

CRUISE

CLIA: Following a challenging year in 2020, new research shows there is resiliency and optimism heading into 2021

Trade organization Cruise Lines International Association (CLIA) has released the *2021 State of the Cruise Industry Outlook* report which highlights the industry’s global economic impact, trend forecasts and the industry’s commitment to responsible tourism practices and leadership. Despite a challenging year in 2020, new research also reveals there is optimism on the horizon with two out of three cruisers willing to cruise within a year and 58% of international vacationers, who have never cruised, likely to cruise in the next few years.

“For the cruise community, there is no denying that 2020 was not the year we anticipated. Still, the industry wasted no time adjusting course to address the challenges before us,” said Kelly Craighead, president and CEO of CLIA.

Global Economic Impact and Passenger Data

CLIA’s State of the Cruise Industry report includes the *2019 Global Economic Impact Analysis* which underscores the tremendous growth of the cruise industry and its contributions to the international economy prior to the global health emergency. In 2019, cruising sustained 1,166,000 jobs equaling **\$50.53 billion** in wages and salaries and **\$154.5 billion** in total output worldwide in 2019.

The analysis also found:
Passenger Port City Spending - Passengers spent **\$385** in port cities before boarding a cruise and spend **\$100** in each visiting port destination during a cruise.
Global Passengers: Most cruisers are from North America – The cruise industry hosted a total of **29.7 million passengers** worldwide in 2019. North America accounts for the highest rate of cruisers with 15.4 million passengers cruising in 2019.

Jobs Impact from COVID-19 Suspension – In 2020, every 1% loss of cruisers resulted in a reduction of 9,100 industry-related jobs. Each day of the suspension caused direct and indirect industry losses of 2,500 jobs.

Fleet of the Future – New Cruise Protocols

CLIA Cruise Lines anticipate debuting **19 new ocean ships** in 2021, resulting in a total of **270 CLIA Cruise Line** ocean ships

projected to be in operation by the end of 2021. Looking ahead, this “Fleet of the Future” will feature enhanced health and safety cruise protocols for the resumption of passenger operations designed to help protect passengers, crew and destinations.

Successful Sailings - From early July through mid-December 2020, there were more than 200 sailings with multiple layers of enhanced measures in place. The success of these initial sailings demonstrates new protocols are working as designed — to mitigate the risk of COVID-19 among passengers, crew and the destinations cruise ships visit.

New Cruise Protocols - Some of the new protocols include crew and passenger COVID-19 testing prior to embarkation, mask wearing, physical distancing, air management and ventilation strategies as well as enhanced medical capabilities.

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DFWC suspends Academy due to budget cuts

With great regret the Duty Free World Council announces the suspension of the DFWC Academy in view of the decision by its partner, the Institute of International Retail (IIR), to place the company into voluntary liquidation.

DFWC says that the impact of the COVID-19 pandemic on the industry has been dramatic, and the resulting collapse in sales globally has forced industry stakeholders to cut all discretionary costs, including in staff training.

Despite strenuous efforts by both the DFWC and IIR to maintain the Academy and promote Academy courses in 2020 – including the provision of a free “Return to Work” course, slashing registration fees for the Certificate course to €50, attempts to raise bursaries etc. – income to the Academy has dried up since the end of July.

The DFWC does not foresee the prospects for student enrollments substantially changing until the industry’s recovery is well under way.

DFWC says that it will review potential future opportunities for the DFWC Academy later this year.

ECONOMIC IMPACT

GLOBAL IMPACT OF COVID-19 SUSPENSION

The COVID-19 pandemic and subsequent pause in commercial cruise operations has had devastating impacts on the cruise community. Between mid-March and September 2020, it is estimated that the suspension of cruise operations has resulted in a loss of more than:



ECONOMIC IMPACT

2019 GLOBAL PASSENGER SPENDING

\$385 Average passenger spending in port before boarding a cruise

\$100 Average passenger spending in port while visiting during a cruise

LVMH completes the acquisition of Tiffany & Co.

LVMH Moët Hennessy Louis Vuitton announced that it has completed the acquisition of global luxury jeweler Tiffany & Co.

