

TFWA

WORLD
EXHIBITION &
CONFERENCE

TFWA
daily

MONDAY 30 SEPTEMBER 2019



**SPECIAL
SUPPLEMENT
INSIDE**

Skincare, Cosmetics
& Fragrances

04

Opening Cocktail
Last night at
Port Canto

06

Today:
TFWA World
Conference

19

Leisure activities
Reports from
yesterday's leisure
programme

Sponsored by:

DIESEL

MOROCCANOIL

VISIT US IN YELLOW VILLAGE
STAND BOOTH B 19



A STROKE OF GENIUS

CARE-INFUSED COLOR DEPOSITING MASKS
Seven curated shades designed to refresh, enhance or play
with your color...without commitment.

MOROCCANOIL.COM

MOROCCANOIL®

TFWA

Patrick Bouchard
Vice President Conferences
& Research



Introduction

Politics, business and more than a dash of inspiration

Today's keynote speaker, The Right Honourable Tony Blair, has unique experience to share from his time as a central figure on the world stage and we all look forward to hearing what he has to say about his pivotal role in the 21st century history of the United Kingdom. Of course, having a former UK Prime Minister join us on stage is particularly timely as the UK prepares to leave the EU – a development which will have a significant effect on all of us in the duty free and travel retail industry.

In addition to viewpoints from a political perspective, we will also have plenty to inspire from World Economic Forum Young Global Leader David Jones, visionary and proponent of corporate responsibility and social change. As ever, there will also be much entrepreneurial expertise shared from the platform.

The Innovation in Action workshop on Tuesday morning will address how to further accelerate digital and omni-channel know-how and capabilities in our industry. I firmly believe that it is essential we keep exploring engaging ways to communicate with the traveller both before, during and after their journey. Brands, retailers and airports will welcome the debate on how to connect with our travelling consumers in order to increase conversion rates.

While the collective expertise of our speakers at the Inflight Focus workshop on Wednesday morning is considerable, I am confident that those in the audience will contribute to the discussion. It really is important that we pool our knowledge to ensure that the inflight channel remains relevant and continues its transformation. As in all areas of duty free and travel retail, data-sharing and a transparent approach is essential to help us drive the business forward.

Offering a compelling blend of political insight, inspirational leadership and entrepreneurial flair, I'm certain that all will find plenty of value to take back to their business at the end of today's conference.

As Vice President of Conferences & Research, Patrick Bouchard is responsible for organising conferences, workshops, seminars and research. Patrick also leads the development of new TFWA activities. Patrick is Vice President Global Client Management of Estée Lauder Travel Retail Worldwide.

The day ahead

- Our conference kicks off at 09:00 today in the Grand Auditorium, and our main exhibition opens afterwards at midday
- Tonight, for the first time, The Scene will welcome party-goers at the new venue of Port Canto. Tickets are available to purchase at The Scene desk on Level 1 of the Palais des Festivals or at the venue entrance upon presentation of your badge. Entry is by ticket only
- Early risers will have a chance to take a look into the future at the Innovation in Action workshop taking place tomorrow at 08:00, just prior to the opening of the new TFWA Innovation Lab exhibition. It will be held at the Hotel Majestic
- The TFWA Innovation Lab will open tomorrow with a press breakfast at 09:00, giving exhibitors the chance to meet members of the media visiting Cannes this week
- Please do remember to share your experiences of your week in Cannes on social media, using the hashtag #TFWALive

Exhibition opening: Today 12:00

Please note that the official opening of TFWA World Exhibition will take place today at 12:00.

Sam Gerber elected to TFWA Board as VP Corporate



Sam Gerber has been elected to the TFWA Board as Vice-President Corporate. Gerber is Managing Partner and Head of Sales & Marketing at SKROSS, the market leader for premium travel power solutions.

Commenting on his appointment, Gerber said: "Working as part of an association, I believe there are two things you need to bring – purpose and passion. Our industry is full of passionate people all with a common purpose of growing the trade, and it's great to be part of a team of like-minded professionals at TFWA who share a similar vision of driving the market forward."

TFWA Innovation Lab: official opening

Please note that the TFWA Innovation Lab opens at 09:00 tomorrow. The TFWA Innovation Lab is located in an exclusive tented exhibition area facing the Majestic Beach, beside the main exhibition at the Palais des Festivals.

TFWA App



The TFWA App is a powerful, interactive tool, designed to optimise delegate experience at TFWA events. It delivers all the information you need to participate, network, and more, in the palm of your hand, truly maximising your attendance at TFWA World Exhibition & Conference.

Plan your event, navigate your way around onsite with the geolocation service, connect and meet with your business partners, interact with conference speakers, and be part of the TFWA community all year round.

Scan this code to download the TFWA App:



Scan this code to visit tfwa.com



Send TFWA a message on



@TFWAnews

Follow us on



#TFWALive



01



02



03



04

Opening Cocktail

The stunning Port Canto terrace played host to last night's Opening Cocktail. With breath-taking waterside vistas, the venue was the ideal vantage point for the superb firework display, courtesy of the City of Cannes.

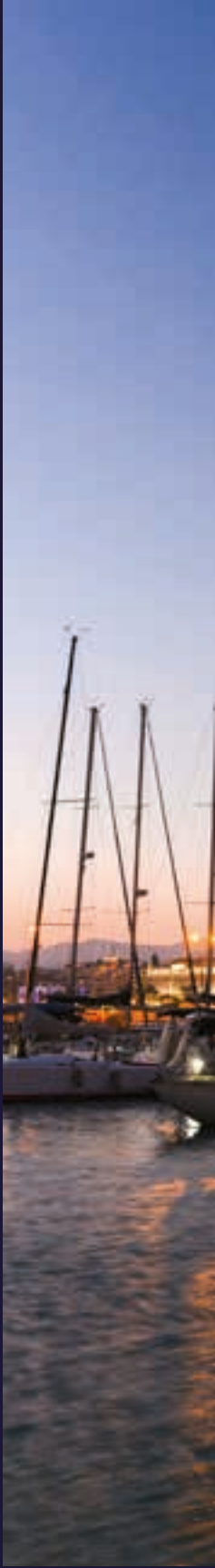
All TFWA social events, including The Scene, are this year taking place in the spectacular setting of Port Canto. A special, continual shuttle service is operating each night on the Croisette from 22:00 to 02:00.



05



06





09



01 Artdeco Cosmetic Group's Denise Schmueck, Deputy Sales Marketing Director and Anna Dornbusch, International Sales Marketing Manager.

02 Manish Kalathil, Cospir Distribution; Dhiren Vasa, Cospir Distribution; Gautom Menon, Founder & Chief Brand Officer, Wild Tiger Rum; and Shibu Thomas, CEO & Chief Brand Architect, Harison Premium Chocolate.

03 Etienne & Sabina Hendricks, MosquitNo, and Kristelle Assi, Sourcing Specialist, T.JX.

04 Ralf Zimmermann, Service Delivery Coordinator, SKYlink; Edgar Romero, Marketing Manager, SKYlink; Tom Pawlytta, Operations Management, SKYlink; Nina Jacobson, Business Development Manager, Swarovski; and Pepe Cuenca, Marketing & Brand Management, SKYlink.

05 Eleen Holland, Associate, Jonathan Holland & Associates; Sue Lewis, Asia Director, Sisley; Sunil Tuli, Managing Director Travel Retail & Duty Free, King Power Group (Hong Kong).

06 Elizabeth Woodland, Business Development, Time Products (UK) Limited; Louis Pasternak, Publisher/Editor, Travel Markets Insider; John Rimmer, Managing Director, TFWA; and Rupert Firbank, Commercial Director Global Travel Retail, Accolade Wines.

07 Mikael Agay, Global Business Development, ion - an Aydy company; Geraldine Archambault, Founder, Essential Parfums; and Alain Maingreud, President, TFWA.

08 Premier Portfolio International Limited's Kevin Walsh, Director; Yvonne Frampton, Sales & Marketing; Garry Maxwell, Sales & Purchasing Director; and Andrew Webster, Director.

09 Watanabe Shigeru, Managing Director, Rugeshi Limited; Etsuo Hashino, Vice President, Centrair Duty Free; Ayumi Sugaya, Marketing Group Manager, Centrair Duty Free; Minoru Yokoyama, General Manager, Centrair Duty Free; Tomoyo Tsuge, Assistant Marketing Group Manager, Centrair Duty Free; Yumi Takeda, Senior Director, Centrair Duty Free; and Riki Inuzuka, President & CEO, Central Japan International Airport.

10 Harper Dennis Hobbs' Matthew Webb, Analyst - Travel Retail; Hazel Catterall, Director - Travel Retail; Sharon Daley, Director - Travel Retail; Simon Black, Director - Travel Retail.

11 Ramesh Cidambi, Chief Operating Officer, Dubai Duty Free; Breeda McLoughlin with Colm McLoughlin, CEO, Dubai Duty Free; Sarah Branquino, External Affairs Director, DUFREY; and Erik Juul-Mortensen, founding member, TFWA.

12 Roberta Iandolo, Senior Group Brand Manager, Beauty and Luxury; Thuy Vi Maria Tran, International Business Developer, 3sense; Antonello Panepinto, Export Manager, Beauty and Luxury; Ilaria Zegarelli, Business Development Manager, Give Back Beauty; Silvia Di Lucia, Export Assistant, Beauty and Luxury; and Martina Prazzini, Business Coordinator Domestic Markets, Beauty and Luxury.

13 Peter Zehnder, Head of Global Duty Free & Customer Service, Lindt & Sprüngli; Enrique Urioste, CEO, Neutral Duty Free Shop; and Champagne Lanson's Francois Van Aal, President with Emmanuel Gantet, Overseas Export Manager.



10



11



12



13



07



08

TFWA World Conference

With global sales at an all-time high amid improvements to infrastructure all over the world, the duty free & travel retail industry would appear to be in good shape to face the future. But how sustainable is the market's current growth? As the ground shifts beneath us in arguably the most turbulent geo-political climate since the end of the Cold War, what are the main threats to international trade? Do today's leaders truly understand the needs of global business? And as consumers increasingly embrace the need to preserve the environment, what role should brands and retailers play in confronting their concerns? Are we part of the solution, or part of the problem?

▶ The TFWA World Conference 2019, the opening event of the duty free & travel retail industry's global summit, will look at the real prospects for our market against a challenging economic and political backdrop. Joining the TFWA President as speakers will be a globally renowned statesman and a brandtech pioneer.

The Conference will be opened by TFWA President Alain Maingreud, in his first address to the industry in Cannes. Alain will explore some of the main issues facing the duty free & travel retail industry today, and the role that TFWA can play in helping promote future growth.

Alain Maingreud,
President, Tax Free
World Association



The Rt. Hon. Tony Blair,
Prime Minister, Great Britain and
Northern Ireland (1997-2007)

▶ The keynote speaker at this year's Conference, the Rt. Hon. Tony Blair, is a statesman of global renown. Prime Minister of Great Britain and Northern Ireland from 1997 to 2007, he led the Labour party to three successive election victories and left a lasting mark on politics in the country. Since leaving office he has remained at the forefront of world affairs, and is an authoritative voice on issues such as global trade, Middle East tensions and Brexit. He is sure to provide a fascinating insight into a troubled period for international relations.



**David Jones, Founder
and CEO, You & Mr
Jones, Founder, One
Young World**

▶ The Conference will also hear from a world authority on brand marketing: David Jones, former CEO of advertising agency Havas and the founder of You & Mr Jones, a tech holding company specialised in brand communication. A proponent of corporate responsibility and social change, David was named 2013 Sustainable Business Leader by UK newspaper The Guardian, and is the co-founder of One Young World, a non-profit organisation that provides young leaders with a platform to bring about positive change. David will explore the impact of technology on branding, and also how all businesses can help ensure a sustainable future at a time of increasing concerns over the environment.

The TFWA World Conference will be moderated by Stephen Sackur, journalist and presenter of current affairs programme HARDTalk on BBC World.

Stephen Sackur,
journalist and presenter
of current affairs
programme HARDTalk
on BBC World



Using the TFWA App, delegates at the Conference will have the opportunity to put comments and questions to speakers.

Workshops programme

Innovation in Action Workshop

Tuesday 1 October



08:00-09:00

Salon Croisette,
Hotel Majestic

▶ This year sees the debut of a new concept in Cannes, the TFWA Innovation Lab. Designed to showcase new thinking and fresh ideas, the Innovation Lab will welcome a broad range of service providers in addition to brands and airports, presenting solutions in areas including customer engagement & transactions, digital tech, data and sustainability.

The Innovation in Action workshop, held immediately prior to the opening of the Innovation Lab, will explore that new thinking courtesy of some of the companies that are helping shape the future of retail and travel.

Speakers will include Amazon Pay Head of France Julie Menville, Concourse Display Management Director Chris Morriss, and Alibaba Global Travel Chief Marketing Officer Christina Lu.

The session will be moderated by TFWA Conference Manager Michele Miranda.

Inflight Focus Workshop

Wednesday 2 October



08:00-09:00

Salon Croisette,
Hotel Majestic

▶ The inflight retail market is in a state of transition as an increasing number of airlines review their approach to the business. Some have withdrawn from retail altogether; others are looking to shift the business online; others are looking for hybrid solutions. Despite the decline in global sales suggested by Generation Research figures, the opportunity for improvement exists as new means of customer engagement are developed.

This year's Inflight Focus Workshop will discuss ways to stimulate sales and drive the market forward. Delegates will hear from two of the airlines with diverse and growing retail businesses, who will share their thoughts on product trends and new revenue streams. And one of the companies offering a new way to conduct the inflight business will explain how the onboard retail offer of the future might look.

Speakers at the workshop will include Cathay Pacific Airways Head of Retail & eCommerce Aldric Chau, AirAsia Group Head of Buying Duty Free Elina Jamaluddin, and airfree Co-founder Valéry Méary.

The session will be moderated by TRBusiness Managing Editor Charlotte Turner.



Julie Menville,
Head of France, Amazon Pay



Chris Morriss,
Director, Concourse
Display Management



Christina Lu,
Chief Marketing Officer,
Global Travel, Alibaba Group



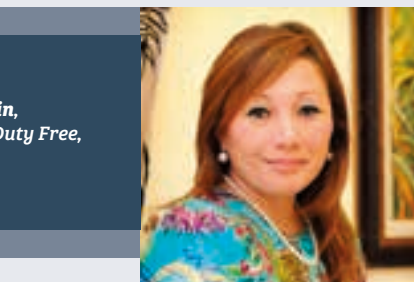
Aldric Chau,
Head of Retail & eCommerce,
Cathay Pacific Airways



Valéry Méary,
Co-founder, airfree



Elina Jamaluddin,
Group Head of Buying Duty Free,
AirAsia





David Jones, Founder and CEO, You & Mr Jones, Founder, One Young World: "AI will enhance people's ability to carry out their jobs and dramatically improve customer interaction. I think in the next five years we are going to see more change and disruption than we have in the last 10 years."

