

TFWA

WORLD
EXHIBITION &
CONFERENCE

TFWA
daily
THURSDAY 3 OCTOBER 2019



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TFWA

Frédéric Garcia-Pelayo**Vice President Finance**

TFWA

Sam Gerber**Vice President Corporate**

Introduction

Invest for success

We work in a small yet powerful industry that is full of highly professional people with a broad range of skills and knowledge. The TFWA World Exhibition & Conference is a tremendous opportunity for us all to gain valuable insight from like-minded people who operate in an environment that is extremely challenging, yet at the same time rewarding.

With many of our colleagues reporting positive sales growth for their businesses, now is a good time for our industry to celebrate our achievements. However, there can be no doubt that our industry is on the brink of massive change. The rise of digital technology is having a huge impact on our trade, presenting both a threat and an opportunity, and will be one of the major drivers for transformation in the coming years. It is affecting our supply chain, how we communicate with passengers and how we target our audience, both in the air and on the ground. It's important that we all play our part in preparing for this change and that we're not ignoring "the big elephant in the room".

This is why we have been hard at work developing new initiatives to help our partners capitalise on the great potential these changes offer. This includes our new TFWA Innovation Lab, a concept that builds on the success of last year's TFWA Digital Village. Whether you're looking to find out more about the latest digital solutions or new technologies that will provide a competitive edge, the TFWA Innovation Lab is an essential visit for industry professionals looking to take their business to the next level.

While we are approaching the end of the week, there are still many events taking place that are certain to delight visitors. The ever-popular Le Premium Evening will be held tonight at Port Canto, and promises to be a dazzling climax to the week's social programme. All full-delegate badge holders at Le Premium Evening can also gain free admission to our nightspot, The Scene, from 22:00 to 02:00, allowing them to continue the festivities long into the night.

As our industry prepares for further growth, we at TFWA will continue to work to the best of our abilities to ensure we remain a thriving organisation serving a thriving industry. We hope you can join us at our future events to take full advantage of the support we can offer.

Frédéric Garcia-Pelayo, TFWA Board Vice President Finance, is responsible for defining strategy, monitoring the association's financial and legal affairs, the execution of the forecast budget throughout the financial year and preparing financial reports. Frédéric also prepares the annual budgets and forecasts in collaboration with the Managing Director. Frédéric is the COO of Interparfums.

Sam Gerber, TFWA Board Vice President Corporate, is responsible for all matters regarding the respect of the association's articles of association and rules and regulations. He supervises the administrative matters of the association in collaboration with the Vice-President Finance, and is also responsible for the administration of the process required for admission of new exhibitors and members. Sam is Managing Partner and Head of Sales & Marketing at SKROSS.

The day ahead

- Le Premium Evening, the industry's ultimate night out, takes place tonight at 20:00 at Port Canto. This year, the party continues at The Scene from 22:00 to 02:00 with all full-delegate badge holders receiving free admission tonight. A shuttle service will operate from all major hotels will be the perfect spot to enjoy the fireworks provided by the City of Cannes

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.



At the Women in Travel Retail (WiTR) networking event held on Tuesday evening, over €18,000 was raised to support a

programme run in Siem Reap, Cambodia, by established charity Friends-International, which gives beauty salon training to young women aged 16-24. Once trained, these young women will be able to earn their living and support their families. "All of us at WiTR are deeply indebted to all the companies and individuals who made it possible to raise so much money to transform the lives of young women," the organisation said.

TFWA App



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

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

Scan this code to download the TFWA App:



AEROPORT NICE CÔTE D'AZUR

TFWA's partnership with Nice Côte d'Azur Airport has several advantages for delegates attending TFWA World Exhibition & Conference. 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.

Follow Nice Côte d'Azur Airport with the #AeroportNice and share your best pictures on departure from Nice on Instagram.

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GUESS

TRAVEL RETAIL EXCLUSIVE

New developments set to impress delegates at MEADFA Conference 2019

Further details have been revealed for this year's MEADFA Conference managed by TFWA, which will take place at the Kempinski Hotel in Muscat, Oman from 24th to 26th November.

