

Massive relief effort underway in Bahamas as Hurricane Dorian continues to batter U.S.

Cruise lines, along with companies such as Bacardi, have pledged millions of dollars to help the Hurricane Dorian relief and recovery efforts in the Bahamas.

Warning of a death toll that government officials fear could be "unimaginable," with hundreds, possibly thousands, still missing in the Abacos and Grand Bahama, the British Navy, the U.S. Coast Guard and the cruise industry are rushing in to offer immediate assistance.

Disney Cruise Line, Royal Caribbean, Carnival Cruise Lines Carnival Foundation, the Micky and Madeleine Arison Family Foundation, Norwegian Cruise Line, and others, have each pledged a million dollars in aid, with several promising to match additional donations from guests and employees.

The cruise lines are also using their ships to transport supplies and residents.

According to Cruise Critic, Bahamas Paradise Cruise Line, working closely with the Bahamian Government, used one of its ships to evacuate some residents from Grand Bahama Island before Dorian hit last week. It also sent its *Grand Celebration* ship to Grand Bahama Island with first responders, physicians, a salvage crew and a team to evaluate the state of the island's electrical grid. The ship will serve as a ferry home for Bahamians who were stranded in the U.S. during the storm.

MSC Group, which oversees MSC's cargo operations and MSC Cruises, has committed to procuring supplies immediately needed by people in affected areas of the Bahamas and delivering them using its cargo ships. It will also focus on transporting semi-permanent prefabricated modular housing for the population.

Royal Caribbean and Celebrity Cruises said that they will send several ships to Freeport in coming weeks to tender thousands of meals to shore for affected people there.

The first vessel, *Empress of the Seas*, arrived September 5.

Bacardi Limited and the Bacardí family, which have a long history of corporate responsibility, also commit to donating \$1 million in cash and other assistance to the disaster relief and recovery efforts.

As reported earlier this week, wine and spirits distributor WEBB Banks – working with its charity partner, Third Wave Volunteers, has launched a drive that has already raised many tens of thousands of dollars. Company representatives were scheduled to bring supplies to the devastated islands beginning today.

At the same time, officials are cautioning those who wish to donate money or goods to work through approved organizations to assure that donations reach those in need. Among the non-profit relief agencies, they recommend collaborating with the Bahamian Government and nonprofit partner the Pan American Development Foundation, as well as a network of Bahamian charities and the Bahamas Feeding Network.

Frank Comito, Director General and CEO of the Caribbean Hotel and Tourism Association (CHTA) was briefed by the Bahamas Hotel and Tourism Association (BHTA) and the Bahamas Ministry of Tourism on how relief can be best provided for the people of the Bahamas as response operations begin and the extent of the damage assessed.

Cash contributions are being directed through the Bahamas Red Cross. Collections points for emergency relief supplies have been established throughout southern Florida and in Nassau, Bahamas through several initiatives by the Bahamas Government, the Miami-Dade County government, and Sandals Foundation.

<https://www.bahamas.com/relief> .

PEOPLE

Congratulations to **Patricia Bona** who has been elected president of the **Alliance Française de Miami**.

She succeeds **Jacques Brion**, who becomes Honorary President of the Alliance. Co-founder of family-owned perfume distributor **Essence Corp.**, Patricia Bona is also "CCE" (Foreign Trade Advisor of France) and Vice President of the FACC-Miami (French-American Chamber of Commerce).

Stéphane Rinderknech has been named President and CEO of **L'Oréal USA**, Executive Vice President North America, and member of **L'Oréal's Executive Committee**. He will succeed **Frédéric Rozé** and report to Rozé who will take on the position of Executive Vice President, Americas on Oct. 1.

Rinderknech joined **L'Oréal's Travel Retail** business in the US in 2001, and has since then held senior positions with Lancôme in Japan, and Luxury in Korea. In 2011, he became head of L'Oréal China's Luxury Division and then head of L'Oréal China's Consumer Products Division. In 2016, he was appointed CEO of L'Oréal China; in this role, he joined L'Oréal's Executive Committee in 2018.

Deirdre Stanley has been appointed Exec. Vice President and General Counsel, **The Estée Lauder Companies Inc.**, succeeding **Sara E. Moss**, who was recently promoted to the newly-created role of Vice Chairman.