Purpose and technology: "two massive forces that are changing travel and travel retail dramatically"

Today's TFWA World Conference will hear from a world authority on brand marketing: David Jones, former CEO of advertising agency Havas and the founder of You & Mr Jones, a tech holding company specialised in brand communication. He spoke to Ross Falconer.

A proponent of corporate responsibility and social change, David Jones is the co-founder of One Young World, a non-profit organisation that provides young leaders with a platform to bring about positive change.

The former CEO of advertising agency Havas and founder of You & Mr Jones, a tech holding company specialised in brand communication, in today's TFWA World Conference he will explore the impact of technology on branding, and how all businesses can help ensure a sustainable future.

"I'm going to talk about two massive forces that are changing and will change travel and travel retail dramatically: purpose and technology," Jones explains. "I'll also provide a reminder that not everyone travels for pleasure – some people are forced to travel, and we shouldn't forget them."

You & Mr Jones is the world's first Brandtech group. "Brandtech is basically a belief that, thanks to technology, you can now do all marketing better, faster and cheaper," says Jones.

The smartphone has created a tectonic disruption in the marketing world – totally changing how and where people consume content, creating a huge need for new types and formats of content for all of the new channels and platforms, and enabling every person to be a content creator, as well as generating unprecedented levels of data.

"The term Brandtech encompasses how brands can build capabilities in technology that respond to the different demands of the digital age," Jones explains. "People take in content in so many different ways, and brands have to know how to build content that is short, that is long, that is vertical, that is text, that is video, that is emoji, that is AR and that, above all,

lives on mobile. Technology not only means that you now need to produce all of this new content, but it has also provided the means for you to do it at a fraction of the cost of old-fashioned legacy methods, then to leverage all of the data – GDPR-compliant of course – to make it more effective."

New and emerging technologies will have a significant impact on branding. "I don't think we fully understand yet the extent to which both Artificial Intelligence and Augmented Reality are going to have a dramatic impact not just on marketing and branding, but on business and even the internet," Jones comments. "They will change everything from content creation and distribution, to customer service, to entire business models."

AR will mean that every single place, product, object, destination or experience can be augmented through technology, while AI will mean that all content will be intelligent.

"Technology, purpose and activism changing the rules of marketing"

At a time of increasing concerns over the environment, Jones will this morning address how all businesses can help ensure a sustainable future.

"We often say that brands need to move from 'marketing to consumers' to 'mattering to people'," he explains. "I think this phrase is a very good barometer to use when looking at how to help ensure a more sustainable future. For a long time, brands were reluctant to get involved in social issues. Then, more recently, brands started thinking that they had to stand for something beyond simply profit, to have a purpose. At the start of the decade I actually wrote a book, 'Who Cares Wins: why good business is better business', about that."

What has become clear lately is that people want brands to take a stand for something. That matters more and more, especially to young people. "We're seeing brands move from purpose to actual activism," says Jones. "People expect more than good citizenship, they expect commitment, like Patagonia did for climate change, or Nike did with Colin Kaepernick, or TOMS for anti-gun violence. It's a new world in which technology, purpose and activism are changing the rules of marketing."

Jones founded One Young World with Kate Robertson 10 years ago. The idea was, and still is, to empower brilliant young leaders to drive change in the world. "There is a brilliant generation of young leaders who, thanks to technology, are the most knowledgeable, the most responsible, and above all the most powerful generation of young leaders we have ever seen," says Jones. "They understand better than anyone how to use the power of digital and social to drive change. Just look at the amazing example being set by 16-year-old Greta Thunberg – she's doing more for climate change than any senior leader, including sailing to New York for meetings rather than flying!"

One travel-related example of the work of One Young World Ambassadors is the Palau Pledge. The Republic of Palau, an archipelago in the Pacific Ocean, is the first nation on earth to change its immigration laws for the cause of environmental protection. Upon entry, visitors need to sign a passport pledge to act in an ecologically responsible way on the island. "As Kofi Annan, who was such a passionate climate activist used to say, 'If you want to go fast, go alone. But if you want to go far, go together'," Jones concludes.

DIESEL
FOR SUCCESSFUL LIVING

**ENJOY
BEFORE
RETURNING**

Party time

All TFWA social events, including *The Scene*, are this year taking place in the spectacular setting of *Port Canto*, with its stunning views of the Cannes marina. A special, continual shuttle service is operating each night on the Croisette from 22:00 to 02:00.

The Scene

Tonight to Thursday 3 October, 22:00-02:00

NEW VENUE: Port Canto

Duty free and travel retail's very own nightspot moves to a glamorous new location amidst the superyachts at Cannes' foremost marina.

- Entry by ticket only – available for purchase at The Scene desk (Palais des Festivals, Level 1) or at the venue entrance (upon presentation of your badge).
- Special shuttle service: Majestic*, JW Marriott, Carlton & Martinez hotels – Port Canto
- Continual service from 22:00 to 02:00



*The coach departure and return point will be adjacent to the car park exit of the Palais des Festivals on the Croisette, opposite the Hotel Majestic.

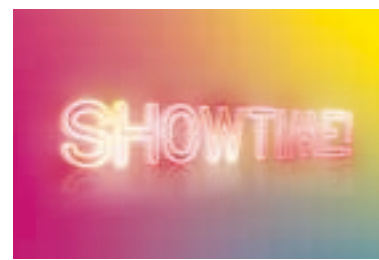
Kindly sponsored by:



Le Premium Evening

Thursday 3 October, 20:00

Port Canto



The industry's ultimate night out combines sumptuous cuisine with strolling musicians and eye-catching performers.

Then discover an unforgettable closing party and DJ set at The Scene next door.

Kindly reserve your table before 18:00 on Wednesday 2 October at Le Premium Evening Desk, Palais des

Festivals (Level 1). Please note, however, that any special dietary requirements must be advised by 16:00 on Tuesday 1 October at the latest (location as above). Beyond that date, dietary options will depend upon what is available.

- Dress code: Black tie
- Entry by invitation only – part of the full-delegate package.
- NB: Guests attending Le Premium Evening with full-delegate status will receive admission free of charge to The Scene on Thursday night.
- A shuttle service will operate from all major hotels

Helping young women to break the cycle of poverty and exploitation

During its second year as a fully-fledged membership organisation for women in the travel retail industry, the members of Women in Travel Retail (WiTR) were invited to nominate charities for support in 2019. Members opted for a programme nominated by Colleen Morgan of the Moodie Davitt Report. Run in Siem Reap, Cambodia, by established charity Friends-International, it gives beauty salon training to young women aged 16-24, helping them to break the cycle of poverty and exploitation and provide for their families, work in a safe place, and learn customer-oriented skills in a real work environment.

Marginalised female youth in Cambodia continually face many barriers to access employment, including lack of education and the ability to pay for training.

WiTR aims to raise €15,000 for the Friends-International charity during TFWA World Exhibition & Conference. "The €15,000 target that we have set ourselves will fund places for young women on the beauty vocational training programme," says WiTR Chair Sarah Branquinho. "This runs for eight months and has a curriculum that provides market-aligned quality technical skills within a classroom environment and within recognised beauty and nail training salons. Equally important, the programme also offers psycho-social counselling, basic literacy and numeracy, Khmer and English lessons, as well as a significant focus on soft skills: personal development via confidence-building, emotion and stress management, along with collaborative working skills."

The programme also links students to a full range of basic social services, such as medical referrals to hospitals, support to obtain legal documents (as many Khmer children and youth born after the Khmer Rouge ruling do not own birth certificates for example), a meal each day, transport to and from training, as well as short-term housing if required. After graduating, the students progress to FI's Futures Office where employment experts help the students secure employment or assist them in starting a micro-enterprise.

WiTR invites exhibitors and visitors at TFWA World Exhibition & Conference to help them reach their target of €15,000 by entering a draw to win fabulous prizes. Each business card entry raises €10 towards the project (three entries for €20). The event takes place tomorrow at 17:30 in the Business Centre on Level 3 of the Palais des Festivals.

Additional commitments from industry colleagues of auction and raffle prizes for the grand draw would be appreciated. Please deliver donations to the Lacoste stand (Riviera Village RH15) by 15:00 tomorrow.



Women in Travel Retail is this year supporting a programme run in Siem Reap, Cambodia, by established charity Friends-International, which gives beauty salon training to young women aged 16-24.



#mbmanintense

Mercedes-Benz Man.

Intense, the new star fragrance.



INCC - Licensee of Daimler AG



Mercedes-Benz



NEW LOCATION: JOIN US AT THE RIVIERA VILLAGE – BOOTH D9 TO DISCOVER OUR NEW FRAGRANCE



New ideas. Fresh thinking.

1-4 October 2019
Cannes

The new TFWA Innovation Lab opens tomorrow morning at 09:00 in an exclusive tented exhibition area facing the Majestic Beach, beside the main exhibition at the Palais des Festivals.



▲
Julien Sivan, CEO SKYdeals:
"SKYdeals is reinventing travel retail thanks to inflight connectivity."

SKYdeals: "reinventing travel retail thanks to inflight connectivity"

S KYdeals (stand B05) aims to reinvent travel retail through 'Inflight Shoppertainment' and is exhibiting in the TFWA Innovation Lab with the objective of meeting with travel retailers, brands and airlines in order to launch new, innovative projects to connected passengers.

"SKYdeals is reinventing travel retail thanks to inflight connectivity," explains Julien Sivan, CEO. "We launched the first online marketplace allowing brands and travel retailers to promote flash sales targeting passengers currently in the air. Part of our job is to make shopping entertaining during the whole time of the flight with our innovative 'Inflight Shoppertainment' features."

SKYdeals has been live on all Air France connected flights since January 2019 and will soon be launched on the La Compagnie full business class airline.

Sivan succinctly sums up the SKYdeals strategy within the travel retail channel:

For brands: "SKYdeals opens the travel retail market to all brands wishing to sell products to air passengers on the sole condition of being able to deliver passengers to their home."

For travel retailers: "SKYdeals offers travel retailers an innovative new sales channel to destock unsold products to passengers on arrival and deliver them at the gate."

For airlines and cruises: "SKYdeals helps to generate additional revenues through onboard connectivity and delivers a new and unique 'Inflight Shoppertainment' experience to their passengers."



Helping brands boost performance through customer experience

T he Customer Experience Group (CXG) is participating in the TFWA Innovation Lab (stand B03), where it will showcase two of its customer experience (CX) solutions, the CX App and Voice of Customer.

An alliance of five agencies that helps premium and luxury brands build memorable customer experiences, CXG is comprised of Wisely Insights, Activate Experience, Albatross CX, SmartCX, and FACE2FACE.

CXG has developed a unique platform that allows travel retail brands to execute CX transformations. Through its suite of CX solutions, CXG helps brands transform transactional moments into relationships and emotional experiences.

"Through deep customer insights, expert onsite coaching and our innovative digital app, we provide tailor-made solutions to improve our clients' businesses," says Christophe Caïs, CEO of the Customer Experience Group. "We accompany travel retail players – brands, operators, airlines – in their CX transformation, no matter how advanced they are."



CXG has been working within travel retail for more than nine years, operating all over the world. Its latest developments focus on:

- Solid CX benchmark that allows clients to clearly and accurately position their existing customer experience against their peers
- An enhanced version of the CX App that supports front-line teams to deliver an outstanding customer experience
- Its 'Voice of Customer' platform that helps brands better understand their customers' wants and needs

"We acknowledge the importance of strong, relevant operations within the travel retail channel," says Caïs. "However, excellent operations are only the starting point for success. We believe that a focus on customer experience is what truly defines and optimises a business. We refuse the dogma that all travellers are in a hurry, that they all know what they want, and that it is impossible to deliver a good customer experience during peak time. Instead, we provide pragmatic solutions that effectively optimise traffic in travel retail – catering for the needs and behaviours of today's modern traveller."

The objectives of CXG in the TFWA Innovation Lab include further developing relationships with existing clients by presenting its proprietary 'CX App' and 'Voice of Customer' solutions.

Caïs adds that CXG also aims "to initiate discussions with attendees to demonstrate how they can optimise their business through CX using a relevant combination of knowledge, measurement, coaching and support."



▲
Christophe Caïs, CEO of the Customer Experience Group:
"Our strategy is to start with a pilot phase in order to validate a 'proof of concept' that is 100% relevant for the client. Then, we deploy this concept – most of the time in combination with other diverse solutions – step-by-step, starting with the most impactful touchpoints."

Kinder®

a
maxi
treat
for every trip

Available
in
2020



Kinder Maxi has arrived!

Discover now our exclusive
and iconic mega bar at
Ferrero stand - Bay Village 8.

Our brand ambassadors,
Milky & Schoki,
are ready to welcome you!



Delivering memorable moments to the travelling consumer

S pafax (stand A17) is a global media, content and entertainment agency delivering memorable moments to the travelling consumer. With a global audience of over one billion, it connects brands with travellers to create measurable and engaging experiences. Current clients include Air Canada, American Airlines, British Airways, Air China, Delta Air Lines, Emirates, Lufthansa, Singapore Airlines and many others.

"Beyond the media inventory we manage and entertainment we program, on behalf of our 25+ airline clients, we take brands to passengers and make them believers – leveraging creative technology to enhance their journey," says Jonathan Gilbert, Vice President, Digital Content & Development, Spafax. "To achieve this, we deliver on four key services to our airline clients and brand partners: Strategic Consultancy, Service Enhancement, Product Development, and Experience Development."

Spafax delivers maximum value from its clients'



Spafax brought together classic British food spread brand, Marmite, and British Airways. Marmite created a special BA Centenary edition 70g jar. Marmite also received brand placement for its special edition jars within the BA lounge F&B service and onboard in First Class with toast.



owned media assets to the on-the-go consumer across social, mobile and digital environments alongside its existing traditional media (OOH, pre-roll video, print). "Some of our latest and most exciting developments, however, go beyond selling ad slots for OOH or on the in-flight screen," explains Gilbert.

Recently, during its centenary year, British Airways wanted to release a series of 'centenary edition' products and activations, and partnered with Spafax to help them develop partnerships that would harmonise with its vision of modern Britain and reflect the British Airways brand.

"British Airways was also set to launch its highly-anticipated new Club Lounge at New York's JFK Airport and wanted to create passenger service enhancements that add style and interest to the lounge experience," says Gilbert. "With this vision in mind, Spafax developed and executed on five key brand partnerships for BA's JFK lounge: BrewDog, Marmite, MatchesFashion.com, The Quaich Bar, and Borough Wines."