The acquisition of this iconic U.S. jeweler – which went through some acrimonious negotiations, that led to lawsuits between the two brand owners-- will deeply transform LVMH's Watches & Jewelry division and complement LVMH's 75 existing Maisons, said the company in a statement dated Jan. 7, 2021.

"I am pleased to welcome Tiffany and all their talented employees in our Group. Tiffany is an iconic brand and a quintessential emblem of the global jewelry sector," said **Bernard Arnault**,

Chairman and CEO of LVMH.

"We are committed to supporting Tiffany, a brand that is synonymous with love and whose Blue Box is revered around the world, with the same dedication and passion that we have applied to each of our prestigious Maisons over the years. We are optimistic about Tiffany's ability to accelerate its growth, innovate and remain at the forefront of our discerning customers' most cherished life achievements and memories," added Arnault.

He also thanked former Tiffany CEO Alessandro Bogliolo and his team for their dedication to Tiffany and their work over the past three years.



In conjunction with the closing of the transaction, LVMH has announced several leadership appointments at Tiffany.

Anthony Ledru, previously Executive Vice President, Global Commercial Activities at Louis Vuitton and formerly Senior Vice President of North America at Tiffany, becomes Chief Executive Officer of Tiffany.

Alexandre Arnault, previously CEO of luggage company RIMOWA, becomes Executive Vice President, Product and Communications of Tiffany.

Michael Burke, the Chairman and CEO of Louis Vuitton, will become Chairman of Tiffany Board of Directors.

Alessandro Bogliolo, the current CEO of Tiffany, will remain with the company to facilitate the transition through January 22, 2021, after which time he will depart the company.

Reed Krakoff, Chief Artistic Director, and **Daniella Vitale**, Executive Vice President and Chief Brand Officer of Tiffany, will depart Tiffany after a short transition of responsibilities

Jose Castellvi joins WEBB Banks

Jose Castellvi has joined WEBB Banks in the newly created role of Vice President, Travel Retail and Spirits. Reporting to WEBB Banks CEO Andy Consuegra, Castellvi will be responsible for the day-to-day management of the company's growing spirits portfolio, as well as cultivating and maintaining relationships with duty free partners. WEBB Banks is the leading premium wine and spirits distributor for travel retail, the Caribbean and Central America.

Castellvi joins the WEBB Banks senior leadership team of Phillip Jarrell, Kam Snow, and Juan Carlos Rodriguez.

Prior to joining WEBB Banks, Castellvi spent 16 years at William Grant & Sons in various roles in Latin America and the Caribbean, most recently as Regional President Travel Retail Americas and Caribbean. He also served for six years as President of Bacardi Dominicana SA in the Dominican Republic, and before that was General Manager of United Distillers in the region.

"We're excited to welcome Jose to the team! His decades of supplier and distributor management experience, as well as his extraordinary wine and spirits knowledge, will be invaluable as



we continue to position WEBB Banks for future growth," said Consuegra. "2020 was undoubtedly a challenging period for our industry, but we're very proud of our success and accomplishments last year, and with Jose's help we're looking forward to building on that now in 2021."

"In the 1950s, my father was a liquor distributor in Cuba, and I'm proud every day to have followed in his footsteps, spending the past 30-plus years in this dynamic industry," said Castellvi.

"It's definitely a highlight of my career, joining Andy and the talented team at WEBB Banks to grow distribution in the region, and help this organization continue to reach new heights and continued successes."



Canada announces new COVID-19 testing requirements for all arriving air passengers

The Canadian government announced new COVID-19 testing requirements this week for all air travelers flying into Canada. The International Air Transport Association (IATA) says the new requirements adds to the country's existing "draconian COVID-19 border control regimes."

Effective midnight on January 7, 2021, regardless of citizenship, all travelers five years of age or older must provide proof of a negative laboratory test result for COVID-19 to the airline prior to boarding a flight to Canada. The test must be either a molecular polymerase chain reaction (PCR) or Loop-mediated Isothermal Amplification (LAMP)—and must be conducted within 72 hours of the traveler's scheduled departure to Canada.

All travelers coming to Canada must present this information at the time of boarding. Failure to do so will mean an automatic denial of boarding by the airline operating the flight to Canada.

IATA expressed frustration with Canada's new COVID-19 testing requirement, which adds the testing while maintaining the requirement for quarantine.