Kicking off an action-packed social events programme, the Opening Cocktail on Sunday 24th November will be held at the exclusive Zale Beach Club & Lounge on the shorefront. The Gala Dinner hosted by Muscat Duty Free will take place on Monday 25th November at the main pool of the Kempinski Hotel, offering first-class cuisine, entertainment and stunning views over the Gulf of Oman.

MEADFA and TFWA would like to thank Official Host Muscat Duty Free and Oman Aviation Services SOAC for their support of this year's MEADFA Conference, as well as all sponsors. This includes JTI as Diamond Sponsor; Aphrodite, Dubai Duty Free, Pernod Ricard Global Travel Retail, KT International and Jordanian Duty Free Shops as Platinum Sponsors; Aer Rianta International Middle East, Lagardère Travel Retail and Oriental General Trading as Gold Sponsors; and International Duty Free Shops Morocco as Silver Sponsor.

Further support will be provided by Imperial Brands (Exhibitor), Pernod Ricard Global Travel Retail (Wine & Spirits Sponsor), Al Fakher Tobacco (Delegate Directory Sponsor), Haribo and Nestlé KitKat (Coffee Break Sponsors). The lunch, hosted by



Mazaya will take place at The Kitchen restaurant at the Kempinski Hotel. The Moodie Davitt Report, DFNI – Frontier, TRBusiness and Gulf-Africa Duty Free & Travel Retailing have also been confirmed as Media Partners.

Haitham Al Majali, MEADFA President, said: "The duty free and travel retail market in the Middle East & Africa is going from strength-to-strength, and this is reflected in the excellent line-up of speakers and leading brands who will be joining us at the MEADFA

Conference this year. Their expertise will prove invaluable in helping more businesses unlock their true potential in this fast-growing region."

Alain Maingreaud, TFWA President, said: "TFWA is proud to continue its long-standing support of the MEADFA Conference and we are looking forward to another great event. With its rich history and reputation for warm hospitality, Oman is the ideal setting for what promises to be an insightful and thought-provoking conference."

The TR Toolbox: the power of collective intelligence

TFWA recently lent its support to the launch of a new resource: a dynamic online industry map showing the commercial activities at the world's top 100 airports. Known as the 'TR Toolbox', it provides details of store operators and products sold and, in time, it will expand to include other airports and other travel retail sales channels.

A search engine based on key media and published business intelligence will let users search for information by company, sales channel, region and further industry parameters. This venture has been developed by Contineo Labs/Generation Research, and TFWA members will have cost-free access to the content, which will be updated on a regular basis.

Dr Alex Seret, CEO Contineo Labs/Generation Research, explains that the objectives of the TR Toolbox are multiple:

- Provide a collaborative platform accessible to all and welcoming new ideas and partners.
- Accumulate and structure industry knowledge thanks to the TR Wiki.

- Identify, structure and make available information relevant to the industry through the TR Search Engine.
- Keep it as organic as the industry and make sure that all actors can access and benefit from it.

"The fundamental motivation is that the collective intelligence is very powerful in general, but particularly in the travel retail industry," says Seret. "The TR Toolbox aims at being the first layer to access it in a systematic way."

He adds that the benefit for the industry and its stakeholders is the access to a series of tools that "should be commodities but are not in our industry". "While data availability and credibility has never been as hot a topic as it is today, much exists already in a series of decentralised and multilingual sources," Seret explains. "A first step for the industry is to be aware of these sources and be able to consume them in a simple way. Google and Wikipedia being widely accepted by the community all over the world, we learned a lot from their mechanisms around collective intelligence

and information retrieval to design a solution closer to travel retail industry needs."

TFWA members represent the core of the industry and their collective needs are the driver of the project. "Looking at typical questions and challenges, we identified a series of common needs that we materialised through the TR Search Engine and the TR Wiki," says Seret.