Commenting on the TFWA Innovation Lab, Tullia Vitturi di Este-Lochra, Head of Global Luxury & Director of Media, Spafax, adds: "We look forward to educating brands on our latest travel retail opportunities that not only give brands access to the highly captive airline audience, but also weave their brand into the passenger experience in a way that is meaningful and engaging for travellers. It will also be a great opportunity to meet with brand partners face-to-face."

Spafax worked with the iconic Craigellachie Hotel to recreate the character and warmth of the Quaich bar in the BA JFK lounge. The activation included branded coasters, offers at the hotel, as well as cocktails served to lounge visitors that feature the hotel's signature whisky, Copper Dog.

TFWA INNOVATION LAB EXHIBITORS

airfree	Stand A05
Alibaba	Stand A12
Au Cœur Du Luxe	Stand B08
Blynk	Stand A02/B01
Breo	Stand B12
Cartier	Stand B07
Concourse	Stand A03
Customer Experience Group	Stand B03
DIAGEO Seedlip	Stand A08
Dr. Banner Airport	Stand A04
Global Smiling – Elyyon	Stand B06
Hilo	Stand A15
i-coupon	Stand A07
IMM – Inflight Media Digital	Stand A13
Inflyter	Stand A19
Ion8	Stand B14
JCDecaux	Stand B04
Munich Airport	Stand B10
NPD	Stand B11
Perfect Corp.	Stand A06
Perfumist	Stand B02
Romy Hylab	Stand A21
SKYdeals	Stand B05
Spafax Airline Network	Stand A17
TR Sustainability Forum	Stand A10
TravelX – Intelligent	
Travel Retail	Stand A09
UPSILON	Stand A01
Yanu	Stand A11

TFWA INNOVATION LAB AT A GLANCE

- From 09:00 tomorrow to 12:00 on Friday 4 October
- Approximately 30 exhibitors
- Location: an exclusive tented exhibition area facing the Majestic Beach, beside the main exhibition at the Palais des Festivals
- Innovation in Action Workshop: Hotel Majestic, tomorrow 08:00-09:00
- TFWA Innovation Lab Press Breakfast: tomorrow 09:00-10:00
- Exhibitors will benefit from the TFWA ONE2ONE pre-scheduled meeting service: an opportunity for TFWA Innovation Lab exhibitors and visitors to meet face-to-face
- Open to the 12,000-plus participants (delegates, exhibitors and visitors) expected to attend TFWA World Exhibition & Conference

In partnership with:



Airport Partner:



Media Partners:



Innovation in Action:



ONE2ONE Partner:



Press Breakfast:





CONAXESS TRADE

Conaxess Trade – Your Partner in Nordic Travel Retail

Conaxess Trade is one of Europe's leading confectionery distributors within travel retail with a particularly strong presence in Northern Europe.

ENGLAND'S FINEST
Est 1894
WALKER'S
NONSUCH®

– new launch in travel retail

Independent family company Walker's Nonsuch is one of England's finest makers of traditional toffee. At the heart of the company lies quality and passion for just good ingredients like whole milk and butteroil. Now travelers can enjoy these delicious toffees.

- ✓ **Just good ingredients**
- ✓ **Favourite toffee for generations**
- ✓ **125 years of toffee making**

Visit us in the Yellow Village Stand no. G59



 Good home for brands

Conaxess Trade Denmark A/S · www.conaxesstrade.com

Shiseido Travel Retail: 'Beauty Innovations for a Better World'

Vision 2020 is Shiseido Group's six-year medium-to-long-term strategy, aiming to rejuvenate Shiseido and ensure its sustainability through the next century. Philippe Lesné, President and CEO, Shiseido Travel Retail, updates Ross Falconer on the road to Vision 2020, and Shiseido Travel Retail's performance in the first half of 2019.

Shiseido Travel Retail is a growth engine for the Group. For the first half of 2019, it achieved more than half a billion US dollars in net sales, representing growth of +17.3% – more than double the growth of Shiseido Group during the same period. "Shiseido Travel Retail is now the fourth-largest region for the Group in terms of performance and we are very proud of the contribution that we are making to the Group's growth," begins Philippe Lesné, President and CEO, Shiseido Travel Retail. "Travel retail is a great platform for us to present our brands to the world – China and South Korea remain our top-performing markets, and in Singapore, our growth has been bolstered by the launch of the SHISEIDO FOREST VALLEY at Jewel Changi Airport, which has helped us to establish a deeper connection between the brand and consumers by enabling them to live SHISEIDO's story through their own experience."

The great results in 2019 have been led by prestige brands, particularly SHISEIDO and NARS, but also Japanese brands Anessa and IPSA, which are growing rapidly. "Our vision is to leverage our Japanese heritage to become a leading global beauty company, focused on delivering beauty innovations for travellers, through exciting and inspiring retail experiences, digitalisation and customer service excellence," Lesné explains.

The road to Vision 2020

Vision 2020 is Shiseido Group's six-year medium-to-long-term strategy – broken into two three-year phases – that was laid out by Shiseido Group

President and CEO Masahiko Uotani.

"During the first phase from 2015 to 2017, we focused on rebuilding our business foundation and setting ourselves up for the future, and we have completed this phase with extraordinary growth," says Lesné. "We entered the second phase in 2018 with revised targets for 2020, during which the focus is on implementing new strategies to accelerate growth, to steer us towards becoming one of the top three companies in the global prestige cosmetics market."

Earlier this year, the Global Innovation Centre was officially opened in Yokohama, equipping the Group with advanced innovation capabilities and adding value through the integration of knowledge and expertise to create products and services that are in line with its new mission: 'Beauty Innovations for a Better World'.

In the second phase, 2018–2020, Shiseido has been working hard to maximise growth in a sustainable way, focusing on its growth drivers: core brands, insights-driven marketing, sales productivity and operational excellence.

"We have also creatively redesigned and refined the way we engage our dynamic consumers, especially the millennials," says Lesné. "We have launched several captivating activations this year, with one of our noteworthy installations being the SHISEIDO FOREST VALLEY in Singapore's Jewel Changi Airport."

Shiseido Group's Vision 2020 is very much consumer-oriented, and Lesné highlights some overarching trends. "Consumers are looking for more personalisation and customisation in their products because they want to



SHISEIDO's Vital Perfection Uplifting and Firming Cream is a proactive regenerating cream that contains SHISEIDO's Reneura Technology+ that enhances and speeds up lifting and firming.

own something that is one-of-a-kind, and our skincare brand IPSA and fragrance brand Narciso Rodriguez have been offering such services."

Self-care is also gradually taking centre stage when it comes to skincare and make-up. "More consumers are becoming interested in what goes onto their skin, which is putting pressure on companies to be more transparent about their ingredient list," Lesné adds. "Similarly, there is a shift towards clean beauty, where ingredients are natural, ethically-sourced and cruelty-free. We are also seeing more brands embracing diversity in their products, becoming more inclusive and gender-neutral."

Visitors to the Shiseido Travel Retail stand at TFWA World Exhibition & Conference (Riviera Village RJ5) can expect to experience the best of Shiseido Group's portfolio. "We are also very honoured to have Shiseido Group President and CEO Masahiko Uotani returning to Cannes," says Lesné. "It is very rewarding to be part of a company that receives such support from the Group level."

Shiseido Travel Retail will also showcase new make-up and skincare products from its best-selling prestige brands SHISEIDO, Clé de Peau Beauté, Laura Mercier and NARS.

Looking ahead, Shiseido will continue to lean on its strong Japanese heritage and R&D expertise to develop innovative skincare and make-up products. It has also planned openings for selected brands in strategic regions to stimulate growth.

Lesné adds that, in the next five years, Shiseido Travel Retail will strive to drive growth and profitability for the Group. "This includes expanding into new territories and continuing to build strong partnerships with key retailers across regions and take part in meaningful collaborations; these are key to developing initiatives and programmes for the ever-changing consumer. We have our plans in place and we are ready to enter this new phase of our mission."



At Shiseido Travel Retail's recent Narciso Rodriguez activation in Dubai Duty Free, there was an engraving service that made purchase truly personalised.



▲ The Dubai Duty Free staff gathered in a '50' formation to congratulate Colm McLoughlin, Executive Vice Chairman & CEO, in celebration of his 50th anniversary milestone in the duty free industry.

50-year career milestone for Colm McLoughlin in the duty free industry

On 1 June 2019, Colm McLoughlin, Executive Vice Chairman & CEO, Dubai Duty Free, celebrated 50 years in the duty free industry. Widely recognised as an industry legend and known as the driving force behind Dubai Duty Free's successful US\$2 billion business, McLoughlin was on holiday in his native Ireland in the spring of 1969 when he first read about a job at Shannon Duty Free, the birthplace of the duty free industry.

"I had been working for Woolworths in London, so I had a number of years of retail management experience," he says. "When I saw the job advertised in Shannon Duty Free I thought "I wonder what that is about", so I applied for the position mainly to see what the job entailed."

As fate would have it, McLoughlin was offered the job on the spot and so began his five-decade long career in the industry.

To mark his 50 years in the duty free industry, the Dubai Duty Free team hosted a dinner at Magnolia in Al Qasr Hotel. "They had arranged a video greeting from my family, friends and industry colleagues that was shown that evening," McLoughlin explains.

They also produced a special 50th Anniversary photobook that includes many messages and photos, which was a great memento of the occasion.

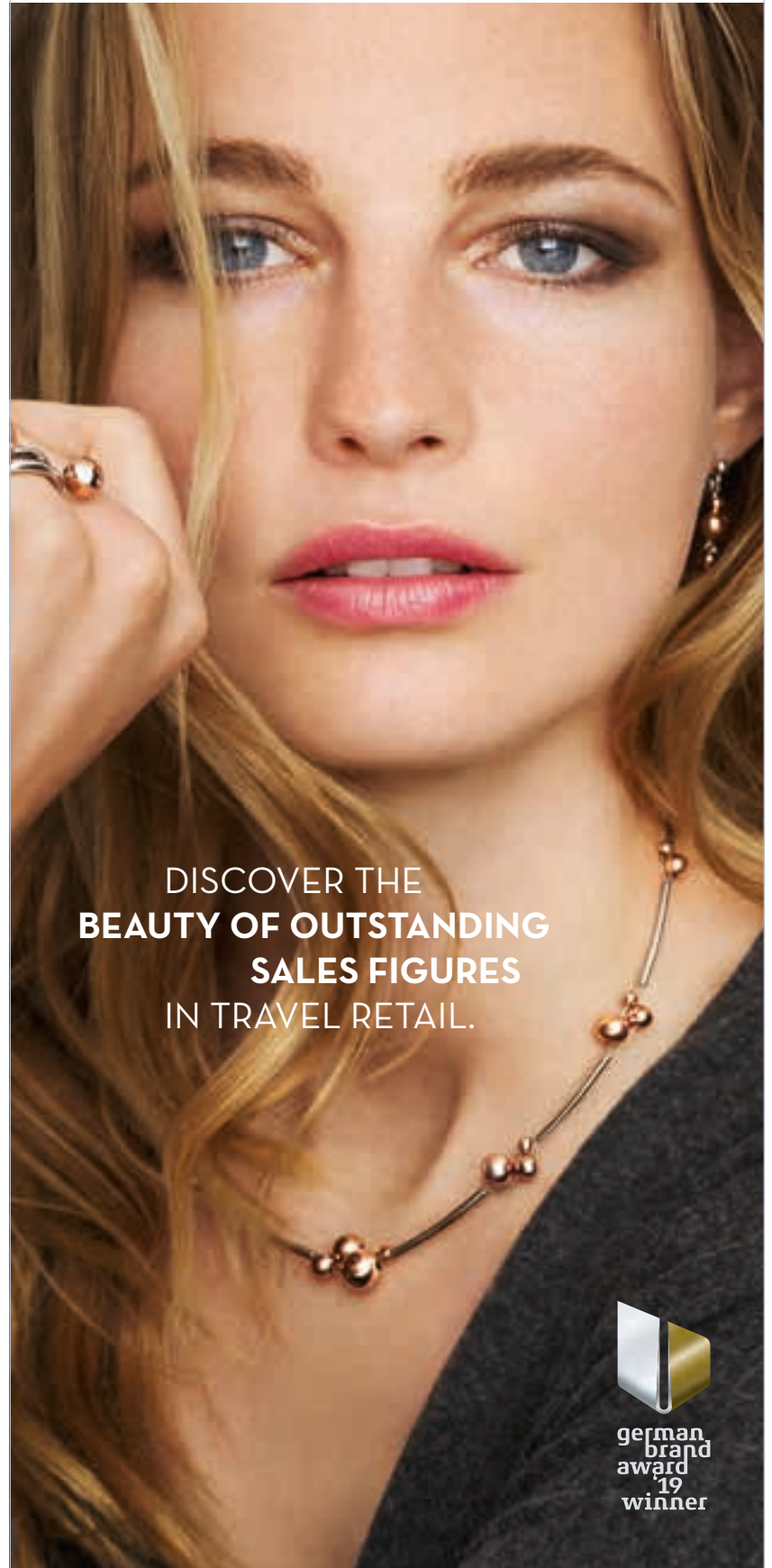
"There have been so many achievements that I am very proud of throughout my career in this industry, however, the fact that Dubai Duty Free has grown to be the single largest duty free in any single airport, is certainly a proud achievement," says McLoughlin. "We have also been very fortunate over the past 36 years to have the support of the Government of Dubai, and in particular that of H.H. Sheikh Ahmed bin Saeed Al Maktoum, President of the Dubai Civil Aviation Authority and Chairman of Dubai Duty Free."

Over the years, Dubai Duty Free has been the recipient of around 700 awards, including the Frontier Awards for Airport Retailer of the Year, which it first received back in 1985 and subsequently received eight times more.

"I am also very proud of our staff, all 6,100 of them, for their efforts and hard work in running a US\$2 billion business that operates 24 hours a day, seven days a week," McLoughlin adds. "The fact that we still have 25 of our original 100 employees makes me very proud."

COEUR^{DE}LION

HANDMADE IN GERMANY



DISCOVER THE
BEAUTY OF OUTSTANDING
SALES FIGURES
IN TRAVEL RETAIL.



MEET COEUR DE LION, A TOP SELLER IN TRAVEL RETAIL,
AT BOOTH **M50**, GREEN VILLAGE.
FOR APPOINTMENTS PLEASE CONTACT SABRINA VALENTI
ON SV@COEUR.DE OR +49-151-27 24 46 80.

