

TFWA

WORLD
EXHIBITION &
CONFERENCE

TFWA
daily
THURSDAY 4 OCTOBER 2018



11

SPECIAL REPORT
Confectionery
Sweet innovation

05

MEADFA
The latest on
the MEADFA
Conference 2018

08

**TFWA Digital
Village**
Plus Digital Village
Pitch Corner

22

Exhibition news
Comprehensive
coverage from the
show floor

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TFWA

Alessandra Visconti
Vice-President Corporate



Introduction

A dynamic organisation

One of the running themes among speakers and exhibitors at this week's TFWA World Exhibition & Conference has been the ability to adapt positively to change. This has played a key role in the evolution of the duty free and travel retail market to its strong position today. TFWA, as well as its members, has also shown considerable resilience and adaptability in an often fast-changing landscape.

One change we will see at TFWA is the appointment of the new TFWA Management Committee which was elected yesterday and will be confirmed at this morning's AGM. The new Committee, will, I'm certain, continue to uphold the principles of our 'by the trade for the trade' philosophy while also looking at innovative new ways to bring further growth to our industry. This is evident in many aspects of our work, perhaps one of the most important being the vibrant and diverse range of brands that can be seen on the trade floor. There are limits to how we can expand our exhibition in terms of space, but we aim to infuse excitement by bringing fresh names and ideas to the event every year, and this richness is a key motivating factor that drives the major players in our industry to visit our exhibition time after time.

We're always looking for the best ways to equip our members with the vital tools to help their businesses thrive, and I'm delighted to announce that we have published a third edition of the highly successful TFWA Handbook. This comprehensive guide to the latest developments in the duty free and travel retail industry will help our members evaluate and navigate the market, and provides a highly relevant reference for the future.

The TFWA Digital Village exhibition provides yet another perspective on how to develop business in the duty free and travel retail environment. It is a must-visit for all those keen to learn more about new digital trends, innovative products and high-tech services.

TFWA aims to bring about further positive change through the TFWA Care programme, which aims to bring aid to people living in challenging conditions across the globe. A total of 14 good causes have been nominated by TFWA members to receive donations this year. Six of these charities will be supported by TFWA for the first time.

We would like to thank everyone involved in raising money for these good causes at fundraising events being held this week and over the coming months. You can find more information about TFWA Care at www.tfwacare.com.

Notes for your diary:

- The TFWA AGM, at which our new Management Committee will be confirmed, takes place this morning from 08:30 in auditorium K on the 4th floor of the Palais des Festivals.
- Le Premium Evening takes place tonight at 20:00 at Port Canto (entrance by invitation only). A shuttle service to the event will operate from all major hotels.
- The TFWA Digital Village Press Breakfast will be held at the Gare Maritime tomorrow between 09:00 and 12:00.

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Exhibitors urged to help Caritas

Suppliers of fragrances, cosmetics, confectionery and other gifts are invited to support the Caritas Secours Catholique charity. During the show today, members of the Caritas team will distribute special bags marked with their logo to all companies who would like to donate products to benefit disadvantaged people. The bags will be collected from stands on Friday morning. TFWA would like to thank all those who participate in this scheme for their generosity.

TFWA AGM: today at 08:30

A reminder that the TFWA Annual General Meeting, at which the new Management Committee will be confirmed, takes place this morning at 08:30 in Auditorium K on Level 4 of the Palais des Festivals. Attendance is for TFWA Members only.

Control for access to the exhibition

Please collect your badge at the TFWA Registration Pavilion before then passing through the security check on the Parvis of the Palais des Festivals.



TFWA's partnership with Nice Côte d'Azur Airport has several advantages for delegates attending TFWA World Exhibition & Conference. Pop-up bars located in Terminals 1 & 2 are welcoming arriving visitors with a complimentary glass of Cremant d'Alsace Perle Noir & Rosé by Arthur Mezt & Cremant de Bordeaux Rosé Calvet. The airport will give delegates a special 10% price reduction across a selection of brands available in airport stores on presentation of their TFWA World Exhibition & Conference visitor or exhibitor badges.



THE MEADFA CONFERENCE

19-20 NOVEMBER 2018
PHOENICIA HOTEL
BEIRUT, LEBANON



Managed by



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MEADFA Conference to be held under the patronage of the Lebanese President of the Council of Ministers

H.E. Saad Hariri



The MEADFA Conference will be held under the patronage of H.E. Mr Saad Hariri, Lebanese President of the Council of Ministers.

Managed by TFWA and hosted by Beirut Duty Free, the MEADFA Conference will take place at the historic Phoenicia Hotel, one of Beirut's landmark venues, on 19-20 November 2018.

Among the business leaders opening the conference are the guest of honour Mr Elie Saab, Chairman and President of ELIE SAAB GROUP; Phoenicia AerRianta Company Chairman and pioneer of the Middle Eastern duty free industry Mohamed Zeidan; and Middle East Airlines Chairman-Director General Mohamad El-Hout.

Themes to be explored during the conference will be the emergence of new customer profiles and consumption habits in the Middle East, along with the outlook for aviation and travel retail in Africa. The full programme is available online at both TFWA.com and MEADFA.com.

The social programme includes the Welcoming Cocktail, sponsored by Aphrodite SARL, and the Gala Dinner, hosted by Beirut Duty Free. In partnership with Al Awaal Travel and Tourism, MEADFA is also offering delegates the opportunity to visit Lebanon's many sites of historic interest on tours before and after the conference.

"The MEADFA Board is hugely grateful to H.E. Saad Hariri, Lebanese President of the Council of Ministers, for his patronage of our conference, and to H.E. Avedis Guidanian, the Minister of Tourism, for his unwavering support," said Haitham Al Majali, MEADFA President. "We are delighted to be able to finally bring the MEADFA Conference to the historic city of Beirut, which will provide the perfect backdrop to debate the current issues influencing trade in the Middle East and Africa. As our conference in Dubai last year proved, there is a great amount of interest in the region and the growth opportunities within it."

TFWA President Erik Juul-Mortensen commented: "TFWA has been involved in the organisation of the MEADFA Conference since its inception nearly 17 years ago, and we are delighted to be bringing the event to Beirut for the first time. The city is one of the most important hubs of the region and a vital centre for business. Not only that, but Lebanese hospitality and cuisine are renowned throughout the world. For all these reasons, we are confident that this year's MEADFA Conference will prove another successful and memorable event."

Le Premium Evening

Tonight, 20:00

Port Canto

The glamorous culmination to the week's networking has some surprises in store. Celebrated chef Romain Gandolphe skilfully blends taste and texture for his unique 'trompe l'oeil' cuisine, where all is not as it appears. Afterwards, five top international illusionists bring their record-breaking Broadway show to Cannes complete with feats of levitation, mind-reading, disappearance, and more.

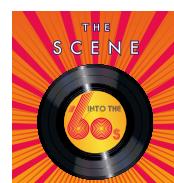
- Dress code: Black tie
- Entrance by invitation only – part of the full delegate package
- A shuttle service will operate from all major hotels



The Scene

Tonight, 22:00-02:00

Plage du Palais des Festivals



Delegates in search of rest and recreation after the working day need look no further than The Scene. Expert DJs and a dancefloor await the energetic, with tonight's tunes being spun by DJ John. Or why not relax with friends over a drink in the groovy, 60s-themed lounge. Either way, the beach venue and sea views add the finishing touch.

Entry tickets compulsory. Tickets can be purchased onsite at The Scene desk (Palais des Festivals, Level 1) or directly at The Scene entrance.



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Stephen Hillam, Research Director, Counter Intelligence Retail; Thabet Musleh, Vice President, Qatar Duty Free; and Joe Harvey, Senior Manager Global Boutique Development, Retail inMotion.

Inflight Focus Workshop

To better understand passenger behaviour and perceptions of the current inflight retail offer, and to make recommendations for the future, TFWA has commissioned a major new research study from travel retail specialist Counter Intelligence Retail (CiR). Highlights from the report were presented in yesterday morning's Inflight Focus Workshop by one of its authors, Stephen Hillam, Research Director, CiR, and further discussed by a panel including Joe Harvey, Senior Manager Global Boutique Development, Retail inMotion, and Thabet Musleh, Vice President, Qatar Duty Free.

The latest figures from Generation Research suggest that the inflight market enjoyed its first annual sales increase for several years in 2017. Global inflight sales were up 4.2% to US\$2.6 billion.

The sector is still under pressure as airlines review their customer service strategies and brands question their commitment to the channel. Yet the opportunity for airlines, concessionaires and brands remains significant, amid rising passenger traffic and innovation in communication and traveller engagement.

Stephen Hillam, Research Director, Counter Intelligence Retail, presented some fascinating highlights from the research study into passenger behaviour and perceptions of the current inflight retail offer.

A mixed methodology approach was deployed for the research. Initially over 3,000 online interviews were completed among inflight buyers, inflight browser non-buyers and inflight non-users. The next stage of the research was face-to-face interviews among inflight buyers, inflight browser non-buyers

and inflight non-users in arrivals at Singapore Changi, London Heathrow and New York JFK airports to map their behaviours through all travel retail touchpoints.

"There are some big numbers in the report, principally that inflight has low interaction and conversion levels when compared to both departures and arrivals duty free," said Hillam. "Currently, only 33% of international travellers browse the inflight duty free offer and just 12% are purchasing. This conversion factor is a much lower level than seen in departures and arrivals duty free. We are also seeing that interaction with inflight is an impulse-driven activity, with just 29% of browsers planning to browse the offer before boarding the flight, the good news here being that almost three-quarters of passengers who browsed the offer did so on impulse."

The research shows that alcohol is the most commonly browsed and purchased duty free category, followed by beauty. Other categories, such as watches & jewellery and electronics also drive interest and engagement. "Purchase motivation

for inflight is led by quality, price, buying a treat of reward, and the familiarity of well-known brands," Hillam commented. "There are contrasting reasons why passengers are not engaging with the inflight offer. Those that do not browse have a negative price perception of the offer, have already purchased in departures, or prefer to spend elsewhere. Those that browse but then reject the offer are responding that there is nothing of interest, prices more expensive than elsewhere, and a lack of attractive promotions."

Key themes that emerged from the workshop included the importance of convenience and direct staff interaction. Optimisation of the product range to ensure key shoppers and potential shoppers are targeted with the right products is also important.

"The digital opportunity must be further developed and pre-ordering utilised as a key service feature to increase convenience, potentially expand the available range, and further enhance the overall service," Hillam explained. "In summary, the inflight channel is facing difficulties, but there are significant benefits for users, and significant opportunities for stakeholders. Optimising the product range, and offering pre-order opportunities, can ensure the future of the inflight channel as a key element of the travel retail environment."

Following Hillam's presentation, Joe Harvey, Senior Manager Global Boutique Development, Retail inMotion, and Thabet Musleh, Vice President, Qatar Duty Free, joined the panel to share their insights.