TFWA members will get full access to these tools and inspire future features and modules. "For retailers, business owners, and others, our objective is to replicate the TFWA approach and look for features that best serve their members," Seret adds. "In the meantime, we believe that our tools inspired by the members of TFWA will already bring them a lot of value. After all, who would not benefit from a search engine dedicated to the travel retail industry? We welcome all actors on the platform: www.tr-toolbox.com. They will get free access after identifying themselves and may keep it free under certain conditions, while TFWA members will keep their access as part of their membership."

Visit www.tr-toolbox.com for more information.





Inflight focus workshop

Inflight connectivity, e-commerce and airline's willingness and ability to adapt to changing times were some of the topics discussed during yesterday's Inflight Focus Workshop. In a series of inspiring presentations, delegates heard from industry veterans from Cathay Pacific Airways, AirAsia Group and airfree.

Duty free trolleys vs e-commerce

In order to enrich the customer experience and provide more options for passengers, Cathay Pacific Airlines has spent significant effort in restructuring its ancillary revenues strategy. Aldric Chau, Head of Retail and eCommerce, Cathay Pacific Airways explained: "Last year in March when I first joined Cathay Pacific Airlines' direct sales and ancillary revenue team, the question that I got asked the most by senior figures, travel partners and retailers was 'Should we still be carrying all these trolleys around the aircraft because they look quite dated and it doesn't seem the best way to present the brands.'"

The answer, however, is really not that simple, but Chau proposed an easy way to find out whether an airline is ready to adopt the inflight e-commerce model.

He highlighted three key things to be considered:

- **Volume of the traffic coming from the official website:** "If an airline already has quite a sizeable amount of traffic coming to the site every day to book flight tickets, hotels and other ancillaries, then it might make sense to add another section to the website to integrate retail products. But if that's not the case, then you need to create a separate e-commerce website, which will require investment in marketing, SEM and SEO to build the traffic."
- **Connectivity:** "If you are building an e-commerce site that can only be accessed outside of the aircraft it means you are missing an opportunity to work with retail giants such as Alibaba or Amazon. If you do have inflight connectivity this can be a real opportunity to bump up inflight sales by launching some real-time offers and initiatives to drive conversion."
- **Customer mix:** we need to ask ourselves about the customer mix. We see a strong demand for Chinese passengers to shop inflight and make impulse purchases. For instance, on our Hong Kong – Beijing Zaha three-hour flight, we generate more than USD10,000 revenue. So, the questions to ask is if we do get rid of the traditional trolley approach, can we really generate the same revenue, or even more?

Chau then shared three ways in which Cathay Pacific is succeeding: 1. Products innovation compete over quality vs quantity; 2. Think beyond inflight duty free; 3. Personalisation.

"More than just an airline"

Elina Jamaluddin, Group Head of Buying Duty Free AirAsia then took to the stage to provide an insight into AirAsia's e-commerce initiatives. AirAsia is currently focusing on growing its e-commerce marketplace OURSHOP. "We are more than just an airline," Jamaluddin declared. "It's no longer just about booking tickets, it's about creating bundles with hotels, insurance, etc." Indeed, as Asia's biggest low-cost airline, AirAsia currently has 65 million impressions on its website, while its mobile app has over 50 million followers.

Jamaluddin echoed Chau's sentiment that we can't ignore the evolution of duty free retail, which is steering away from the traditional trolley model.

"We use our shop platform which is on our website

Aldric Chau, Head of Retail and eCommerce, Cathay Pacific Airways; Elina Jamaluddin, Group Head of Buying, Duty Free for AirAsia; Valéry Méary, Co-Founder, airfree; Charlotte Turner, Managing Editor, TR Business.

to allow passengers to pre-book at least 24 hours before their flight and collect their product onboard. OURSHOP is not only catered for pre-booking, but the idea is also for the passengers to use on their end journey. OURSHOP team is also engaging with all retailers so that passengers can collect at airports as well."