Qatar Duty Free experiencing growth across all key metrics

Qatar Duty Free (QDF) reports a fantastic year so far, with an increase in sales that is outperforming the double-digit growth in passenger numbers. “We have also seen an increase across all key metrics, including spend per passenger and average transaction values,” explains Thabet Musleh, Vice President Operations, Qatar Duty Free.

QDF has over 90 affordable and luxury retail outlets, as well as more than 30 restaurants and cafés covering 40,000sqm at Hamad International Airport.

“Last month we opened a second Perfumes & Cosmetics Hall in the South Retail Plaza at the award-winning Hamad International Airport, through which we have introduced a number of brands to the QDF portfolio, including Kérastase, Aqua De Parma, Foreo, Sisley, Benefit, Rituals and a selection of highlight Korean brands such as Sulwhasoo, AHC and Laneige,” says Musleh. “The new store builds on the continued success of the perfumes, skincare and cosmetics category in QDF, and increases the category footprint by 25% in this area.”

This marks the first phase of the expansion and redesign of the core duty free space in the South Retail Plaza across 2019 and 2020.

Meanwhile, QDF will undergo an expansion with a complete rebuild of the Liquor & Tobacco and Food &



▲ *Thabet Musleh, Vice President Operations, Qatar Duty Free: “Providing our customers with what they want remains our top priority and we do this through constantly refreshing our brand and product line up – both in retail and in F&B – delivered with excellent customer service.”*

Confectionery areas later this year, as well as a rebuild of the main Perfumes & Cosmetics area in the next year.

Earlier this year, QDF created the first-ever Qatar Airways Travel Boutique, a shop dedicated to the airline’s collectables, branded travel essentials, and memorabilia. “Complete with A380 First Class seat to experience, the shop is specially-designed to create the feeling of stepping onboard a Qatar Airways aircraft,” says Musleh.

QDF also collaborated with Hamad International Airport to launch the Qatari Souq, a pop-up boutique dedicated to selling products created by local entrepreneurs in celebration of Qatar National Day.

“We are very selective in the pop-ups and retail concepts that we launch at Hamad International Airport to ensure we bring the latest brands and trends

to our passengers, as well as building on the success of well-established brands in the QDF portfolio,” Musleh explains. “We opened Tiffany, TUMI, the Samsung Experience Zone and the Aigner boutique last year. This year, in addition to the Pandora boutique, we have also opened a second Tag Heuer store in the airport’s North Retail Plaza.”

In addition, QDF has expanded its luggage and travel category to include American Tourister and two Samsonite stores, while just last month it added a Kenzo boutique to its luxury fashion range.

Looking ahead, Musleh explains that “providing our customers with what they want remains our top priority and we do this through constantly refreshing our brand and product line up – both in retail and in F&B – delivered with excellent customer service.”

Travel retail recruitment trends

An interview with François Bouyer, President and Founder, BeThe1. By Ross Falconer

BeThe1 is a recruitment consulting firm of middle and senior management in luxury, fashion, beauty and retail. Its firm focus is on high quality, and it believes the main Key Performance Indicator to measure is the retention rate after three years in the job (consistently 67% for BeThe1).

François Bouyer, President and Founder, BeThe1, explains that there are several key factors that are essential elements in a successful recruitment process:

- “A deep business understanding of our customers’ situation, opportunities and challenges of each recruitment.”
- “A trust relationship built over 19 years with both our clients and the travel retail professionals (potential candidates).”
- “The largest talent pool in travel retail for management positions.”
- “An insider’s understanding of the technical skillset necessary to succeed in any specific travel retail job.”
- “A humanistic approach, focusing mainly on the compatibility of cultures, personalities, work style between employer and candidates. Plus, a focus on the motivation structure and the soft skillset of both parties.”

In terms of trends in recruitment in the travel retail sector, Bouyer comments that “many travel retail structures, brands, operators, airlines, are bracing

for the coming omni-channel distribution network including travel retail. If so, that may open more staff mobility between the various distribution structures.”

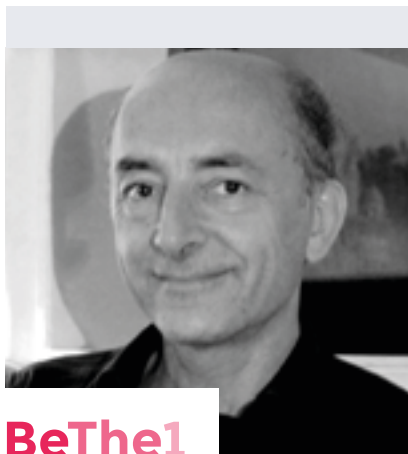
Another trend is that local profiles in Asia have accumulated enough experience to climb the ladders of local travel retail organisations. “Now their packages are often-times at the same level as international talents,” says Bouyer. “So, the choice is increasingly on having more local talents in the team to be closer

to market needs, or to have more international talents to convey the international brand DNA closer to the markets. For many years, some brands have been going back and forth on this topic.”

Indeed, Bouyer further comments that Asia Pacific is the place to be these days, with high growth, high potential, and home to the largest market of travel retail consumers globally. “This is where we see the biggest amount of job opportunities.”

BeThe1 is located in the Mediterranean Village (Level 0) at TFWA World Exhibition & Conference.

“Our objective is to serve the travel retail business in enabling a more efficient, fluid, qualitative employment market for travel retail managers. We will also continue to build strong, friendly, trustworthy, thoughtful and long-lasting bonds with professionals, individuals and employers alike within the travel retail community,” Bouyer concludes.



BeThe1

François Bouyer, President and Founder, BeThe1: “Our objective is to serve the travel retail business in enabling a more efficient, fluid, qualitative employment market for travel retail managers.”



WORLD EXHIBITION & CONFERENCE

Sponsored by:  QATAR DUTY FREE
السوق الحرة قطر



QATAR DUTY FREE

السوق الحرة قطر



AN EXPERIENCE WORTH TRAVELLING FOR

DFNI+FRONTIER EMEA AIRPORT RETAIL OPERATION OF THE YEAR
DFNI-FRONTIER EMEA AWARDS 2019



@QATARDUTYFREE

Leisure

ACTIVITIES



Fairway to heaven

The TFWA Golf Tournament is always a hotly contested affair, but the winner once again was surely the Royal Mougins Golf Club. Hosting the event for only the second time, the resplendent course is set amidst rolling hills and has a few surprise holes that are as exquisite as they are challenging.

"It's such a lovely course," cooed Jutta Recheis, MD, Oliver Weber Collection. "The quality of the greens is amazing." It's also a difficult course, particularly down at the second hole. "This one is a challenge," admitted Filip Van de Vyver, Sales & Marketing Director, Jules Destrooper. As if to prove his point, most of his team then sent their balls splashing into the water.

It wasn't just the holes that were proving a challenge. One golf buggy was seen spinning backwards down the fairways, its driver evidently losing control on the dewy hillside.

Other participants had problems of their own making. "I think if we hadn't stayed out until four o' clock this morning we would have played better," conceded Peter Dige, Travel Retail Director, Toms Group.

For others, alcohol was actually helping their game – or so they reckoned. "I'm playing much better now I've had a beer," claimed Andrew Webster, Director, Premier Portfolio. The improvement, alas, was not enough for his team to claim victory. Instead, brut winners were Daniel Rechberger, Marketing Manager, Par Beauté; Scott Walsler, Director of Travel Retail & Wholesale Coordinator Program, Hugo Boss; Martyn Westbury, Head of Sales, New Thing; and Gamini Jayaweera, Chairman, English Tea Shop.

And the net winners were Gustaf Nordström, Owner, Nordström Handels; Marc Frochte, Key Account Manager, Peters GmbH; Guillaume Villerabel, Export & Trade Marketing Director, Maison Villevert; and Patrick Molloy, VP US, Harding Retail.

Nearest to the pin was Guillaume Villerabel, Export & Trade Marketing Director, Maison Villevert (men); and Jeannie Archer, Consultant, Morgan & Oates (women).

And the longest drive? That went to Cendrine Pons, Director, Ets Pons (women); and Ian Mak van Waay, Sales Manager, B&S (men).



In partnership with:



Kindly sponsored by:

Dr Irena Eris

FURLA
SINCE 1927 ITALY

interparfums



03



03



04



05

01 Jutta Recheis, MD, Oliver Weber Collection; Tijn Oomens, Commercial Department, B&S; and Leena Tuomainen, CEO, Tirile Oy Ab.

02 Filip Van de Vyver, Sales & Marketing Director, Jules Destrooper; Christian Laruelle, VP of Sales – EMEA, SimpliField; Virgil van der Valk, Senior Purchase Manager, B&S; and Jalal Zriouil, Country Manager, TRE3.

03 Daniel Rechberger, Marketing Manager, Par Beauté; Scott Walser, Director of Travel Retail & Wholesale Coordinator Program, Hugo Boss; Martyn Westbury, Head of Sales, New Thing; and Gamin Jayaweera, Chairman, English Tea Shop.

04 Francois Duquesne, CEO, Maison Duquesne; Jean-Paul Dru, Manager for Perfume, Ets Pons; Peter Dige, Travel Retail Director, Toms Group; and Philip Haine, GM MENEAT, JTI.

05 Andrew Webster, Director, Premier Portfolio; Chandru Manghnani, Director, Headlines Marketing Group Dubai; Tracey Mann, Chief International Officer, Perricone MD; and Antony Smith, Sales & Marketing Director, Perricone MD.

06 Kenji Kubo, Corporate Officer, Japan Airport Terminal Co; Katsuji Doi, President & CEO, Tokyo International Air Terminal Corporation; Isao Takashiro, Chairman & CEO, Japan Airport Terminal Co; and Iwa Matsui, Senior Executive Officer, Japan Airport Terminal Co.

07 Cho Guiyong, Korea Representative, TFWA; Ertug Shevket, Director, Simex; Antoine Goetgheluck, Managing Partner, Victoria Secret; and Mark Stephen Riches, Chairman, Braid Retail.

08 Kurt Steinborn, MD, Cigar Spa; Risto Tuomainen, MD, Tirile; and Shibu Thomas, CEO, Harison Premium Chocolate.

09 Gustaf Nordström, Owner, Nordström Handels; Marc Frochte, Key Account Manager, Peters GmbH; Bruce Bowman, SVP, Qatar Duty Free; Guillaume Villerabel, Export & Trade Marketing Director, Maison Villevert; and Patrick Molloy, VP US, Harding Retail.



06



07



08



09

Team Typhoon made it first to the final line. ▶

The fourth edition of Paul & Shark's regatta, which was launched for TFWA World Exhibition & Conference in 2016, confirmed the popularity of this competitive event and the few cancelations were quickly filled up by enthusiastic delegates on the waiting list. All were welcomed yesterday morning on the landing in front of Port Canto's Harbour Master offices and the 40 participants were quickly grouped in four teams each named after one of Paul & Shark's range of garments: Typhoon, Sharkflange, Nick Wooster and Aqualeather. Each team embarked with an experienced skipper onboard a 47-foot-long sailing boat for a race around the bay's islands.

"Because there wasn't much wind at the beginning, we organised two legs," explained Catherine Bonelli, Worldwide Travel Retail Director at Paul & Shark.

"At the end of the first leg, we had a lunch break between two of the islands in an area called 'the blue lagoon' where we also had the opportunity to have a swim," recalled member of the overall winning team Typhoon Charles Roulet, Marketing Director, Global Travel Retail at Campari.

"The race was very tight at the front between Typhoon and Sharkflange," Bonelli recounts.

"It was a very well-organised event and a great opportunity for networking," Roulet added.

He elaborated: "During the first leg our team members got to know each other and that's how, in the second leg we managed to win thanks to a technique whereby sails are being extended on both sides."

Also a member of the Typhoon team, Ion8 CEO Yusuf Okhai is a very passionate entrepreneur who strongly believes in "changing the paradigm of convenience" for drinking water consumption. His company produced a reusable metal bottle that was gifted to all participants.

Paul & Shark's collaboration with Ion8 is part of its "Save the Sea" project launched last year. "By winter 2020, 50% of our collection will be produced with recycled fabrics," proudly announced Bonelli.

Ahead during the first leg, the Sharkflange team grabbed the second overall position. ▼



Narrow win at the regatta



Reusable metal bottles provided by Ion8 were gifted to all participants. ▼



Kindly sponsored by:





WOODFORD RESERVE®



KENTUCKY STRAIGHT BOURBON WHISKEY
AGED IN XO COGNAC BARRELS

CRAFTED MASTERFULLY. DRINK RESPONSIBLY.

KENTUCKY STRAIGHT BOURBON WHISKEY AGED IN XO COGNAC BARRELS.
45.2% ALC. BY VOL. THE WOODFORD RESERVE DISTILLERY, VERSAILLES KY.

The Rituals team showcasing some of the yoga movements they learned during the day.



Kindly sponsored by:



Take it *slow*

To make the perfect start of the week, two open air yoga sessions, sponsored by Rituals, took place yesterday morning on the rooftop of the Radisson Blu 1835 Hotel. Spectacular views of the Côte d'Azur surrounded delegates while they practised stretching and breathing exercises.

Neil Ebbutt, Director Global Travel Retail, Rituals, commented: "We're excited to be back in Cannes and are looking forward to a very good show. We are very happy to kick this off with a nice relaxing yoga session for all our guests."

The popular sessions for beginner and advanced yogis brought together around 70 delegates to explore a slower version of the Hatha Flow yoga movement, designed to bring peace to the mind and body.

Leading the session was yoga instructor Anita Smith, who explained: "It's a beautiful incentive from Rituals to put this yoga session on, because there's a lot of people who have just flown in for this event and yoga helps your body to relax, unwind and release the tension from flying. Through the practise we moved the spine to all different directions, mobilising the body and putting a bit more flow and energy for the breath. I gave different poses – backbends to energise; forebends to calm the mind; twists to balance the central nervous system; and, of course, breathing exercises to give tools and tips for people to tap into what they need during the week ahead."

Yoga beginner Patricia Martinez, Sales Director, Essence Corp, commented: "Yoga should be part of your daily life. It's the start of everything, especially in today's fast-paced world."



Ivania Valdez from French Parfums, said: "We are looking forward to relaxing and gaining energy for the day and the week ahead."

Yoga Instructor Anita Smith showed delegates a few techniques to energise, calm the mind and destress during the busy week ahead.



Nearly 70 enthusiastic yogis took part in yesterday morning's beginners and advanced yoga sessions, sponsored by Rituals, which took place on the rooftop of the Radisson Blu 1835 Hotel.



The FILTR team featuring Helen Pawson, Account Manager; Lisa de Klerk, Account Manager; Jenard Ng, Senior Account Manager; and James Brown, Communications Director.

