects of the program are still being finalized and speakers still being confirmed, planned sessions include:



Airport Infrastructure and Retail Challenges

Content Partners: Airport Restaurant and Retail Association (ARRA) and The Moodie Davitt Report

Cruise Retail in the Post-COVID Climate

Content Partners: DFNI and mInd-set

Adapting to the Future of Work

Content Partners: Women in Travel Retail and Travel Markets Insider

TR Consumer Forum – Americas Special Edition

Content Partners: TRBusiness and mInd-set

LATAM Moves Forward

Content Partner: ASUTIL

Global Advocacy in the COVID Era

Content Partner: Hume Brophy

The Association expects that all speakers will be finalized shortly and details will be provided as soon as possible.

Participation in the conference sessions is open to all registered attendees.

Continued on page 2.

CLIA releases Cruise Industry 2022 Outlook

Report quantifies value of cruise tourism, underscores leadership in health and safety, environmental sustainability and destination stewardship

More than six million guests have sailed since cruise ships resumed operations in July 2020, reports Cruise Lines International Association, which this week released the *2022 State of the Cruise Industry Outlook* report.

CLIA also said that **75+%** of ocean-going member capacity has returned to service, and projects that number to rise to nearly 100% by August 2022.

In other highlights, the CLIA report notes that the pandemic had far-reaching economic effects on the wider cruise community, which underscored the importance of cruise tourism to economies around the world.

When compared to 2019, in 2020 the cruise industry saw **5.8M** passenger embarkations (which was down **-81%**); **576K** cruise-supported jobs (down **-51%**); and \$64.4b in total economic contribution (down **-59%**).

Looking at the value of Cruise

Tourists, CLIA reports that every 24 cruisers creates one full-time equivalent job; cruisers spend an average of US\$750 per passenger in port cities over the course of a typical seven-day cruise, and that 6 in 10 people who have taken a cruise say that they have returned to a destination that they first visited via cruise ship.

Destination Stewardship

Continued collaboration with local communities in the destinations cruise ships visit remains a critical focus for the cruise industry. Kelly Craighead, president and CEO of CLIA, also points out the cruise industry's leadership and advancements in the areas of responsible tourism and maritime practices.

"While our focus on health and safety remains absolute, our industry is also leading the way in environmental sustainability and destination stewardship," she said.

"Coastal and maritime tourism

is an important economic driver, and we continue to work in partnership with cruise destinations so that communities thrive from responsible tourism. Our members are also investing in new technologies and new ships and pursuing the goal of net carbon neutral cruising by 2050."

Class of 2022

Looking ahead, CLIA's ocean-going member cruise lines are projected to debut 16 new cruise ships in 2022, including five LNG-powered vessels and nine expedition ships. The class of 2022 will be 100% equipped with Advanced Wastewater Treatment Systems.

By 2027, CLIA says there will be 26 LNG-powered cruise ships; and that 81% of global capacity will be fitted with Advanced Wastewater Treatment Systems; and 174 cruise ships with shoreside power connectivity.

Please [click here](#) to see the 2022 *State of the Cruise Industry* report.

Summit of the Americas update

Continued from page 1.

"We are very pleased with the engagement of our content partners and their efforts to develop valuable and interesting sessions for attendees. The sessions are designed not just to deliver impactful information but also to encourage dialogue and engagement form the audience," expressed IAADFS President and CEO, Michael Payne.

Supplier support

IAADFS also thanks the key suppliers who have committed to the 2022 Summit of the Americas, particularly during this difficult time for the industry.

"We appreciate those suppliers who have confirmed their participation in the 2022 Summit, and we know from speaking with a number of suppliers and buyers that there is a lot of excitement about coming together for an in-person Summit," said Payne, commenting on current bookings:

"We expected registration and participation decisions to be a bit later than usual in view of the global COVID picture but can clearly see interest is gaining quickly.

"We will do whatever is required and appropriate to ensure the safety of our attendees, and those requirements will become more specific as we get closer to the April dates and assess the situation with local authorities. April should present a much clearer picture regarding COVID, but regardless we will stay focused on what precautions need to be taken," said Payne, adding, "Our business depends on travel and we need to be committed to supporting and encouraging engagement in travel and providing a safe environment and valuable experience."

Information about registration and housing, can be found at www.2022summitoftheamericas.org.