Focusing on connectivity, she said that currently 50% of the airline's fleet supports Wi-Fi, and shared that by the end of next year 100% of its fleet will be equipped.

Jamaluddin also spoke about the airline's fintech venture BigPay, which will allow instant international transfers from Malaysia for a fixed rate.

Reinventing the inflight shopping experience

airfree sees an opportunity for the industry to reinvent the inflight shopping experience and believes that the best of retail is yet to come. Valéry Méary, Co-Founder, airfree, explained: "We see the inflight duty free as a massive retail opportunity of the future; but if we look at the inflight experience of today there still are some painpoints both for the passengers and for the airlines. For the passengers it's a limited shopping experience, and for the airlines it means dead weight, carbon footprint and all this leads to declining sales."

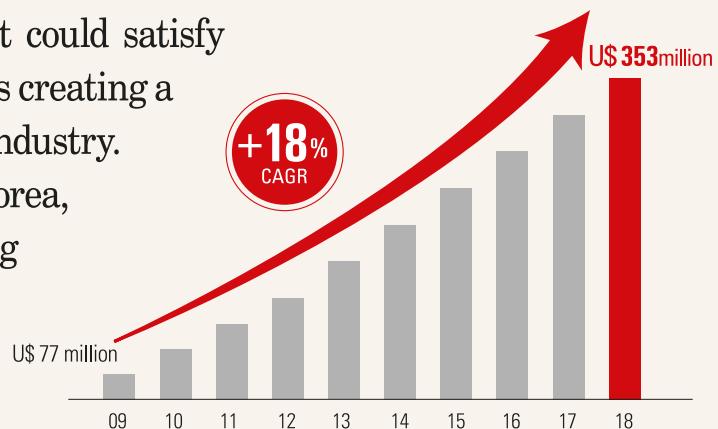
However, he highlighted that there is much scope for improvement, especially since the online air duty free market has almost tripled in the past 15 years.

To capitalise on this opportunity, airfree has developed a unique technology to enable a truly viable solution for efficient digital shopping experience inflight. "While Wi-Fi is available today it has two major limitations – it is too expensive for the airline and the bandwidth is quite limited," Méary said. In order to bypass these concerns, the company has partnered with inflight connectivity suppliers namely Panasonic, Thales, Inmarsat and others, to develop a technology to upload the content of the platform inside the aircraft server when the aircraft is on the ground. He said: "Our platform uses less bandwidth making online shopping inflight both seamless for the passenger and cost-effective for the airline."

Ginseng Healthy Wave: Beyond Asia, Toward the World

The volume of global supplement market recorded USD 102 billion with sustainable growth rate (CAGR 6% over past seven years) because of well-being trend and increasing of living standard. However, there is no supplement category in the travel retail industry yet whereas the growth rate of the supplement market is on the rise around the world.

Having recognized the need for a new category that could satisfy both consumers and the industry, CheongKwanJang is creating a new health functional food wave in the duty-free industry. Centering its business in Asia including Korea, China(HK), Japan, and Vietnam, CheongKwanJang has achieved an annual average sales growth of 18% over the last nine years, and reached US\$ 353 million in duty free sales in 2018.



Since 2017, as the first health food brand participating in TFWA APEC, CheongKwanJang has been leading the change to generate the health and wellness category.



» CheongKwanJang Boutique store, Korea (ICN T2)



CheongKwanJang launched a boutique store at Incheon Airport Terminal 2 and shop-in-shop stores in Japan(Osaka), Indonesia(Jakarta), Vietnam(Hanoi, Da Nang, NhaTrang). Such trends demonstrates CheongKwanJang's powerful potential to present 'health' as a new breakout concept to the existing duty free offer. Based on this success achieved in Asia, CKJ plans to promote the potentials and growth of the wellness category in the global duty-free industry at TFWA Exhibition.



Through its participation in TFWA Cannes 2019, CheongKwanJang seeks to go beyond Asia to begin expanding into duty free markets in the Middle East and Europe. During the event, we hope to promote the recent trend focusing on health as well as the growth and business potential of CheongKwanJang as the leading brand of the category.

