

Dufry opens renovated Ezeiza arrivals shop, introduces its New Generation store concept in Argentina

Dufry has launched a New Generation Store in the departure area of Terminal A at Ezeiza International Airport, Buenos Aires.

Covering 3,000 sq meters of retail space, the opening of the fully renovated store also marks the expansion of Dufry's New Generation concept, its innovative retail format focused on digital applications that are specially designed to improve communication with and to attract travelers.

The Ezeiza store is Dufry's third shop of its kind in Latin America, with a walkthrough concept that truly immerses passengers in the digital shopping experience. The first such store was launched in Cancun in December 2017.

Dufry says that the store offers a 360° experience using digital technology to create an emotive, absorbing and engaging environment. It stimulates shoppers' senses with a variety of content and activities targeted to specific types of customers.

In other highlights, the perfume and cosmetics portfolio has been improved and remodeled, with several new iconic brands, including Tom Ford, Jo Malone London, La Mer, Benefit, Giorgio Armani Makeup, Givenchy Makeup and Coach fragrances.

For wines and spirits, the Ezeiza store has two new tasting bars that were specially developed to further enhance the shopping experience.



The 'Thinking Argentina' area brings a sense of place where passengers can find local products that reflect the best of the country's culture. The assortment offers products from typical "alfajores" to Patagonian gourmet foods, as well as a special wine cellar area dedicated to Argentine wines.

Dufry reports that it is also renovating the arrival shop at Ezeiza, for completion in the third quarter of this year.

René Riedi, Divisional Chief Executive Officer Central and South America for Dufry, commented: "Despite the challenging environment in Latin America, especially during the last year, it is important to emphasize the relevance of this region for Dufry and the huge tourism potential that it offers and that can be further explored. On this regard, we are always working to search for opportunities to increase and enhance our presence in this region, in order to confirm Dufry as the number one travel retailer operator."

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Record attendance at TFWA China's Century Conference

More than 400 industry delegates attended the fourth TFWA China's Century Conference, held in partnership with APTRA, at Grand Hyatt Hotel in Haitang Bay on March 5-7.

A total of 418 people, up from 412 in 2017, attended the Conference and 115 meetings took place during the TFWA ONE2ONE networking service.

The conference was co-hosted by the Departments of Commerce and Finance of Hainan Province, with the country's leading travel retailer China Duty Free Group as Diamond Sponsor.

Cartier and Interparfums were Platinum Sponsors, while Sanya Phoenix International was Official Airport.

In addition to the well-received conference content, attendees also enjoyed a comprehensive program of social events during the course of the three-day event. The Welcome Cocktail, sponsored by Lagardère Travel Retail and Swarovski, was held at The Sand at the Shangri-La Sanya Resort & Spa, and the Gala Dinner, hosted by DFS, took place at the Grand Hyatt.

"The fourth edition of our China event proved to be one of the best yet, thanks to the support of our hosts and sponsors, and to the excellent contributions of our invited speakers. Our sincere thanks to them and to all our delegates for joining us in Hainan, one of our industry's most important sales locations," said TFWA President Alain Maingreau.

Haitang Bay, near Sanya, is home to the CDF Sanya International Duty Free Shopping Complex, the world's largest duty free shopping center.



TFWA President Alain Maingreau at the China's Century Conference in Haitang Bay earlier this week.



HANAMI

A joyous pairing of organic tart cherries, flowers and green tea



Global TR contact: Zack Boiko, zboiko@Actium.us

Asian airports sweep new categories at ACI World's Airport Service Quality awards

Airports Council International (ACI) World this week revealed the winners of its Airport Service Quality Awards, which recognize those airports around the world that deliver the best customer experience in the opinion of their own passengers.

Repeat winners from around the world include **Indianapolis International Airport**, Beijing Capital International Airport, Singapore Changi Airport, and **Toronto Pearson**, Aeroporto di Roma-Fiumicino, Mumbai's Chhatrapati Shivaji International Airport, Delhi's, Indira Gandhi International Airport, Shanghai Pudong International Airport, Sheremetev International Airport, among others (see DFW, YYZ story this page.)

