



## ACI: Global passenger traffic continues to moderate in 2019; North America best-performing major market

Airports Council International (ACI) World reports that global passenger traffic grew by +2.3% in October, slightly less than the +2.6% rate recorded in September. The figure remained in line with the moderation pattern observed since June, when growth rates for the industry began hovering between +2% and +3%. Year-to-date growth was recorded at +3% with only two months left in 2019.

Following September, during which the gap between the two seemed to narrow, international passenger growth once again outpaced the domestic market substantially in October.

International passenger growth reached +3.2% during the month, year-to-date reaching +4.2%. Domestic passenger growth was much lower, at +1.5%, bringing year-to-date to +2.1%.

North America was once again the best-performing major market in October, posting a +3.2% year-over-year growth rate. Year-to-date growth was +3.5%, in line with domestic market growth of +3.5%, which has remained relatively strong in a context where global growth is only +2.1%.

Europe only gained +2% during the period, just below the September figure of +2.1%. The region's year-to-date growth stood at +3.4%, driven by a particularly resilient international passenger segment.

Following the general trend for most of 2019, Asia-Pacific performed the worst of the three major markets. It grew +1.1% on a year-over-year basis in October, maintaining its +1.7% year-to-date growth with two months left to the year. The region's domestic market, with strong links to its major markets such as China, India and

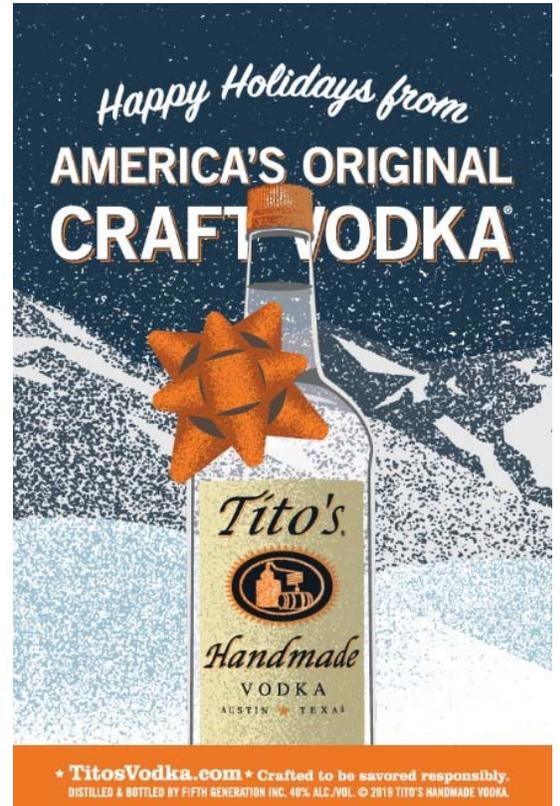
Japan, only gained +0.2% during the month. Now standing at +0.4% on a year-to-date basis, the segment is vulnerable to fall into negative territory by the end of the year.

Africa continued to post robust gains in October. Although the month's +5.2% was slower than September's +6.7%, continuing a downtrend started a few months back, its year-to-date growth remains at +6.9%, and should once again be the top-ranking region for growth in 2019.

The Middle East and Latin America-Caribbean posted relatively robust figures given the global backdrop in October, gaining +5.2% and +3.1% respectively. Year-to-date results remained subdued for the Middle East, at +2.2%, while Latin America-Caribbean stood at +3.9%, second only to Africa at this point.

**TABLE 2: PaxFlash summary – October 2019**

Regions	October 2019 % YOY
<b>International passengers</b>	
Africa	4.2
Asia-Pacific	2.8
Europe	3.4
Latin America-Caribbean	0.1
Middle East	6.2
North America	2.3
World	3.2
<b>Domestic passengers</b>	
Africa	4.4
Asia-Pacific	0.2
Europe	(2.3)
Latin America-Caribbean	4.4
Middle East	...
North America	3.4
World	1.5
<b>Total passengers</b>	
Africa	5.2
Asia-Pacific	1.1
Europe	2.0
Latin America-Caribbean	3.1
Middle East	5.2
North America	3.2
World	2.3



### INTERNATIONAL Dubai Duty Free 36<sup>th</sup> anniversary 3-day sale tops US\$57.39 million

Dubai Duty Free marked its 36th anniversary, racking up US\$57.39 million in sales over the three day celebration. DDF offered passengers traveling through Dubai a special 25% discount on a wide range of merchandise between midnight on December 18 and December 20.