In her new position, Deirdre will jointly report to **William P. Lauder**, Executive Chairman, and **Fabrizio Freda**, President and Chief Executive Officer, and she will join the company's Executive Leadership Team. She was previously general counsel for **The Thomson Reuters Corporation** and its predecessor company for 17 years.

Chris Jennings, former Sales Manager at Scorpio Worldwide, has joined **SKROSS** as International Business Development Manager in order to increase the Swiss brand's presence in the market. SKROSS produces high-quality travel adaptors and other travel power accessories. Jennings will be attending TFWA WEC, Cannes in October at the SKROSS Stand L60. Green Village.

See more **PEOPLE** News on page 5.



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IATA reports soft start to the peak travel period in July

The International Air Transport Association (IATA) announced slowing global passenger demand growth for July. Total revenue passenger kilometers (RPKs) rose 3.6%, compared to the same month in 2018. This was down from 5.1% annual growth recorded in June. All regions posted traffic increases.

Alexandre de Juniac, IATA's Director General and CEO, cited tariffs, trade wars, and uncertainty over Brexit as contributing to a weaker demand environment.

International Passenger Markets

July international passenger demand rose 2.7% compared to July 2018, slower than the 5.3% growth recorded in June.

Airlines in **Latin America** led growth, up by 4.1%. This was the strongest growth among the regions

but a decline from 5.8% year-over-year growth in June. The lower numbers took place among continued disruption following the demise of Avianca Brasil and more challenging business conditions in some key regional economies.

North American airlines' traffic climbed 1.5% compared to July a year ago. This was down from 3.5% growth in June, reflecting the slowdown in the U.S. and Canadian economies and the trade disputes.

European carriers registered a modest 3.3% annual growth in July, down from a 5.6% year-over-year increase in June. This is the slowest rate of growth since mid-2016.

Asia-Pacific airlines' July traffic rose 2.7% over the year-ago

period, a slowdown compared to June growth of 3.9% and their weakest performance since early 2013. US-China and Japan-South Korea trade tensions as well as political tensions in Hong Kong are impacting travel, says IATA.

Middle East carriers had a 1.6% increase in demand for July, well down on the 8.3% growth recorded for June, after the end of Ramadan. Weakness in global trade, volatile oil prices and heightened geopolitical tensions have been negative factors for the region.

African airlines' July traffic rose 3.6%, a significant decline from 9.8% growth recorded in June, as weakening business confidence in South Africa offset solid economic conditions elsewhere on the continent.



Central Free Shop opens on Brazilian border in Uruguaiana

Brazilian businessman Thiago Salman has confirmed to *Travel Markets Insider* that his *Central Free Shop* duty free store will open to the general public on Sunday Sept. 8. The 200sqm store is located in the center of Uruguaiana, sister town to Paso de los Libres in Argentina, and will offer travelers and local residents a selection of duty free merchandise from the traditional travel retail categories.

Salman commented, "After 18 months of planning we are now ready to go. We have trialed all the software in a soft opening and everything is functioning perfectly. This weekend we will have a series of special promotions to celebrate the opening and we are confident our customers will be pleased with the selection of merchandise on offer. If the results are in line with our expectations, we hope to announce further expansion in the short term."

DFS declines to bid on Changi Liquor and Tobacco concession

DFS Group issued a statement from Chairman and CEO Ed Brennan at the end of August announcing that it would not be bidding on the liquor and tobacco concession operations at Changi Airport, a concession it has held since 1980.

The statement said, in part "Our decision not to bid was based on our unique understanding of the business environment as the current operator of this concession at Changi. Specifically, changing regulations concerning the sale of liquor and tobacco, against a global context of geopolitical uncertainty, meant that staying in Changi was not a financially viable option."

DFS thanked the Changi Airport Group for their past support, and confirmed that its luxury concessions at Changi, its downtown operations at T Galleria by DFS, Singapore, and its Singapore Cruise Center business will operate as usual and are unaffected by its decision to withdraw from the liquor and tobacco concession.

Bulgari is a key focus for Luxottica in travel retail as shown in this window display visual at CDFG Haitang Bay during this year's Chinese New Year promotion.

Luxottica and Bulgari renew license

Luxottica Group and Bulgari SpA have announced the early renewal of an exclusive license agreement for the development, production and worldwide distribution of sunglasses and prescription frames under the Bulgari brand. The three-year renewal will be effective starting January 1, 2021, immediately following the expiration of the existing agreement, and is scheduled to expire on December 31, 2023.