Airports winning their first ASQ Award include **Aeropuerto International Ramón Villeda Morales in Honduras**, as well as Dublin, Oslo, Helsinki, Southampton, Bristol, and London City airports. Spain's Aeropuerto de Almería, Aeropuerto de Girona, Aeropuerto de Melilla, Aeropuerto de Zaragoza, and Aeropuerto de Alicante-

Elche are also first time winners.

Fort McMurray Airport in Canada and Muscat Airport in Oman are also newcomers to the ASQ Awards.

In the new "Best Infrastructure and Facilitation" category, seven Indonesian and eight Chinese airports are recognized in their size category.

In another highlight, Kempegowda International Airport, Ban-galore, India, has won the first ever ASQ Arrivals Award, and is the first airport to win both a Departures and an Arrivals award.

"The Airport Service Quality Awards celebrate the achievements of airports in delivering the best customer experience and represent the highest possible accolade for airport operators around the world," said ACI World Director General Angela Gittens.

The ASQ Departures program measures passengers' satisfaction across 34 key performance indicators. Three quarters of the world's 100 busiest airports are part of the ASQ program meaning that in 2018 more than half of the world's 8.3 billion travelers passed through an ASQ airport.

Hudson Group wins 10-year contract extension at Philadelphia International Airport

Hudson Group has been awarded a 10-year contract extension for nine locations at Philadelphia International Airport (PHL).

Combined with the Company's recent market win at PHL that includes 13 new locations, the concessions agreements for Terminals A, D, E, F and the B/C Connector will more than double its current footprint with 17,174 square feet of retail and food & beverage space.

Hudson Group will continue to operate its nine existing locations, operating brands such as Dunkin' Donuts, Hudson, Life is Good, and Kiehl's, and has already added several new specialty stores

including 5th & Sunset- Hudson Group's proprietary sunglasses and accessories brand; Coach, Hudson News, PHL Sports and Vera Bradley.

FAO Schwarz and its Ink by Hudson bookstore are slated to arrive later this year.

Nearly 32 million passengers traveled through Philadelphia International Airport in 2018. The airport ranks within the top 20 airports in the U.S., and in less than 10 years, PHL has undergone over \$2 billion of capital improvements with \$650 million of projects still ongoing.

Dufry renovates Ezeiza departures store into Next Generation showcase

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Riedi continues: "As such, the inauguration of the New Generation Store in Buenos Aires marks another important milestone in our operations in Latin America and we are very pleased with this project. The introduction of this innovative and tailored concept will support Dufry in our objective of delivering a world-class shopping experience to our customers.

"Last but not least, both projects reaffirm Dufry's commitment with Aeropuertos Argentina 2000 and accompany the ambitious expansion plan and modernization of the airports infrastructure that is being carried out in the country. We would like to thank our partner for their support and for working in a close partnership with us," he concludes.

In 2018, Ezeiza International Airport, the largest airport in Argentina, welcomed more than 10 million passengers. The airport only operates international flights.

DFW, YYZ both named "Best Large Airport" in NA for Customer Satisfaction

Dallas Fort Worth (DFW) International Airport and Toronto Pearson International Airport were both named Best Large Airport in North America in the category of "more than 40 million annual passengers" by Airports Council International (ACI).

"This is the second time in three years that DFW has earned the distinction of Best Large Airport for customer satisfaction, underscoring the efforts that our 2000 employees have taken to the make the customer experience our top strategic priority," said Sean Donohue, CEO of DFW Airport. "With the recognition from ACI and the Global Airport of the Year Award from *Air Transport World*, the industry and our customers are taking notice of our investments in technology, infrastructure and people to transform travel."

Howard Eng, President and CEO, Greater Toronto Airports Authority, comments: "We're extremely grateful to our passengers, who took time out from their travels to give their feedback and for choosing Toronto Pearson as the best large airport in North America again this year.

"This achievement is possible thanks to the collaboration and innovation of the 50,000 airport colleagues and partners who made a commitment to creating a better airport experience for our passengers and who continue to work every day to bring that vision to life."

This is the second year in a row YYZ was named Best Large Airport in North America.

Toronto Pearson was also recognized with a second 2018 ASQ Award for the Most Improved Airport in North America.