"Canada already has one the world's most draconian COVID-19 border control regimes, including travel bans and quarantines. Even though COVID-19 testing is an internationally accepted risk-mitigation strategy, there are no plans to adjust the current 14-day quarantine rule nor eliminate the temperature checks airlines are required to perform on passengers wishing to travel to Canada," IATA said in a statement.

"The severe economic consequences of the prolonged border closure are already evident. Latest estimates show that the aviation sector's direct GDP contribution to Canada's economy dropped by US\$10.39 billion in 2020 vs 2019, placing some 146,000 Canadian jobs at risk. The year-on-year fall in GDP contribution to the wider travel and tourism economy is estimated at US\$21.29 billion with some 286,000 jobs at risk."

IATA says that the way forward is through a well-planned and coordinated introduction of testing inbound travelers, as a replacement for quarantine measures.

"At current infection levels, testing travelers will ensure that

opening borders will not pose additional risk of contagion in Canada. We challenge the government to prove otherwise," says the IATA statement.

In the meantime, IATA says it is incumbent on the Government of Canada to put this initiative on hold until it has defined:

- *Testing requirements and coordinated with the industry to achieve realistic implementation timelines;
- * A policy roadmap to safely reopen borders by managing the risk of contagion with testing as a replacement for quarantine measures.

"We need to start 2021 by taking steps to safely live with COVID-19. What is the point of implementing testing if it does not result in a lifting of border closures nor quarantine requirements? After nine-months of closed borders and confinement, we cannot afford to move in the wrong direction with the disastrous implementation of a counter-productive testing policy," says IATA.

CHTA asks Canadian Government to reverse harmful COVID-19 travel requirement

The Caribbean Hotel and Tourism Association (CHTA) has asked the Government of Canada to reconsider new pandemic testing rules that will strain already stressed Caribbean public health systems and cause further damage to the region's economy.

"This policy is creating challenges and places even greater economic hardship on the people and governments of the Caribbean and on the thousands of Canadians currently in the Caribbean who are scheduled to return home in the coming weeks," said CHTA's Acting CEO and Director General Vanessa Ledesma.

The new policy has resulted in a rash of cancellations by Canadians who had been scheduled to travel to the region, Ledesma observed. This is further harming already fragile businesses and economies and keeping more employees from returning to work, she said.

Ledesma notes that the Caribbean has a low tourism-related transmission rates in the region.

"On behalf of the Caribbean Hotel and Tourism Association and the 33 National Hotel and Tourism Associations throughout the region, which are part of our Federation, we respectfully request reconsideration of this policy for the Caribbean," CHTA stated in a submission to Canada's Minister of Transport Marc Garneau and shared with Canadian High Commissions and Consulates across the region.

CHTA believes the region's success in maintaining one of the lowest incident rates of COVID-19 in the world is largely because of the stringent health safety and testing measures which are in place, thanks to the Caribbean Heads of Government, and the strong partnerships between the health and tourism sectors.

These protocols are recognized by health safety partners, including CARPHA, CTO, and the World Travel and Tourism Council (WTTC).

CLIA State of the Industry report sees recovery in 2021

Continued from page 1.

Spotlight on Responsible Tourism

As CLIA members worked to address the impacts of COVID-19, the report stresses that the cruise industry also remained focused on its commitment to a cleaner, more sustainable future.

The report highlights the cruise industry's **\$23.5 billion investment** in ships with new technologies and cleaner fuels to reduce carbon emissions, partnerships with local governments in key destinations, and a commitment to reducing its rate of carbon emissions by 40% by 2030 compared to 2008.

The report highlights the progress the cruise industry is making in the adoption of new environmental technologies.

Liquified Natural Gas (LNG) 49% of new build capacity on order will rely on LNG fuel for primary propulsion.

Exhaust Gas Cleaning Systems (EGCS) – More than 69% of global capacity currently utilizes EGCS, while 96% of non-LNG new-builds will have EGCS.

Advanced Wastewater Treatment Systems – 99% of new ships on order will have these in place, bringing global capacity served to 78.5%.

Shore Side Electricity – 58% of new build capacity is committed to SSE compatibility with 32% of global fleet capacity already capable of SSE and 25% of existing capacity will be retrofitted to use SSE.