Visit us at Red Village M24



Be sure to visit the TFWA Innovation Lab, where around 30 exhibitors will be presenting 'New ideas and fresh thinking' in areas such as customer engagement, digital technology, brand activations, in-store design and sustainability. Totally immersed in the TFWA Innovation Lab, Innovation in Action is a dedicated communication spot allowing the brands to communicate on their commitment to shaping the future of travel retail through innovation and engagement for a more sustainable and consumer-oriented business. The TFWA Innovation Lab is located in an exclusive tented exhibition area facing the Majestic Beach, beside the main exhibition at the Palais des Festivals.

Striving for sustainability

Greater levels of public awareness about climate change, plastic pollution and corporate social responsibility will have profound implications for travel retail, as it was addressed throughout the conference and workshops at TFWA World Exhibition & Conference this week.

However, the channel is ill-prepared for such environmental challenges and the shift in buying habits that will likely follow. At least that's according to the TR Sustainability Forum (Stand A10), a new group set up to help the industry respond to the challenges facing the planet and ergo the industry.

"There is a juggernaut coming down the line and retailers aren't prepared," warned Simon Best, Vice President Innovation. "That's where the TR Sustainability Forum comes in – we want to help retailers come up with the right solutions to these pressing issues."

The travel retail industry is thought to generate 10 billion single-use plastic bags and eight billion single-use plastic bottles annually. As with climate change, there is no silver bullet to the problem, but the TR Sustainability

Forum hopes to provide a creative space for the industry to address environmental challenges by sharing advice, solutions and ideas.

According to Best, the channel has a unique opportunity to lead the way on sustainability but is currently lagging behind domestic markets.

"Travel retail operates in a tightly-controlled environment and although we do have certain restrictions, we can closely control what goes in and what goes out [of retail environments]," said Best. "The industry should be a beacon of best practice, but it is falling behind domestic markets."

TR Sustainability Forum was founded in spring and has since started a "plastic pledge", which encourages brands and retailers to reduce plastic pollution. "These are baby steps, but we have to start somewhere."



Innovation for personalisation

“It's time to have personalised messages and engage with the audience," stated Jean-Marc Chevassus, Managing Director, Inflight Media Marketing (IMM) (Stand A13). The company has over 30 years' experience in selling media to airlines, but four years ago it launched a digital department to help airlines commercialise and monetise investment in technology, such as connectivity and inflight wireless entertainment on short and medium-haul flights.

IMM has developed a software that sends all the content management to target specific audience of travellers. "Our focus is not so much on the airline branding, but mainly on targeting specific audiences depending on where the flight is coming from, where it is heading to, but also the passenger demographics. As soon as we can access the airline's PNR (Passenger Name Record), also to target the travel class and reason behind travel, age and gender and seat class targeting," explains Chevassus.

Currently, IMM works with a number of airlines from Singapore Airlines, Lufthansa and Etihad to low-cost carriers such as easyJet and AirAsia.

"Our main ambition is to educate the market because a lot of advertisers are not aware of such personalisation capability, but we are also meeting with airlines to also accompany them because they work with a lot of technical providers for content and wireless entertainment. We are facilitating the relations between airlines and advertisers," Chevassus said.



TFWA
Innovation
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New ideas.
Fresh thinking.

1-4 October 2019
Cannes

In
partnership
with:

fliggy
Alibaba's Travel Brand

Airport
Partner:

Munich
Airport

Media
Partners:

BW
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TR BUSINESS
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DFNI + FRONTIER



Neil Muir, Managing Director, Blynk: "At Blynk, we bring the essence of the personalised online experience to the physical retail space, using our digitally-connected solutions to elevate the bricks and mortar retail environment."