NORTH AMERICA		
Under 2 million passengers	Fort McMurray International Airport Portland International Jetport	Fort McMurray, Canada Portland, United States
2 - 5 million passengers	El Paso International Airport Ottawa International Airport	El Paso, United States Ottawa, Canada
5 - 15 million passengers	Indianapolis International Airport Jacksonville International Airport San Antonio International Airport	Indianapolis, United States Jacksonville, United States San Antonio, United States
15 - 25 million passengers	Dallas Love Field Airport	Dallas, United States
25 - 40 million passengers	Detroit Metropolitan Wayne County Airport Minneapolis/St Paul International Airport	Detroit, United States Minneapolis, United States
Over 40 million passengers	Dallas/Fort Worth International Airport Toronto Pearson International Airport	Dallas, United States Toronto, Canada

The Macallan Concept Number 1 makes a surreal statement at LAX and JFK

Edrington Americas Travel Retail launched The Macallan Concept No. 1 in the Americas at the beginning of the year, focusing on its key hubs at JFK and LAX with high impact activations, tastings, and still visibility.

With DFS, Edrington ran tastings at LAX TBIT during the months of January and February. The message was extended to JFK Terminal 4 with key visibility throughout the DFS duty free store.

Edrington and International Shoppes partnered at JFK T8 in January with a series of digital and still visuals throughout the duty free store. In Terminal 1, the activation was taken to the next level with a 45 sqm pop-up in February that runs through March 11. The pop-up was fully designed and inspired by surrealism, the concept of this expression, and offered various experiential activities such as product tastings and augmented reality activities with the purpose to engage and educate visitors.

The first in an annual, limited edition series exclusive to global travel retail, The Macallan Concept Number 1 was inspired by the whimsical world of surreal art and celebrates the world's visionaries by daring to disrupt the whisky making process.

Bringing together imagination and idealism to create a fantastical, sensorial world of whisky where anything and everything is possible, the label and packaging of The Macallan Concept Number 1 features a surrealistic interpretation of The Macallan's Six Pillars – the spiritual home, curiously small stills, the finest cut, exceptional oak casks, natural color and peerless spirit.

The visionary series begins with a version that disrupts the whiskey-making process. Instead of maturing the whisky first in a bourbon cask and then in a sherry cask as is traditional, The Macallan Concept No. 1 switches the process.

The whisky is matured first in sherry-seasoned oak casks and then for an equal time in ex-bourbon casks.

Bottled at an ABV of 40% Macallan Concept No. 1's recommended selling price is US\$125.



Top: The Macallan Concept No. 1 launched first in the Americas travel retail market with DFS at Los Angeles International Airport TBIT in January.



Igor Boyadjian named MD of The Macallan

Edrington has named Igor Boyadjian as managing director of Edrington's flagship The Macallan single malt Scotch whisky brand, effective April 1. Boyadjian, who joined the company in 2017 as head of Edrington's Global Travel Retail business, is currently managing director, Asia Pacific & India.

Before joining Edrington, Boyadjian was co-owner of the Edrington Fix joint venture, based in Dubai.

In his new role, he succeeds Scott McCroskie, who was recently named CEO of Edrington, and will relocate from Singapore to Scotland.



Middle: The launch was expanded to New York JFK International Airport Terminal 8 with International Shoppes with digital and still visuals throughout the store, and, bottom, taken to the next level at JFK Terminal 1 within a 45 sqm Pop-Up store with International Shoppes that ran in February through March 11.

Javier Schoendorff will be joining **WEBB Banks** beginning March 25, 2019. Javier joins the Miami-based spirits & wine company from Grupo Zamora, where he ran Zamora's business in the Americas for the past 12 years, and was responsible for the phenomenal growth of Licor 43 in Mexico and across the region.

"Javier brings a wealth of experience in wine and spirits to our great WEBB Banks team. He will be managing Tito's expansion in Mexico and South America as well as overseeing the WEBB Banks business in Central America. As a result, Maria Camila Alvarez, who is based in San Jose Costa Rica, will report to Javier," says WEBB Banks CEO **Andy Consuegra**.



From left: Raoul Spanger, Gunnar Heinemann, Stephan Ernst, Max Heinemann, Claus Heinemann and Kay Spanger.

Gebr. Heinemann announces regional structure to strengthen global strategy

For the first time in its almost 140-year history, Gebr. Heinemann will undergo major structural changes across its entire organization to enable and strengthen global agility and overall strategy. In light of the transition to the fifth family generation, **Max Heinemann**, son of Co-owner **Gunnar Heinemann**, will take over the role as Chief Executive Officer (CEO) of the Group and will become Speaker of the Executive Board. His father, Gunnar, and his uncle, **Claus Heinemann**, continue to form the Advisory Board of the family business.