"2020 was a year unlike any other and I am proud of how our industry has united together to weather this unparalleled pandemic," said Adam Goldstein, CLIA Chairman.

"As we look to 2021, I know that cruisers are eager to set sail once more, just as our industry is eager to put people back to work and create unforgettable experiences for our valued guests."

AIRPORTS IN THE SPOTLIGHT

MIA hit new post-pandemic daily traveler record during winter holiday period

Miami International Airport served more than 1.1 million passengers during the 17-day winter holiday travel period from December 21 through January 6. On Sunday January 3, MIA welcomed nearly 90,000 travelers, making it the busiest travel day the airport has seen since the pandemic began.

In December, MIA averaged 278 daily departures and 44,818 daily seats, with hub carrier American Airlines handling 68% of that capacity, followed by Delta Air Lines and United Airlines.

The upward trend toward pre-pandemic levels at MIA is expected to continue, with three major low-cost airlines launching Miami service and/or expanding service.

On November 15, low-cost carrier Southwest Airlines debuted its first daily flights at MIA to four

destinations: Baltimore; Chicago (Midway Airport); Houston (Hobby Airport); and Tampa. Southwest's flights to Baltimore 4x daily and Tampa 3x daily have increased MIA's existing service to those cities, while its four daily flights to Houston Hobby and daily flight to Chicago Midway provide new Miami service to those airports.

On December 15, low-fare carrier Frontier Airlines announced that it will be expanding its route network at MIA to a total of 27 destinations in 2021 with six additional routes, including its first flights from Miami to four international destinations: Cancun, Mexico (March, 4xweek); Guatemala City, Guatemala (April, 3xweek); San Salvador, El Salvador (April, 4xweek); and Santo Domingo, Dominican Republic,

(December 2020, 3xweek).

Frontier will also begin daily service to Orlando in February and four weekly flights in April to Ontario – a new route for MIA.

Low-cost carrier JetBlue Airways will launch its first-ever flights at MIA on February 11 with service to four U.S. cities: Boston (up to 4xdaily); Los Angeles (up to 2xdaily); New York-JFK (up to 4xdaily); and Newark (up to 4xdaily).

"MIA's ongoing success in safely building back our passenger numbers has been a team effort between our airline partners, federal agencies and service providers," said Lester Sola, MIA Director and CEO. "Passenger confidence in air travel continues to grow, and the strength of the Miami travel market has weathered the storm of the pandemic."

PortMiami extends waiver of berth and harbor fees for cruise line partners

Miami-Dade has extended the waiver for lay berth and harbor fees for the cruise lines through Jan. 31, 2021.

"Miami-Dade County will continue to support our cruise line partners through these unprecedented times," Miami-Dade Mayor Daniella Levine Cava said in a statement. "As we await the safe return of cruising, we will maintain our commitment to our stakeholders who have shown great resilience during this crisis."

The waivers have been in place for the past nine months, beginning on March 13, after the United States Centers for Disease Control and Prevention announced a No Sail Order for cruise ships which hit the ships berthed in Port Miami particularly hard. The port waivers have now been extended four times, as the cruise lines continue to be under a voluntary suspension of operations due to the COVID-19 pandemic.

The time period for the extended waiver can be amended at any time at the discretion of Miami-Dade County, as needed, says the port.

According to *Miami Today*, Port Miami lost \$68.5 million between March 13 and Nov. 29 from the waiver of these fees, which it covered by freezing hiring, eliminating overtime and pausing marketing, nonessential capital projects and cargo incentives.

The port also shifted more efforts to handling cargo, resulting in a record increase of 1.5% in import-export numbers compared to 2019.

Miami International Airport extends relief for tenants

Miami-Dade Commissioners extended Miami International Airport's tenant waiver for monthly rent and guaranteed payments until April 21, 2021. Since March 2020, MIA has waived over \$8 million per month for the duty free shops, restaurants, car rental companies, and service businesses in the airport.

Airport shorts

New COVID-19 testing begins service at Cleveland Hopkins International Airport

A new COVID-19 testing site at Cleveland Hopkins International Airport (CLE) can provide travelers, visitors, and airport staff with their results, delivered to their phone, in as little as 15 minutes. TACKL Health, which specializes in rapid mobilization for large-scale testing in locations nationwide, begins daily operations at CLE this month, offering polymerase chain reaction (PCR) and rapid antigen tests. The new testing site is located on the ticketing level, near the information desk, and is open from 6 a.m. to 6 p.m. seven days a week.

