

## Frontier Duty Free Association to hold a virtual “Back to Business” Summit in November

Canadian land border duty free’s Frontier Duty Free Association (FDFA) has announced it will be holding a virtual summit for operator members November 15-18, 2021, during the time that is usually slotted for its in-person convention.

The newly conceived summit will include working sessions designed to help get stores back to business with a number of operations areas to be covered, including working with some suppliers who have seen major supply-chain disruptions. The goal of the 3-day virtual event will be to help stores revitalize innovation, facilitate inventory management and supplier connections.

“Land border duty free stores have been essentially closed since March 2020 and during that time, there have been changes in the supply chain and inventories have been depleted,” said Barbara Barrett, FDFA Executive Director. “Operators need to acquire up-to-date product and innovations.”

The Association also announced that it has set a date for an in-person 2022 FDFA Convention, to take place Nov. 14-17.



*The FDFA Board and manager at the 2019 Convention: from left: Philippe Bachand – Director, Philipsburg Duty Free; Barbara Barrett, Executive Director; Simon Resch – Treasurer; DFS Ventures (Emerson Duty Free); Allison Gardner, Manager of Operations; Abe Taqtaq – President, Windsor-Detroit Tunnel Duty Free Shop; Tania Lee - Vice President, Blue Water Bridge Duty Free Shop; and Cameron Bissonnette – Secretary, Osoyoos Duty Free Shop.*

The location and details are to be determined.

The very popular event has traditionally brought together duty free store owners, suppliers, distributors, and major sponsors from across Canada.

“With the border partially open, it is time to get them ready for being back to a regular business flow,” said Barrett. “We are excited to be able to connect

again, even if only virtually, and certainly excited to be able to talk about getting back to business.”

Additionally, the association will be introducing a new *Brand Discovery Program* coming in the new year to facilitate sourcing new competitive products globally for Canadian land border duty free stores. FDFA says that further details will follow in the coming months.

### Brazil shows signs of recovery

In a shot of good news for the Americas, the International Monetary Fund on Friday announced that Brazil's economy has returned to pre-pandemic levels, with growth projected to rebound to 5.3% in 2021.

The economic return to pre-pandemic levels is supported by booming terms of trade and robust private sector credit growth, and one of the biggest stimulus packages in emerging markets—nearly 4% of GDP in emergency cash transfers alone in 2020, reports the IMF.

The country has been hit hard by the coronavirus pandemic, however. COVID-19 has claimed the lives of more than 550,000 Brazilians, the second highest death toll world-wide. Renewed lockdowns following a severe second wave and the rollout of vaccinations have helped bring down infections since April, with new daily COVID-19 cases and deaths falling significantly from their peaks.

But rates of unemployment and poverty remain high. Inflation too has surged, weighing on the outlook.

Growth is projected to rebound to 5.3% in 2021. Sustaining the recovery, however, will require further institutional reforms to raise labor productivity growth and foster private sector-led investment.

For more information on Brazil from the IMF, please click here [https://www.imf.org/en/News/Articles/2021/09/22/na092221-brazil-sustaining-a-strong-recovery?utm\\_medium=email&utm\\_source=govdelivery](https://www.imf.org/en/News/Articles/2021/09/22/na092221-brazil-sustaining-a-strong-recovery?utm_medium=email&utm_source=govdelivery)

*Read about the positive impact that the new border stores in Brazil are having on several product categories in the October Travel Markets Insider magazine, available soon.*

## TFWA reveals final preparations for Cannes World Exhibition

The Tax Free World Association is making its final preparations to ensure delegates can meet face-to-face in a health-aware, business-focused environment during the TFWA World Exhibition & Conference, taking place in Cannes on Oct. 24-28, 2021.

The TFWA World Conference returns from 9:00 to 11:45 on Monday, Oct. 25.

Following an introduction by TFWA President Jaya Singh, the Conference will first hear from Jane Sun, CEO of Trip.com Group, who will share her thoughts

on the return of travel in China and the future expectations of Chinese travelers.

DFS Group CEO Benjamin Vuchot will discuss how travel retail can reinvent itself to meet the changing needs of traveling consumers, while IATA VP Europe Rafael Schwartzman will offer his perspective on the future prospects for air travel.

Imagen Insights co-founder Jay Richards will close the conference by exploring how the duty free and travel retail industry can remain relevant to the important

Gen Z shopper.