Fifth Generation

Max Heinemann will be responsible for Global HR, Corporate Development & Strategy and Corporate Affairs. The company's Executive Board will head Gebr. Heinemann's worldwide activities, and also consist of **Raoul Spanger** (Chief Operations Officer), responsible for the impairment and steering of the group's sales-, partner- and customer portfolios and the development of the operational business in all countries across all channels; **Kay Spanger** (Chief Commercial Officer), responsible for the provision of market specific product ranges and the management of all cross divisional commercial and logistical services; and Stephan Ernst (Chief Financial Officer), responsible for the group's financial independence and

integrity as well as the provision of system based process support and solutions.

On the occasion of the new management structure the entire corporate structure is further developed, with the goal to allow Gebr. Heinemann to work even closer to the market, faster and more efficiently.

"We are introducing the new C-Level-structure and implement structural changes without being forced to do so. We do not react to external changes – or external market drivers that force us to adapt," says Max Heinemann.

Claus Heinemann, Co-Owner of Gebr. Heinemann adds: "What matters most is our direction in shaping the 'next generation' fit for the future, fit for shaping Duty Free and Travel Retail."

Gunnar Heinemann adds: "What makes us unique is that we change with a growth mindset and in full alignment with our 139 years' history. This is a strong foundation for rethinking and changing. The driver for 'change' are we, ourselves. And we act out of strength."

The structural change and directional decision regarding the future organization – which stands for global growth, sensible synergies and sustainability – is fueled by the creation of one central sales area with former distribution and retail under the COO.

New round of Brazilian airport privatizations announced

The Brazilian government has confirmed that the fifth round of the Brazilian airport privatization program will take place on March 15, 2019. As previously announced by ANAC, the Brazilian Civil Aviation Authority, 12 regional airports divided into three blocks – North East, South East and Mid-West – will be auctioned at the São Paulo Stock Exchange. Brazilian authorities estimate that they will raise at least R\$3,500m with this tender.

In this fifth round of privatizations, the concession period will be the same for all airports - 30 years - and the winner of each block will be decided in favor of the company or consortium that offers the highest premium over the minimum price fixed by the government. As in the fourth round of airport privatizations, Infraero will not hold a stake in any of the concessioned airports.

The 12 airports will be divided into three blocks. The North East block is made up of 6 airports in the cities of Recife, Maceió, Aracaju, Juazeiro do Norte, João Pessoa and Campina Grande.

The South East Block includes two airports, Vitória and Macaé. The four airports that make up the Mid - West Block are Cuiabá, Sinop, Rondonópolis and Alta Floresta, all in Mato Grosso.

The Brazilian government expects the winning companies to invest at least R\$3.5 billion in the 12 airport terminals. Future concessionaires will be expected to make the necessary investments to improve the level of service to airlines and travelers and carry out planned infrastructure expansion.

In this round of bids, the winning company or consortium may win more than one of the airports blocks and winners of previous tenders are not barred from competing in the new tender.

Bidding consortia must include an airport operator, who must hold 15% of the shares in the company. The major technical requirement is that the airport operator has experience of operating airports with at least 5 million passengers per year for the North East block and 1 million passengers for the other two blocks.

John Gallagher

This central sales area is divided into four major geographical divisions, headed by four Vice Presidents (VPs):

1. Florian Seidel (VP Nordics, Central & Western Europe),
2. Richard Hoyer (VP EECA, Near East, Turkey & Africa),
3. Marvin von Plato (VP/CEO Asia Pacific) and
4. Nadine Heubel (VP/CEO The Americas).

This new regional structure will better enable the global thinking and direction of the company.

Further to this, the company will see the introduction of the Vice President Purchasing under the CCO, which shall further strengthen and support the strategic management and activities across all categories globally.



Nadine Heubel has been named VP/CEO of the The Americas region under Gebr. Heinemann's new regional restructuring.

DISTRIBUTOR FEATURE

Duty Free Dynamics brings added value to Americas travel retail operators

Panama-based Duty Free Dynamics Corp has gone through a major evolution since the company started its operations 5 years ago.