LAX launches on-site COVID-19 Test Lab

LAX now offers COVID-19 rapid tests that are processed in a state-of-the-art, on-site laboratory, available for testing before or after travel. With a pre-scheduled appointment, results from the Polymerase Chain Reaction (PCR) nasal swab tests will be available in 3-5 hours for tests collected at the lab across from Terminal 6 that opened Dec. 31. Tests collected at the Terminal 2 and Tom Bradley International Terminal locations, which continue to be available, will be returned in under 24 hours. All tests cost \$125.

ATL to add 5 new gates to Concourse T

Hartsfield-Jackson Atlanta International Airport (ATL) has selected a joint venture led by global construction and development firm Skanska to add five new gates at the north end of Concourse T.

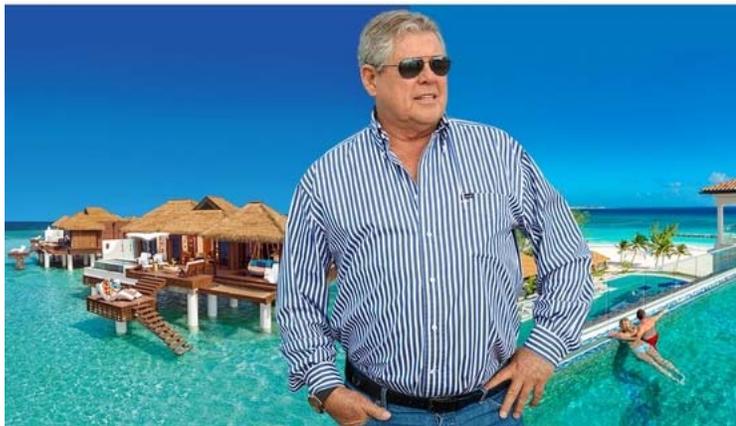
The project also includes rebuilding a major portion of the North Terminal exit road, construct a Delta Air Lines ground support equipment facility and a fire station, as well as oversee relocations to the utilities' infrastructure.

The new gates are the latest phase of ATL's \$6 billion capital improvement program known as the ATLNext modernization project to increase the airport's capacity. Construction begins this month and is expected to be completed by the end of 2022.

Skanska recently completed construction and modernization of the airside of the Central Passenger Terminal Complex at ATL.



In Memoriam: iconic Caribbean hotelier Gordon “Butch” Stewart



The Caribbean is mourning the death of Jamaican entrepreneur Gordon “Butch” Stewart, the founder and chairman of Sandals Resorts International who passed away in the United States on January 4. He was 79.

Stewart created the all-inclusive giant, Sandals Resorts International, which began in Jamaica before becoming a region-wide powerhouse with brands including Sandals and Beaches. Sandals is considered by many as the benchmark for the luxury all-inclusive market in the Caribbean.

In its announcement of Stewart’s death, Sandals International called Stewart “legendary” and claimed he was “an unstoppable force, who delighted in defying the odds by exceeding expectations.”

Stewart built the world’s most awarded vacation brand from one resort in Jamaica to over two dozen distinct resorts and villas throughout the Caribbean, says the statement.

In 1981, Stewart took a run-down hotel in Montego Bay, Jamaica, and seven months and \$4 million in renovations later, opened Sandals Montego Bay as the flagship of what is today the most popular award-winning, all-inclusive resort chain in the world.

Stewart did not invent the all-inclusive concept, but he is recognized worldwide for elevating the experience to luxury.

Sandals Foundation

For more than 40 years he also helped improve and shape the lives of Caribbean people. He formalized his philanthropic work with the creation in 2009 of The Sandals Foundation, which offers support ranging from the building of schools and paying of teachers to bringing healthcare to those who cannot afford it.

In 2012, Stewart founded the Sandals Corporate University to provide professional development for employees through reputable education and training programs.

Accolades & Distinctions

Stewart earned more than 50 local, regional, and international accolades and awards over his career, including Jamaica’s highest national distinctions. In 2017, Stewart received the inaugural Lifetime Achievement Award at the annual Caribbean Hotel & Resort Investment Summit.