TFWA

**ASIA PACIFIC
EXHIBITION &
CONFERENCE**



**THE
DUTY
FREE &
TRAVEL
RETAIL
ASIA
PACIFIC
SUMMIT**

**10 - 14 MAY 2020
SINGAPORE**

Kindly sponsored by: **DIOR**

Perfume premiere

An adventure through history, culture and an array of divine scents was enjoyed by 50 early risers who spent Sunday morning exploring the Musée International Du Parfum.

It was the first time this activity, which was kindly supported by Dior, has been offered at TFWA World Exhibition & Conference, so excitement was high on the coach journey into the beautiful hills of Grasse, some 20km northwest of Cannes.

"Since I was a young girl, I dreamed of visiting Grasse," said Natalie Liadnik, Supervisor – Duty Free, OOO Duty Free Group. "So it's a wonderful treat to be here."

Grasse is known the world over as the birthplace of the modern perfume industry, and participants infused themselves in over 2000 years of olfactory history at the Musée International Du Parfum.

Expert guide Laurent Pouppeville explained how perfume has been a vital part of human culture from time immemorial: "Scents have been used in religious rituals, to ward off illness and of course for seduction."

During a fascinating tour, participants sampled historical scents and encountered surprising artefacts including an ancient Egyptian mummy's hand, the world's first make up palette and Marie Antoinette's travel case.

After the museum it was time to visit the Botanical Gardens of the Musée International Du Parfum, a unique project that allows visitors to discover the natural origins of scents like neroli, vetiver and tuberose.

A well-earned picnic lunch, served in quaint hampers in the stunning setting of a shaded cypress grove, with panoramic views, was an opportunity for participants to savour the fragrant produce of this little corner of Eden. Guests dined on chicken with a shallot and violet compote; goat cheese, basil and jasmine verrine with figs, and ratatouille with local lavender.

"I feel very lucky to have had this experience," said Joanne de Silva, Director of De Silva Inc. "I definitely think we made the best decision and hope there is a repeat next year."



▲ *Regine Merisier, Trade Marketing Manager, Otis McAllister, savours the scent of a perfume blend from the Middle Ages, concocted in honour of the Queen of Hungary in 1330.*

◀ *Perfume expert Diane Saurat-Rognoni guided visitors to discover how plants like tuberose are grown and harvested for their fragrance.*

A trip down memory lane in the Musée International Du Parfum where the history of modern perfume from the 1920s to the present day is told through packaging and design from Chanel to Schiaparelli. ▶



▼ *A feast for the senses. Rachel Dowsett, Data Analyst, One Red Kite, can't get enough of the heady scent of fresh jasmine.*



THE KING 

BEYOND
THE ORDINARY

THE KING 

Original
SINCE 1947

20 FILTER
CIGARETTES
Original
RED

Smoking
seriously harms
you and others
around you.

MARINE VILLAGE | STAND S14
WWW.KTINTERNATIONAL.EU

Smoking seriously harms you and others around you.

TFWA delegates took to the gorgeous mountains of the Côte d'Azur for a 20 kilometre bike ride as the sun broke over the horizon on Sunday morning.



Sebastian Alt, Travel Retail Manager, The Lego Group, and Gonzalo Machado, International Director, El Almendro.

A taste for adventure

While some opted for relaxing, urban pursuits, such as pétanque or sailing, one group of daring TFWA delegates took to the gorgeous mountains of the Côte d'Azur for a 20 kilometre bike ride as the sun broke over the horizon on Sunday morning.

The caveat? That these were no mere mountain bikes they would be riding, but hi-tech e-bikes, which make traversing the occasionally rough, uphill terrain of the rural just slightly less daunting.

The riders began their journey climbing the steep hills that lead into the mountains, before breaking up into groups of ten, putting the most ambitious, speed

hungry riders at the front, and those who fancied a more relaxed trip behind at a more leisurely pace.

Over the course of several hours the sights taken in were spectacular – and surprisingly varied – from arid rock paths through serene, shaded forest roads, to majestic, oceanic panoramas.

It wasn't smooth riding all the way, as the terrain grew quite difficult and rocky at points, but there were enough patches of smooth road to allow the riders to pick up some serious speed at parts, too.

"It was perfect," said Ralph R. Berkel, founder of skincare brand Anna Is Clear. "It was easy, as well – when

I put the turbo on I reached 52 kilometres per hour!"

"It was really enjoyable. The system was working pretty good – I was expecting it to last about five hours and to be broken afterwards," added Andy Wang, Business Development Manager for Hai Luen Trading. "Instead we just relaxed, saw some views and chatted to people."

Of course, no morning of exercise – even if that exercise is battery-aided – would be complete without a solid lunch afterwards. At the end of the ride, the group were given a delicious – and much needed – picnic, from a peak overlooking the stunning ocean.

▼ The riders split into groups of ten, putting the most ambitious, speed hungry riders at the front, and those who fancied a more relaxed trip behind at a more leisurely pace.



▼ The sights taken in were spectacular from arid rock paths through serene, shaded forest roads, to majestic, oceanic panoramas.



FOREO

LUNA™ mini 3

**THE ULTIMATE POST-WORKOUT
CLEANSE FOR A FRESH, HEALTHY GLOW**

Smart Facial Cleansing Massager



Upgrade your post-workout skincare routine with LUNA™ mini 3. Combining gentle yet powerful T-Sonic™ pulsations and extra-soft silicone touchpoints, this cleansing massager effortlessly removes dirt, oil and sweat for a fresh healthy glow. Perfect for an active lifestyle, this gym bag-friendly device also offers a 30-second glow boost mode for fast yet gentle cleansing, and a cute, compact design for skincare on-the-go.

Here comes the sun

Yesterday, in the balmy warmth of the late morning sun, 83 people spanning across 32 teams convened at Place de l'Étang to network and flex their competitive spirits playing pétanque.

Classic hits crooned out of the sound system while players conversed over coffee and croissants.

Peter Mackley, the voice of the tournament, introduced the proceedings and informed everyone they'd be playing five games each with eight balls to throw, irrespective of how many people were in each team. In essence, he reminded everyone that "every point would count."

Teams 21 and 13 led the first round as equals each with 11 points, but by 11am team 21 led with 20 points closely followed by team 15 on 19 points and team 22 with 18 points, each game revealing how it was a closely battled tournament.

As the weather hit 24 degrees in the shade, the Beatles song 'Here Comes the Sun' played in the background while players chatted and made new acquaintances.

"For years, we used to play in the tennis tournament until that stopped, but now we play pétanque because we can speak to people and network as we play," said Zoltan Varga, Director at Perfume Line. "The weather is beautiful for this kind of thing too," he added, noting how now that the rules have changed slightly, everyone can collect points and it's much fairer for all levels of skill.

"We have fun and every year we meet new people," agreed Klaus Mellin, Managing Director at Braun Travel Retail Sales Agency on behalf of P&G International Operations.

The winning teams were awarded a selection of prizes including scent, skincare, wine and fine foods while all participants left with a bag of goodies for taking part in the activity. Team 21 won with 50 points in total, but overall winners were team 17 who won every single game they played. Allyson Bax, Director of Tabak Distribution, who left the end of the tournament early, won alongside her co-players Erik Van Voorst, Managing Director of Connexion International and Mario Covarrubias, Regional Director – Americas at Princesse Marina de Bourbon who collected their medals and prizes with pride at the end.

The overall winners, winning every game they played, were Erik Van Voorst, Managing Director, Connexion International and Mario Covarrubias, Regional Director – Americas, Princesse Marina de Bourbon.



Barney Isherwood, Managing Director, Isherwood Ltd and Chris Tabbitt, Director, One Red Kite.



Emanuel Bauer, Sales Manager for East Europe, Russia, GIS Countries, Asia, Arabia at Ernst Feiler; Virginie Marquet, Regional Director GTR, Proximo; and Jerome Blanchard, Vice President of Sales at Beaute Luxe DF.



The winning teams were awarded a selection of prizes including scent, skincare, wine and fine foods.



The sun shone as the 2019 pétanque tournament took place.



SINCE 1936

Layam Company is one of the leading Duty Free, ships and offshore supply companies in the Middle East with over 75 years of experience.



Cavendish & Harvey®
C&H

SWEETEN YOUR
JOURNEY!

NEW



Visit us:
Blue Village, Stand H27

Confectionery
for Connoisseurs.

Cavendish & Harvey®
C&H

On-site services

Well-Being Lounge

Golden Village, Level 1

Open to all delegates.

Take some down time and enjoy a well-deserved massage with an experienced therapist by visiting the Well-Being Lounge (offering shoulder and back massage and reflexology). Delegates can also enjoy a free skincare treatment courtesy of Ren Skincare and indulge in a complimentary wellness pop-up provided by Murad.

Kindly sponsored by:



TFWA Lounge

Level 3

- Exclusively for TFWA members and buyers with full-delegate status
- Open during Exhibition hours (from 16:00 on Monday)
- Dedicated concierge service including restaurant reservations, car and boat hire, travel agency, catering for private events, problem-solving and babysitters
- Internet access
- Private bar and lounge with complimentary drinks
- Massage service
- Charging station
- International press
- Meeting area (booking required)

Kindly sponsored by:



Special service desks

Level 1

- Hotel accommodation
- TFWA ONE2ONE Meeting Service
- The Scene
- Le Premium Evening

Luggage service

Esplanade Pantiero

Available on arrival at the Palais, offering a classic service where you can leave your luggage securely for the day.

Food and drinks

Available from the many bars in the Palais, a wide selection of dishes can be enjoyed on the spot, taken away or pre-ordered online and collected on-site. Delegates will find Pavillon Gourmet's fare, along with a range of hot and cold drinks, at the following locations:

- Red Village (Level -1)
- Green Village (Level -1)
- Puits de Lumière (Level -1)
- Mediterranean Village (Level 0)
- Bay Terrace (Level 1)
- Ambassadeurs Village (Level 4)

Pre-order on:

- www.pavillongourmet.fr/
- **Facebook:** fr-fr.facebook.com/lepavillongourmet/
- **Twitter:** twitter.com/pavillong
- **Instagram:** www.instagram.com/pavillon_gourmet/

Business Centre

Level 1

A dedicated team is on hand to provide secretarial support:

- Internet access
- Fax & mail service
- Photocopying & computer access
- CDs and USB keys
- Secretarial assistance
- Telephone cards, stamps & stationery
- Meeting room rental

Exhibitor photo & video service

- Promote your presence at the Exhibition, create a visual record of your stand, record interviews with VIP guests
- 20% TFWA member discount on normal photographic and video prices

Free Wi-Fi service

Free Wi-Fi service for delegates inside the Palais des Festivals

Access via the 'PalaisDesFestivals WiFi' network using the code on your delegate badge. Technical support is available during Exhibition hours from Viapass (Level -1, Red Village)

Interactive directional screens

Large touchscreens to help you navigate over 20,000sqm of floorspace

Kindly provided by:



Recruitment service

Mediterranean Village (Level 0)

- Leading recruitment firm BeThe1 specialises in fashion, beauty, retail and travel retail
- 20 recruiters in Europe and Asia working with 200 key employers at middle- and senior-management level across all disciplines
- Access to 15,000 duty free and travel retail professionals registered with BeThe1
- Contact Francois Bouyer +33 (0)6 12 38 80 61 or contact@BeThe1.com

BeThe1

Helicopter transfers

Operated by TFWA partner Azur Hélicoptère

Special offer at €160* per person including:

- Helicopter flight between Nice and Cannes (7 min)
- Car Service to Cannes city centre
- Handling Service at Nice Airport
- 1 cabin bag (Extra luggage: +€50/bag)

* Price for a minimum of 2 persons on board.
If travelling alone: €320 TTC



Online booking:
www.azurhelico.com
Customer service:
+33 (0)4 93 90 40 70 /
infos@azurhelico.com

Shuttle services

TFWA has arranged a series of free shuttle bus services for delegates flying into and out of Nice Côte d'Azur Airport, and within Cannes between the Palais des Festivals venue and the main local hotels.

SPONGELLÉ

BODY WASH INFUSED BUFFER

More than a
Body Wash

CLEANSÉ • EXFOLIATE • MASSAGE • NOURISH
ALL IN ONE BEAUTY TREATMENT



WWW.SPONGELLE.COM

ALTIMETRE LLC - OFFICIAL DISTRIBUTOR TRAVEL RETAIL WORLDWIDE
WWW.ALTIMETREGROUP.COM

MAVALA

SWITZERLAND

CRAYON

Khol SOFT

INTENSE COLOUR

SOFT AND EASY
APPLICATION

CARING MAKE-UP WITH CERAMIDES

OPHTHALMOLOGICALLY
TESTED

SUITABLE FOR SENSITIVE EYES AND LENS WEARERS



NEW

The extra-soft texture of the Crayons Khol – Soft MAVALA perfectly glides on skin.

With an excellent pay-off, they leave intense colour while allowing a neat line.

They allow an easy and comfortable application on the inside of the eyes, as well as outside, along the eyelash line.

Enhance your eyes by highlighting their beauty assets!



TFWA 2019 – RIVIERA VILLAGE RG16
www.mavala.com



DRINK RESPONSIBLY. 47%

Visit us at Red Village K 21

THE LONDON N°1

Facebook, WhatsApp, and Instagram icons.

One&Only

The electronics category is among the most innovative and rapidly developing in travel retail. Here, Marta Dimitrova highlights an eclectic mix of products from key leaders in this sector, aiming to shake things up and meet evolving shopping habits.

It's electrifying!

Creating excitement

Capi Global (Blue Village G31) is presenting its wireless and smart products portfolio at TFWA World Exhibition & Conference this year. On display will be the latest innovations from Apple, which have just been released, as well as the innovative smart sunglasses from Bose: The Frames.

The popularity of wireless and smart audio products continues to grow globally, and visitors can experience the latest in wireless and smart solutions at Capi's stand. Among some of the products on display will be the Bose Noise Cancelling Headphones 700, Beats Powerbeats Pro and the Sony WF-1000xM3 offering true wireless and noise cancelling technology.

"Travellers like to be surprised by an inspiring and exciting offer while travelling," says Fatima Ezahra El Ayadi, Business Development Director. "Offering travel retail exclusive products adds value to the overall shopping experience. We anticipate and respond quickly to new innovations and are able to have the latest products available in store in a short time."

Capi's ambition to introduce travel retail specific products is paying off and this year has already seen lots of positive developments such as the introduction of exclusive products and inspiring campaigns. In April, Capi launched its latest retail concept at Eindhoven Airport – Capi Travel Plaza. "We have leveraged our experience in electronics to create a new multi-category concept, which has been especially designed for regional airports," shares El Ayadi. Capi has also acquired two other regional airport shops at Rotterdam and Weeze, and in the meantime the company is already preparing for next year, when it is planning to open five stores at Abu Dhabi Airport.