PANDEMIC IMPACT AND RECOVERY

2022 is a Pivotal Transition Year for the Cruise Industry, with Full Recovery Projected in 2023

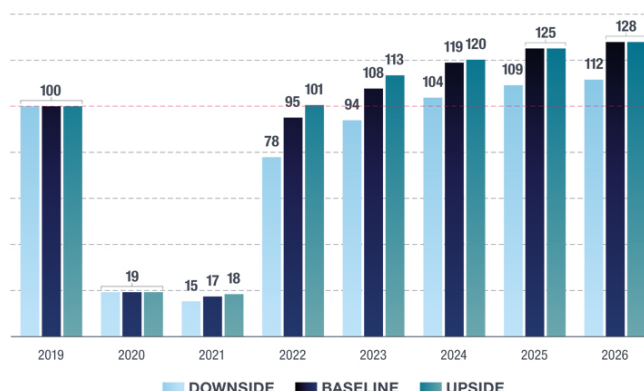
A Resilient Industry

The cruise industry has proven its resilience throughout its more than 50-year history—as is evident in the responsible return to operations that began in July 2020.

In the baseline forecast, passenger volume is expected to recover and surpass 2019 levels by the end of 2023. In the upside forecast, passenger volume is expected to recover to 101% of 2019 levels a year earlier, by the end of 2022. In all three scenarios, passenger volume is projected to recover in excess of 12% above 2019 levels by the end of 2026.

Projected global cruise passenger volume

Index (2019=100)



Numbers represent an index of volume relative to 2019 (2019=100).
Source: CLIA; Tourism Economics

OAG: U.S. domestic airline capacity improved to 6% below pre-pandemic levels

U.S. domestic airline capacity continues to see growth this month and is now just 6% below January 2019, reports OAG. New York and Florida continue to lead in airline capacity, with five of the busiest airline routes starting or ending in New York and five starting or ending in Florida.

But from a global viewpoint, eight of the top 10 busiest domestic airline routes operate within Asia: Two Jakarta routes; two Chinese routes, between Shanghai - Beijing, and Shanghai - Shenzhen; three Japanese routes serving Tokyo and one route operates within South Korea. Saudi Arabia's Jeddah-

Riyadh route and Australia's Melbourne-Sydney route round out the list.

Dubai has kept its position as the world's biggest international hub in January with four of the routes in the Top 10 International Routes.

New York JFK to London Heathrow (JFK-LHR) is the fifth busiest global international route this month with 213,199 seats.

Taking a closer look at the U.S. market, New York to Chicago (LGA-ORD) is the busiest domestic route with a total of 262,256 scheduled seats (a 21% increase from last month).

In second place, New York JFK to Los Angeles (JFK-LAX) reports 261,813 scheduled seats. Atlanta to Orlando (ATL-MCO) has 251,029 seats making it the third busiest route.

Two LAX routes -to Honolulu and to Dallas- fell off the Top 10 list in January, but the LAX-Las Vegas route comes in at #10.

By region in the Americas, seven of the Top 10 busiest Latin American international routes connect with an airport in the U.S.

Five of the busiest international routes in North America connect a U.S. airport with one in Mexico.

Hawaiian Air seeks to resume service to Japan in 2Q

Hawaiian Airlines has announced that it is seeking to resume flights to Japan in the second quarter of 2022. The resumption of service is a delay from the March start-up that the airline had originally announced, due to the omicron variant.

Bloomberg reports that Japan represents the largest foreign market for Hawaiian, which had about a quarter of its business outside the U.S. before the pandemic struck in early 2020.

Earlier this month, Japanese Prime Minister Fumio Kishida said his nation would extend its border restrictions until the end of February because of the variant.

Top 10 Busiest International Routes - by Region

OAG – JANUARY 2022 –NORTH AMERICA

Region	Route	Route Name	Seats (Total)
North America	JFK-LHR	New York JFK-London Heathrow	213,199
North America	MCO-SJU	Orlando-San Juan	165,562
North America	CDG-JFK	Paris CDG-New York JFK	121,127
North America	IAH-MEX	Houston-Mexico City	119,132
North America	CUN-DFW	Cancun -Dallas/Fort Worth	112,628
North America	CUN-ORD	Cancun -Chicago O'Hare	112,152
North America	JFK-SJU	New York JFK-San Juan	105,591
North America	GDL-LAX	Guadalajara-Los Angeles	98,404
North America	JFK-SDQ	New York JFK-Santo Domingo	97,372
North America	LAX-MEX	Los Angeles-Mexico City	97,184