Harvey delivered a passionate intervention. "One of the most shocking statistics in the report is 83% of travellers saying the inflight offer doesn't meet their expectations. I strongly disagree with that," he said. "We need to focus on one fundamental thing – the product. We've talked a lot about e-commerce, but forgotten about the product. We should be doing more with pre-ordering and optimisation onboard. My challenge to the airlines is, if you offer pre-ordering, why do you charge for onboard Wi-Fi?"

Harvey also emphasised the importance of 'hero' products and their potential to transform inflight retail. "Every supplier in the room should put yourself on the back – you've lifted your game. We now have more products and, importantly, more niche products and new brands. They're the type of products that the millennials are going to buy and will catch shoppers' interest."

Qatar Airways prides itself on its five-star service, and inflight retail is a very important part of the business. "We, of course, look after both inflight retail and on the ground retail," said Thabet Musleh, Vice President, Qatar Duty Free. "Our inflight sales are growing year-on-year. We're seeing a huge boom in the number of Asian passengers, as well as in sales of Korean products."

He highlighted the important role of the cabin crew in engaging with travellers. Indeed, Qatar Duty Free invests heavily in training so that its staff has the product knowledge to give advice and recommendations to travellers.

"Travelling consumers are going to demand digital," Musleh added. "We are one of the first airlines with door to door connectivity, and we are looking to incorporate the retail offer into that. We also recently launched a new app, which gives us real-time feedback, and are exploring how to integrate retail into the inflight entertainment system. When we go digital, we can truly tailor the offer – that's where digital is key going forward."

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Mediterranean Village N3

TFWA DIGITAL VILLAGE

The TFWA Digital Village is open today from 09:00 to 18:00, and tomorrow from 09:00 to 12:00. Visit Gare Maritime to see many of the latest technological innovations, and obtain a glimpse into the future of the duty free & travel retail industry.

WANDERSAFE: EMPOWERING MORE WOMEN TO TRAVEL



The world's first non-violent integrated personal safety solution for travellers has premiered in the TFWA Digital Village. WanderSafe is an Internet of Things consumer electronics device and mobile application designed to empower travellers and keep them safe.

The discreet 'holdable' personal safety device has been created for travellers, students and those most vulnerable, including travel retail employees. It celebrates innovation in the consumer electronics category and a safer future of travel.

WanderSafe was designed by former travel retail consultant and frequent solo business traveller Stephenie Rodriguez, Founder of WanderSafe, in collaboration with a retired 25-year US Central Intelligence Agency (CIA) Safety Expert, Thomas Pecora. The device has anti-rape deterrent features built into its sleek, discreet design, including a high lumen quick-click flashlight, second click disorienting strobe light, and a patent pending twist top 140db personal siren for attracting attention or frightening a potential assailant.

Meanwhile, when pressed, the WanderSafe Activate button notifies present contacts, including friends, loved ones, employers or law enforcement, of the user's immediate longitude and latitude with a distress signal. The smartphone application provides users with relevant location-based safety information in real time sourced from trusted data providers including Motorola, the US Department of State's OSAC, and other verified users who contribute safety information in real time.

"The future of travel is most definitely female with more than 850 million women travelling this year," says Rodriguez. "More than 68% of all study abroad students are female, and in the US more than 11 million women over 30 takes solo international trips more than five times per year. WanderSafe isn't just for women, but we believe we are empowering more women to travel further with greater peace of mind and, unlike pepper spray or tasers, it is completely non-violent and poses no threat to its users."



Rodriguez adds that feedback in the TFWA Digital Village has been overwhelmingly positive, with fantastic interest from retailers.

As part of WanderSafe's comprehensive CSR strategy, it has a 'buy one, give one' programme. "For every WanderSafe device sold, we will also give one to those communities where we can make the most impact," Rodriguez explains.

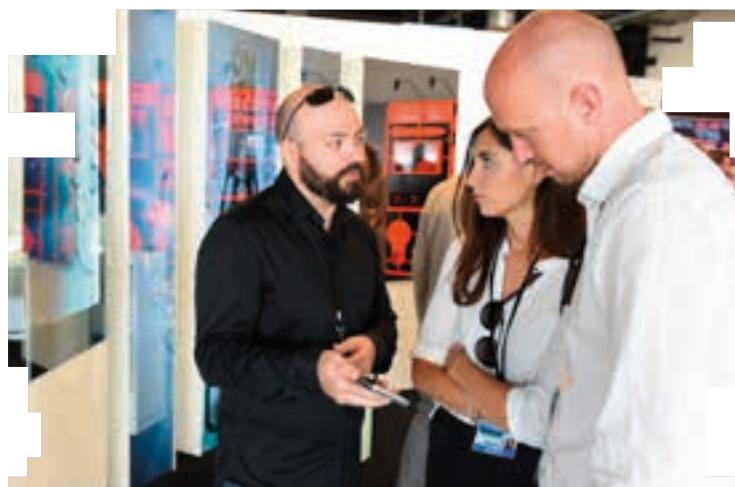
The WanderSafe device will retail for US\$59.95 (travel retail RRP) and US\$79.95 RRP on the high street and online.

The app can be downloaded free from the iTunes App store, and will be available in Google Play from 1 November 2018.

WanderSafe is currently crowdfunding. For more information, visit: bit.ly/WSIndieg

Stand DB13

UPSILON GROUP: "INNOVATIVE DIGITAL PRODUCTS TO OPTIMISE THE CUSTOMER EXPERIENCE"



Upsilon Group is an independent French company specialising in the design and supply of audio-visual solutions for business. "In a fast-changing sector, Upsilon Group has an innovative bespoke approach with cutting-edge products, and is driven by its unyielding commitment to providing world-class service," says Bruno Sorrentino, Associate Director, Upsilon Group. "Our two main markets are audio-visual solutions for exhibitions, and interactive solutions for sales areas. We create innovative digital products to optimise the customer experience."

In the TFWA Digital Village, Upsilon Group, in partnership with 7ème Ciel, is presenting a pop-up store with distinctive brand animations – perfume, champagne and skincare. It is an in-store solution to drive in visitors, highlight brand universes, deliver attractive messages and create a unique client experience.

"Our goal in the TFWA Digital Village is to present our new high-end, innovative products for digital communication in shops," Sorrentino explains. "If you choose our products, it's because you look for a different way to communicate and catch your visitors. If you choose our company, it's because you look for a high-end customer service."

Stand DC5/DDS

TFWA DIGITAL VILLAGE EXHIBITORS

- >> CNPay Global Co, stand DB8
- >> Concourse Display Management, stand DC4/DC6
- >> Airfree, stand DB6
- >> Au Coeur Du Luxe, stand DB12
- >> Blynk, stand DA16
- >> DutyFreeList, stand DA15
- >> Ethos Farm, stand DA12
- >> ETRC, stand DD6
- >> Global Smiling, stand DA7
- >> Groupe FG Design, stand DB2
- >> Handy, stand DA10
- >> Iconiction, stand DA10
- >> iCoupon, stand DB11
- >> Inflight Media Digital – IMM Group, stand DA6
- >> JCDecaux, stand DA2
- >> Mile High Store, stand DB10/DD2
- >> MyDutyFree, stand DA9
- >> Perfumist, stand DA1
- >> Sampling Innovations Europe, stand DB3
- >> SKYdeals, stand DB1
- >> Skyra, stand DB9
- >> T&DF – Tax & DutyFree, stand DA11
- >> The Moodie Davitt Report, stand DA8
- >> Thinfilm Electronics, stand DA5
- >> Upsilon Group, stand DC5/DDS
- >> WanderSafe, stand DB13

DIGITAL VILLAGE PITCH CORNER

TFWA Digital Village exhibitors took to the floor yesterday to explain the services and technological innovations they offer to the duty free & travel retail market. The Digital Village Pitch Corner takes place again today in the Press Centre, Level 1, Palais des Festivals: 10:00-11:00 and 15:00-16:00.

_ETHOS FARM

Ethos Farm works with travel retail and operational teams who want to enhance their customer service offering. "We provide end-to-end customer service and workforce solutions. From recruitment, consultancy, e-learning and VR training to providing award-winning workforce apps to make your team the best they can be for your customer," says Mathew Garner, Co-founder, Ethos Farm. "Our award-winning tech provides everything a team needs – all in one place. Our apps can be used to receive daily briefs and product training, receive new product launch information, store rosters and swap shifts, obtain infrastructure information like peak flows and high volume customer trading periods, receive and take e-learning, and complete customer service surveys and employee engagement questionnaires."

The company's strategy within the travel retail channel is to enhance the service proposition of its clients by ensuring that their customer-facing colleagues become custodians and advocates of the brand that they serve.

"Our WorkLife app, sales and briefing tool, as well as our e-learning platform, is already in use with a number of large travel retailers in the Americas and Europe," Garner explains. "We really want to help travel retailers via their frontline teams and we believe we have a unique approach that assists in driving excellent service while growing revenue. Our aim in the TFWA Digital Village is to make sure that



people understand what we do, how we do it, and how we can help their business via the unique proposition we offer."

Ethos Farm's USP is a blended approach of consultancy, e-learning, face-to-face training and award-winning apps to drive service and performance. "Our sales apps have already won two industry awards, and we believe we have a totally unique formula that we haven't seen elsewhere in the industry," Garner adds.

 Stand DA12



_GROUPE FG DESIGN

Groupe FG Design believes in 'meeting' as a communication media – it creates unique, impactful and effective physical meetings. In yesterday's Digital Village Pitch Corner, the company explained its innovative digital solutions to maintain and extend the meeting experience.

 Stand DB2

_SAMPLING INNOVATIONS EUROPE

Sampling Innovations Europe offers a complete service from design and production, through to the promotion and distribution of promotional samples or single dose retail products. In the Digital Village Pitch Corner yesterday, the company explained its expertise in developing innovative items for all kinds of campaigns, always taking into account the client's brand, product, target audience and budget.

 Stand DB3



_AGENCY 7 CIEL

7ème Ciel is an innovative digital agency developing trade marketing and communication tools for brands, stores and e-commerce. In the TFWA Digital Village, 7ème Ciel, in partnership with Upsilon Group, is presenting a pop-up store with distinctive brand animations.

"Digital tools can be interactive to highlight brand universes," says Pierre Lequeux, CEO 7ème Ciel. "A new retail for new consumer trends is important, as is proposing uniqueness and experience for travelling consumers."

Lequeux highlighted three important growth levers: e-commerce, innovation, and sustainability.



 Stand DCS5/DD5



_AIRFREE

In the Digital Village Pitch Corner yesterday, Airfree Co-founder Valery Meary explained how the company is the first global air duty free marketplace that allows duty free retailers to sell their products online onboard a connected aircraft. "We make their products digitally available up in the air, providing a great opportunity to generate incremental revenue by monetising the time available during the flight."