At this week's show, Capi strives to create a booth that reflects the environment in its stores worldwide. "The TFWA World Exhibition is always a great moment for us to meet current and new business partners in the travel retail industry. The Capi team is very excited to present our latest retail concepts and the most innovative products of leading brands to the TFWA visitors," says El Ayadi.



▲ *The popularity of wireless and smart audio products continues to grow globally, and visitors can experience the latest in wireless and smart solutions at Capi's stand. Among some of the products on display will be the Bose Noise Cancelling Headphones 700, Beats Powerbeats Pro and the Sony WF-1000xM3 offering true wireless and noise cancelling technology.*



▲ *QuietOn Sleep are active noise cancelling (ANC) earbuds designed to create silence by blocking low-frequency soundwaves which disturb sleep such as snoring and aircraft cabin noise.*

Enhancing sleep, rest and focus

QuietOn (Green Village K60) is a first-time exhibitor at the show, where it is hoping to raise awareness of the brand, as well as of its new product QuietOn Sleep. QuietOn Sleep are active noise cancelling (ANC) earbuds designed to create silence by blocking low-frequency soundwaves which disturb sleep such as snoring and aircraft cabin noise.

Jere Tala, Head of Travel Retail, QuietOn, explains: "In our case this is the world's first ANC earbuds designed for sleep. It creates silence by using ANC technology and is small enough to sleep head sideways. QuietOn is a natural fit for travel retail, as it is made for travellers and those wanting to improve their sleep, rest and focus."

The brand's first product, QuietOn Original, was one of the best-selling products on Singapore Airlines and has performed extremely well on several other airlines. "We are really excited with our new QuietOn Sleep and it has received over 15,000 orders already despite minimal marketing efforts," enthuses Tala.



COLLECTION

Indulge YOUR Senses

Mini
Moments

Mini
Desserts



LEGO and the LEGO logo are trademarks of the LEGO Group. ©2019 The LEGO Group. 92165_EN



Visit us at the

TFWA World Exhibition & Conference

2019 Cannes, Blue Village

Stand C14

Book a meeting now!

PLEASE
NOTE
NEW
STAND

Simon Stansfield Bast, KAM AMS
Simon.Stansfield.Bast@LEGO.com
Mobile +45 2030 8660

Annette Rosendahl, KAM Europe
Annette.Rosendahl@LEGO.com
Mobile +45 2030 8261

Pietro Giraud, KAM Asia Pacific
Pietro.Giraud@LEGO.com
Mobile +65 9823 9262

Rasmus Kaiholm Skov, KAM Europe
Rasmus.Kaiholm.Skov@LEGO.com
Mobile +45 5221 1980

LANCASTER

PARIS



422, rue Saint Honoré - Paris 8^e
www.lancaster.com

BAY VILLAGE - STAND 1B

Combining cutting edge-technology with functional design

British audio specialist RHA (Mediterranean Village P17) has arrived in Cannes to showcase its award-winning TrueConnect true wireless earbuds along with its Wireless Flight Adapter, which turns inflight audio into high-fidelity Bluetooth signal compatible with any wireless headphone. The adapter has two jacks, which can be used separately or together – allowing listeners to connect to either a single stereo or twin mono audio channels.

Lyndsey James-Williams, Director of Business Development, RHA, comments: “All our products are designed for travel and adventure, combining cutting-edge technology with functional design. We innovate with our products and are open to opportunities to innovate within the travel retail experience.”

She continues: “Our technology is optimised to help customers make the most of the travel experience. The nature of our products means that the types of journeys our customers are taking are considered from the first stages of any new product development process. We’re at the forefront of audio technology, and everything we make is done with the travel customer in mind.”

RHA is recognising an increasing appetite for quality technology products, as travellers are becoming more comfortable using technology to enhance their journey. The company has seen steady growth in travel retail sales in the first half of 2019. “We expect this trend to continue as we expand our reach within the market,” adds James-Williams.

British audio specialist RHA is recognising an increasing appetite for quality technology products, as travellers are becoming more comfortable using technology to enhance their journey.



RHA has arrived in Cannes to showcase its revolutionary Wireless Flight Adapter, which turns inflight audio into high-fidelity Bluetooth signal compatible with any wireless headphone.



Following the successful launch of the Alpha by SKROSS travel adapter, Swedish company SKROSS is coming to TFWA World Exhibition & Conference with an extended Alpha range. Made to last and designed with state-of-the-art features, these upcoming products, such as cables and chargers, give complete peace of mind when travelling the world and are perfect accessories for everyone who loves to travel and charge in style.

Travel and charge in style

Following the successful launch of the Alpha by SKROSS travel adapter, Swedish company SKROSS (Green Village L60) is coming to TFWA World Exhibition & Conference with an extended Alpha range. Made to last and designed with state-of-the-art features, these upcoming products, such as cables and chargers, give complete peace of mind when travelling the world and are perfect accessories for everyone who loves to travel and charge in style.

In order to stay relevant in the travel retail sector, SKROSS has developed SKROSS Power Case that gives travellers the option to put together their passports, travel adapter, chargers and cables among other necessities.

Sam Gerber, Managing Partner and Head of Sales & Marketing, SKROSS, comments: “People need reliable, safe and useful products, especially when it comes to travel adapters. In this field, it is more essential to offer lasting and high-quality adapters rather than focusing on spacy ground-breaking products.”

SKROSS is enjoying steady travel retail sales, mainly due to the extension of its full power assortment during the past few months, that not only consists of the famous travel adapters, but also a wide selection of USB chargers, power banks, as well as USB cables that are essential for travellers.

Gerber says: “For instance, as preferred partner for premium travel accessories in WHSmith, we are happy to have a great presence in the brand new InMotion shop at Leeds Bradford Airport that has just opened its first UK-based shop, offering dedicated travel tech accessory assortment.”

During the show, SKROSS hopes to raise international brand awareness and to strengthen the perception of SKROSS as being a globally leading brand in the field of travel adapters and other mobile power solutions. “In terms of products, we are looking forward to continuing the Alpha by SKROSS story,” explains Gerber. “We are convinced that this new range will help us to strengthen our position as premium brand even further while developing a fresh design identity within lifestyle and on-trend product solutions – all current must-haves for today’s stylish traveller.”

Innovative offering

As a specialised duty free electronics supplier, Travel Retail Innovations (Yellow Village B27) carries more than 30 brands that all develop and innovate their product ranges during the year.

This year, Travel Retail Innovations (TRI) will be showcasing two new brands, Marshall and Tile, which have proven a strong appeal to the market.

From the Marshall brand, TRI will be presenting a combination of audio headphones and speaker products. "The product brings a very unique and appealing design to the user and the brand is becoming more popular according to market data and the sales we experience," comments Pascal Lammers, Owner, Travel Retail Innovations.

Tile is a tracking device which lets the user find the device it is connected to. This way it can prevent losing valuable items when travelling. Other highlights on TRI's stand include True Wireless Audio solution from Sony, JBL and Sennheiser; best in class Noise Cancelling headphones from Sony and Sennheiser (launch August and November); JBL new speaker line-up (launch September); and Xtorm XB3 powerbank line-up (launch September).

TRI has already experienced a significant sales increase due to new business but also growth of its existing customers. "The peak season started in May which we expect to last until September, hoping for a continuing strong end of the year," explains Lammers.



From the Marshall brand, TRI will be presenting a combination of audio headphones and speaker products. "The product brings a very unique and appealing design to the user and the brand is becoming more popular according to market data and the sales we experience," comments Pascal Lammers, Owner, Travel Retail Innovations.

Underberg®



**NATURAL HERBAL DIGESTIVE
SINCE 1846**

VISIT US AT TFWA CANNES

29 September – 4 October 2019
Semper idem Underberg AG
Green Village, Stand M70

www.underberg.com
Made in Germany





Sensational candy experience

New exhibitor Cloetta comes to Cannes this week with a variety of confectionery treats including novelties from The Jelly Bean Factory. The Jelly Bean Factory brings colourful and charismatic gourmet jelly beans that defy reality. 36 huge flavours punch way above their size and weight. Individually, each bean is outrageous and awesome. Together, they'll magically transform your everyday ordinary into a sensational candy experience.

On display will be The Jelly Bean Factory Pop-A-Bean, which is filled with the iconic 36 Huge Flavour mix. Travellers will be surprised every time they open the tub which colour flavour will pop to the top.

Harbour Village Mabruk III

Unmistakable aroma

Ilva Saronno returns to TFWA World Exhibition & Conference with a strong focus on its iconic brand Disaronno. Over the years, the brand has made a name for itself as the world's favourite Italian liqueur thanks to its original taste and unmistakable aroma.

Its perfect balance of centuries-old tradition and a future-oriented innovative approach makes Disaronno ideal for travel retail. The perfect gift for a loved one or for self-consumption, the brand sits well in airport shops and on cruise ships and ferries all over the world.

Visitors to Ilva Saronno's stand will not only get to experience the famous amber liqueur but also its wide portfolio of products including the highly successful Tia Maria coffee liqueur. The company will also be showcasing a sample of other brands that are perfect for locations wishing to offer travellers something a little different. This includes Rabarbaro Zucca, Artich Vodka, Isolabella Sambuca, Isolabella Limoncello, Mandarinetto, Arum and Duca di Salaparuta wines.



Bay Village Bay 19

سماحة
SAMHA

CAMEL MILK CHOCOLATE
COATED DATES WITH PISTACHIOS



COME TASTE THE DIFFERENCE IN

BLUE VILLAGE F 1

samhachocolate.com



@sanhachocolate

Olfactory journeys

Lalique Beauty is showcasing its new fragrance Soleil Lalique at TFWA World Exhibition & Conference. With this new addictive scent, Lalique celebrates the sun and the free-spirited women. Dressed in gold and coral, the Eau de Parfum bottle is as playful and feminine as the fragrance. A delicate charm bracelet comes exclusively with the 100ml Eau de Parfum bottle. Also on display at Lalique's stand will be the first exclusive collection of precious fragrances from Bentley Fragrances. Launching with three evocative olfactory journeys, to be followed by further trios, Bentley Beyond – The Collection matches peerless ingredients with exotic destinations.

Meanwhile, Parfums Grès is celebrating power and seduction through its new addition to the Cabochard family – the Cabochard chérie. The fragrance's floral heart and fresh, spicy and fruity top notes serve to shape the destiny of a strong and glamorous woman, who can be elegant, disconcerting, delicate and amusing.

Red Village J33



Pure cashmere scarves

Morgan & Oates returns to TFWA World Exhibition & Conference with a growing range of new designs and familiar best-sellers. The fashion and accessories brand has recorded a very positive year, seeing its winter production line already full with confirmed listings for its pure Cashmere scarves.

“This year has seen us continue to work with the world’s major airlines, but also focus on developing our business into airport shops and cruise ships,” comments Jeannie Archer, Consultant for Morgan & Oates.

On display at Cannes this year will be new designs from the 50% Cashmere + 50% silk line with new vibrant colours, geometric patterns and soft florals. Morgan & Oates’s most popular 10% Cashmere + 90% Merino range also returns with new designs based on current, on-trend fashion colours. The pure Cashmere range continues to be a best-seller and new designs and colours have been added to ensure an added freshness to the range. New additions to the Lambswool stoles, 100% Pure Silk and Beachwear ranges will also be presented.



Mediterranean Village P19



All things Swiss

Nestlé International Travel Retail (NITR) is introducing a bold and contemporary activation for its travel retail exclusive Nestlé Swiss range. The new activations – which feature the Nestlé Swiss brand straplines ‘Be inspired’ and ‘Experience distinctive Swiss chocolate’ – were created to reflect the established three main pillars of the Nestlé Swiss brand: Swiss lifestyle, Swiss mountains and Swiss chocolate.

The initiative has already made its first appearance on Nestlé’s home soil at Geneva Airport with a ‘chocolate climbing wall’, which features an image of a silhouette climbing a Nestlé Swiss chocolate bar, with fruit and nut props to hold. It is designed to encourage ‘selfies’ from customers, who can then share the images on Instagram using the phrase ‘Be inspired by #SWISSChocolate’. The smaller activation spaces use a gold metal framework with slide in graphic stories as the story-telling device. Additional early activations are planned for airports in Paris, Rome and Prague.

Beach Village Beach 07

CELESTE
TRAVELLER'S EDITION

AS UNIQUE AS A SHOOTING STAR

CELESTE
TRAVELLER'S EDITION

100% VINO DE UVA
MADRID 1985
C.A. BODEGAS TRAVELLER'S EDITION S.L.
C/ ALFONSO XII, 100 - 28014 MADRID

120/11945
RIBERA DEL DUERO
Denominación de Origen

PAGO DEL CIELO
DENOMINACIÓN DE ORIGEN

Travel Retail Exclusive
www.torres.es

WINE IN MODERATION.com
40% ALC/VOL (80 PROOF)
WINE. ONLY APPRECIATED IN MODERATION

Nautical nuances

PROXIMO is back in Cannes this year to showcase the PROXIMO Global Travel Retail range in its new location in Harbour Village.

The global innovator of quality spirits will be located on the DXB Yacht, where it will showcase its commitment to creating innovative retail solutions and illustrate its creativity in the duty free space.

The new yacht location is also a nod to the nautical nuances of some of PROXIMO's biggest and most successful brands such as The Kraken Black Spiced Rum and THE STEAMSHIP COLLECTION from Bushmills Irish Whiskey. The Kraken, a strong, rich, black and smooth rum, is named after the sea beast myth and legend and THE STEAMSHIP COLLECTION, which is a global travel retail exclusive, was inspired by the voyages of the SS Bushmills, a steamship launched in September 1890 to deliver Bushmills Irish Whiskey to new corners of the world.

Harbour Village DXB



Superior quality

Among some of the products on display at Stock Spirit Group's stand will be Gozio Amaretto. The method being used to produce Gozio Amaretto doesn't fall within the usual liqueur methodology, it's a new production process based on a secret formula that has led Gozio Amaretto to be quite a unique liqueur of superior quality. This smooth pale liqueur is produced using only the highest quality natural ingredients: alcohol, burnt sugar and the pure essence of various selected fruits coming from four continents, left in infusion for at least 60 days. Only the best quality bitter almonds are used in the recipe to enhance its bouquet, aroma and taste. Contrary to other products there are no artificial aromas, extracts or distilled additives added.

Gozio Amaretto is 100% natural. Another highlight on Stock Spirit's stand will be Syramusa – a sophisticated, premium limoncello, crafted using only Sicilian IGP lemons.