Top 10 Busiest International Routes - by Region

OAG – JANUARY 2022 – LATIN AMERICA

Region	Route	Route Name	Seats (Total)
Latin America	MCO-SJU	Orlando-San Juan	165,562
Latin America	ORY-PTP	Paris Orly-Pointe-a-Pitre	122,140
Latin America	IAH-MEX	Houston-Mexico City	119,132
Latin America	CUN-DFW	Cancun -Dallas/Fort Worth	112,628
Latin America	CUN-ORD	Cancun -Chicago O'Hare	112,152
Latin America	JFK-SJU	New York JFK-San Juan	105,591
Latin America	FDF-ORY	Fort de France-Paris Orly	105,212
Latin America	LIM-SCL	Lima-Santiago	98,680
Latin America	GDL-LAX	Guadalajara-Los Angeles	98,404
Latin America	JFK-SDQ	New York JFK-Santo Domingo	97,372

American Airlines and British Airways unveil enhancement details for premium travelers at JFK's Terminal 8

American Airlines and British Airways have announced more details regarding plans to co-locate operations at John F. Kennedy International Airport's (JFK) Terminal 8 beginning Dec. 1, 2022. These enhancements feature extensive upgrades for premium passengers traveling on both airlines and other oneworld partners.

The \$400 million joint investment to redevelop, expand and enhance the terminal will create a more seamless customer experience while supporting the Port Authority of New York and New Jersey's ambitious plan to transform JFK into a leading global airport, say the partners.

American and British Airways were the first carriers to begin redevelopment efforts at JFK, breaking ground in January 2020 on five new widebody gates, four new widebody hardstand parking positions, an enhanced baggage handling system, new customer amenities and expanded premium guest offerings — including approximately 130,000 square feet of new and renovated terminal space.

As customers arrive at Terminal 8, a co-branded premium check-in area providing personalized, concierge-style service for top-tier guests will replace American's former Flagship First Check-In space. Thoughtfully designed architectural elements will also define an exclusive new check-in space for eligible business customers.

Once through security, three distinctive custom lounges will provide an enhanced preflight experience for select guests based on cabin of travel and loyalty program status. The expanded premium lounge offerings will incorporate seating for approximately 1,000 of American and British Airways' most loyal customers.

Each lounge has been designed

with original high-end finishes — evoking a unique sense of space while elevating the experience and service offered to every guest.

The most exclusive lounge will have an all-new champagne bar, fireside lounge and a la carte dining room, which reimagines American's Flagship First Dining into a fully immersive experience.

Adjacent, another premium lounge — with sweeping airside views, will offer a wine bar, cocktail lounge, library and buffet.

American's Flagship Lounge and Concourse B Admirals Club will be repurposed into a contiguous lounge for eligible business class customers.

American's Flagship First Check-in at JFK is expected to close for construction, beginning Feb. 1. Premium customers traveling on eligible itineraries will be directed to temporary check-in counters located nearby. All lounge spaces will remain open and operational through the duration of the redevelopment project. Following completion, the Concourse B Admirals Club will close. The Concourse C Admirals Club will continue to serve members, qualifying elite customers and those traveling on eligible itineraries.



Architectural features will define, guide and direct customers towards an expanded joint premium check-in area on the ticketing level of JFK's Terminal 8.



A high-end champagne bar defines the entry to American and British Airways' most exclusive lounge.

Kiehl's, 3Sixty open second location at PHL

In yet another sign that brands are optimistic about future travel recovery, Kiehl's has opened a second location at Philadelphia International Airport (PHL).

The store is operated in partnership with 3Sixty Duty Free, and is one of the 120-plus eateries and retailers currently operating under PHL master concessionaire MarketPlace PHL, LLC.

Kiehl's now operates the original storefront shop in Terminal F, and the new store in the D/E connector.

Kiehl's — which offers travelers quick and easy access to skin, hair, and body essentials on the go—is known for its nature-inspired, scientifically proven formulas.

"As part of Kiehl's long-standing commitment to sustainability we're proud to dedicate a location in-store to showcase Kiehl's Future Made Better, our journey toward reducing our environmental impact and improving the communities we serve," said Kiehl's Business Unit Manager Tran-Minh Dan.



The new PHL Kiehl's store features iconic walls dedicated to Philadelphia's heritage — a fun photo opportunity for customers to interact and take pictures as well as a central, engaging consultation table that features best-sellers.