Enrico Destro, Global Travel Retail Director, Luxottica Group, commented: "Bulgari is a key focus for Luxottica in travel retail. We have been expanding this iconic brand in the channel with a particular focus on Asia Pacific, including opening new horizons with our marketing activity.

"Our Bulgari Chinese New Year 2019 campaign with CDFG-Sunrise is a good example of this. With the news of Luxottica's renewed license for the brand, we look forward to continued partnerships, growth and success of the luxury segment in the sunglasses category."

Advantage Group names Lindt & Sprüngli Travel Retail as top confectionery supplier in travel retail in 2019

Lindt & Sprüngli has been named as Best-In-Class confectionery supplier in the 2019 Advantage Report Global Travel Retail.

Lindt achieved top-tier ratings across all seven performance areas: Overall, Strategic Alignment, People, Category Development, Trade & Shopper Marketing and Customer Service.

Within the regions, Lindt ranked first in the Americas and the Middle East, second in Europe and third in Asia Pacific.

The Advantage Report Global Travel Retail is an annual study based on qualitative and quantitative research.

In this year's research, more than 385 key stakeholders from 87 retailers evaluated the performance of their suppliers.

Advantage believes that improving business relationships between manufacturers and retailers will help create outstanding business results.

Nestor Sanajko, Director, Global Client Business Development at Advantage Group, said; "The Travel Retail Confectionery segment is consistently very competitive. The Lindt & Sprüngli team stood out especially in their partnership relationships and their

drive towards innovation, complemented by excellence in their supply chain and customer service, which secured them the pole position in the 2019 report.

"It is also worth mentioning that Lindt places considerable emphasis on analyzing the annual results, consulting with Advantage and searching for improvement. This quest for excellence is what really makes the company stand out."

Peter Zehnder, Head of the Lindt & Sprüngli Global Duty Free Division, said; "It is a great honor to be recognized as Best-In-Class confectionery supplier for the travel retail channel by the Advantage Report. We take great pride in producing our exquisite, premium chocolates that appeal to all passengers, while supporting these with innovative, eye-catching marketing campaigns that encourages footfall to the confectionery aisle and grows sales for travel retailers.

"We'd like to thank all of our clients who helped us on our way to this achievement, as it is only by working in partnership that we can drive the improvement of the travel retail shopping experience. Travel retail is a vital part of our business and we will continue to invest in this important market going forward."



A Lindt & Sprüngli duty free store.






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RSVP by August 30th to marketing@dutyfreedynamics.com



Cointreau pops-up with the “Art of the Mix” in Las Vegas

Rémy Cointreau Global Travel Retail (GTR) partnered with Dufry to introduce its Cointreau “Art of the Mix” cocktail activation at Las Vegas McCarran International Airport in June and July.

The pop-up, with the brand’s signature orange and lush greenery, was located at the store entrance and featured a series of interactive experiences designed to reinforce Cointreau as the “quintessential cocktail ingredient.”

A dedicated brand ambassador taught passengers the ‘art of the mix’, shaking one of three cocktails with Cointreau as its base: Daiquiri L’Orange; Cointreau Fizz; or White Lady. Passengers could then take a GIF at a digital tropical cocktail-themed photobooth, personalize their Cointreau purchases at the gifting station with a selection of ribbons and ‘Wish Cards’ with classic Cointreau cocktail recipes, or receive cocktail making kits as a gift with purchase.

Sebastien Devallet, General Director, Rémy Cointreau Global Travel Retail Americas, commented: “This year we celebrate Cointreau’s 170th anniversary and these activations seem rather fitting for such a celebration – they’re pure fun. We saw fantastic results with this animation, with more than 50 clients capturing their #TheArtOfTheMix moment at the photobooth in the first seven days alone. Dufry were a fantastic partner in bringing our vision to life and we look forward to welcoming many more travelers to the world of Cointreau.”

David de Miguel, Global Head of Liquor at Dufry, added: “This activation was exquisite. Our travelers easily recognized the iconic Cointreau orange branding, drawing them straight into the fun. At Dufry, we’re all about enhancing our customers’ shopping experiences and this activation did just that.”



INTERNATIONAL

50 years of Duty Free: Gebr. Heinemann and Cologne Bonn Airport celebrate anniversary

50 years ago, Gebr. Heinemann opened its first Duty Free shops worldwide at Cologne Bonn Airport with a small kiosk with a service counter.