 Stand DB6



Spirited reception

The Brown-Forman stand has been very busy this week at TFWA World Exhibition & Conference. An undoubted highlight has been the launch of the exclusive new Woodford Reserve Baccarat Edition, which has generated a lot of interest.

Aged in hand-selected XO cognac casks at the historic Woodford Reserve Distillery in Versailles, Kentucky, the new expression is presented in Baccarat handmade crystal decanters, which each take five days to make.

Retailing for \$1,500-a-bottle, the Woodford Reserve Baccarat Edition will be available as a travel retail exclusive for one year as of May 2019.

It's the first and only American whiskey to be bottled in Baccarat, a partnership that Mark Bacon, Global Brand Director, Woodford Reserve, said "combines the renowned traditions of classic French elegance and American spirit".

The Woodford Reserve Baccarat Edition represents a bold new direction for the world's leading super-premium bourbon.

"We are extremely proud to announce the partnership between the world's finest bourbon and the world's finest crystal, because both represent craftsmanship at the highest level," said Bacon. "This partnership elevates the category of American whiskey in the global market."

Brown-Forman believes travel retail was the obvious channel in which to launch Woodford Reserve Baccarat Edition.

"We are launching this luxury product in travel retail because sophisticated consumers are seeking premium brands – and Woodford Reserve leads the ultra-premium bourbon category globally," said Marshall Farrer, Senior Vice President and Managing Director of Global Retail Travel, Brown-Forman.

Baccarat Global CEO Daniela Riccardi said her company is delighted to be working with Woodford Reserve.

"Baccarat is honoured to be the partner of Woodford Reserve for this important premiere in the world of American whiskey," she commented. "We are proud of the work done together and of a beautiful decanter that our artisans crafted inspired by the excellence and savoir faire that both our Maisons cherish."

Beach Village Beach 03



Airport Retailer of the Year: Dubai Duty Free

2018 Frontier Awards winners

PARTNERSHIP INITIATIVE OF THE YEAR

Maison Christian Dior at Changi Airport
The Shilla Duty Free, Parfums Christian Dior and Changi Airport Group

SPECIALTY CONCEPT OF THE YEAR

From 'Destination' With Love
DFS Group

CRUISE & FERRY LINE RETAILER OF THE YEAR

MSC Cruises

INFLIGHT RETAILER OF THE YEAR

Oman Air/Muscat Duty Free Inflight

MARKETING CAMPAIGN OF THE YEAR BY A SUPPLIER

Ultimune #StrongSouls Campaign
Shiseido Travel Retail

MARKETING CAMPAIGN OF THE YEAR BY A RETAILER

Bollywood Campaign
Mumbai Duty Free by Flemingo Travel Retail Limited

MARKETING CAMPAIGN OF THE YEAR BY AN AIRPORT

Heathrow Gin Festival
Heathrow Airport

TECHNOLOGY INNOVATOR OF THE YEAR

BrApp The Worklife & Sales App
Ethos Farm

STAR PRODUCT OF THE YEAR UNDER \$100

Monkey Shoulder
William Grant & Sons

STAR PRODUCT OF THE YEAR OVER \$100

Glenfiddich 25 Year Old
William Grant & Sons

AIRPORT OPERATOR OF THE YEAR

Last Call For Shopping or Hall T2 Aeroport Nice
Nice Côte d'Azur Airport

BORDER, DOWNTOWN & NON-AIRPORT RETAILER OF THE YEAR

King Power RangNam, Bangkok
King Power International

AIRPORT RETAILER OF THE YEAR

Dubai Duty Free

SUPPLIER OF THE YEAR

William Grant & Sons

BEST GTR-EXCLUSIVE PACKAGING OF THE YEAR

The Macallan Quest Collection
Edrington

BEST F&B PARTNERSHIP OF THE YEAR

Lounge 1 Food Court at Schiphol Airport
Portland Design, Schiphol and HMSHost

BEST INFLIGHT PRODUCT OF THE YEAR

Guylian Sea Horses Tin

OUTSTANDING CONTRIBUTION TO THE INDUSTRY

Women in Travel Retail

LIFETIME ACHIEVEMENT AWARD

Simon Chiang
Ever Rich Duty Free

BUYERS' FORUM AWARDS

Buyers' Forum Bronze Award:
FRAAS Signature Needle Punch Heart Scarf

Buyers' Forum Silver Award:

John Alexander Artist Series No 1, Crystal Head Vodka

Buyers' Forum Gold Award:

Rituals Travel Exclusives, Rituals Cosmetics



IS THE SKY REALLY THE LIMIT?!

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PLEASE VISIT US AT TFWA CANNES MARINE VILLAGE R7/R5 – AND DISCOVER ALL OUR LINDT NOVELTIES

As the world's confectioners line up to showcase their wares at TFWA World Exhibition & Conference, Gemma McKenna looks at the sector's burning issues.

This takes in Brexit, the trend for alcohol-infused chocolates, sustainability, and how mindful snacking is impacting confectionery development.

Guylian Master's Selection was a first step in Guylian's new brand strategy to differentiate travel retail from mass retail. The next step is a brand-new travel retail exclusive range: Guylian Golden Collection, which is being presented at TFWA World Exhibition & Conference.



It is fair to say that at any major trade show taking place in the heart of Europe featuring a host of global companies, talk will turn to how their UK business will fare in a post-Brexit world. Confectioners are no exception. Most have adopted a 'get on with it' approach, but that is not to say they are not planning for difficulties ahead, and already admit to being impacted by currency fluctuations.

Some are cautious. Steven Candries, Sales Director, Guylian (Mediterranean Village P13), describes Brexit as a "painful situation". "I don't want to get into politics, we need to embrace what there is and cope with it. But the weak Sterling affects the pricing policy in the region, and this will need to be corrected in steps. But, overall, we do not see a serious climb in sales nor a decline. The base remains strong and we can work from there."

Peter Zehnder, Head of Lindt & Sprüngli's Global Duty Free Division (Marine R7), says Brexit has already impacted sales. "Because of the weakness of the pound following the Brexit vote last year, retail prices of Lindt products were increased by duty free retailers and this had a negative effect on our sales. We hope that the agreement between the UK and EU will stabilise the situation."

Anthon Berg's (Blue Village B7) Travel Retail Director Peter Dige says it is still focused on the UK market and following Brexit closely. "We expect that the UK will be more interesting in the future when they leave the EU, but the UK has to make a deal with the EU and then we will know how the market will look in the future. There are still a lot of questions here, hopefully we will know a lot more in the next six months."

But others remain bullish in the face of Brexit uncertainty. Haribo's (Bay Village Bay 11B) Marketing Manager for Travel Retail Elisa Fontana describes the UK as a "growing market" for HARIBO, "thanks to excellent relationships with key travel retail partners and a strong domestic presence". She adds that HARIBO is well accustomed to trading with markets all over the world, so "although Brexit will result in some procedural changes, we will adapt quickly".

Stewart Dryburgh, General Manager, Nestlé International Travel Retail (Beach Village Beach 07), also takes an upbeat view, saying, "as a business we'll continue to have a positive outlook". "We will monitor the situation carefully and adapt our plans to respond to the changes that come with Brexit as best we can."

Food Accademia's (Red Village K15) Chief Executive Fabrizio Canal says the UK "remains a very attractive market for us and Brexit has not changed our plans regarding this country at all".

Others are still hedging their bets. Irish chocolatier Butlers Chocolates (Green Village L56) Marketing Director Aisling Walsh explains that, while the UK is still important, it is looking to develop its business elsewhere. "The UK is our closest neighbour with many market similarities. Long before Brexit, however, we had started to grow and develop our business in the Middle East and Asia, and both of these regions are enjoying good growth with potential to grow more."

Jaime Waring, Sales Director at the Gourmet Candy Company, owner of the Mr Stanley's Confectionery (Red

Sweet innovation

For 2019, Lindt will focus on its biggest global brand, Lindor. This includes milk, dark, white and hazelnut balls.



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Belgian Chocolates

Master's Selection

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*Travel
exclusive*



Tradition and creativity in every single bite

Chocolaterie Guylian celebrates its 50th anniversary with a collection of the finest Belgian chocolates. Mini pralines made with the expertise and creativity of Guylian's Master Chocolatiers by using carefully selected ingredients, crafted to delicious recipes. Surprise your senses and enjoy this Master's Selection.

Visit us at P13 Mediterranean Village



Nestlé International Travel Retail (NITR) has a new wave of exciting products and engaging experiences across strategic brands KITKAT, SMARTIES and NESTLÉ SWISS. Following the strong performance of KITKAT Senses, NITR launched a second wave of innovation, the KITKAT Mini Moments.

Village K7) brand, is also looking at how to diversify sales as the UK seeks to leave the EU. "Currently, we are looking at new markets within the UK market that we have not invested in before, given UK high street retail has been poor over the last 6-12 months. Duty free is a great example of a market we are investing in as Brexit hasn't currently had as much effect on it as on the UK high street. Investing in export, the UK tourist market and duty free are our top priorities."

Alcohol

But geo-politics will not dictate customer tastes. Alcohol-infused chocolates are a top trend this season, but one which is dividing confectioners. While many are launching new liqueur variants to capitalise on the growing appetite for new flavour profiles, others are steering clear in a bid to avoid 'operational complexity' as some countries prohibit alcohol sales.

One new avenue being explored is Scotch whisky and chocolate.

Anthon Berg, a long-time player in the liqueur chocolate market, is pairing with five distilleries: Singleton, Dalwhinnie, Oban, Talisker and Lagavulin, to offer whisky aficionados a new way to enjoy their favourite tipple. "Our liqueur-filled chocolate bottles are driving sales better than ever in travel retail, and the forecasts show no sign of that curve breaking," says Dige. "With every line extension and new product within the category, sales have settled on top of existing sales. Also with this new launch, we expect to see a rising sales curve, as travel retail figures on Single Malt Whisky speak for themselves when it comes to the demand for these particular products."

Meanwhile, Lindt is boxing clever with its eye on the long game – to move away from alcohol-infused chocolate – but finding itself unable to resist a chocolate and prosecco pairing in the short-term. "For Lindt, we are aiming to have a liquor and ethanol-free product portfolio worldwide, as sales of products



Ricola, the expert in Swiss Herb confectionery, is adding to its travel retail exclusive 75g tin range at TFWA World Exhibition & Conference with a new Alpine Fresh variation. Additionally, Ricola is rolling out a range of four 200g tins, each with a different typically-Swiss retro-design.



HARIBO is continuing its drive to upgrade its presence in global travel retail with the introduction of brightly-coloured, travel-exclusive display units, which reflect the brand's strong visual identity.



HAPPINESS

Traveller's Limited Edition



#treatyourselfwonderful



Anthon Berg is taking the liqueur-filled chocolate category to a whole new level. It is presenting a unique new concept of the world-famous liqueur-filled chocolates – The Single Malt Scotch Collection.