The conference will be live-streamed on the TFWA 365 digital platform for those unable to travel to Cannes.

Although the traditional social gathering on Sunday evening will not take place this year, TFWA will provide other opportunities for delegates to network during the week in Cannes. From Monday to Wednesday, from 18:30 to 21:00, the Association is hosting a TFWA Lounge for getting together.

*Continued on next page*



## TFWA i.lab to showcase new ideas for duty free and travel retail

TFWA is offering a glimpse into the future for duty free and travel retail with the new TFWA i.lab, which will take place online from Oct. 25-28 during the TFWA World Exhibition & Conference in Cannes.

An evolution of TFWA Innovation Lab, TFWA i.lab will run as a fully digital showcase in the 'Discovery' section of the Association's digital platform, TFWA 365. TFWA i.lab will present fresh ideas and new ways to engage with traveling consumers under the theme of 'innovation in action.'

A host of leading duty free and travel retail businesses will take part in this year's TFWA i.lab, with expertise in areas such as e-commerce, mobile and digital technology, traveler research and data analytics.

Delegates registered on TFWA 365 will be able to visit participating companies in the TFWA i.lab section and learn more about the services and solutions that they provide.

The full list of TFWA i.lab participants can be viewed at <https://www.tfw.com/tfw-i-lab>.

TFWA would like to thank all sponsors of this year's TFWA i.lab, including BW Confidential as media partner and Mondelez World Travel Retail as Innovation in Action sponsor.

To book your place at this year's TFWA World Exhibition & Conference, visit <https://www.tfw.com/tfw-world-exhibition-conference/book-your-place-100004721>.

*"Innovation will play a vital role in the recovery of the duty free and travel retail market, and TFWA i.lab will be the place for business professionals to learn more about the latest and upcoming trends that will shape the future success of our industry. With a number of forward-thinking companies showcasing their latest solutions and new ideas, delegates can look forward to a fascinating and thought-provoking digital event during our time in Cannes."*

**Donatienne de Fontaines-Guillaume,**  
**TFWA Vice-President**

## TFWA prepares for Cannes

*Continued from page 1.*

TFWA's ONE2ONE service will be also available for delegates to book face-to-face meetings on-site, or digital meetings via TFWA 365.

TFWA also confirms that robust health & safety measures will be in place during the event. Attendees will be required to show proof of double vaccination or provide a recent negative COVID test result, with testing facilities available at the Palais des Festivals if required.

Face masks will also be mandatory for all attendees during show days, and hand sanitizers will be located throughout the Palais. There will be a 24-hour medical concierge service at the venue, with specialist medical teams available to support any visitors feeling unwell.

More information on health & safety protocols can be found on the TFWA website at <https://www.tfw.com/tfw-world-exhibition-conference/information-for-visitors-to-cannes-100011968>.

Registration for visitors to access the exhibition and conference continues to be open until Oct. 7. To book your place, visit

<https://www.tfw.com/tfw-world-exhibition-conference/book-your-place-100004721>.

Past this date, registration for visitors will also be possible on site within the Palais des Festivals of Cannes on Saturday, Oct. 23 – Thursday, Oct. 28.

## Bamboo Airways and SFO sign agreement to launch first nonstop flights between Vietnam and the United States

In a milestone development, San Francisco International Airport (SFO) announced on Friday that it had signed a Memorandum of Understanding with Bamboo Airways (BAV) to launch the first regularly scheduled nonstop flights between Vietnam and the U.S.

The agreement was signed following a test flight from Noi Bai International Airport (HAN) to SFO using the airline's Boeing 787 Dreamliner aircraft.

Based on the MOU, BAV and SFO will deploy regular nonstop flights from Tan Son Nhat International Airport, Ho Chi Minh City, Vietnam to SFO.

BAV initially plans 4 flights per week of non-stop services between Ho Chi Minh City and San Francisco using 787-900 Dreamliners with a build-up to daily frequencies based on market demand; this is subject to U.S. government approvals.

According to the announcement, the U.S. - Vietnam aviation market shows great potential, with over 800,000 passengers traveling each year, with expectations that will increase. The nonstop flights connecting Vietnam and the U.S. will help reduce the travel time from about 20 hours to 15-16 hours compared to transit flights.

"We expect this movement will bring direct benefits to the aviation markets in two countries, making a substantial contribution to the development of bilateral and multilateral trade, tourism, and economy, especially in the post-epidemic period," said Dang Tat Thang, CEO of BAV.