Sandals Resorts International remains wholly owned by the Stewart family, and is now run by Stewart’s son Adam, who was appointed CEO in 2007.

Condolences for Stewart poured in from around the region.

“Our industry will forever be indebted to ‘Butch’ for his continued passion for excellence and legendary Caribbean hospitality. His vision has bestowed the global industry a Caribbean organization that adheres to the

highest standards of excellence, celebrates and promotes the region’s uniqueness, and invests in the development of our people and communities,” said Vanessa Ledesma, Acting CEO and Director General of the **Caribbean Hotel and Tourism Association**. Stewart was one of the first recipients of the CHTA’s Caribbean Hotelier of the Year distinction.

The Bahamas, where Stewart had three hotels, said in a statement “Butch impacted our national economy by directing the crafting of a signature vacation experience — *the Sandals vacation* — which has become an integral part of the tourism product of The Islands of The Bahamas.”

From the **U.S. Virgin Islands**, Joseph Boschulte, Commissioner of Tourism, said: “The Honorable Gordon ‘Butch’ Stewart was our bold champion who spread across the Caribbean the message that high-end sustainable tourism can enrich our destinations and our people .. An important attraction for me was the fact that he not only produced first-class resorts, but he also insisted on training and

promoting local people to run them. That message resonates deeply, and we will all benefit from this great man’s work.”

“Butch was a tourism magnate, earning him many accolades and national distinctions including ‘Travel Man of the Millennium’ for his work in promoting Caribbean tourism and the Caribbean World Magazine’s Lifetime Achievement Award for his work in Jamaica,” added Deputy Premier, Moses Kirkconnell, of the **Cayman Islands**.

And from **Grenada**: Speaking of Mr. Stewart’s impact, Minister for Tourism, Civil Aviation, Climate Resilience and the Environment Hon. Dr. Clarice Modeste-Curwen said, “Gordon ‘Butch’ Stewart was visionary and his memory will serve to inspire future Caribbean generations in breaking barriers and committing to excellence.

“The Ministry of Tourism and the Grenada Tourism Authority (GTA) extend condolences to the family and friends of the late Gordon ‘Butch’ Stewart. May he rest in peace.”

Carnival Corp cruise ships extend sailing pause

Carnival Corp. this past week announced that it was extending the sailing pause for its Princess, Holland America and P&O Cruises Australia.

Carnival said the extension for its Princess and HAL brands is due to its preparation to meet the Framework for Conditional Sailing Order issued by the U.S. Centers for Disease Control and Prevention (CDC), in addition to the uncertainty around travel restrictions

The Princess Cruises pause will now go through May 14, 2021 and includes sailings in the Caribbean, the California Coast, along with early season Alaska and Europe cruises.

Holland America is extending its pause of cruise operations for all departures through April 30, 2021. This includes Alaska, Mexican Riviera, Pacific Coast, Caribbean, Mediterranean and Canada/New England departures. The line also will cancel all Alaska cruises through mid-May, Alaska departures on three ships through early June, and *Zaandam*'s Canada/New England itineraries through August, among others.

P&O Cruises Australia is extending its rolling pause in operations in New Zealand to departures on and before 25 April, 2021

Dufroy signs agreement with Hainan Development Holdings to develop duty free opportunities in Hainan (China)

Dufroy AG and Hainan Development Holdings (HDH) have signed a strategic cooperation agreement to develop opportunities in Hainan's travel retail market. HDH is a fully state-owned company of the Hainan Provincial Government

Dufroy will be supplying global brands to the partnership, as well as share its global experience in travel retail with HDH.

The first step of this collaboration will focus on the HDH's development of the duty free operation at Hainan's Mova Mall in Haikou, the capital of Hainan Island. Mova Mall is a major tourism and shopping destination in the city center of Hainan Island's capital, featuring a vast leisure offer of shopping, dining and entertainment facilities, as well as over 2,500 luxury hotel rooms in walking distance.

The Mova Mall complex welcomed 22 million visitors in 2019 and visitors from mainland China are allowed to buy duty free

items up to an amount of 100.000 RMB (approx. US\$14,000) per year.