Green Village M48

Urban-chic accessories

Featuring an unexpected combination between minimalistic, clear lines and a veritable explosion of colours, Oliver Weber's Rainbow collection contains jewellery, as well as watches. It reinterprets well-known symbols in a childish, playful manner, thus underlining their timeless nature and enriching it with generous splashes of charming hues. The result is an urban-chic selection which meets the world traveller's needs for self-expression, as well as his usual concern with souvenirs and gifts for the loved ones.

The collection targets those customers that seek flexibility without compromise. Every woman can be her perfect self every day and accessorise accordingly. Oliver Weber Collection offers easy-going combinations so you can sail with grace and style from a business meeting to an evening cocktail or party.

Each item is decorated exclusively with crystals and zirconia from Swarovski; every piece undergoes a rigorous quality control, and all crystals are set by hand.



Green Village J47

Force of beauty

Leading global beauty company Parlux Fragrances, and renowned lifestyle brand Vince Camuto, debut the brand's latest fragrance concept, Illuminare. This captivating scent is designed to reveal the hidden complexities, strength, and illuminating glow women possess.

The Illuminare ad campaign, starring influencer and industry 'It' girl Jasmine Sanders, face of the Vince Camuto brand, was shot by acclaimed photographer James Macari. Jasmine (a.k.a Golden Barbie) captures the essence of the Illuminare woman and embodies a natural force of beauty, confidence and inner radiance.

Made from a unique composition of botanicals, the aromatic plum blossom evokes petal floralcy with subtle fruity notes creating a magnetic energy. The distinguished amber surrounds the Illuminare woman with an intoxicating sensuality – a fragrance that is symbolic of the women who wear it, they are strong, bold and radiant.

Taking cues from the glassworks of the Italian island of Murano, the intricately designed bottle encapsulates the feminine curves and nuances of a woman.

Golden Village GO 5-7





Classy companion

Being already successfully represented with its license products Davidoff Parfums and Davidoff Cognac, Davidoff is coming to Cannes with its new accessories collection.

Designed for the global citizen who embraces life to its fullest, the new Zino Davidoff accessories collections serve as classy companions for life's special moments. A tribute to its founder Zino Davidoff and to his passionate zest for life, every product is an expression of impeccable quality and timeless style.

Nuanced engravings and subtle contrasts characterise the bracelets in the Crossroads bracelets collection. Made in Italy and designed with a soft, braided calfskin strap and a smooth metal clasp, each piece blends elements of modern cityscapes from around the world.

The Venice collection of leather goods borrows its timeless charm from the sophisticated 'Floating City'. Robust detailing is fused with a timeless finish – each wallet and credit card holder is hand stitched from hand painted, water-repellent Italian calfskin.

Visitors at Davidoff's stand can also discover Davidoff Essential No.3 watches collection and the new Zino collection of refined cufflinks.

 **Yellow Village G43**

Hidden gems

Award-winning whisky maker, Whyte & Mackay has reaffirmed its commitment to the travel retail channel with exclusive releases from one of its flagship Highland single malt Scotch whiskeys, Fettercairn. The new travel retail exclusives being unveiled in Cannes this week will showcase the signature tropical fruit style derived in part from the brand's unique distillation process in which Whyte & Mackay drenches its stills with crystal-clear mountain water, to create an exceptionally refined spirit.

The Fettercairn limited release 16 Year Old highland single malt scotch whisky has a remarkable maturation story that results in a unique and intriguing style for whisky lovers, while sure to appeal to new and occasional drinkers. The rare Travel Retail Exclusive 23 Year Old Single Malt is matured in hand-selected casks containing rare and aged stock. It is the perfect expression for travelling whisky lovers looking for hidden gems. These two travel retail exclusives will be showcased, alongside Whyte & Mackay's extensive portfolio of iconic single malt brands including The Dalmore, Jura, and Tamnavulin.



 **Green Village M52**

ARABIC TREASURES WITH A NEW BITE.

The Whole Nut Selection.



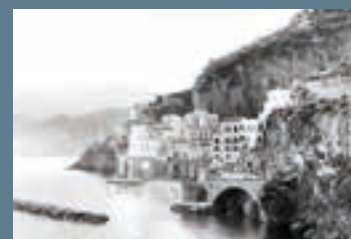
Made from camel milk and finest ingredients like genuine Bourbon vanilla and pure cocoa butter, Al Nassma chocolates symbolize the discerning taste of the Arabian world and a unique and halal quality product. With the new whole nuts selection, travelers looking for a distinctive and delicious gift can choose from a broad variety of the refined elegance and luxury of Arabia.

Already a regional success, Al Nassma is looking forward to showing our global trade partners how our offer can help drive footfall, penetration and conversion in your outlet.

PLEASE VISIT US DURING TFWA WE&C CANNES IN BLUE VILLAGE, F1



FIRST AND FINEST CAMEL MILK CHOCOLATE
www.al-nassma.com



Lambretta

COLLECT
BEAUTIFUL
MOMENTS



Welcome to Stand F60, Yellow Village

CAPELLA INDUSTRIES AB • SALES@CAPELLAIND.COM • LAMBRETTAWATCHES.COM



BW Confidential has launched the Beauty World Guide. Covering almost 30 markets around the world, the guide is set to be a key resource for beauty executives.

BW Confidential's special 10th anniversary issue includes a report called 'BW@10: Inventing the Future', billed as a future-forward analysis of the industry.



BW Confidential turns 10 and launches the Beauty World Guide

Leading trade publication for the international cosmetics and fragrance industry BW Confidential, celebrates its 10th anniversary and launches the Beauty World Guide, a key resource for all major beauty markets worldwide.

It's a big year for BW Confidential, the leading trade publication for the international cosmetics and fragrance industry. The Paris-based media company celebrates its 10th anniversary in 2019, a milestone it has marked with the launch of a new publication for beauty industry professionals: The Beauty World Guide.

This unique and comprehensive guide is positioned as the key resource on all major beauty markets worldwide. Covering almost 30 markets around the world, it includes facts and figures about each country, the latest beauty data and retailer listings by market, as well as competitive analysis, distribution insight and consumer, tech and product trends. The guide is available as a printed magazine and can be picked up at the press racks at TFWA World Exhibition & Conference and at the TFWA Innovation Lab, for which BW Confidential is a media sponsor. The Beauty World Guide also comes in digital format.

"BW Confidential's international positioning and expertise in the beauty market has set it apart in the B2B media sector. It therefore seemed a logical step for us to offer a definitive resource on all the major beauty markets with the launch of this new guide," comments BW Confidential Editor in Chief Oonagh Phillips. "From how Indian consumers are buying beauty, to changes in US retail or the latest tech trends in China, the BW Confidential Beauty World Guide brings executives all they need to know about the global industry market by market and in one complete, easy-to-access publication," she adds.

Turning 10

Also as part of its anniversary activities, BW Confidential has published an original report in its special 10th anniversary October-December print magazine, which can be found at TFWA World Exhibition & Conference. Called 'BW@10: Inventing the Future', the report is billed as a future-forward analysis of the industry. It examines how the beauty industry could look 10 years from now, and covers a range of issues, from new types of business models that could emerge, the role of Big Tech, the evolution of online and brick-and-mortar retail, to the products of the future and what tomorrow's players may look like.

To fete this special issue, the launch of the Beauty World Guide and its 10th anniversary, BW Confidential will host a Beauty Party during TFWA World Exhibition & Conference, on the evening of Monday 30 September at the Majestic Hotel in Cannes. It is set to be the perfect occasion to raise a glass with old industry friends and meet new ones in a relaxed atmosphere after what will most likely be a hectic first day of the Cannes show.

A long way

BW Confidential has come a long way since the launch of its first pdf edition back in 2009, and now has a comprehensive digital and print offer. In addition to the new Beauty World Guide, BW Confidential's publications include: BWconfidential.com, which publishes up-to-the-minute news; This Week in Beauty, which brings readers the essential beauty news of the week in one quick-read email every Friday as well as in a one-minute video; Beauty Insight, which focuses on trends, retail and tech and is sent to executives by email every two weeks; print magazines, which are jam-packed with analysis of the industry and published four times a year, and the Beauty in Travel Retail Special Edition published after TFWA World Exhibition & Conference. As well as that, BW Confidential publishes special editions on the beauty industry in collaboration with industry associations The Fragrance Foundation and Cosmetic Executive Women (CEW). And more is set to come, with the BW Confidential team indicating that new projects are in the works. Here's to the next 10 years.

The BW Confidential Beauty World Guide, BW Confidential print magazine October-December 2019 and BW Confidential Beauty Insight special printed edition are available on the magazine racks in Level -1 of the Palais des Festivals and at the Innovation Lab.



THE INSTITUTE OF
INTERNATIONAL RETAIL

DFWC Academy to begin first Certificate Course

The Duty Free World Council Academy was launched in May at TFWA Asia Pacific Exhibition & Conference. It has now announced that the development of its first course, the Certificate Course in Duty Free & Travel Retail, is complete and delivery to the first student cohort will begin today (30 September).

The Academy has partnered with Generation Research, its parent company Contineo Labs, and m1nd-set, working closely with them on the development of the course content. The course will give students an in-depth understanding of the travel retail landscape, key category brand trends and industry development.

"The response has been overwhelmingly positive," says Derek Hughes, Managing Director, iR. "The mentoring aspect of our programme and CPD Accreditation has helped enormously in attracting organisations to the Academy. Many big brands, such as Estée Lauder, Swatch, Lindt, Revlon and Bologna Airport, have already signed-up for the programme, which highlights the appetite for a structured and formally-accredited course within the industry."

The main objective is to develop high standards in the duty free and travel retail industry, and a talented workforce with the skills and motivation to drive revenue and deliver the best customer experience.

"The programme has been created specifically for those already working in travel retail and those who would like to pursue a career in the industry," Hughes explains. "It addresses the unique characteristics and challenges of our industry, something which was identified as lacking in courses from other training providers up until now."

The DFWC Academy is delivered through an e-learning platform, which means students can learn during work hours and implement that learning in real time. The courses offered will complement existing in-house training and consolidate previous learning.

The Certificate Course in Duty Free & Travel Retail is made up of three modules with four lessons in each module. "After each lesson there is a multiple choice quiz (MCQ) followed by a prompt to reflect on the lesson by making a short entry in a learning journal," Hughes explains. "After each module, the student takes a more in-depth MCQ in order to proceed to the next module of the course."

On successful completion of the course (minimum 85% pass) the student will be issued with their CPD Accredited Certificate, which is jointly awarded by the DFWC and iR.

"What's unique about our programme is the option to take the mentors guide module which is designed as a guide for those in leadership roles to encourage and develop the student while developing their own leadership skills and gaining additional accredited CPD points," says Hughes.

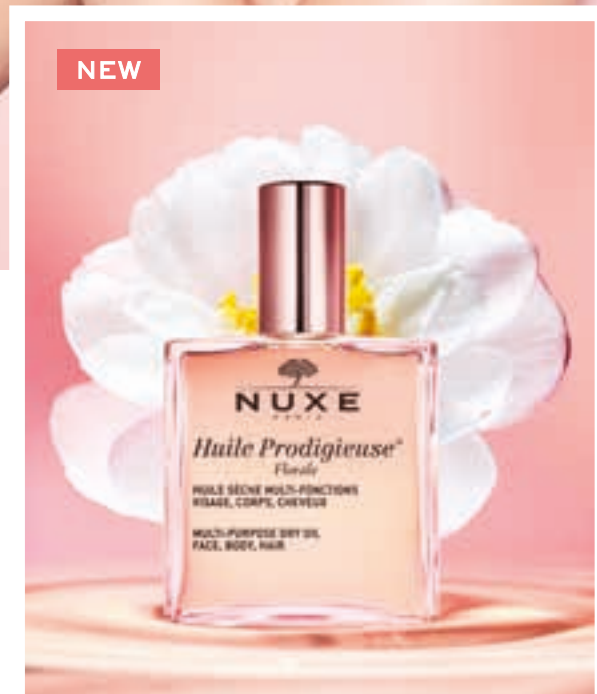
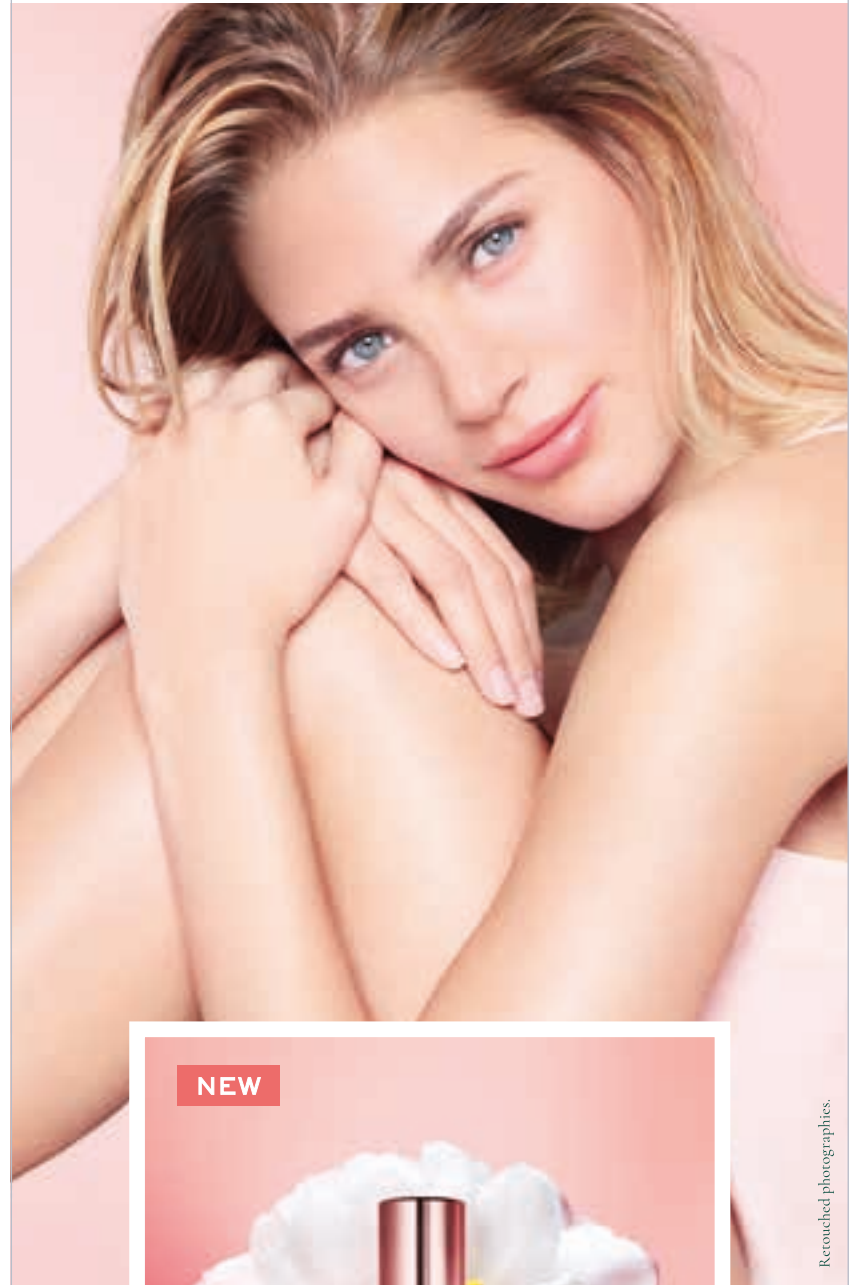
Each graduate of the certificate course can opt to become a course mentor for future students in their organisation.