The 72-hour anniversary discount resulted in a spending spree at Dubai International and at Al Maktoum International airports with sales figures on the 18th reaching US\$13.65 million and US\$13.15 million on the 19th. On the anniversary day itself, December 20, Dubai Duty Free daily sales reached \$30.59 million.

Cosmetics was the highest selling category with sales of US\$15.02 million during the three-day period followed by Perfumes with sales of US\$10.29 million and Watches with US\$9.14 million sales.

Dubai Duty Free currently employs almost 6,100 staff and of the original 100 staff who joined in December 1983, 25 remain in active service and are referred to as the 'Pioneers'.

Tea Forte  
 The Exceptional Tea Experience



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IN CENTER COURT

**Penha Duty Free & Shiseido proud sponsors of the 2019 Curaçao Tennis Legends Edition**

The 3<sup>rd</sup> edition of the Curaçao Tennis Legends, a yearly event organized by Team TOC and Penha Duty Free, took place this year on December 13-14 in Santa Barbara Beach & Golf Resort in Nieuwpoort.

Caribbean retailer Penha Duty Free and Shiseido Skin Care, distributed by Essence Corp, were sponsors of the event. The tournament has become one of the best B2B events of Curaçao, say the organizers.

The Curaçao Tennis Legends promotes tennis in Curaçao by stimulating an active lifestyle among children on the island.

This year's Legends, Xavier Malisse and Sjeng Schalken, joined seven-time Grand Slam winner Mats Wilander and audience favorite Henri Leconte. In addition to the games on Friday and Saturday, the 13<sup>th</sup> and 14<sup>th</sup> of December, the legends participated in clinics for local tennis talents, a school visit and a Pro Am for sponsors.

As the worldwide leader in sun care, iconic global beauty company Shiseido promoted its sun care line with clinics on how to protect skin against harmful UVA & UVB rays, while also offering skin care masterclasses at the JL Penha Punda & Salinja stores, where the brand is distributed.

On Monday, the Legends were guests at Curaçao Sport Club (CSC) and Mundo Nobo Tennis Club, Tuesday at the Racing Club Curaçao (RCC) and on Thursday they visited VJM College to provide a clinic for 300 school children.

The clinics and other activities are intended to promote tennis in Curaçao. During the final day of the event on Saturday, tournament director Eric Kersten and Henri Leconte handed out a check to Lucas Beaujon of the Curaçao Athletic Scholarship Foundation, in support of the foundation's activities to give talented athletes on the island a chance to showcase their abilities to develop abroad.



Sponsors Kevin Jonckheer (Penha Duty Free), Legend Sjeng Schalken, Guillaume Bona (Essence Corp), Timothy Blok and Herman ten Have at the Sponsor's Clinic.

Mats Wilander won the third edition of the Curaçao Tennis Legends. The seven-time Grand Slam winner defeated Henri Leconte on Friday in a rematch of the 1988 Roland Garros final.

On Saturday, Wilander won in doubles along with Henri Leconte, Xavier Malisse and Shane Braden.

Sjeng Schalken was the 2018 Curaçao Tennis Legends winner. Chilean Fernando Gonzalez won

the event in 2017.

Current champion Wilander, from Sweden, has won seven Grand Slam tournaments (three times the Australian Open, three times Roland Garros and one time the US Open) and led the world ranking in the late 80s.

The organizer of the event, Team TOC, organizes and facilitates national and international sports events.



Guillaume Bona, Essence Corp and Event Organizer Eric Kersten, Team TOC. Right: Mats Wilander being Shiseido sun prepped before his golf tournament



Essence Corp, Shiseido Team on opening night.



Team Essence Corp, distributor of Shiseido in Penha, with the 4 Legends, Xavier Malisse, Sjeng Schalken, Mats Wilander & Henri Leconte

## Estée Lauder Travel Retail opens new consumer-driven retail concept at Dallas Fort Worth, Terminal D

The Estée Lauder Companies, in partnership with 3Sixty Retail, opened an innovative retail concept last week in Dallas Fort Worth International Airport – Terminal D Departures near gate 25.

The new concept features offerings by four of its brands that are particularly popular with Millennial and Gen Z consumers, BECCA, Too Faced, Bobbi Brown, and Glam Glow.