Wine Classics signs E. & J. Gallo Winery for Canada DF/TR distribution

E. & J. Gallo Winery Canada and Wine Classics International are partnering in Canada Travel Retail representing E. & J. Gallo Winery's extensive portfolio of premium wines and spirits. Wine Classics International will represent the E. & J. Gallo Winery's portfolio as the agent in the Canadian Duty Free Market. The partnership took effect on November 1, 2021.

E. & J. Gallo's range of offerings in Canada includes Apothic and Barefoot Wines, La Marca Prosecco, Orin Swift, New Amsterdam and Pink Whitney Vodkas, RumChata, and High Noon hard seltzer, along with many more.

"The E. & J. Gallo Winery Canada team is excited to be working with one of the leading agencies in the Duty Free and Travel Retail segment in Canada. Jonathan, Sherri and the Wine Classics team are working closely with us to bring our category leading, innovative and profit driving items to the business. We are looking forward to growing this business together," commented Matt Wicksted, E&J Gallo National Sales Director.

Wine Classics, which was started in 1995 by Jonathan Hemi, has grown significantly in the past five years.

"We believe in representing premium spirits and E. & J. Gallo Winery has a wonderful already established portfolio of premium wines and spirits. We are excited to be partnering with a company that is global and has so many iconic brands such as E&J Gallo Brandy, Rum Chata, Pink Whitney, New Amsterdam Vodka, Apothic, Barefoot Wines and so many more amazing products," said Hemi.

"We are looking forward to a strong partnership with E. & J. Gallo Winery in Canada Travel Retail," added Wine Classics Director of Sales and Marketing Travel Retail Sherri Gidney.

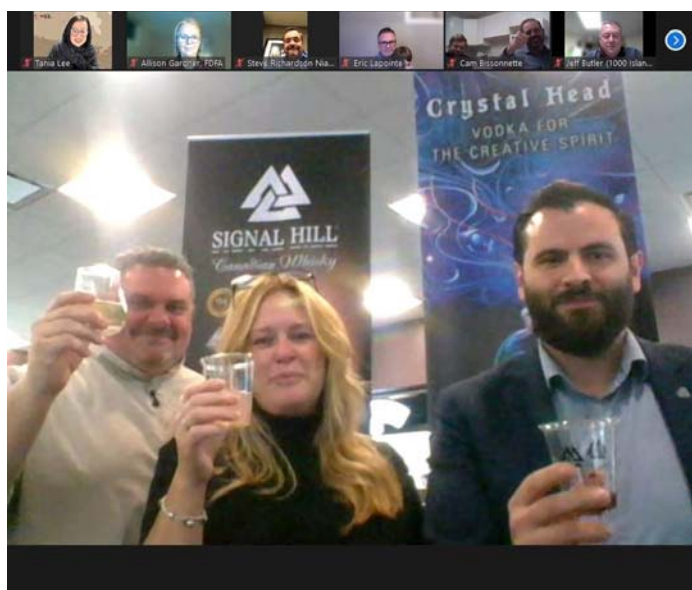
"Brand building and customer relationships are two of our key strengths. We are confident that this fantastic portfolio that includes strong branding as well as taste will resonate with our consumers in the Duty-Free channel. If you are driving through the Canada land border locations or flying through the Canada airports don't forget to pick up one of E. & J Gallo's amazing brands."

Wine Classics, located in Toronto, Canada, has seen substantial supplier growth since 2020. The company is currently working with suppliers that have strong brands in domestic markets as well as many Travel Retail markets around the world.

In addition to the new portfolio of E&J Gallo Winery brands, the company also represents such key companies and brands as Edrington (Macallan, Highland Park, Etc.), Iceberg Vodka, Heaven Hill (Elijah Craig, Evan Williams, Etc.), TJ

Carolans, Roust (Russian Standard), Globefill Inc (Crystal Head Vodka), Signal Hill Canadian Whisky, Konzelmann Wines and Ice Wines, Frescobaldi Wines and Calamus Wines in the Canadian Travel Retail market.

"With a full sales and marketing team, wonderful brands, and strong partnerships with suppliers and customers we are honored to grow this new portfolio of brands with our current portfolio in the Canadian Travel Retail markets," said Gidney.



Wine Classics presented at the 2021 FDFA Summit from Peninsula Queenston Lewiston Duty Free with Chris Foster, Katie Foster and Jim Foster. Left: Sherri Gidney instore with Crystal Head Signal Hill Brand Ambassador Andrew Daw. Right: Chris Foster, Gidney and Daw presenting on zoom.

Nestlé announces innovative plan to tackle child labor risks, increase farmer income and achieve full traceability in cocoa

Nestlé this week announced a far-reaching plan to tackle child labor risks in cocoa production.