Its mission is to add value to the Americas' travel retail market.

According to Duty Free Dynamics CEO Nicolas Dobry, the company thoroughly researched the market, and discovered that most of the region's duty free operators were focusing their business exclusively in the core categories (fragrance, cosmetics, alcoholic beverages, cigarettes and confectionery), and that during these past years most of those product categories have been "stagnant."

At the same time, the company took into consideration that the Americas has a travelers flow of

above 1.5 billion passengers per year, which constitute an interesting audience for many additional product categories such as watches, jewelry, sunglasses, writing instruments, outdoor, apparel, travel gear, footwear, toys, personal care, electronic gadgets or even pets accessories.

Dobry says that he and his partners understood that in order for this innovative approach to succeed, the company would need to take a more hands-on approach since many operators were not used to handling these new categories, especially apparel or footwear which are sensitive to seasonality, sizing, or markdowns.

As a result of its research, Dobry says that DFD is now

forming partnerships with operators where the partners contribute their experience in the operational part of the business and DFD adds its know-how on each of these new categories by providing the operator with a comprehensive manual on how to set-up and operate the business in an efficient way. In essence, DFD acts as a "master franchisor" and the operator becomes the "franchisee".

Initially, DFD focused its business in the watch category and inaugurated its portfolio with the Guess brand, which created the fashion watch category and become its global leader. DFD has established the brand as the category leader in the Americas travel retail channel, says Dobry.



Duty Free Dynamics CEO Nicolas Dobry

During the months to come DFD will not only announce new additions to its existing product categories but will also inaugurate most of the product categories mentioned above with exciting new brands. Dobry says that the company is aiming to introduce around 20 new brands during the next 18 months.

"Brands see us as innovators – and realize DFD can be the perfect partner for them. Travel retail is a niche market where we think we have the most meaning and ability to add value to the chain."

Duty Free Dynamics will be in Orlando to talk to potential brands and operators in the Regency Ballroom, booth number 211.

TMI will feature an in-depth interview with Dobry in the March issue of the Orlando magazine.



Niche-favorite Luminor Swiss watch

During the past year, DFD complemented its watch portfolio by adding entry/mid-priced traditional watch brands Seiko; Luminor Swiss watches, a niche/mid-priced brand aimed at aviation and military fans, which is very strong in the U.S. market; and Oris, a key player in the global luxury sports watch segment. Lastly, DFD incorporated globally recognized traditional U.S. brand Timex, to cover the \$50 to \$200 price range.

New categories

DFD has also launched the outdoor category with Osprey backpacks, Fjällräven backpacks and outdoor wear, and ENO (Eagle's Nest Outfitters), best known for its foldable hammocks that can fit into a purse. It has also inaugurated the footwear category with brands like Timberland and Toms as well as the travel gear category with its recent incorporation of Samsonite.

Gautom Menon to Roar from India to Cannes to raise awareness for tiger conservation

Two spirited Indians in the Duty Free industry are set to embark on a 25,000-km road trip, all in the name of saving tigers.

An initiative conceived by Gautom Menon, founder of Wild Tiger Rum in aid of Wild Tiger Foundation, the Roar Trip is an "epic journey of a lifetime" from Kerala in the south of India to Cannes, France across 25 countries in 65 days, to spread awareness and raise funds for tiger conservation.

"At the turn of the 19th century, 100,000 wild tigers roamed the planet. Today that figure is less than 4,000, it's time we did something to avoid the ignominy of being the generation that witnessed the wild cat go extinct," says Menon.

Menon and creative designer Paul



George aim to raise at least \$100,000 for the cause.

The Roar Trip begins July 29 on International Tiger Day. It will end in Cannes at the start of the annual TFWA World Exhibition.

Menon and George will make their pit stops across numerous tiger reserves in Asia and duty free shops across the Asia and Europe, spreading awareness about tiger conservation, the duty free industry and responsible drinking.

On the journey the Roar Trip crew will be hosted by Indian diplomats and Indian embassies in various capital cities. Press conferences, and interviews with local radio and tv stations are currently being organized. There will also be meetings with local wildlife enthusiasts, conservationists and friends from the Tax Free industry.

Roar Trip will also sell associated merchandise, including t-shirts, hoodies, phone covers, and snapback caps, with proceeds going to the Wild Tiger Foundation. Merchandise can also be purchased through the online Roar Store (www.roartrip.in/roarstore).