Butlers is showcasing an exciting collection of deeply decadent dark chocolate mini bars. The travel retail exclusive comprises a selection of four individually wrapped mini bars in the cocoa luxuriant flavours of 85%, 78%, 70% and Dark Chocolate Salted Caramel Crunch.



containing alcohol are subject to legal restrictions in many parts of the world," Zehnder explains. "However, we do acknowledge that combining delicious premium chocolate and liquor can be very appealing. Therefore, we have recently partnered with Bottega SpA to provide the perfect match of prosecco and Lindt pralines to consumers worldwide. After a successful debut in the Middle East region, a recent rollout of this joint PoS programme will be seen from October onwards at Lagardère airports in Paris, Nice and Venice."

Fazer Global Travel Trade (Red Village K10) is a stalwart in the liqueur chocolate market, offering liqueur-filled dark chocolate pralines from Finland since 1900. Kirsil Nordberg, Senior Brand Manager at Fazer, says its packaging has been renewed for 2018-2019 with "travel exclusive branded design".

Butlers recently collaborated with The Shed Distillery in Ireland and created a range of Drumshanbo Gunpowder Irish Gin chocolate truffles and bars. "This has been really well received by the trade, media and, very importantly, consumers," Walsh explains. "The product itself tastes great and that, coupled with impactful and attractive packaging, has all worked together to create a really popular new collection that is on-trend right now."

Meanwhile, Food Accademia's Canal says it is preparing to launch an "aged grappa/bitter chocolate mix box to offer a bite of the Italian taste... with a real spirit hit."

Mr Stanley's Confectionery's Waring comments: "Our forte is fudge and toffee, and we have developed some gin, whiskey and champagne flavoured fudges under a new tourist-themed range to be launched at TFWA World Exhibition & Conference. Infusing unique flavours such as this is an important part of our NPD and demand is there from the consumer for new, unique flavours."

But for a number of other confectioners, travel restrictions around alcohol in certain countries are enough to dissuade them from including it in their range. This is the case for Guylian, as Candries says: "We prefer to sell worldwide and don't want to be confronted with restrictions."

Nelly Sannwald, Global Travel Retail Manager, Leonidas (Blue Village D24), echoes this feeling. While the brand has a large range of liqueur chocolates, including

rum and eggnog, which it sells in its boutiques, in travel retail it prefers not to do so, focusing solely on its chocolates in order to "suit all cultures and age profiles".

Sustainability

Sustainability is a key priority for confectioners – with the majority of producers already committed to programmes for fairer cocoa production – palm oil is the latest ingredient in their sights. It has been attracting negative consumer attention on environmental, social and health fronts. To that end Guylian has "for environmental reasons, replaced palm oil with shea butter and sunflower oil" and has pledged to become the first palm oil-free Belgian chocolate brand by the end of the year. It has also begun replacing the allergen soya lecithin with sunflower lecithin, while its Sea Shell and Sea Horse chocolates are all palm oil free already. The new recipe Guylian La Truffina Chocolates

contain 32% less saturated fat and 16% less sugar than the previous version. "These changes do, of course, increase our own costs, but we are doing it because we believe that it is the right thing to do," says Candries, describing the firm's efforts as "a huge and complex step in our factory, but the only way forward towards a better world and healthier consumption".

Patrick Dorais of Al Nassma (Blue Village F1) says "health consciousness is on the rise and consumers are increasingly paying attention to product ingredients". He states that his company is "proud to highlight that we use only pure cocoa butter and the finest ingredients in our recipes, we do not attempt to lower production costs by replacing expensive vanilla with artificial flavours, nor do we use vegetable, palm oils or cocoa substitutes. Our product is, of course, more expensive as a result, but we believe that consumers will increasingly switch towards 'natural' products and rather go for enjoyment and good conscience as opposed to mass snacking."

Fazer is also on top of what it terms "megatrends" traceability and sustainability, with 100% of its cocoa coming from sustainable production since January 2017. It is introducing Karl Fazer 70% dark chocolate to its travel retail series. It claims this 70% range is rich in flavanols "to help maintain the elasticity of blood vessels", as well as being vegan friendly. It will also bring its candy range into vegan territory next season – both Tutti Frutti and Skolekridt are having recipe updates.

Ricola (Mediterranean Village N9) has, in the past number of years, moved to include a wide variety of sugar-free products in travel retail as a reflection of the products on offer domestically. "Currently, we are already working on the next step in this regard by offering products sweetened with Stevia," says Andreas Reckart, Head of Travel Retail & Middle East, Ricola. "We hope that we will be able to roll this range out in travel retail latest by early 2019."

Mindful snacking

Confectioners are committed to offering consumers smaller portions and portion guidance, 'better for you' ingredients and less sugar, or as Nestlé's Dryburgh



A range of travel-exclusive presentation boxes has been produced for Food Accademia by Zaini Milano Chocolate, including handcrafted pralines and dragée, 'cremini' and 'gianduiotti' chocolates.



What's new?

Mondelez is going big on digital on its stand this year – there is an 'experience room' with a computer-generated duty free shopping environment and interactive touch screens to introduce visitors to its campaigns, such as the Toblerone Zurich Gifting Station and Cadbury Premier League activation at London Stansted Airport.

Perfetti Van Melle (Mediterranean Village P17) is working with individual airport partners to create bespoke displays. "Visibility is very important for confectionery products, because 60% of purchasing decisions are made at the airport; shoppers are killing time and for confectionery this means that seeing is buying," says Femke van Veen, Brand Manager Global Travel Retail, Perfetti Van Melle.

Perfetti Van Melle's new products for 2019 focus on core brands Mentos and Chupa Chups. To build on the success of its travel retail exclusive Mentos Jumborolls, it is introducing a new flavour – Mentos Mix on the Beach.

HARIBO



Please visit us
at our booth in
Bay Village 11B at
TFWA WE&C!



Candy Tin
new collectable item in
the iconic Goldbear shape

describes it "mindful snacking". With this in mind, the firm has launched its KitKat Mini Moments, and it is planning to develop such health innovations further in 2019.

The more health-conscious consumers out there are driving demand for dark chocolate. Butlers' Walsh says there is a "noticeable rise" in demand for these, both for gifting and self-consumption. Its key Cannes launches reflect this, with a premium dark chocolate assortment in its Chocolate Collection series, in addition to dark chocolate mini bars, which will include new flavours with high cocoa variants of 78% and 85%.

Godiva (Yellow Village F33) is going down a similar route, with a 2019 launch scheduled for its 'Pure' collection in travel retail in Asia, a self-treat and sharing range including tablets, pouches and bars made from 85%, or more, pure cocoa under the banner 'Superchocolate – 85% Pure Cocoa, 100% Wonderful'.

Destination anywhere

Bringing home a box of chocolates emblazoned with the name of your destination – whether as a gift or soon-to-be consumed personal souvenir – is by now a well-established trend. Guylian's Candries admits that while the trend adds a "complexity we prefer to avoid", it is still better to be involved. "We pioneered destination packs in the 90s... too early in that time. Now it is a trend, everyone has a specific destination pack. We too have some that we are launching in 2018/19."

Ferrero Rocher offers pralines in travel-exclusive souvenir gift boxes, which are decorated with graphics representing cities and monuments around the world, including versions for Italy, France, Germany, UK, US, Singapore, Hong Kong, China and Dubai. "They are very popular in airports, as shoppers know they are buying premium pralines from a world-famous brand in a gift pack that makes a delightful gift or souvenir," says Frédéric Thil, General Manager, Ferrero Travel Market (Bay Village Bay 8). "We have also produced country-specific Tic Tac packs, which have been very popular with tourists."

Lindt's Zehnder describes souvenir gifting as an "important category", with retailers increasingly expecting confectioners to offer products that will "increase a sense of place at travel retail locations worldwide". Lindt has been experimenting with offering specific products at selected airports and is launching its own souvenir range in 2019 – its assortment of six Napolitains 'World Traveller Collection', which comes in a suitcase-like presentation. "It is available with pack designs featuring the Swiss, US, UK, Spanish and Brazilian national flags, making it collectable and a must-have travel souvenir range," says Zehnder.

Haribo offers the Happy Germany bag, a collection of six of the most famous German monuments shaped in coloured fruit gums, "to give not only a sense of place to tourists travelling through German airports, but to stress our strong heritage", says Fontana.

Mondelez World Travel Retail (Riviera Village RG5) cites figures from TFWA World Exhibition & Conference in 2016, which showed that over half of travellers would be tempted to buy a product that is unique to the country they are visiting. Indeed, it describes such



At TFWA World Exhibition & Conference, Mars has a clear message for retailers. "Our portfolio – with global and regional brand leaders – is designed to address all consumer needs and reasons for purchase," says Raghav Rekhi, Category Director, Mars ITR.



Ferrero Travel Market has a fabulous new assortment of travel-exclusive products to share with buyers at TFWA World Exhibition & Conference. Among the highlights are hero products from each of its world-famous brands: Kinder, Nutella, Tic Tac and Ferrero Rocher.

products as "arguably the most relevant way to gift a trip". Back in 2015, it successfully pioneered this approach with its Toblerone 'Sense of Place' campaign, which featured destination-specific themed sleeves and sold more than one million sleeved 360g Toblerone bars in a year. It now applies destination sleeves to several of its brands, including Oreo and Cadbury. "Next year, we're looking to leverage on this trend again by launching UK and Dubai travel exclusives in the form of Cadbury Dairy Milk Minis," explains Jaya Singh, Managing Director, Mondelez World Travel Retail. "The bags will contain Dairy Milk miniatures of destination-specific icons, like Beefeaters and palm trees."

Leonidas' Sannwald says "gifting to friends and family back home is an important purchase motivation in travel retail, and we consider it a central element of our portfolio. Consumers like to commemorate a happy travel experience with a confectionery souvenir from a trusted brand". It has previously included souvenir gift boxes from key locations such as Brussels, Amsterdam, London, Paris, Singapore and Hong Kong, and says further locations are in the pipeline.

Anthon Berg is also introducing destination boxes for the Nordic countries from September 2018.

Mars International Travel Retail (Bay Village Bay 9) has a slightly different take on the destination trend, taking in seasonal promotions. It is using its global brands "as the basis for limited editions that are exclusive for global travel retail", according to Raghav Rekhi, Category Director, Mars International Travel Retail. "This Eid saw us develop a special sleeved edition of our Galaxy Jewels casket,

exclusively for the Middle East. We developed secondary display units to highlight the offer and worked with key customers." Rekhi says the results were "very positive".

So, while changes are afoot in some of travel retail's biggest markets, confectionery firms are getting on with business and are on top of trends – whether that's liqueur chocolates, healthier snacking or tailoring their ranges to their destinations.



Leonidas' new 'For You' collection consists of two six-piece references, the indulgent 'Duetto' and the timeless 'Louise', which are presented in contemporary pink and green gift boxes with tasteful illustrations of the delights within.



Mondelez World Travel Retail is optimising the space near cash tills in order to capture impulse buyers, such as with the Cadbury bus pictured.