At the center is an innovative income accelerator program, which aims to improve the livelihoods of cocoa-farming families, while also advancing regenerative agriculture practices and gender equality. A cash incentive will be paid directly to cocoa-farming households for certain activities such as enrollment of children in school and pruning among several others.

Nestlé's new plan also supports the company's work to transform its global sourcing of cocoa to achieve full traceability and segregation for its cocoa products. As Nestlé continues to expand its cocoa sustainability efforts, the company plans to invest a total of CHF 1.3 billion by 2030, more than tripling its current annual investment.

The income accelerator program offers a novel approach to help support farmers and their families in their transition to more sustainable cocoa farming. The incentives will encourage behaviors and agricultural practices that are designed to steadily build social and economic resilience over time.

With Nestlé's new approach, cocoa-farming families will be rewarded not only for the quantity and quality of cocoa beans they produce but also for the benefits they provide to the environment and local communities. These incentives are on top of the premium introduced by the governments of Côte d'Ivoire and Ghana that Nestlé pays and the premiums Nestlé offers for certified cocoa.

This cocoa is independently audited against the Rainforest Alliance Sustainable Agriculture Standard, promoting the social,

economic and environmental well-being of farmers and local communities.

In its announcement, Nestlé's reports that cocoa-farming communities face immense challenges, including widespread rural poverty, increasing climate risks and a lack of access to financial services and basic infrastructure like water, health care and education. These complex factors contribute to the risk of child labor on family farms. Together with partners, including governments, and building on a promising pilot program, Nestlé's new initiative sharpens focus on these root causes of child labor.

"Our goal is to have an additional tangible, positive impact on a growing number of cocoa-farming families, especially in areas where poverty is widespread and resources are scarce, and to help close the living income gap

they face over time," said **Mark Schneider**, Nestlé CEO.

"Building on our longstanding efforts to source cocoa sustainably, we will continue to help children go to school, empower women, improve farming methods and facilitate financial resources.

"We believe that, together with governments, NGOs and others in the cocoa industry, we can help improve the lives of cocoa-farming families and give children the chance to learn and grow in the safe and healthy environment they deserve."

Creating cash incentives to grow income substantially

The program rewards practices that increase crop productivity and help secure additional sources of income, which aim to close the gap to living income and help protect children: families can additionally earn up to CHF 500 annually for the first two years of the program, after which it will level off to CHF 250 as the program starts delivering tangible results. It is not paid based on the volume of cocoa sold and is inclusive to provide smaller farmers meaningful support.

The program also offers financial incentives for the farmer's spouse, who is typically responsible for household expenses and childcare. By dividing the payments between the farmer and the spouse, the program helps empower women and improve gender equality. Among the practices that Nestlé is incentivizing are:

School enrollment for all children in the household ages 6-16; implementing good agricultural practices, such as pruning, which increase crop productivity; performing agroforestry activities to increase climate resilience, like planting shade trees; and generating diversified incomes, for example through growing other crops, raising livestock such as chickens, beekeeping or processing other products like cassava.

Glenfiddich completes trilogy with Chinese New Year Limited Edition

Glenfiddich has unveiled the stunning visual for the third and final limited-edition packaging for Glenfiddich's Gran Reserva 21 Year Old Single Malt gift pack. Created by Shenzhen-based artist Rlon Wang exclusively for travel retail, the collaboration includes new packaging for its 12, 15, 18 Year Old Malt Whisky gift packs in domestic outlets as well.

The gift pack was released into the travel retail market in December for Chinese New Year (January 31 to February 15 2022).

The 2022 limited edition bottle completes a trilogy that tells the story that begins with Charles Gordon (son-in-law of Glenfiddich founder William Grant) and his journey to bring the Speyside Scotch whisky to the world, followed by the 'Great Homecoming,' where the Glenfiddich Stag honors his return home.

The iconic Stag, translated as 'Fu Lu' in Mandarin, is the centerpiece of the third bottle.

Will Peacock, Global Luxury Director says: "With the conclusion

of this series of limited-edition CNY packs, artist Rlon Wang speaks to our time by capturing a feeling of optimism for the future. The talented illustrator, a fellow maverick in his field, takes our characters on one final journey to a horizon of possibility and opportunity."

Artist Rlon Wang says he gave the design an otherworldly feel with the use of traditional symbols in futuristic forms, using Glenfiddich's Royal Stag and the traditional dancing Chinese lion ascending to the stars with a

bright galaxy in front of them; along with auspicious lanterns, lotus flowers and a soaring phoenix guide them into a vibrant world full of galactic proportions.