"We are truly proud to be the first airport in the United States to offer nonstop flights to Vietnam," said SFO Airport Director Ivar C. Satero.



## Hudson celebrates return to New York City's historic Grand Central Terminal

Dufre-owned Hudson this week celebrated the reopening of its flagship Hudson News store at New York City's world-famous Grand Central Terminal. The iconic location is operated in partnership with the Metropolitan Transportation Authority (MTA) and Metro-North Railroad.

The Hudson store has been a mainstay of Grand Central Terminal since 1990, and served as a symbol of nostalgia and familiarity for all New Yorkers and those who visited daily. Today, the newly-reopened travel convenience store continues to pay homage to the heritage of the building, saved by Former First Lady Jacqueline Kennedy Onassis in 1978, while looking towards the future to meet the needs of the ever-evolving city as business travel and tourism return.

"We thank the MTA and Metro-North for recognizing Hudson's history here, and we look forward to working together once again to preserve the building's legacy and now assist in the collective 'return to normal' efforts," said Brian Quinn, EVP and Deputy Chief Executive Officer of Hudson.



*Hudson News, Grand Central Terminal, 2021*

"Not only has our location at Grand Central Terminal held significant importance to me personally, as I began my career in travel retail here, but it's also been a highly-recognized landmark in the local community for over three decades."

Located in a 2,500-square-foot space in the Main Concourse under the east staircase and opposite Grand Central Market, Hudson News returns to its former high-profile location complete with a new, reimagined look.

The store's exterior preserves the sprawling archways and an inviting, wide-open storefront that

is reminiscent of the store's original architectural design. Inside, the new layout creates a more modern shopping experience, with the choice of traditional checkout or the new option to stop at one of three contactless self-checkout kiosks.

Clearly-defined primary categories provide visitors an assortment of essentials across food and beverage, electronics, health and beauty, along with books, magazines, and newspapers. It also carries authentic branded merchandise, regional titles, and other local New York offerings.



Hudson has long had a significant presence in the greater New York City area, with locations in John F. Kennedy International Airport (JFK); LaGuardia Airport (LGA); the Port Authority Bus Terminal; New York Penn Station; Jacob K. Javits Convention Center; the Empire State Building; and the United Nations.

Hudson's re-entry into Grand Central Terminal continues to celebrate and strengthen the Hudson Group's roots in the local community.

## Dufre expects positive impact from a new Spanish law that links concession fees to passenger numbers

In more news from Dufre, the travel retail giant expects a positive impact from a law passed last week by the Spanish Congress, which modifies the concession fees in all Spanish airports by linking concession fees to the actual passenger numbers.

This modification will last until passenger numbers are back to 2019 levels and is expected to have a positive financial impact on Dufre, said the company.

Dufre operates duty free and duty-paid stores at 26 Spanish airports. The new law is expected to materially reduce the MAG claimed by AENA.

The passenger numbers at Spanish airports have dropped by around 72% in 2020 and around 68% August YTD in 2021 compared to 2019 in each case.

The P&L impact in 2021 and going forward will depend on the recovery of the passenger numbers at the Spanish airports. The specific accounting treatment under IFRS 16 and its timing as well as the impact on the cash flow are currently being reviewed.

The new law states that the Minimum Annual Guaranteed Rents (MAG) payable by the operators at Spanish airports pursuant to their concession contracts (i) are not owed for the period between March 15, 2020 and June 20, 2020; and (ii) will be proportionally reduced from June 21, 2020 onwards by comparing the lower volume of passengers at the Spanish airports to the 2019 passenger levels. This formula will stay in place until passenger numbers are back to the level of 2019.



*Ribbon cutting at Hudson News in 1998 as part of the rededication of the revitalized Grand Central Terminal, 20 years after former First Lady Jacqueline Kennedy Onassis saved the Terminal. Pictured left to right: Mario DiDomizio, James S. Cohen, John F. Kennedy Jr., Robert B. Cohen, Hope Remoundos and Roger Fordyce.*

## Mondelez World Travel Retail announces new leadership team appointments



Mondelez World Travel Retail (WTR) has named Dogus Kezer as Associate Director Category Marketing, effective from August 1, 2021, and Beatriz de Otto as Head of Customer Marketing, effective from September 1, 2021.