Wild Tiger Rum will be on show at the Summit of the Americas at the Haleybrooke stand, #501/507.

Diesel USA files for bankruptcy protection

Denim and accessory brand Diesel USA filed for bankruptcy protection in Delaware on Tuesday.

The New York-based unit of Italy's Diesel SpA says it does not plan to close its store network, but rather to find more affordable locations under a three-year proposed restructuring program, say media reports. The parent company is not part of the filing.

Diesel USA has 28 retail stores across the country. It also wholesales through department stores and specialty retailers.

EMPLOYMENT OPPORTUNITIES



Breitling has an opening for an
Area Sales Manager
Based in Miami

The Area Sales Manager is responsible for the development and improvement of Breitling business in the region Caribbean /LATAM ensuring that sales, visibility, quality of services and quality of customer's relationship is in line with the company guidelines.

Key Responsibilities:
Development of the Business and our Commercial Partnership:

- Reach the monthly budget by continuously monitoring account performance, tailoring account strategies & action plans, leading to maximizing retailers' sales.

Account Management:

- Maintain privileged contact with all clients in the market and ensure high levels of account satisfaction.
- Advice and plan the replenishment of watches with the retailers, ensuring optimal product mix / assortment policy.
- Monitor the stock as well as the sell-in/sell-out per POS and draw action plan to strengthen the sell-out.

Ideal Candidate:

- Position based in Miami office.
- Degree or equivalent experience
- Solid experience in wholesale of jewelry/watch or luxury goods brands.
- Strong communication and problem-solving skills.
- Excellent organizational skills.
- Proficiency with computer programs including MS Office Suite, Excel and Power Point
- Entrepreneurial spirit.
- Regional sales experience Caribbean/LATAM
- Ability to travel 40-50%
- Bi-lingual English/Spanish

Interested applicants email resume to:
info@breitling.bs



Ares Distributors Inc.
has an opening for a
Sales Manager
based in Miami.

Reporting to the Sales Vice President, the Manager is responsible, in coordination with the VP Sales USA Latin America & Caribbean, for the development of the sales of the Brands in Travel Retail Caribbean.

The position involves achieving areas sales budget, target sales margins, customer satisfaction and service, respect of budgeted collections and development of the company image and the Brands' portfolio.

The Candidate must have skills for planning, standing, customer service orientation, sales track record and knowledge, and be objective driven.

Must be fluent in English & Spanish.

Please forward resume to:
omichel@aresdistributors.com



NEW
INVICTA WATCH GROUP

Has a position open for a
Merchandiser/ planner
Based in Miami

Responsibilities:

Visit ships. Merchandise and Train on cruise ships
Assist team in all marketing, sales and merchandising activities
Sales analysis and planning is 50% of the position.
Must be very proficient in Excel.
Applicant must be able to travel and sail 30% to 40% of time

This is an entry level position with opportunity for growth and to gain knowledge of both Industries

Please send resume to:
kathyelevine@gmail.com

Otis McAllister

NEW

OTIS MC ALLISTER
has an immediate opening for a
Sales & Marketing Associate
based in Ft. Lauderdale, FL

As a key player in Travel Retail distribution throughout the Americas, Otis McAllister specializes in the cultivation and global exposure of world-renowned brands within international travel environments. We currently represent: Ferrero, Ghirardelli, Haribo, Hawaiian Host, Hershey's, Lindt, Mars, Mondelez, Perfetti van Melle and Ritter Sport.

Mandatory Requirements:

- 3-5 years' experience in marketing or sales role.
- Knowledge of product pricing, packaging, distribution and positioning
- Organization, communication and teamwork skills, experience meeting tight deadlines
- BA in Marketing, Business Administration or related field; Master's/MBA is a plus
- Some business travel involved

Responsibilities will include; but not limited to:

- Meet with management and vendors to determine brand objectives and strategies
- Track and monitor key initiatives within vendor/customer business plans.
- Present and execute creative ideas for marketing activities.
- Help develop and optimize marketing campaigns (product launching and promotion).
- Track budgets with an eye towards maximizing gains and reducing costs.
- Analyze industry, competition and market trends.

Please send resume to
rmerisier@otismcallister.com