The final Chinese New Year design by Rlong Wang is available with the Glenfiddich Gran Reserva 21 Year Old, and is now available in luxury whisky travel retail outlets in selected airports in Asia-Pacific (China, Taiwan, South-East Asia, Australia), EMEA and the U.S.



250 participants attend Virtual ETRC Business Forum

The 2022 Annual ETRC Business Forum took place across two online sessions last week and drew participation from almost 250 attendees representing over 100 organizations from the European Duty Free and Travel Retail channel.

Speakers covered key issues impacting the present and future of Travel Retail, including COVID-19 and Brexit with travel retailers, environmental challenges with experts from the transport and tourism sector, and air passenger forecasts with ForwardKeys.

ETRC also briefed the audience on policy priorities such as Arrivals Duty Free in the EU, Brexit, threats to product categories and digital labeling while the Duty Free World Council (DFWC) presented the renewed Certificate Course of the DFWC Academy.

Importantly, the ETRC Business Performance Index was relaunched at the Forum, compiled by Pi Insight with data contributed by participating Travel Retailers and the support of ForwardKeys for passenger data.

The Index showed the dramatic impact that the ongoing COVID-19 crisis has had on the European airport retailing sector.

Sales suffered a -72.6% decline in 2020 in Europe as a result of shops closure and international passenger declines.

Although 2021 continued to be significantly impacted, Travel Retail sales were recovering at a quicker rate than international passenger numbers, with YTD sales growth of 8.8% vs. 2020, driven by a significant resurgence in Q3 2021 (-49% vs. Q3 2019 levels).

Improvement was seen in all product categories, while spend per passenger increased significantly in 2021, with an increase of 14% in 2021 YTD spend per passenger levels vs. YTD 2019.

In more news from the Forum, ETRC will endorse the "Toulouse Declaration on future sustainability and decarbonization of aviation" at the EU Aviation Summit on Feb. 4. This marks the first commitment of ETRC towards the development and adoption of a clear strategy identifying areas for action in the field of sustainability in collaboration with its members.

Nigel Keal, outgoing President of ETRC, said: "Whilst we had hoped to meet with our members in person for this Forum, we are nonetheless very pleased with the great attendance and the quality of the discussions we had today. I am confident the two sessions have delivered actionable data and content to help our members understanding the challenges our business is facing as well as grasping opportunities."

Jennifer Cords, newly appointed President of ETRC, commented: "Despite challenging conditions, the figures showed today demonstrate the resilience of our industry when the right framework is in place. I look forward to continuing supporting our members preparing for 2022 and beyond, as ETRC commits to a new sustainability agenda with the endorsement of the 'Toulouse Declaration'. The opportunity to join this landmark initiative reflects the vital work of ETRC in highlighting the importance of Travel Retail in the transport ecosystem."



Jennifer Cords, Director Corporate Affairs & Compliance at Gebr. Heinemann, was appointed the new president of ETRC, after current president Nigel Keal announced he was standing down from the position due to a change in personal circumstances. Cords has been Vice President of ETRC in charge of regulatory affairs for the past two years. Nigel Keal will remain on the Managing Board of ETRC to ensure continuity and a transition as smooth as possible.

Below: click through to stansfeldscottjobs.com

EMPLOYMENT OPPORTUNITIES



Essence Corp
has an immediate opening for a
COMMERCIAL ASSISTANT

This position provides daily support in the department by ensuring high levels of communication and performance with internal and external customers. The ideal candidate must be fluent in English & Spanish with an advanced level of Excel skills. Highly proficient in the ability to complete Sales Analysis and Forecasting Reports.

Responsibilities include but are not limited to key administrative tasks, order processing and customer support.

Must possess strong organizational skills, self-driven, team player, and have the ability to multi-task in a very fast paced environment.

Interested candidates may send resumes to

Leana Wade

LWade@essence-corp.com



In paving our career path, it often seems we start a job with excitement and good intentions and soon feel we have reached a ceiling of potential to grow, learn and develop, leaving us searching for other opportunities. Stansfeld Scott's greatest strengths are the ability to recognise and reward talent and strong worth ethic. We value a job well done and seek ways of vertically integrating our team onward and upward. If the entrepreneurial spirit burns within you, 2022 just may be your BREAK THRU Year!

Join our dynamic and innovative team.

APPLY TODAY

**Stansfeld
Scott**