A first-of-its-kind concept for The Estée Lauder Companies and travel retail, the retail space epitomizes the ever-evolving model of the store, with merchandising driven entirely by consumer insights.

Additionally, the space is constructed to be fluid so everything from the layout and signage, down to the brands and products, can be adapted to match industry trends on an ongoing basis.

Products fall into four categories consumers are presently demanding most while traveling: “I forgot”, destination, hydration, and gifting. Currently, holiday gifting focused endcaps make it convenient for travelers to find the perfect presents while on the go.

Innovative in-store technology allows customers to interact with the brands through screens that can instantly share social media posts, curated by hashtags and product power reviews.

Digital screens are used to display each brand carried at the store and are easily adjustable to keep up with trending products, seasonality, and even time of day.

The space’s first concept focuses on the holidays with #GiftingOnTheGo. The Estée Lauder Companies partnered with renowned pop artist Donald Robertson who designed the campaign’s holiday creative. Featuring original illustrations by the artist, visitors to the store will be immersed in Robertson’s holiday vision.

Those who spend over \$49 will also receive a limited-edition Donald Robertson-designed make-up pouch available exclusively at the concept store at DFW Airport.

Travelers can discover a collection of the perfect gifts for the holidays. Some highlights include:

**Glam Glow Super Mud** - A clarifying mask with six exfoliating acids and activated charcoal to instantly and visibly clear pores and clarify the complexion.

**BECCA Pearl Glow Shimmering Eye Palette** - A limited-edition eye shadow palette featuring 3 brand new versatile finishes--Pearlescent, Luminous and Matte.

**Too Faced Better than Sex Mascara** - An intensely black, volumizing mascara with an hourglass-shaped brush that separates, coats, and curls each lash to voluptuous perfection.

**Bobbi Brown Crushed Lipstick** - Bobbi Brown combines the look of a lipstick with the feel of a balm in an ultimate swipe and go formula.



Kevin Lemmons, DFW, Assistant VP, Concessions; Alex Anson, 3Sixty Duty Free and More, COO; Israel Assa, President, Commercial, Travel Retail Worldwide, The Estée Lauder Companies; Ken Buchanan, DFW, EVP, Revenue Management



Featuring offerings by four of its brands that are particularly popular with Millennial and Gen Z consumers, BECCA, Too Faced, Bobbi Brown, and Glam Glow, the new concept store currently highlights a Gifting Gondola and a Hydration Gondola.



The Estée Lauder Companies opened the new concept Travel Retail Beauty Store with 3Sixty Duty Free in Dallas-Fort Worth International Airport on Dec. 18, 2019.

## L'Oréal Americas TRAM celebrates Armani Cinema World Tour with holistic airport experience

L'Oréal Travel Retail has taken Armani Beauty's iconic Armani World Cinema Tour across America's top airports from Rio de Janeiro and Buenos Aires to Los Angeles and Toronto.

The Cinematic HPP embraced the true spirit of the global traveler with the participation in one of the most prestigious International Film Festival, two pop-ups and the endorsement of three International Influencers.

The Armani Cinema concept has also been on a blockbuster tour across the Americas, launching in airports including Rio de Janeiro (June 2019), Buenos Aires (June 2019), Montreal (July 2019) and Santiago de Chile (June 2019).

In September, Armani launched the World Cinema Tour at the 76<sup>th</sup> Annual Venice International Film Festival with special appearance by Chinese Key Opinion Leader Iris Daily on the red carpet at the screening of *Lan Xin Da Ju Yuan* (Saturday Fiction) directed by Ye Lou.

L'Oréal TRAM next opened two Armani Cinema pop-ups in North America with Armani Cinema Los Angeles at the DFS store in Los Angeles International Airport through the end of October, followed by Armani Cinema Toronto at Toronto Pearson International Airport Terminal 1 that ran until the end of November.

The Armani Cinema concept projects Mr. Armani's love for Hollywood by featuring the brand's star products in a movie theatre setting with a multi-sensorial, playful and immersive experience.

The high-impact pop-up was dressed in the signature Armani red hue amidst a gleaming Hollywood marquee while a red carpet led the way to the Fragrance and Makeup discovery table.

Passengers received a "movie ticket" that invited them to discover the red carpet treatment through a personalized make-up consultation from Armani's Face Designer, create their own movie posters in a photo booth circa old-school American cinemas and customize their beauty essentials with personalized engraving.