Learn more about the confectionery innovations being presented at TFWA World Exhibition & Conference by visiting the TFWA Product Showcase (www.tfwaproductshowcase.com). Scan this code to visit the TFWA Product Showcase



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Stand L57 at Green Village

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STAND OUT IN THE INDUSTRY

with THOMAS SABO



Each new ladies' collection takes customers on a journey through different eras, cultures and fashion trends, offering looks for every budget.

Making moments unforgettable with a gift of jewellery. Taking memories of loved ones wherever you go. Wearing symbols that are inspired by the richness of cultural traditions, patterns and colours from around the world. This and much more is behind the design inspiration that drives company founder Thomas Sabo and creative director Susanne Kölbli – writing a success story in the travel retail sector and beyond.

The brand profits from an immensely diversified product portfolio and was aware of its potential in travel retail right from the start. With a coordinated concept, it has built upon its reputation across borders ever since. At the TFWA World Exhibition & Conference, the company's sales team will now place the focus on further expansion. 'Travel retail is a key element of our multi-channel business model. We are continuously developing THOMAS SABO into the global market

leader for premium silver jewellery, working with powerful partners to consolidate our position in focus markets', Thomas Sabo says.

'Right from the outset, our vision was to create appealing designs for the broadest possible audience. The objective for all jewellery pieces is to enchant from a 360 degrees perspective, whether through adding hand set natural stones, cuts or carvings, surface structures or colours. Each product is refined by hand and manufactured with the highest quality standards', Susanne Kölbli says.

THOMAS SABO was founded in southern Germany in 1984. Today, it is one of the leading international providers of collections of splendidly detailed jewellery and watches. THOMAS SABO is present with more than 300 shops on all five continents. It has cooperation arrangements with around 2,800 trading partners, leading airlines and cruise ships worldwide.



USP Rebel at heart men's collection: THOMAS SABO appeals to new target groups with its masculine designs.

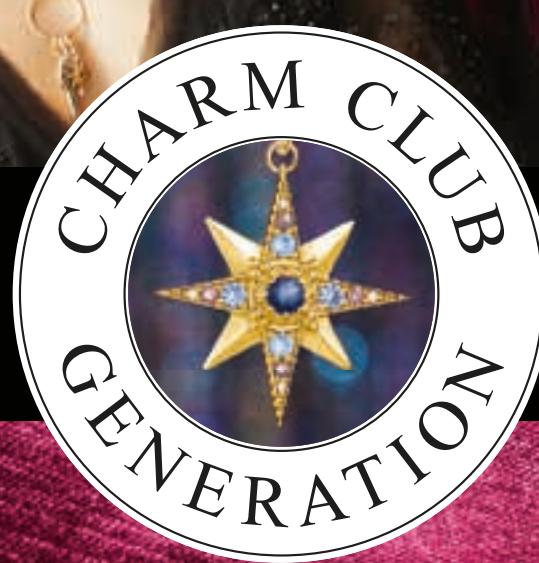


THOMAS SABO is expanding its Travel Retail presence in Asia: Recent market entries in Vietnam, South Korea and Thailand are milestones of the company's expansion.



The diverse portfolio of watches offers selected models with THOMAS SABO styling and a focus on special details.

Learn more – BLUE VILLAGE / BOOTH NO C14



Thomas Sabo

Natural organic growth

Israeli skincare company AHAVA is introducing the Apple of Sodom. Ironically, the Apple of Sodom is itself poisonous, however, AHAVA has become the first company in the world to use its extract in combination with its Dead Sea minerals to revert the effect of its toxicity and instead create a product that treats wrinkles and firms the skin. "We have had very positive feedback already," says Natalie Ohayon, International Key Account Manager, AHAVA DEAD SEA LABORATORIES. "Even during the past few days, when people have been using our samples, they will come back for the full-size product."

Ohayon adds that AHAVA recently began inflight sales with El Al and Alitalia. "We're experiencing natural organic growth. Last year we were in more than 40 countries, this year in more than 50, so I hope next year we can say that we have expanded in more than 70 countries."

Additionally, AHAVA is also presenting its new brand LUMIOR, which focuses on personalising the skincare sector. According to Moti Shoval, VP, LUMIOR, the brand is already developing a 100% personalised skincare solution.

 **Green Village M62**



Creative rebellion

Luxury lifestyle brand Aigner is showing true rebellion towards convention here at TFWA World Exhibition & Conference with its latest DADA collection. The inspiration derives from the 20th century Dadaism movement. "With the DADA collection we are showing something that is different and disruptive, but still classy," says Amelie Schoch, Head of Marketing/PR, Aigner.

Pop colours define the bags and purses with signal red, cyan blue, sage green, and lemon yellow, which combined with muted summer shades such as nougat and cloud white, bring a classier finish. Accessories and a refreshing colour palette give the collection a brand-new vibe. A highlight is also the Cybill Specials collection, named after Aigner's CEO Sibylle Schön.

"The event is going well with very good feedback from customers on the whole collection," comments Alminda Garbarino, Inflight Sales Manager, Aigner. "Our target is to further penetrate Asia and Middle East."

 **Yellow Village H35**



Effortless grooming

La Tweez is at TFWA World Exhibition & Conference to unveil the latest collection of its illuminating tweezers. The Ombre collection has more whimsical pastel colours, which are forecast to be trending colours for spring/summer 2019, according to Daniela Garcia, Global Account Executive, La Tweez.

The brand's innovative ultra-bright LED light illuminates the eyebrows for effortless grooming. A Swarovski crystal on/off button, and the lipstick case with a mirror, makes this the perfect accessory. The Diamond Dust Tip Technology also allows for a better grip and plays a role of a protective coating.

"We are also doing things that are always on-trend on social media with our Mermaid and Unicorn collections, and next year we will be introducing leather which will be trendy in the fall," says Garcia. "We want to strengthen our presence in Dubai, as we would be very suitable for that market, as well as Israel, but also Spain, France – the big fashion capitals in the world."

 **Yellow Village F48**



Exploring new opportunities

This year is very special for Belgian chocolatier Leonidas, as the brand has a completely new team onsite, which is keeping a firm focus on travel retail. Cybil Dubois, Travel Retail Manager – EMEA, Leonidas, explains: "Last year, our new CEO Philippe de Selliers, decided to put the focus on five pillars, including travel retail, so a lot of focus and resources have been put to develop this channel."

To respond to this, Leonidas has introduced an extensive product range covering premium gifting, impulse and snacking purchases, and kids and family with the Asterix-licensed Collection, as well as travel exclusive products. In terms of novelties this year, the brand is introducing the 'For You' Duetto collection, which Dubois explained is created "to respond to an increased demand for unusual flavour combinations" with strawberry and balsamic, or yuzu and dragonfruit flavours.

"We have a lot of meetings with cruises and ferry lines to target this channel, which hasn't been discovered yet, and we will be focusing also on inflight," Dubois said.

 **Blue Village D24**



A NEW MUST SEE ON THE MAP OF TASTE



The number 1 praline brand worldwide unveils its new travel exclusive pack: Ferrero Rocher World Map. A premium offer that shoppers can gift to their loved ones after their travels, because the end of a journey comes with the desire to start a new one!

Discover this and many more novelties by Ferrero at the TFWA Ferrero stand, Bay Village 8.



The circle of life

The highlight during the show on Moscow's stand is the newest addition to its jewellery portfolio, Viva La Vie. "The concept represents the circle of life," says Francis Ng, General Manager, Toscow.

Indeed, circles within circles imitate the eternal circles of life. Some circles are more sparkly, while others are more hollow, which Ng says, "represents the different formats of life". This is, in fact, the second generation of this collection, which has now been enhanced with rose gold plating and crystals.

So far, the brand has received very positive feedback from visitors to its stand here at TFWA World Exhibition & Conference. "For us, the main ambition is to meet our current customers, but also to create new partnerships with customers from Europe, Middle East, and Africa. We are based in Sydney, so this is a great show to meet with people from these regions."

 **Blue Village D9**



Indomitable spirit

Nemiroff Vodka is capturing the free spirit of masculinity with its latest premium expression of the Nemiroff De Luxe line, which marks the new partnership of the vodka brand with the world's mixed martial arts organisation UFC (Ultimate Fighting Championship). Sergey Dobrovolskiy, International Sales Director, Nemiroff Vodka, explains that the company has a branded presence inside the 'Octagon' fighting ring at all UFC events which reach an audience of over one billion people.

"Our booth here has also been created to support the brand's identity of the indomitable spirit," he says. The design of the bottle is bold and masculine with industrial features.

Dobrovolskiy adds: "Our strategy is to make our brand premium and target the European and Middle Eastern markets, with a long-term ambition to reach Western Europe and North America."

 **Blue Village G1**



Born in the 60s

Cosmetics brand Mavala Switzerland is preparing to celebrate a big anniversary next year. "We are very soon celebrating our 60th anniversary," says Export Manager Doris Mauté Bobillier. "We were born in 1959, so we have come up with some special pouches to hint to the 60s."

At TFWA World Exhibition & Conference, the brand is exhibiting its latest launches, including two new products in its skincare line – Anti-Age Pro Day Creme and Anti-Age Pro Day Serum – as well as new colours for both the Heritage nail polish collection, and Legend lipstick collection to reflect on the fall/winter seasons.

Regarding the brand's ambitions for the future, Bobillier comments: "We are already on the five continents, but we still have some gaps, so we are definitely looking forward to expanding more. We are not only focusing on travel retail, but also domestic retail. We do everything tailor-made, so we are quite flexible, and we can adapt to the needs of the customers of that specific region or company or line."

 **Riviera Village RG16**



The Omotenashi of Shiseido Travel Retail

Shiseido Travel Retail has unveiled an inspirational booth this year, conceptualised on three key themes: modern Japanese beauty, 'strength & power' and the interplay of light and shadow. The stand is designed to express Shiseido's core value of omotenashi – the art of Japanese hospitality – with the experience infused with delicate personal touches and reflections of the company's Japanese heritage throughout.

Each of Shiseido's key brands – SHISEIDO, Clé de Peau Beauté, NARS and Dolce&Gabbana – have dedicated spaces, presenting their latest launches, travel retail exclusives and marketing innovations. The stand has been brought to life by digital elements, including a giant media wall on the façade and immersive panoramic screens in the SHISEIDO area.

"TFWA World Exhibition & Conference represents an important landmark in the Shiseido Travel Retail calendar. Every year, we push the boundaries in terms of creativity – to always create something different and innovative, and to impress upon our visitors when they visit the booth. In line with our company's vision and values, we have incorporated Japanese hospitality, art and culture into the design, to provide a true Shiseido experience for our visitors," says Eyan Chang, Design Centre Director, Shiseido Travel Retail.