Kezer succeeds Irina Tarabanko as she steps into her new role as Associate Director, M&A Project Marketing for Mondelēz International, and Otto succeeds Richard Houseago following his appointment to International eCommerce Customer Manager MEU. Both Kezer and Otto report directly to Mondelez WTR Managing Director Jaya Singh.

Kezer joins the WTR team following his role as Marketing Lead for Gum & Candy for Central Europe, with over 17 years of experience in the FMCG industry. In addition to his WTR responsibilities, Kezer also leads marketing for the Chocolate, Biscuits & Gum & Candy categories for Mondelēz International's Swiss business unit and remains the key point of contact for the Gum & Candy category in Central Europe.

He is well-positioned to drive

increasing relevance for the confectionery category leader's global brands, aiming to connect with a new generation of traveling consumers as the recovery of the channel takes shape.

De Otto steps into her new role from her previous position as Senior Business Development Manager for Dufry and Lagardère, in which she steered the business with two of Mondelez WTR's major global retail partners through the Covid-19 period with agility and assurance.

As Head of Customer Marketing, de Otto is responsible for global customer marketing strategy development as well as the executional excellence of key growth initiatives, working closely cross-functionally with internal stakeholders and with Mondelez WTR's major retail partners. De Otto has been part of the WTR team since 2012 and brings a wealth of experience from both a commercial and in-store perspective, placing her in a strategic role to drive Mondelez WTR's in-store agenda in support of the channel's recovery and future growth.

Jaya Singh, Managing Director Mondelez WTR, commented: "Dogus and Beatriz join an excellent leadership team, who have maintained a pioneering spirit throughout the Covid-19 period and have an exciting pipeline of initiatives in place to drive both the business's success as well as the channel's recovery forward."

Mondelez WTR is inspired to create fresh opportunities to delight returning travelers through our innovative products and groundbreaking activations. We are united, energized and ready to tackle the challenges to ensure that we emerge #StrongerTogether and unlock new areas of growth."

He adds: "We thank Richard and Irina for their extraordinary contributions to both our business unit as well as to our special travel retail channel."

"Their leadership and dedication to innovation have been integral to Mondelez WTR's success as category leader as well as to help the business to navigate the pandemic alongside our valued partners. We wish them the very best on their new adventures."



*New appointments to the Mondelez World Travel Retail leadership team include (from top) Dogus Kezer and Beatriz de Otto, who are succeeding Irina Tarabanko and Richard Houseago, respectively, both of whom were promoted to new senior roles outside of WTR.*

## L'Oréal USA achieves carbon neutrality four years early

L'Oréal USA has reached carbon neutrality for scopes 1 and 2 emissions for all 25 of its U.S. sites, across 12 states. This includes manufacturing and distribution facilities, administrative sites, and research and innovation sites.

The milestone achievement is in-line with the beauty leader's global sustainability commitment, **L'Oréal for the Future**, which states that all L'Oréal operated sites worldwide must reach carbon neutrality by 2025. With this announcement, the U.S. subsidiary has achieved this goal four years ahead of schedule.

L'Oréal USA, the largest subsidiary of the L'Oréal Groupe, made the announcement last week in advance of the Climate Week NYC conference.

The company has been advancing its renewable energy ambition through a multi-pronged approach aimed at improving energy efficiency and transitioning to 100% renewable energy since 2005.

The company reached carbon neutrality through a strategy that includes Energy Optimization, Direct Renewable Energy Projects, Locally Sourced Renewable Energy Certificates (RECs) and by using Renewable Natural Gas (RNG).

Launched in June 2020 as the next phase of the global beauty leader's sustainability effort, L'Oréal for the Future represents a radical transformation of the company's global business that is comprised of ambitious goals for 2030 and 2050 - encompassing

every footprint of its products and accounting for the company's own impact and that of its 1.5 billion consumers as well.

The company has set long-term goals to reduce its entire inventory of greenhouse gas emissions (Scopes 1, 2 and 3) by 25% by 2030, in absolute terms compared to 2016, and by 2050 aims to further reduce emissions and become a net zero company. These goals were set in accordance with the Science Based Targets, which aim to limit global warming to 1.5°C, according to climate scientist recommendations, as set by the Paris Agreement.

L'Oréal has been recognized as the only company in the world to have obtained a Triple 'A' rating from the CDP on all three major issues for five years in a row.

**L'ORÉAL**  
FOR THE FUTURE