Travelers flying through LAX and Toronto were connected prior to their trip in several online touch-points, ensuring a 360 Armani Cinema experience through special offer redemption, social media ads and KOL endorsements.

The program targeted awareness by nationality, using a tailor-made media campaign to maximize affinity and relevance for Chinese, American and Canadian travelers.

For the first time, Armani Travel Retail Americas created a KOL strategy focusing on not only Chinese but also American and Canadian travelers.

American influencer Chriselle Lim embarked on the journey from LAX, Canadian influencer Cher Bai was in Toronto, and Chinese influencer Iris Daily's followers were on the front-row of the Armani World Cinema Tour from Beijing – Venice - LAX – Toronto.

A celebratory launch event was held on October 11 for the inauguration of Armani Cinema Toronto Pop Up. It was attended by Cher Bai and Iris Daily as well as representatives from Armani Beauty, Duty Free Dufry and Toronto Pearson Airport management.

L'Oréal Travel Retail Americas CEO Yannick Raynaud said:

*"We are delighted to introduce the fabulous "Armani Cinema" experience to the travelers of Toronto Pearson. Much more than a pop up, this is a celebration of the first Trinity partnership done between the Airport of Toronto, Dufry and L'OREAL, where we leverage each other assets and expertise, to create a superior experience for the traveler and increase the value chain for all."*

Giorgio Armani Travel Retail Americas General Manager Mauricio Padilla added:

*"Armani Cinema has already been a game changer in Dufry South America where we achieved historical results with the highest market share in Dufry, and highest market share for the brand in 3 years."*



Left: The official opening of the Armani Cinema World Tour in Toronto: Mauricio Padilla - General Manager Giorgio Armani Travel Retail Americas, Andrew Rattner – EVP Duty Free Dufry North America, Scott Collier - VP, Customer and Terminal Services Greater Toronto Airport Authority and Yannick Raynaud – Managing Director L'Oréal Travel Retail Americas.



## Duty Free Dynamics visits LEGO world in Denmark in preparation to open travel retail stores in the Americas

Duty Free Dynamics, which has been appointed LEGO Master Franchiser for the Americas travel retail channel, is about to open LEGO certified stores in the coming months.

In preparation for the LEGO store openings, Duty Free Dynamics LEGO brand manager, Tatiana Pinto, recently visited the LEGO headquarters in Denmark.

This tour provided an opportunity for Pinto to be trained in the entire range of LEGO products and to discover the latest innovations of 2020. It also enabled her to discover the LEGO house, a concept only available in Billund (LEGO's mother city).

The LEGO House is a 12000sqm real interactive house that took more than 4 years to construct.

The objective was not to promote the product, nor to create an amusement park or a museum, but to create an original and distinctive place where visitors can connect with the company.

This unique construction is directly inspired by the LEGO bricks, stacking 21 parallelepipeds to create a giant three dimensional sculpture.

The volumes intertwine and overlap, and are overhung by vast terraces, using the bright colors of the LEGO palette. The topmost cube is an oversized 2x4 Lego brick, called Keystone.

Inside the building, there are 25 million LEGO bricks, used for many experiments in different areas.

The building is color-coded into four areas of experience and creativity: The green zone focuses on social interaction, the yellow zone plays with emotions, the red section allows visitors to test their creative skills and the blue section allows them to test their cognitive skills, such as memory.

“As the LEGO Group remains the world’s leading toy manufacturer, this concept will not be reproduced anywhere else in the world; it will remain unique to the brand’s hometown,” comments Pinto.

*Duty Free Dynamic’s  
Tatiana Pinto during  
her visit to LEGO  
headquarters in Denmark.*



## Hudson and Dufry sign new 8-year contract at Toronto Pearson

Dufry and Hudson have been awarded an eight-year duty free retail contract at Toronto Pearson International Airport.

Starting in June 2022, the contract continues a 35 year partnership with the airport authority and includes the creation of a strategic Joint Management Committee, which it hopes will help redefine the passenger experience at the airport.

“We are excited to deepen our commitment to Toronto Pearson International Airport with expanded and new retail concepts that modernize the travel experience for passengers,” said Roger Fordyce, CEO of Hudson. “The formation of the Joint Management Committee allows us the opportunity to partner closely with GTAA to strengthen communities, advance economic

growth, and most importantly, bring a sense of place to Toronto Pearson.”