 **Riviera Village RJ5**



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TRAVEL PILLOW



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TO $\frac{1}{4}$
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of **memory foam**
with the convenience of **air**

Yellow Village B24

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Riviera RG 16

Portable elegance

Furla has come a long way since 2011. It has grown from 30 to 208 stores, and its latest financial results for 2017 reveal a year-on-year travel retail sales increase of 20%.

The brand is keen to show off its Spring/Summer 19 range this week in Cannes, which includes a raft of innovations designed to lure shoppers with a taste for luxury – a “timeless collection” with “classic and priceless style”, according to Gerry Munday, Global Travel Retail Director, Furla.

For instance, a new enticing shield logo has been designed, which adorns the brand's Mimi and Corona models.

The brand is also making waves in digital. Its online community, called Furla Society, has gone from strength to strength, Munday explains, with over one million viewers on WeChat.

For the year coming, Furla plans to ramp up its focus on the Americas.

 Bay Village Bay 2



Designed to share

Mars International Travel Retail has unveiled a raft of plans to revitalise the travel retail confectionery market over the coming year.

The Maltesers owner will kick things off with a raft of NPD for M&M's, including new Salted Caramel 370g pouches, Mix 400g pouches, a new gifting range it says has “universal appeal” and seasonal Christmas and Easter tins.

This will be backed by a new digital advertising campaign centred around “who you share it with”, designed to encourage travellers to “share a pack during key moments”.

That's not all, further travel retail-exclusive updates for its brands will include a new Strawberry 10-pack for Wrigley's Extra gum, a 400g Tropical Skittles pack, and redesigned brand flags across Snickers, Celebrations and Maltesers.

“Our portfolio – with global and regional brand leaders – is designed to address all consumer needs and reasons for purchase,” says Raghav Rekhi, Category Director, Mars International Travel Retail. “For 2019, Mars ITR will continue to do what we're best at – and that's offering travellers a portfolio of brands and products that addresses all consumer needs.”

 Bay Village Bay 9



Sensual scents

Dubai-based luxury perfume brand The Spirit of Dubai's President Mustafa Adam Ali says the brand has a Guinness World Record-breaking innovation in the pipeline for next year.

The only problem, he says, is that he can't reveal any details just yet. “We're going to launch a very exciting project, which my father has been working on for two and a half years now. The world is going to be in a state of ‘wow’. It's a fantastic product.”

He also hints at another “first generation” product joining the brand's ranks around the same time.

In the meantime, the brand's flagship, seven-strong range of perfumes based on what Ali calls the seven most distinct characteristics of Dubai, is selling strong – with ‘Meydan’, the scent inspired by Dubai's infamous horse racing and fields, the most popular product.

The range also contains Bahar, Rimal, Fakhama, Abraj, Majalis and the coveted Oud perfumes.

 Golden Village G014



The true meaning of premium

“It's all about experience,” laughs Italian premium food consortium Food Accademia's Chief Operating Officer Nicola Mazzolin over a sleek glass of grappa and a square of luscious dark chocolate.

The distributor, which sources only the finest products from Italy, has a range covering a broad scope of categories, from oil and truffles to offerings such as craft beer.

Mazzolin is particularly pleased with the company's grappas, which include the coveted Castagner Gran Riserva 20yo, which he pairs with chocolate from iconic producer Zaini, whose eye-catching packaging includes humorous digs at modern social media culture and even caricatures of a tantrum-throwing Donald Trump and Kim Jong Un.

With top-end products like this on offer, suggests Mazzolin, Food Accademia's portfolio is the epitome of “real Italian flavours” in travel retail.

 Red Village K15



CORSET

SHELL PACK
DOUBLE CAPSULE

Marine Village, Stand S14
www.ktinternational.eu

Smoking seriously harms you and others around you

Perfection from Perfetti

Perfetti Van Melle has brought a range of new product innovations and formats to TFWA World Exhibition & Conference this year.

The Chupa Chups owner has unveiled a new pack of its latest 'Beach Mix' Mentos, which contains eight rolls of the summer-inspired flavours, which include Peach & Orange, Strawberry & Banana, and Passionfruit & Mango.

It is also launching new Cupcake Packs of its iconic Chupa Chups lollies, featuring 10 mini lollies and 24 cupcake holders, with the back of the pack adorned with a recipe for cupcakes, which Femke Van Veen, Brand Manager Global Travel Retail, Perfetti Van Melle, says have garnered a "very enthusiastic reaction from retailers" so far.

Meanwhile, it has extended its Chupa Chups 'markers' packs with a new Hello Kitty variant (it previously had only one SKU in a tie up with the Smurfs franchise), containing eight marker pens and seven lollies, designed to keep kids occupied inflight or while travelling.

 **Mediterranean Village P17**



Prosecco on the rise

Historic Italian wine supplier Zonin 1821 has set its sights on tapping booming interest in lower alcohol wines, particularly in the US. It has unveiled a three-strong range of Poggio wines: a 5.5% abv Sweet Rosé, a 7% Sweet Red, and a 7% Sweet White. Consumers taste for such products, suggests the brand's Area Manager Nordics Fredrik Olin, represents a growing "new way of drinking wine".

But it's not just lower alcohol wines that are getting consumers excited. Top-end premium Proseccos are gaining traction as travellers trade up on their tipplings.

"The prosecco market is evolving," says Olin. "People want to premiumise and this is being reflected not just in the products, but in product packaging and design."

Zonin 1821 is working on new variations, such as 'black, white and grey' drinks. "You can see great development in the category."

 **Blue Village C5**



A moment on the lips

Parisian upmarket beauty company By Terry has launched a brand-new 'Lip Expert' range of decadent lipsticks.

Consisting of 16 'Matte' and 16 'Shine' variants, the new range is full of attitude, says Clémence Delatte, Head of Wholesale, By Terry, due to hit shelves in January 2019.

"The matte fixes perfectly on the lips without making them sticky. We just presented it and the retailers and customers like it."

By Terry also plans to expand some of its most popular lines next year, Delatte adds, launching an oil into its Baum De Rose range, as well as a new coloured lip balm.

 **Red Village L29**



The sixth continent

L'Oréal describes its travel retail arm as "the sixth continent", explaining that airports have become "aero-malls" where inhabitants come from all over the world.

"More than ever, travel retail has been very contrasted. The world of travel retail is growing steadily and sustainably, but with great differences," said Vincent Boinay, L'Oréal Travel Retail Managing Director. "On the one hand, you have Asia and many Chinese shoppers with a strong double-digit dynamic. On the other hand, you have the Americas with, especially South America, a market that is affected by currency devaluation and political issues."

He continued: "Within travel retail we, L'Oréal, are performing quite well and people ask me why? Why is L'Oréal Travel Retail successful? What is the recipe for that? I always say the same thing: have a strong brand portfolio, use expertise, and have a team of talents. It's not just about luxury, it's also about accessibility."

 **Niveau 5 W1**



David Dayan, CEO Duty Free Development Consulting & Immediat Boarding Consulting: "Seven Orange kiosks and boutiques will be opened by the end of 2018 at Paris-CDG T2E, Paris-CDG T1, Brussels Airport, Cairo Airport, Amman Airport, Casablanca Airport, and Tunis Airport."

Always at the forefront of trends

Duty Free Development Consulting & Immediat Boarding Consulting continue to perform in the expansion of their brands within travel retail.

David Dayan is well-known in the market for his expertise and collaboration with prestigious brands that he has developed over the past 30 years. Lacoste, Parker, Lalique, Rituals, Eden Park, La Maison du Chocolat, Wolford, Vilebrequin, Nuxe, Misaki, and Kusmi Tea are among the several successes.

In 2018, new companies are trusting the Consulting Group to support them in travel retail, such as Armor-Lux, Lancel, La Sultane de Saba, Puressentiel and Comtesse du Barry.

Always at the forefront of trends, Immediat Boarding has enlarged its activities in the duty free market. Therefore, last year, it launched a new 'Passenger Services' department focusing on services airports can offer travellers. This initiative instantly seduced the market players and has resulted in a first collaboration with Orange – leader in French telephony.

"This new approach is a real success. Seven Orange kiosks and boutiques will be opened by the end of 2018 at Paris-CDG T2E, Paris-CDG T1, Brussels Airport, Cairo Airport, Amman Airport, Casablanca Airport, and Tunis Airport," says David Dayan, CEO Duty Free Development Consulting & Immediat Boarding Consulting.

The IT trattoria fast-food concept brand also requested the support of the Group. Based on fresh Italian products

cooked in front of the customers, it has been adapted to travel retail with two openings already for 2019 at Orly Junction and Paris Montparnasse Train Station.



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DARK CHOCOLATE MINI BARS



Whisky-infused chocolates

Danish chocolate-maker Anthon Berg has teamed up with spirits giant Diageo for a range of whisky-infused chocolates.

The five-strong range features chocolates made with drams from Diageo's Singleton, Oban, Talisker, Dalwhinnie, and Lagavulin distilleries, and comes in packs of 15 bottle-shaped bites, exclusive to travel retail.

They were created collaboratively with Diageo explains Anthon Berg's Travel Retail Director Peter Dige, with an eye to tapping booming interest in whisky in the global travel retail market.

It has also unveiled a new single-malt infused marzipan bar, and a boozy chocolate advent calendar is coming for Christmas 2019, which features liqueur-infused chocolates with major alcohol brands such as Famous Grouse, Jim Beam and Mount Gay.

For Cannes this year, Anthon Berg has transformed its stand into a whisky bar in celebration of the launch.

 **Blue Village B7**



Truly international finance

C an a debit card change the world of travel retail? Premier Portfolio's Sales & Purchasing Director Garry Maxwell certainly thinks so.

The distributor is about to launch the Revolut card, which allows travellers to transfer their cash onto the card and spend abroad according to the interbank exchange rate, rather than the often-pricey local rates, into travel retail over the coming months.

Not only does it offer some of the most competitive rates, but it even allows users to exchange 24 global currencies into cryptocurrency, sending real-time updates and alerts when those cryptos hit a certain value.

Revolut, which makes the card, recently became one of Europe's newest 'unicorn' companies, with a value of US\$1.7 billion.

That's not the only hi-tech innovation from Premier Portfolio. It is also keen to showcase the Voice2Voice Translate app, which can translate conversations between 75 different languages into audio in real-time, with text support for an additional 42 languages.

Premier Portfolio also distributes and creates a vast range of instore and inflight gifts.

 **Green Village M44**



Be charmed

B uckley has introduced a men's range of jewellery and will focus on boosting the presence of its 'Be Charmed' range.

"This year we have done the stand a little bit differently," explains Amy Donlon, Head of Sales & Marketing, Buckley. "We have created a men's area because we really want to push the men's range, and don't just want it to be a little addition. We really feel there's a gap in the market for this."

Donlan reveals how "just like in the ladies' range, it's the low-cost bracelets that are really driving sales" and pointed out that a lot of retailers will sell them as '3 for 2'.