Bringing the essence of the personalised online experience to the physical retail space

Blynk (stand A02/B01) is a creative and digital services agency, providing end-to-end event and experiential solutions, delivered by its range of in-house services: digital design, creative, production, and delivery. The company's core services include:

- Digital design and strategy development for retail
- Content production and management
- Digital installation, maintenance and support services
- Interactive 'tech-experiences'
- Product and GWP personalisation
- Dynamic Digital at the Point of Sale (DaPOS) merchandising solutions

"Consumers do not differentiate between a brand's on- and off-line experience," says Neil Muir, Managing Director, Blynk. "At Blynk, we bring the essence of the personalised online experience to the physical retail space, using our digitally-connected solutions to elevate the bricks and mortar retail environment. We know that, increasingly, consumers value experiences more than things. We believe that technology can be used as a tool to create unforgettable, digitally-driven experiences to bring them out from behind their own devices, enabling direct engagement with customers in the physical sales environment."

Blynk has many years of experience developing digital at the point of sale (DaPOS) merchandising solutions and sees enormous potential for the future of travel retail. "Our DaPOS platform, which is now production-ready, provides the fundamentals of video playback, product labelling, and content scheduling," Muir explains.

The company's plug-in architecture enables additional functionality, taking DaPOS beyond labels and video, and has been developed specifically for travel retail.

"When executed to its full potential, technology never says 'look at me'. It says 'look at this', because great digital experiences begin with a great story that digital technology should help tell and enhance," says Muir. "The TFWA Innovation Lab is the perfect platform to demonstrate this philosophy, while showcasing our latest innovations."

Blynk is expert at delivering enhanced, personalised customer experiences within a physical retail space by integrating digital technology at the point of sale.

"With over 10 years' experience, we understand the airport environment and the unique challenges associated with working in travel retail, from demanding logistical requirements to the exceptional standards of engineering and material specifications," Muir adds. "Our solutions enable brands to interact, engage with, and learn from their customers. A bi-directional medium that can often be one-to-one, and responsive digital solutions that surprise and delight."

TFWA INNOVATION LAB AT A GLANCE

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

TFWA Innovation Lab Media Partner testimonials



BW Confidential: "The Innovation Lab is a great showcase of new digital and retail tools for the industry. There are a range of

interesting innovations on show, with many of them focused on making the shopping experience frictionless, more enjoyable and more convenient. It is a platform for finding out about new and emerging solutions and also provides an indication of where the industry is headed when it comes to digital. The format of the Innovation Lab is easy to navigate, while its location facing the Majestic Beach means a visit can be easily slotted into a busy schedule. All in all, an excellent new concept and format."



DFNI - Frontier:

"The time for strategizing omnichannel has never been more prescient. With fresh urgency, the travel retail industry has realised the connected-commerce opportunity of its most valuable asset: passenger data. Welcome to the new age of frictionless travel retail. Now is the time for e-commerce or anywhere-commerce in our modern age of global travel, as airlines and airports alike jump on board. Timely then, that TFWA has launched a dedicated showcase area at this year's Cannes event: the TFWA Innovation Lab, with sponsors including Alibaba's Fliggy, JCDecaux, NPD Research and UX experts The Customer Experience Group taking valuable stand space to educate and inform the travel retail industry about the latest trends and new shopper marketing initiatives."



TRBusiness:

"TRBusiness is delighted to be the first specialised travel retail media sponsor of the new TFWA Innovation Lab, an initiative that serves to illustrate the critical importance of information and knowledge exchange in a rapidly shifting industry. Travel retail and duty free remains resilient in the face of stern macro-economic and geopolitical challenges worldwide affecting travellers' propensity to shop and spend, but an agenda for change is not a conversation for tomorrow and TRBusiness applauds TFWA for committing to immediate action on new ideas generation."

TFWA INNOVATION LAB EXHIBITORS

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



Le Premium Evening

Tonight, 20:00

Port Canto

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

Then discover an unforgettable closing party and DJ set at The Scene next door. Kindly reserve your table before 18:00 today at Le Premium Evening Desk, Palais des Festivals (Level 1).