With a current footprint of more than 50,000 square-feet, Hudson/Dufry will expand their duty free store offerings under the new contract agreement with plans to introduce new brands and concepts, as well as innovative digital technology, adapting to the evolving passenger demographics.

“We are extremely proud to be entrusted with the transformation of Toronto’s retail experience, as our portfolio will bring next generation retail models, technological innovation, and a strong focus on digital engagement,” said Julian Diaz, Dufry Group CEO. “We consider this contract as further evidence of our commitment to expand Duty Free in North America.”

Hudson/Dufry say its development plans of Terminal 1, Terminal 3, International and Trans-border will align directly with Toronto Pearson’s terminal enhancement program, which began in 2016.

As part of the initiative, Toronto Pearson has invested significant capital into the overall modernization of the airport’s travel retail offerings and infrastructure over the next several years.

“As the second largest international airport in North America, Toronto Pearson has been focused on putting our 50 million passengers first in everything we do. Over the past five years, we have significantly enhanced the retail offerings in collaboration with our partners such as Dufry,” said Scott Collier, Vice President, Customer and Terminal Services.

“We have had a successful partnership with Dufry to date and this new contract allows us to reimagine how we work together through an innovative joint management approach with a focus on what’s best for the passenger.

“Dufry is a global leader and we are thrilled to accelerate this journey of transformation with them,” added Collier.

Toronto Pearson has been recognized two years in a row by the Airports Council International (ACI) as the Best Large Airport in North America and has received top accolades from the Airport Service Quality (ASQ).

**EMPLOYMENT OPPORTUNITIES**

**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, be a self-driven, team player, and have the ability to multi-task in a very fast paced environment.

Interested candidates may apply directly at

<https://www.ziprecruiter.com/job/e4d598b6>

or via email to [musallan@essence-corp.com](mailto:musallan@essence-corp.com).

**ACCOUNT EXECUTIVE**

Essence Corp. has an immediate opening for an **Account Executive**.

The ideal candidate must have 2 years of retail sales experience preferably within the luxury brand industry.

Willing to travel 50% to 60% of the time.

Strong communication and presentation skills.

Team player with the ability to motivate sales.

Must be organized, detail oriented, and possess strong analytical skills.

This individual will be responsible for counters, beauty advisors, sell-outs and in store events and promotions. Coordinate the organization of travel schedule in conjunction with Area Managers.

Must have a high level of skills using Excel, PowerPoint and other MS Office applications.

Fluent in English and Spanish both written and oral.

Please apply at

<https://www.ziprecruiter.com/job/fe52dbb3>

or you can send your resume to

[musallan@essence-corp.com](mailto:musallan@essence-corp.com)

**ACCOUNT MANAGER**

This role will oversee a defined territory in the Caribbean with quantitative and qualitative objectives to ensure the success of our brands.

The position reports directly to the Sales Director.

The ideal candidate should be fluent in English & Spanish (French is a plus) with an advanced level of Excel skills.

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

Interested candidates may apply directly

at <https://www.ziprecruiter.com/job/ac8b20f1>

or via email to [musallan@essence-corp.com](mailto:musallan@essence-corp.com)


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

Shiseido Miami office is looking for a Retail Manager, based in Miami.

Ideal candidate will have a minimum of 2-3 years experience in the Travel Retail luxury goods market.

Responsibilities include developing sell-out figures for its cosmetics and perfume brands 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.

Applicants please send resumes to:

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

**EMPLOYMENT OPPORTUNITY**  
**INVICTA Travel Retail Group**

Has an immediate opening for a person to handle

**Planning, Merchandising and Training**

*This is an entry to mid-level position with lots of opportunity to grow and learn in a fast pace growing business.*

**Responsibilities**

Manage and analyze inventory for client retail partners

Identify potential opportunities Sales and stock forecasts

Visit ships to train, merchandise ships and identify needs and areas for growth

Work with small team in all phases of the travel retail business

**Requirements:**

2 to 4 years Retail experience preferred in the planning and merchandising area

Weekend ship visits and travel required

Undergraduate degree preferred Effective communication skills both written and oral

Strong analytical skills and

knowledge of Retail math

Adaptability - Team player

Willingness to work in all phases of the business

Salary commensurate with experience.

Please send resume to [kathyellevine@gmail.com](mailto:kathyellevine@gmail.com)