To make things easier in global retail, Donlan points out the company's new display units and counter-top units. "We do understand that retail space is precious, so it gives retailers another option as well," says Donlan. "We are also pushing our 'Be Charmed' range too."

 **Red Village H4**



Garments for guys

S tylish fashion brand Cerruti 1881 has introduced a new lines of men's footwear, a fragrance, underwear, as well as its usual range of leather goods including belts, bags and wallets.

"We have some novelties. For instance, this year, we have developed shoes and we have also launched a new fragrance, and also all of the leather goods are working well," says Paolo Silvestro, Licences Director, Cerruti 1881. "We concentrate mostly on our men's collections," Silvestro explained, pointing out that the company has started to branch out to other garments to epitomise style, from soft leather footwear through to luxury garments. "We have also just started stocking a men's underwear range too."

 **Bay Village Bay 14**

Exclusively useful

Desigual is focusing on its travel retail exclusive product range this year, including bags, wallets and smaller items for the inflight market.

"We are doing a very exclusive collection for travel retail, both for stores and inflight," explains Rosa Rojas Fernández, Communications Manager Franchises & Travel Retail, Desigual. "The most important thing for Desigual in travel retail is that each item has to be useful for everybody. So, bags are either reversible, or useful with three pieces including the shopping bag and then a second bag and also a strap. They need to simply be useful and easy to wear."

 **Riviera Village RA4**



Hand-crafted bites

Created in 2010 by French chocolatier Eric Monterratt, the Paris Chocolat brand entered the travel retail market last year and is now distributed in airports such as Toulouse, Nice, Libreville, Brazaville and Abu Dhabi. In Mexico, where Monterratt's son lives, an own-brand shop has already opened in Monterrey.

Along with its range of hand-crafted chocolate and praline bites, chocolate almonds and macaron-shaped chocolate delicacies called 'macaronia', Paris Chocolat is presenting for the first time at TFWA World Exhibition & Conference its chocolate 'Rocher', which comes in four-item packages. "We're getting great feedback on our Rocher," Monterratt enthuses.

 **Yellow Village C27**

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Making scents

Courrèges is showcasing its range of perfumes, including new lines for its 'La fille de l'air' scent.

Courrèges Responsible Marketing Parfums Camille Vaissieres detailed how the company has "a newly designed feminine fragrance range called 'La fille de l'air' and they come in three scents – Classic, Monoï and Iris."

"The colour and bottle of Iris will be reworked, but we do have a new logo for the company which will be used," she says.

Vaissieres then reminded that Courrèges also has "a masculine range named Homme, Homme Sport and Wild Ocean" which it will be showing alongside its flagship brand Mini Jupe.

"Mini Jupe means mini skirt," says Vaissieres. "It is the iconic product of the brand."

Ambassadeurs Village U6



The eco-tide

Hanse Distribution has tapped into the virtuous and eco-conscious consumer with its range of products that offer people the chance to help save the environment.

"We are already very big in the inflight channel. We are really targeting airports and ferries with main brands like Dopper, which is a Dutch company that develops a drinking bottle that can also be used as a cup," explains Mariangela Pichierri, International Sales Manager, Hanse Distribution. "They are focusing on the reduction of plastic pollution to encourage customers to use more tap water and not any more of the single use plastic bottles, so things don't continue like this with plastic in our oceans. It's the same for Brace-net, which uses nets from our seas and oceans to make bracelets. They are retrieved, cleaned and then handicapped people turn them into bracelets, because fishing nets make up a huge amount of our plastic in our seas. We all have to recognise more that we should do something for our earth."

Red Village K22

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Sweet engagement

The Hershey Company has made a move into experiential marketing for its confectionery products, working in its characters to ensure the brand is relevant and engaging to new consumers.

"The main innovation for us this year is incorporating the Hershey characters," says Nick Diacon, Regional Director MEA & Sub Continent World Travel Retail, The Hershey Company. "They have been a part of our business since about the 1980s and we are trying to find new, fun and engaging ways of activating the characters to create a more engaging experience for consumers."

Traditionally, Hershey has focused on sharing packs. Now it is making a bold move into more informal gifting opportunities.

"We are creating experiential elements for customers within our stores," Diacon adds. "This year we have a pick 'n' mix unit, where there is a photo opportunity on the side of the machine, so you can tap on the unit and create either a photo or text label."

Green Village M53



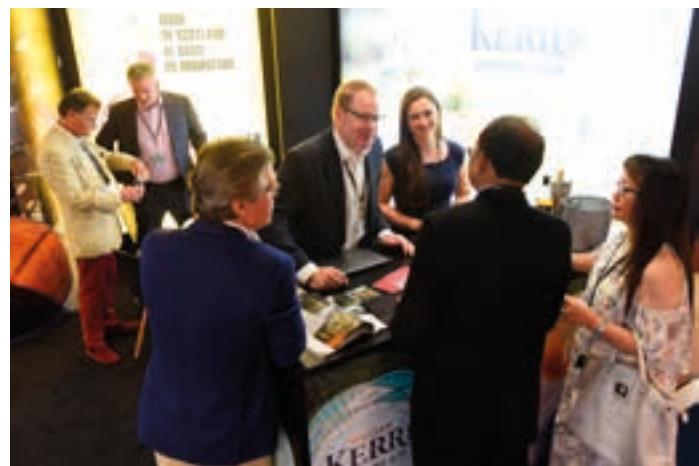
Experience is all

Swarovski is concentrating its vision on 'experience' and digitally-targeted ways to sell its jewellery, from staff through to the end consumer.

"This year we are focusing on conversations where we can talk about becoming stronger together with our partners," says Claudia Schioenning, Vice President, Global Accounts CGB, Swarovski. "We are challenging them specifically with regards to how you look at your staff and customers. You need to create an inspiring experience for your customers, so you have to do the same for your staff because, without your staff, you don't sell."

Schienning explains that this is the agenda for Swarovski because the company already has the brands and "there are a lot of stories to tell".

Blue Village C11



Botanical Borders

Three Stills Company has launched a William Kerr's Borders Gin, which has been named after the famous botanist William Kerr, who was born in Hawick where the distillery resides today.

"William Kerr was a renowned botanist who was born in the late 1700s in Hawick, where our distillery is, and he was sent out by the advisor to the king at that time to go out to the Far East to bring back unusual plants," explains Tony Roberts, Commercial Director, The Three Stills Company. "If you go to Kew Botanical Gardens, there are 238 plants that were William Kerr's direct responsibility which he brought back."

He continued: "Our distillery is a single malt whisky distillery, so we are making everything from malted barley that is all grown on the Scottish Borders in the surrounding area."

Red Village K17

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 **THE BELGIAN CHOCOLATE WITH A STORY**



BELGIAN CHOCOLATE



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Enjoy your time

This year, FIYTA is launching four new brands here at TFWA World Exhibition & Conference, including in-house brand FIYTA, Jonas & Verus, Beijing and Jeep. The Solo Collection from FIYTA pays tribute to young men, echoed by its 60-hour power reserve.

FIYTA is also presenting another feature timepiece – the Spacewatch, designed for the Chinese Government. A new tourbillon wristwatch from the high-end watchmaker, Beijing, is also being introduced. From Jonas & Verus, visitors can experience the new designer timepieces defined by stainless steel and genuine leather. The licensed brand Jeep, on the other hand, has a sporty feel with price-points between US\$100 and US\$400.

"The meaning of FIYTA is to go beyond Asia and take on the world," says Ian Yin, Assistant Manager International Business Division, FIYTA. "This is also why we are here this year, we would like to expand into an international brand. We are looking for more distribution and for more people to experience the quality of our brand."

 Yellow Village E38



Pure goodness

Eight weeks into his new role as Loacker's Business Director for Travel Retail & Duty Free, Juan Cabrera set out his ambitions for the confectionery brand at TFWA World Exhibition & Conference.

"Loacker is the number one waffle brand in the world and we would like to transfer the success we have enjoyed in our domestic markets to travel retail," he says. "We are not that well developed in travel retail yet."

Cabrera believes Loacker's all-natural wafer products give the brand a USP in travel retail. "Loacker doesn't use any artificial ingredients. Our products are made in the Dolomites where the air is pure, the water is pure and the milk is pure. Pure goodness – that is our strength."

 Green Village L57



Bottling personalisation

VMH has introduced a new concept for its Guerlain Parfumeur brand which encourages customers to interact with its fragrances.

Consumers shopping in travel retail will be able to select their preferred scent from a broad range and then personalise their own bottle with colour, ribbon and inscription of their choice in a range of fonts and languages.

"When you have made your selection, a mood board will appear on your screen and then it will show some different raw materials corresponding to your choices," explains Anne-Eleonore Vasseur, Retail Development Director, Guerlain. "Once you have the board, you can customise it with your name and then you will be able to share it with your friends. It's all about connection."

 Beach Village Majestic Beach



License to thrill

Orlebar Brown has secured a licence to reprint famous scenes from James Bond movies on its swim shorts, ahead of the release of the new 007 film.

The Bond-themed shorts are the latest in a long line of photographic swimwear, which Orlebar Brown has become famous for. "We are known for being a photographic shorts brand," explains Alessandro Petrelli, Head of Sales, Orlebar Brown.

However, the British clothing company is expanding its offering with a new range of products, including flip flops, trainers and bags. "Swimwear will always be our core, but we have got good brand equity and we want to leverage that to introduce new categories," says Petrelli.

In addition to its 007 printed swimwear, Orlebar Brown will launch reproductions of iconic James Bond garments ahead of the forthcoming film, including a version of the swim shorts Daniel Craig wore in Casino Royale.

 Bay Village Bay 3B

That's the spirit

With its dynamic products and interactive marketing initiatives, Proximo has become one of travel retail's great disruptors. "People like to throw the word 'disrupt' around, but that's what we're doing with our new Sexton Single Malt, which we have launched at the show," explains David Phelan, Director Global Travel Retail, Proximo.

A sexton is someone who maintains graveyards and many traditionally got through this macabre work by drinking whiskey. Featuring a skeleton on its logo, the sherry-cask matured Sexton Single Malt comes in a hexagonal-shaped bottle – a reference to the Giant's Causeway. "It's new, it's exciting and it's aimed at millennial travellers," says Phelan.

Proximo has also extended its Bushmills Steamship Collection with a new, rum cask-finished single malt. The whiskey pays homage to the SS Bushmills, which sailed across the Atlantic in 1890 with stops in the Caribbean.

As well as launching new products, Proximo is promoting its Jose Cuervo Day of the Dead sales initiative, which has been trialled successfully at London Heathrow, London Gatwick and Frankfurt airports.

 **Bay Village Bay 16**



A new era

L exhibiting for the first time at the show this year is Lancel, a luxury leather goods company from Paris that was sold to the Italian fashion brand, Piquadro, in June 2018.

Marco Palmieri, CEO Piquadro, explains that the new acquisition will help Lancel flourish in travel retail, where it has not been exploiting its full potential. "We are now trying to prepare a tailored offering for duty free, both in terms of our product mix and store architecture," he says.