The Hamburg family business, which still is the retail concessionaire at Cologne Bonn Airport today, now with five shops, over 100 employees and a total sales area of around 1,800 square meters, is celebrating this milestone throughout September and October.

“We are very proud of our longstanding and successful partnership with Cologne Bonn Airport. The airport is the cradle of our business in the airport retail sector, because it was here that we dared to make the leap from being a pure wholesaler to operating shops ourselves, which was a new level of trade for us back in 1969,” says Claus Heinemann, co-owner of Gebr. Heinemann.

Gunnar Heinemann, his cousin and co-owner adds: “It’s really wonderful to see how business here in Cologne has developed over the last five decades. All the innovations our company has realized in recent years have

been successfully implemented here, whether in transitioning from the service counter to the walk-through self-service shop, or from the simple Duty Free logo to our own ‘Heinemann’ retail brand – both the airport and our employees here on site have offered us outstanding support along the way.”

Johan Vanneste, CEO of Flughafen Köln/Bonn GmbH, adds his congratulations: “Heinemann is an integral part of our airport family. We share a very long and successful history. There have been shops here at Cologne Bonn Airport ever since Terminal 1 was built. Together we have succeeded in building up a trusting partnership over 50 years, one that provides the basis of our joint success.”

Heinemann will surprise its customers throughout September and October with numerous anniversary campaigns and special offers from Toffifee, Gaffel Kölsch, the classic fragrance 4711, Ritter Sport LOQI bags and Schlumberger piccolo.



Gebr. Heinemann and Cologne Bonn Airport celebrate half a century of cooperation: (from left) Torsten Schrank (CFO Cologne Bonn Airport), Gunnar Heinemann (Co-owner Gebr. Heinemann) and Johan Vanneste (CEO Cologne Bonn Airport).

Tito's announces major duty free restructure

Fifth Generation Inc, the owner of Tito's Handmade Vodka, this week announced a major restructure in Asia Pacific, the Middle East and Europe in order to strengthen its duty free operations, build greater customer synergy and achieve its ambitious growth plans in the travel retail channel.

Tito's Managing Director International, John McDonnell, says: "Tito's is at an important point in its global expansion and duty free is central to our long term success. This new local approach and extended team will bring us closer to customers, improve response times, intensify our progress and most importantly secure a significant share of the vodka market. I'd like to thank

Duty Free Global for their work over the past five years."

From Sept. 1, a new team takes over responsibility from Duty Free Global, which has managed the brand since its international launch five years ago.

The company says that this includes a number of strategic appointments, locating personnel as close to customers as possible to offer focus and strong proactive partnerships.

In Asia Pacific, a new Duty Free Manager role has been created. Former Duty Free Manager Asia Pacific for Patrón Spirits, Art Hyndman, joins the business. He will be based in The Philippines.

Tito's European Regional Manager, Luca Cardillo, will now

lead the business in Europe with Aer Rianta International, Lagardère and other major customers. Cardillo has been Tito's representative in domestic markets for the past five years.

Tito's German distributor, Hardenberg-Wilthen AG, is handling the business with Heinemann in the region.

In the Gulf, a region where historically Tito's has performed strongly, the duty free business is now managed from Dubai by domestic partner of five years, Focus Brands.

In another change, major global accounts Dufry and DFS will be managed by Miami-based WEBB Banks. These appointments will be announced shortly.



Spirits news roundup: Distell, Roust Americas & Four Pillars

Distell International

Distell International has appointed **Rachel Hawes** as Head of Marketing for Global Travel Retail, effective August 1.

Hawes has worked at Distell for six years in various marketing roles, most recently as International Marketing Manager for Amarula and played a key role in steering the brand to success. Hawes will be based at Distell's London office, reporting to Distell Travel Retail Managing Director **Luke Maga**.

Travel Retail is Distell International's third largest division and Hawes' appointment underlines the company's commitment to stepping up the global development of its brands – which include Amarula, Bunnahabhain and Nederburg wines – and increased focus on enhancing the customer journey in this channel.

In a second appointment, Distell Global Travel Retail has appointed ex-Dufry executive **Matthew Scott-Fairweather** to the role of General Manager – Americas, effective Sept. 2.