The new downtown duty free shop will span over 38,920 square meters across two buildings of the Mova Mall, Aquarius and Capricorn. The duty free shop will be built in three phases, the first phase of which is expected to be opening before the Chinese Spring Festival in 2021.

During the initial phase, the temporary product assortment in the duty free store will include an offering covering all core categories such as perfume & cosmetics, food and confectionery, wine & spirits, plus sunglasses and luxury items from global brands and local premium labels. For the second and third phase for both Aquarius and Capricorn an additional range of top luxury and lifestyle brands has been engaged allowing the offer to reach over 350 brands across all categories once the store is fully completed in the second and third quarters 2021.

Julian Diaz, Dufroy Group CEO, commented: "We highly value the common understanding we have reached with our partner Hainan Development Holdings, to jointly develop the duty free opportunities in the fast-growing Hainan market and beyond. Hainan Development Holding's in-depth understanding of the local market and the duty free license they hold, combined with Dufroy's global expertise, understanding of customer behaviors and access to all the renowned global brands represents a unique combination of skills with which to create a successful business in Hainan. We are very proud to assist in this duty free operation at the Mova Hall in Haikou, thus contributing to the successful development of Hainan."

Gu Gang, Secretary of the Party Committee and Chairman of the Hainan Development Holdings, commented: "As the primary investment entity and financing platform for significant projects in Hainan Province, Hainan Development Holdings strives to

promote the construction of Hainan Free Trade Port and International Tourism Consumption Center through the building of tourism, modern services and high-tech industries. The establishment of the wholly-owned Global Consumer Boutique (Hainan) Trading Co., Ltd. will further expand the scope of the offshore duty free business and digital operation models, Global Consumer Boutique (Hainan) Trading Co., Ltd. will keep pace with the international standards of brands, variety and foreign tourists' duty free shopping demands."

The partnership with Hainan Development Holdings is in line with Dufroy's growth strategy in Asia and builds on the company's existing and long-standing footprint in China. Dufroy has operated travel retail businesses in China since 2008 and manages duty-paid shops at the Shanghai Hongqiao and Chengdu Airports. Dufroy's presence in Greater China also extends to Hong Kong and Macau.

Duty Free Dynamics, Oris watches and famed Chef Andrés Morataya partner to support local production in Panama

Duty Free Dynamics has reported how its client, prestigious watch brand Oris, teamed up with famed Panamanian chef, Andres Morataya, in a special project to support local producers in Panama, creating gift boxes filled with the chef's favorite regional products.

The project follows Oris' philosophy that "Things must make sense", says Duty Free Dynamics. This "sustainable" effort worked around Chef Morataya's belief that local products and small producers are essential for any society; in addition to their direct contributions to the local economy, they provide diversity, understand the local traditions and culture, and transform them into products.

"The action aims to create a direct link between the brand and the community they represent," said DFD about the project. The watch brand collaborated with **Chef Morataya** with meaningful gift boxes for the brand ambassadors, including Morataya, friends, influencers and key clients.



**SHISEIDO Miami**

has immediate openings for the following positions:

**Commercial Assistant/Market Coordinator
(based in the Miami office)**

Position is responsible for the processing and follow-up of orders, customer service, as well as assisting Area Managers with day to day tasks and various projects.

The ideal candidate is fluent in English and Spanish (French, a plus).

Must possess exceptional customer service, organizational skills and strong proficiency of all MS Office applications, mainly Excel. SAP knowledge is a plus.

Use reference "MC-NAM2021" when submitting resume.

**Two Account Executives/Retail Managers - South America
(1 based in Brazil; 1 based in Argentina)**

Responsibilities include developing sell-out figures for our cosmetics and fragrance brands through the supervision of Beauty Consultants and implementation of the brands' merchandising and promotion guidelines.

Experience in retail sales is a plus.

Must be fluent in English and Spanish.

For the position based in Brazil, Portuguese is also a must.

Candidates must have a minimum of 2-3 years' experience in the Travel Retail luxury goods industry, have strong analytical skills and be proficient in Excel.

50-60% travel required throughout South America.

Use reference "RM-SAM2021" when submitting resume.

Applicants please send resumes to:

gcamplani@sac.shiseido.com

or srojas@sac.shiseido.com