Reaching a younger demographic is also a target for Lancel. "We want to launch sexier, more glamorous products that will appeal to younger people," Palmieri comments, adding that travel retail is the perfect place to pioneer its new strategy. "The visibility is extraordinary."

 **Riviera Village RF13**



Smell the roses

Ajmal Perfumes has established a greater foothold in its core Middle Eastern and African markets, but the brand now wants to carry that success over to Europe.

"We have had a lot of growth in Africa with listings on South Africa Airways, Ethiopian Airlines and Kenya Airways," reports Oscar Menezes, Head of Travel Retail, Ajmal Perfumes. "Our main aim now is to get into Europe – that's what we are striving for."

The perfume brand has launched a new line of travel retail exclusives at the show, which it hopes will give Ajmal better penetration across the continent.

The Gold Collection has four fragrances, named simply I, II, III and IV. The new scents remain true to the brand's Middle Eastern roots, carrying as they do notes of oud, rose and frankincense.

"The response at the show has been very good," says Menezes. "They are exclusive to travel retail and I think they have got a lot of potential."

 **Red Village H18**



Faster than the industry

Heineken, during a convivial, well-attended event, "and we want to grow faster than the industry is growing". In order to "connect with six billion potential customers", he explained that "premium brands are the way forward" and insisted on the need to bring "more variety, more brands and more choice", among which are Heineken 0.0, ciders such as Bulmers and Strongbow, and new to market IPAs including Lagunitas.

"Heineken 0.0 is performing above expectations," he comments. Vrijlandt also highlights the opportunities identified within its latest research programmes in cruise, ferries and inflight channels. He cites currency fluctuations and trade restrictions as the most important challenges ahead, and adds that, despite the absence as of now of a brewery in the UK, Heineken is ready for Brexit.

 **Red Village L10**

Multi-category booth

From knives to luggage and fragrances, Victorinox is this year exhibiting a wide range of categories here at TFWA World Exhibition & Conference.

"This show is going very well for us, because this is the first time that we have a multi-category booth," explains Thomas Bodenmann, Director Global Travel Retail/Duty Free, Victorinox. "This is also the first year in which we have a whole brand-new team dedicated to creating more visibility in this channel."

On display are Victorinox's bestsellers, defined by the brand's four core values – Swiss quality, functionality, innovation and iconic design. A highlight is the new male fragrance Swiss Army Feel, which has a Victorinox logo on the bottle designed in Swiss army steel.

"In two years' time, I'd like for people to recognise us not only for our iconic knives, but also for our luggage, watches and fragrances," Bodenmann concludes.

 Bay Village Bay 17B



WiTR and travel retail industry raise €24,800 for Hand in Hand for Haiti

During Women in Travel Retail's biggest annual networking and fundraising event on Tuesday evening, women from the travel retail industry joined forces to raise money for WiTR's chosen 2018 charity – Hand in Hand for Haiti. The generosity of guests, who contributed through a charity raffle and individual donations, increased the total raised to a fantastic amount of €24,800. WiTR thanks the industry for the continued support and dedication.



Bouncing back

Maui Jim's garrulous Global Travel Retail Director Giles Marks is making a speedy recovery after being rushed to hospital with kidney stones on Monday. "I've bounced back," he said, which is funny because that's exactly what Maui Jim's latest memory metal sunglasses do. "They return to their original shape, even if you sit on them," explains Silvana Garcia, Travel Retail Manager Americas, Maui Jim.

Maui Jim has also launched a new Asian Fit Collection, which is designed to be more comfortable for Asian clients. The sunglasses manufacturer is also showcasing line extensions to its range of mirrored eyewear. "We have a new range of lightweight titanium glasses too," Garcia adds.

Maui Jim arrived at the show in high spirits, having reported rising sales. "We have strong double-digit growth and many of new listings," says Marks.

 Green Village M59



Save our seas

A piece of artwork made from plastic has been unveiled at the Paul & Shark stand to raise awareness about ocean pollution. The collage was created by Milan-based artist Annarita Serra, who gathered the materials from a beach in Sardinia.

"When I saw the amount of plastic on the beach, it was like a punch in the stomach," she explains. "I thought 'I have to do something about this'."

The installation can be seen on the Paul & Shark stand and is part of a new campaign by the brand, which aims to raise awareness about our relationship with plastic, eight million tonnes of which enter the world's oceans annually.

"Our brand logo is a shark, so we are connected to the sea and we want to try to help the environment," says Catherine Bonelli, Worldwide Travel Retail Director, Paul & Shark.

 Riviera Village RHS

Bucking the trend

Despite growing pressure on the tobacco category, KTI claims to be bucking the trend. "We have seen huge growth globally," says Stuart Buchanan, Global Marketing Director, KTI. "It's proving to be a very successful year for us."

Buchanan attributes the brand's success to the innovations it has introduced to travel retail. "Our portfolio has been modernised. The new livery and filtration innovation has taken King to the next level."

KTI has also extended its Corset Shell Pack range with the launch of the Double Capsule. "We are the only manufacturer in the world with a shell pack," says Buchanan. "Corset is looking really nice at the moment."

Buchanan believes a lack of innovation elsewhere within the category has played into the hands of KTI.

"There has been little innovation in the last ten years," he explains. "We're probably the most innovative company globally in combustible tobacco. It's been a hard slog, but it's starting to pay dividends."

 **Marine Village S14**



Camel milk chocolate

In a couple of weeks, the world's only camel milk based chocolate manufacturer Al Nassma will be 10 years old. It has been participating at TFWA World Exhibition & Conference for the last nine years. With a strong presence in cruise ship terminals and in airport shops in the Arab peninsula – Dubai, Medina, Salalah, Cairo, Casablanca, Sharjah, Ras Al Khaimah, Jeddah, Dammam, Riyadh, Abu Dhabi, Muscat, etc, as well as in Casablanca and Marrakech "you could almost say that we are a travel retail exclusive", Director of Sales Patrick Dorais said, pointing out the specificity of the customer base going to the department stores where it is distributed (in the UK, France, Germany, Austria, the US and Australia). Starting from this month, Al Nassma chocolates will also be distributed in a gourmet shop in Melbourne, Australia.

 **Blue Village F1**



New ranges

French cosmetics brand black|Up has a very strong presence in the domestic market of 57 countries, including France (through Sephora, Marionnaud and Nocibé), Nigeria, South Africa, the UK, French Caribbean, the US, and the Middle East. Its products will also be available in Mumbai, India, starting from November.

On the travel retail side, black|Up products are listed onboard airlines such as Air Cameroun, Ethiopian Airlines and Air Côte d'Ivoire. They're also distributed in airport stores in Kenya, Angola and Réunion.

Here at TFWA World Exhibition & Conference, black|Up is introducing myriad products including its new ranges of eyelash extensions, colour corrector, and the brand-new 'Oud intense' fragrance.

 **Green Village J40**



Luxury luggage for all

Bric's is presenting its Venezia collection for the first time at TFWA World Exhibition & Conference. The suitcases in this new range are "lighter and more durable" according to Travel Retail Manager Michele Maccapani, who announces "a very selected distribution". The Como-based affordable luxury company founded in 1952 has own-brand stores at Milan Malpensa Airport, and will soon open a new one at Rome Fiumicino Airport.

With a strong presence in airport shops in Europe and Turkey, and footholds in the Americas, Bric's makes 20% of its travel retail business with 29 high-level cruise ships worldwide. In the frame a very successful partnership with Qatar Airways, the Italian company has sold over three million amenity kits to first class and business class passengers.

"Travel retail, which represents 15% of our total business, is our most important growing channel," Maccapani confirms.

 **Riviera Village RA7**

From Brussels to the world

Bright, colourful and friendly, Godiva's stand at TFWA World Exhibition & Conference is a smaller-size version of the Godiva café launched earlier this year within the Hilton Grand Place, in Brussels. It is also a model of the type of cafés the Belgian chocolate manufacturer plans to open in airports worldwide in 2019, with two openings – one in India, and another in China – already in the pipeline. In travel retail, these will come on top of the 100 or so points of sale in airports and listings with major airlines.

"Travel retail is a strategic channel for us and now we want to go into the food & beverage sector in airports," explains Fanny Brouez, Project Manager for Travel Retail, Godiva.

Brouez invites delegates to come for chocolate dipping sessions at the Godiva stand, as well as to get a foretaste of the delicacies specially-designed for the cafés.



Yellow Village F33

Travel retail all the way

Infinity & Co was founded in 2014 by Director Sam McDermid and Sales & Marketing Director Neil Thomson. Fast forward to 2018, and its products are already listed with more than 40 airlines, such as Thomas Cook, Etihad, Qatar Airways, KLM and Emirates. "We're unusual in that we started with travel retail," Thomson explains.

In the footsteps of its core brand 'Infinity & Co', an affordable line of jewellery with a €30-35 price tag, it launched the 'Love x Infinity' sub-brand 18 months ago – a self-select line of giftable jewellery with a €15-18 price tag. "It's more a 'girls buying for girls' kind of item," McDermid explains, "and it was a huge success".

Accordingly, with its strategic focus on travel retail, Infinity & Co is now seeking distribution in airports. "Contacts have been made with operators," McDermid confirms.



Green Village L62

Destination teas

Kusmi Tea is presenting here in Cannes its 'French Cancan', a travel exclusive black tea with strawberry and red berry notes. It is also introducing 'Germany', as a third travel exclusive destination pack of assorted teas, after 'Paris' and 'Istanbul'.

Created 150 years ago in St Petersburg, Kusmi Tea moved to France in 1917. It was purchased, rebranded and relaunched in 2003 by the Oreb brothers, who expanded the brand from €1 million turnover in 2003 to €75 million last year.

With 115 own-brand shops in 35 countries, mostly in Europe and Asia, including France, Japan and Korea, the brand also benefits from a global presence in department stores worldwide. Its travel retail distribution is mainly operated by Heinemann, Lagardère and Dufry, with 130 points of sale in 60 airports in Europe and Asia. French Cancan will be available starting from February 2019.



Blue Village AA4



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Day 2 - 22nd November 2018
Dubai Creek Golf and Yacht Club

Two eagerly awaited days on the golfing calendar are here. On the 21st and 22nd of November, the Dubai Duty Free Golf World Cup is teeing off at the spectacular Emirates Golf Club – Faldo Course and the Dubai Creek Golf & Yacht Club. Feel the agony and ecstasy, experience the triumph and tribulation, take the rough with the smooth. Be there to enjoy many exciting golfing moments and you may even walk away with some of the fabulous prizes. For more information, contact marketing@ddf.ae

Participation is by invitation only

www.dubaidutyfree.com



Full of surprises.

TFWA

ASIA PACIFIC EXHIBITION & CONFERENCE

THE DUTY FREE & TRAVEL RETAIL ASIA PACIFIC SUMMIT

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2019