Based in Distell's London office, Scott-Fairweather will be

responsible for managing all key travel retail accounts across the Americas region as well as the Dufry account globally. He reports to Distell Global Travel Retail Managing Director Luke Maga.

Scott-Fairweather has worked in travel retail for over eight years in various liquor roles within the Dufry business. In 2017 he moved to Dufry's Liquor and Procurement team where he assumed the position of Product and Promotions Manager UK and Northern Europe.

Roust Americas

Roust Corporation has appointed **Scott Oliver** as CEO of **Roust Americas**. Oliver was previously with Treasury Wine Estates in Australia, South Pacific and Canada, and then with Select Wines and Spirits as COO for the Rémy Cointreau and Concha y Toro portfolios before setting up and managing the Roust business in Canada.

Oliver will report directly to **Pavel Merkul**, CEO of Roust

Corporation, and be responsible for all aspects of the company's consolidated business throughout the Americas, which is a priority for the Group. Roust owns Russian Standard Vodka, Żubrówka and Gancia.

Roust reports that its Americas business is growing 24% YTD through June. The Americas business alone between U.S. and Canada has grown near 37% in terms of net revenue as a result of the Russian Standard portfolio of brands growing 36%.

A major part of this is the flagship brand, Russian Standard Original growing 25% and the strong launches of the Russian Standard Moscow Mule Ready to Drink, Russian Standard Gold 1.75L introduction in the USA and Gancia starting to make inroads into the growing sparkling wine category, says the company.

Four Pillars

Australian craft distillery **Four Pillars** has appointed **Mark Lawton** to head up its Global Travel Retail, Asia and

New Zealand business, effective October 28, 2019.

Lawton joins Four Pillars from his role as Area Director North Asia and Oceania at Remy Cointreau, and before that he was in GTR at both Remy and Beam Suntory. He will report directly to Four Pillars co-founder **Stuart Gregor**.

Lawton will work alongside **Tom Appleton** who will assume responsibility as Regional Trade Director for Australia, the Americas, Africa, Europe and the UK. Four Pillars is now available in more than 30 markets across the world and in Global Travel Retail across Australia, New Zealand, Asia and plus airports in Europe and the Middle East. Four Pillars focuses on the craft of distilling and currently offers five different gins, multiple gold medals at international spirits competitions and now a brand new distillery operation and tasting bar.

Lawton will be based in the Four Pillars Sydney office and can be reached at mark@fourpillarsgin.com.au

EMPLOYMENT OPPORTUNITIES

ACCUR

RECRUITING SERVICES

ACCUR Recruiting Services
(leading recruitment firm for the Travel Retail industry) has an opening for a **Jr Area Sales Manager in NYC**

Our Client is a large international beauty company.

Objective

This position will report to the company's Regional Sales Director in charge of the Americas. You will assist him and work alongside two senior area managers in overseeing distribution of the company's diversified fragrance brand portfolio in over 20 countries of the Americas.

Ideal Profile

Our ideal candidate is a passionate, multicultural individual with a background of relevant academic and professional experiences in sales, marketing or beauty.

This is an ideal position for an entry-level person in Miami wanting to move to NYC and expand their career opportunities (a Marketing Coordinator moving into sales, an Account Coordinator starting to travel, a Jr ASMN or Account Executive wanting to work on a larger territory...)

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Area Sales Manager Fragrances – Travel Retail North America

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Accountable for negotiation of margins, spaces, investments, and management of P&L and established budget assigned to the region. It also involves the supervision of the distribution and image of the brands and implementation of marketing plan.

Requirements: BA degree in Business Management or related field (MBA preferred); 4-5 years in sales position in the Cosmetics/Perfume industry is ideal.

Submit resumes to: gcamplani@sac.shiseido.com or srojas@sac.shiseido.com

ESSENCE CORP.

Accounts Payable Clerk

Essence Corp has an immediate opening for an Accounts Payable Clerk. The position mostly consists in issuing payments, controlling expenses and reconciling AP accounts. The ideal candidate should be fluent in English & Spanish with an advanced level of Excel skills and basic accounting knowledge.

Responsibilities include but are not limited to paying suppliers, recording expenses and reconciling AP accounts. Must possess strong organizational skills, self-driven, team player, and have the ability to multi-task in a very fast paced environment.

Market Coordinator

Essence Corp has an immediate opening for a Market Coordinator. 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.

Please send resumes to
musallan@essence-corp.com