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



The Scene

Tonight 22:00-02:00

NEW VENUE: Port Canto

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

- Entry by ticket only – available for purchase at The Scene desk (Palais des Festivals, Level 1) or at the venue entrance (upon presentation of your badge).
- Free of charge for all full-delegate badge holders attending tonight's Le Premium Evening.
- Special shuttle service: Majestic*, JW Marriott, Carlton & Martinez hotels – Port Canto
- Continual service from 22:00 to 02:00

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

Kindly sponsored by:



2019 Frontier Awards Winners

TALENT OF TOMORROW

- Alina Chzhan, Aeromar
Natalia Ramirez Montigny
DiageoMuna Hassan, Dubai Duty Free
Jean-Paul Hewlett, Dufry
Aurore Rezzoagli, Festina
Nidhi Aggarwal, Flemingo
Johanne Hedges, Harding Retail
Patricia Klys, Mondelez

COLLABORATION OF THE YEAR

- Sponsored by Muscat Duty Free
Avoca Store, Terminal 2, Dublin Airport, Ireland –
Aer Rianta International (ARI)

SPECIALITY CONCEPT OF THE YEAR

- Sponsored by Licor 43
The Harry Potter Shop
Heathrow Terminal 5

CRUISE OR FERRY LINE RETAILER OF THE YEAR

- Starboard Cruise Services

INFLIGHT RETAILER OF THE YEAR

- Sponsored by Cabin Zero
Retail InMotion

RETAILER CAMPAIGN OF THE YEAR

- Sponsored by Mondelez
Shilla Tipping – The Shilla Duty Free

SUPPLIER CAMPAIGN OF THE YEAR

- Sponsored by Blackjack Promotions
Monkey Shoulder #MakeItMonkey Campaign – William Grant & Sons

CSR INITIATIVE OF THE YEAR

- Sponsored by Ever Rich DFS Corporation
CSR Guylian Project Sea Horse – Chocolaterie Guylian

TECHNOLOGY SUCCESS STORY OF THE YEAR

- Sponsored by Victorinox
Lotte Duty Free Online Store – Lotte Duty Free

STAR PRODUCT OF THE YEAR (\$100-\$300)

- UFO Smart mask – FOREO

STAR PRODUCT OF THE YEAR (OVER \$300)

- Johnnie Walker Blue Label Ghost and Rare Port Ellen – Diageo

STAR PRODUCT OF THE YEAR (UNDER \$100)

- Sponsored by Harding Retail
ADV DRY 30L - Waterproof Packable Backpack with RFID Blocking Pouch –
CabinZero

TRAVEL RETAIL EXCLUSIVE OF THE YEAR

- DFS Private Label – DFS Group

SUPPLIER OF THE YEAR

- Sponsored by Dubai Duty Free
Mondelez World Travel Retail – Mondelez World Travel Retail

AIRPORT OPERATOR OF THE YEAR

- Sponsored by King Power
Airport Authority Hong Kong

BORDER, DOWNTOWN OR NON-AIRPORT RETAILER OF THE YEAR

- DFS Group

AIRPORT RETAILER OF THE YEAR

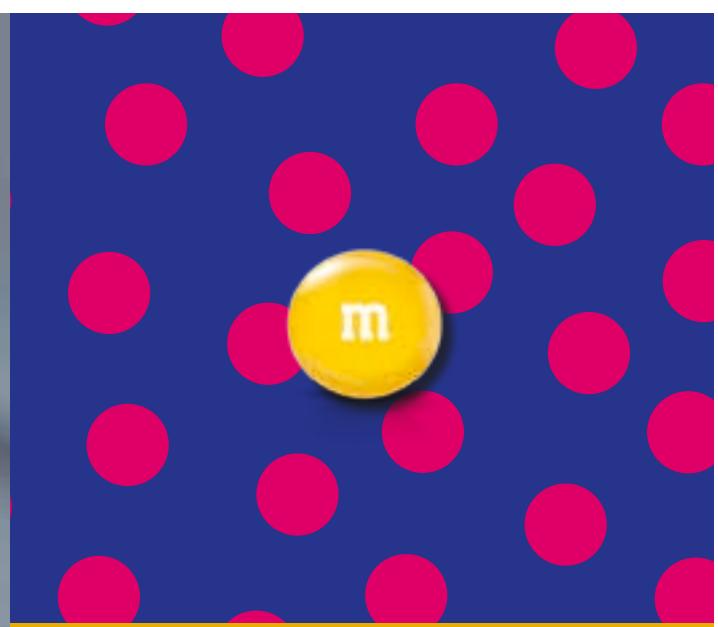
- Sponsored by Nestlé
The Shilla Duty Free