"Our future plans are to deliver more courses and become a centre of excellence for education and training for the duty free and travel retail industry," Hughes adds.

Hughes is hosting the DFWC Academy stand at TFWA World Exhibition & Conference: Blue Village F7.



NATURAL
BEAUTY OIL



Huile Prodigieuse® Florale
Moisturising care with 7 botanical oils

A look at Cannes' newcomers



01

Baija Paris

📍 **Blue Village H31**

Who are you?

Baija Paris is a French brand that offers a new vision of natural and sensorial skincare. Building on their creative experience in interior design, the two founders have created an innovative and singular skincare world with a sense of elegant hedonism. Product ranges for both skincare and body are developed along the same lines as a fashion collection, where each product tells a differentiating story and inspires a powerful emotional response. Baija's products contain no less than 96% natural ingredients.

Who buys your products?

Our products are mainly aimed at women between 20 to 55 years old, but men can also take advantage as some of our collections can be considered unisex. Our customer profiles are mainly women between 30 and 55 years old, who like to use natural cosmetics and are careful of what they use.

Why exhibit now?

Following our successful performance in the duty free market and increasing interest in Baija Paris products, we expect to expand our presence internationally as we believe that our assortment will perfectly fit in new retailers. It will be also the perfect occasion to introduce our brand novelties.

What are your objectives?

With a strong and increasing presence in duty free shops and retailers such as department stores in Europe, Africa and Asia, we expect to continue on this successful path. The goal of exhibiting here at TFWA World Exhibition & Conference this week is to link with new retailers who will enjoy our offering.

What is your unique selling point (USP)?

- Unique and addictive fragrances made in Grasse in Provence, France.
- Demanding formulations without parabens or phenoxyethanol using at least 96% ingredients of natural origin.
- Strong visual marketing with colourful, attractive packaging that is designed like a couture collection.
- Complementary offering with products for both bath and body and home, travel size: several purchasing opportunities.

02

Russian Wine House Abrau-Durso

📍 **Red Village J16**

Who are you?

Russian Wine House Abrau-Durso is one of the oldest wineries in Russia, established in 1870. Over the years, we have put a lot of work on the quality of our products, combining global trends, current technologies and the best traditions of winemaking.

Who buys your products?

Our target audience is adults who are not restricted by law to purchase alcoholic beverages. We have a wide scale of sparkling wines targeting different groups of customers, different ages and preferences.

Why exhibit now?

Travel retail is one of the most important businesses for Abrau-Durso. In 2019, we started a partnership with Gebr. Heinemann. Wines from various collections are selling in some of the largest airports in Russia, such as Sheremetyevo International, Vnukovo International, Moscow Domodedovo and Pulkovo. Today, Abrau-Durso's products are exported to more than 20 countries around the world. Year after year, we continue to delight experts and connoisseurs with the best examples of the Abrau-Durso collection. TFWA World Exhibition & Conference is an important step in this process.

What are your objectives?

Our goal is to introduce foreign colleagues to the best wines from the Abrau-Durso's collection. Finding the right partnerships and collaborations is our main objective during the show.

What is your USP?

Created in Russia, sparkling wines Abrau-Durso are a unique combination of 150-year-old tradition, high-tech production and compliance with international quality standards.

03

Carambar & Co

📍 **Green Village L37**

Who are you?

At Carambar & Co all of our brands are monuments of European iconic confectionery. They are all produced in France and reflect our French know-how in chocolate and candies. From Terry's, the legendary British Chocolate Orange, to the jokes and taste of the traditional Carambar Caramel or to Lutti with its famous fizzy candies... all of our products are made with the same priority – give a smile to everyone offering unique, responsible and innovative sweets, in more than 50 countries.

Who buys your products?

We offer a wide range of complimentary products and technologies under our iconic brands for all ages – children love Carambar chew and Lutti candies on jellies; Terry's chocolate orange ball, Michoko or Vichy pastille being more adult; and Krema suits the whole family.

These brands meet all consumer needs: impulse, sharing but also gifting, using well-being ingredients.

Why exhibit now?

Carambar & Co was created in May 2017. We are a new company that has acquired famous iconic brands. Today, we generate 60% of our turnover in France, while 40% of our business is international. We have expanded key brands to the United States, Canada, Australia, Japan, Africa and other countries and are committed to expanding these emblematic brands outside their home country. We are now responding to importers' requests following the creation of our new company: Carambar & Co and Lutti.

What are your objectives?

The TFWA World Exhibition & Conference is a unique opportunity for us to meet and present our brands to travel retail operators, duty free shops, travel retail agents and distributors in order to increase our brands' visibility around the world, and answer to consumer demands.

What is your USP?

What makes Carambar & Co-Lutti so special is the uniqueness of our products portfolio with 14 iconic brands, 100% French. Each product has its full experience: Terry's with its original round shape; the unique pastille Vichy produced from mineral salt extracts of Vichy waters; Carambar and its 50 years of jokes; or Lutti which is the one creating the first fizzy candy. We master all the technologies on candies and chocolate thanks to our factories based in France.

Here, we turn the spotlight on a selection of the exciting brands making their debut in Cannes, or returning after an absence.



04

Champagne Lanson

Green Village H46

Who are you?

Created in 1760, Champagne Lanson is one of the oldest Champagne houses. Lanson belongs to family-owned champagne group Lanson-BCC which is one of the major champagne players. With its longstanding international presence, Lanson has built up strong positions across all channels including travel retail.

Who buys your products?

Champagne Lanson has a universal and inclusive positioning which addresses people:

- From any country;
- Of all ages, especially 30-40 years old;
- Who are open, genuine and humble;
- Who know the true value of things, who like to be with others, meet up, share, travel;
- Who care about people and the environment;
- Who act with kindness and elegance.

Why exhibit now?

We are exhibiting now because we believe in the strategic interest of the travel retail channel, TFWA being clearly the most important show in the travel retail channel.

What are your objectives?

Extending our current network and exploring new opportunities within the travel retail channel. This will also be the opportunity for us to reveal a preview of our new brand platform that will be officially launched in 2020.

What is your USP?

Since 1760, La Maison Lanson, whose emblem is the Cross of the Hospitaller Order of Malta, has been elaborating its champagnes with special care and attention. The Winemaker, Hervé Dantan, offers wines with an elegant and fruity style and an incomparable freshness. Lanson is more than a Champagne, it is a creator of social link, a real proof of attention to the people we love.

05

Havaianas

Mediterranean Village N7

Who are you?

Havaianas are the world's leading flip flops. We have been making rubber flip flops in Brazil since 1962. The mission of the brand is to 'Spread the Brazilian Summer Spirit' to people around the world and we do so by bringing happiness, colour and optimism to people's feet. We are now moving into dressing people toe-to-top, since we also have launched beach apparel in Brazil and some countries in Europe.

Who buys your products?

Havaianas is a truly democratic brand with styles and shapes to suit everyone – young or old, rich or poor, at the beach or in the city. We also do a range of sandals for the city or evening, espadrilles for the moments when you want a covered shoe, sunglasses and apparel. We truly are a summer lifestyle brand.

Why exhibit now?

We have seen an increase in interest from end consumers who want to see the brand in the travel retail environment and as our product fits so well with travel we believe it is the right moment to step in properly. It was, in a way, a natural step. Also, as we now have regional head offices across the globe, we are in a better place to take a step more concretely into this market.

What are your objectives?

We want to showcase some of our core iconic models along with our 2020 innovations in brand new styles. Our collection has over 400 style colours and we believe it is important that the travel retail world gets familiar with more models than just our iconic styles.

What is your USP?

Havaianas have been making flip flops for 57 years, we pride ourselves on the quality and comfort of the product. We also have models that can go from day to night and beach to city, which for travel retail is a total bonus. It is an easy to pack and very versatile product. Plus, it gives you a true feeling of freedom when you slip into a pair of Havaianas.

06

Korea Ginseng Corporation

Red Village M24

Who are you?

Korea Ginseng Corporation (KGC) was established in 1899, and has been leading the ginseng industry for the past 120 years. KGC's ginseng brand, CheongKwanJang (CKJ) has been exported to 40 countries and recognised as world's No.1 ginseng brand based on 2008-2017 Euromonitor.

Who buys your products?

CheongKwanJang is leading the wellness category in Asia through Chinese tourists. This trend can be clearly seen in the duty free market for international travellers. CheongKwanJang opened an independent boutique store in Incheon International Airport, in addition to first health supplement shop-in-shop stores in major Asian airports in Hanoi, Da Nang, and Na Trang, as well as Jakarta and Osaka through strategic partnerships with top global duty free operators such as DUFY, Lotte, and DFS.

Why exhibit now?

CheongKwanJang recognises the need for categories to inspire consumers and the duty free industry. Focusing its business in Asia including Korea, Japan, and Vietnam, CheongKwanJang achieved an annual average sales growth of 15.3% for the past three years, and made USD353 million (€323m) in sales just in the duty free market in 2018.

What are your objectives?

Based on the success achieved in Asia, CheongKwanJang plans to promote the potentials and growth of the wellness category in the global duty free industry at TFWA World Exhibition & Conference. Through its participation in Cannes, CheongKwanJang seeks to go beyond Asia to begin expanding into duty free markets in the Middle East and Europe.

What is your USP?

CheongKwanJang is providing a new alternative value of health to travellers looking for a gift. We also continue to launch new products that reflect customer needs. The most representative product is Everytime, a liquid ginseng extract product made by condensing 100% six-years-grown Korean ginseng cultivated in Korea, the optimal place to grow the herbal root. This product is commercially available in forty countries around the world.

A fresh approach

Jewellery maker Infinity & Co is introducing nine stunning new collections exclusively at TFWA World Exhibition & Conference in Cannes this week. Infinity & Co Managing Director and founder Samantha McDermid said: "We are delighted to be back in Cannes with our strongest collections ever. We had an incredible show last year and we can't wait to present everyone our new designs for 2020."

On display will be Beatrice the queen bee with honeycomb accents; Lola with her padlocks and keys; and Alice with her wonderland collection, to name just a few.

McDermid added: "We have completely re-designed our booth for Cannes 2019 to showcase our premium new range of display equipment. We are really excited about how these new concepts accentuate the jewellery and bring a fresh approach to retailing jewellery within travel retail."



Green Village L62

A wine to remember

Zonin 1821 is showcasing a strong portfolio of wines, including the new rosé from the Masseria Altemura, a wine estate located in the heart of Salento and owned by the Zonin family since 2000.

This rosé celebrates the splendour of Puglia's coast and the legendary Zinzulusa, the most beautiful grotto in Salento, known for its 'zinzuli', stalactite formations that take on both delicate and brilliant shades of pink as the sun sets. Inspired by this exceptional spectacle of nature, Zinzula is a perfect tribute to Salento. The design of the bottle plays on exquisite, luminous details, recalling the purity of the crystal-clear waters of the Mediterranean. Zinzula is truly a wine to remember, to collect, and to be appreciated with your eyes, your sense of touch and especially with your heart.

Blue Village C5



Emblematic fragrance

INCC Group is exhibiting the latest novelties from the Mercedes-Benz Parfums brand. Available this October, Mercedes-Benz Parfums is launching a gift set of four miniatures from its emblematic line, Mercedes-Benz Man. Clearly defined personalities, addictive and elegant fragrances, are represented as authentic manifestations of the values of the mythical brand.

An ideal gift to discover the Mercedes-Benz legend in bottles.

To celebrate the fifth anniversary and the indisputable success of the Mercedes-Benz Man range, the iconic brand is treating addicts and newcomers to an intense version of its classic Star fragrance. Star is a stunning aromatic, woody, fruity fragrance, that reflects the strength and energy of a powerful personality and lend its wearer a unique, unmistakable aura.

Moreover, a year ago, Mercedes-Benz THE MOVE hooked millennials with its multi-faceted fragrance that spoke to their inner selves. In Act 2, Mercedes-Benz is launching a new version of this addictive fragrance that embodies movement, fluidity, and freedom. Mercedes-Benz THE MOVE Express Yourself relishes the freedom to think, move, dance and experience life to the max.



Riviera Village RD9

TFWA

Tax Free World Association

23-25, rue de Berri
75008 Paris France

Tel : +33 1 40 74 09 86
Fax : +33 1 40 74 09 85

John Rimmer
Managing Director
j.rimmer@tfwa.com

Cécile Lamotte
Marketing Director
c.lamotte@tfwa.com

Produced by:



Ian Hill
Publisher
ian@pps-publications.com

Paul Hogan
Managing Director
paul@pps-publications.com

Ross Falconer
Managing Editor
ross@pps-publications.com

Marta Dimitrova
Editor
marta@pps-publications.com

Richard Jende
Head Designer
richard@pps-publications.com

Magdalena Matejewska
Designer
magdalena@pps-publications.com

Grant Pritchard
Photographer
photography@grantpritchard.co.uk

PPS Publications Ltd
3a Gatwick Metro Centre
Balcombe Road, Horley, Surrey
RH6 9GA, United Kingdom

Tel: +44 1293 783 851
Fax: +44 1293 782 959
post@pps-publications.com

© PPS Publications Ltd 2019

THE MEADFA CONFERENCE

24-26 NOVEMBER 2019
KEMPINSKI HOTEL
MUSCAT, OMAN

MANAGED BY

TFWA



جمعية الشرق الأوسط و أفريقيا للأسواق الحرة
MIDDLE EAST & AFRICA
DUTY FREE ASSOCIATION

Dubai Duty Free

WORTH FLYING FOR

Over 40,000 sq. metres of spectacular shopping.
Thousands of limited editions and travel exclusives.
Hundreds of the world's most desirable brands.
But only one glorious destination: Dubai Duty Free.

SHOP AT DUBAI DUTY FREE

WIN THIS CAR

Dubai Duty Free



Full of surprises.