JUDGES' CHOICE

- William Grant & Sons

OUTSTANDING CONTRIBUTION

- Sarah Branquinho



better moments make the world smile

Treating and snacking,
made better for travelers.
Better moments with great
brands, more fun, and more
opportunities to snack on-
the-go, treat others, and
bring gifts for loved ones.

MARS WRIGLEY

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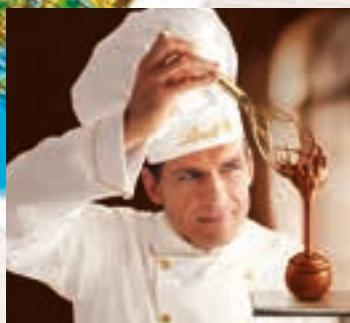


NEW

The LINDT World Traveller Collection

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Bateel is presenting Destination Exclusives, custom packaging designed for specific destinations, each adaptable to the city or location.



Destination anywhere?

A box of the local specialty chocolates or sweet treats have long been popular as a holiday gift for travellers. But this idea has become a lot more sophisticated in recent years, with confectioners big and small capitalising on the market for destination-specific packaging. Once again confectioners are at the coalface of innovation in order to recruit new consumers to this much-loved category, finds Gemma McKenna.

The demand for destination-specific goodies shows no signs of abating, whether they take the form of jelly versions of major monuments as at Haribo (Bay Village Bay 11B), or packaging sleeves especially designed to highlight the delights of Dubai, Rome or even Thailand, for chocolate selections. Other brands may not overtly alter their packaging, but rather change in-store activations to match the country they're in, a move which plays well on social media.

Nelly Samwald, Global Travel Retail Manager, Leonidas (Blue Village D24) describes destination packs as a "charming and effective way to introduce your brand to a new category of consumer". She adds that "sense of place and souvenir represent a booming

category". Its latest launches include personalised collections of white, dark and milk chocolates for Thailand, Rome and Dubai, as well as new dark assortments. In April, it launched a special souvenir dark chocolate assortment at Brussels Airport, followed by Amsterdam Airport Schiphol over the summer.

Haribo's Elisa Fontana, Head of Marketing Global Travel Retail, says the brand "already has a charming Happy Germany bag that contains fruit jelly models of six national monuments". It is now launching French, Spanish and British versions, and considering other markets. Perfetti Van Melle (Mediterranean Village P8) is also looking to tap into the destination trend. Femke Van Veen, Global Travel Retail Marketing Manager, says:

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NEW Guylian's 4x25g portion packed Belgian Chocolate Bars

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Haribo is expanding its destination range of Happy bags to include the UK, Spain and France.

"We do think gifting is an important reason to buy at airports and will focus on this segment in coming years. We are already working on a Mentos Jumboroll Sleeve with destination theme and other messages that make our Jumborolls even more suitable as a gift."

Nicole Miltenberger, Marketing Manager Global Travel Retail, Ritter Sport (Green Village L47) says destination packs are an important way to build brand visibility as part of its growing travel retail section. It launched destination sleeves for the first time this year, receiving "great feedback" from customers, she says. It has also modified the design on its Minimeter (its metre-long chocolate box filled with 72 colourful Ritter Sport minis) to an "around the world" concept, highlighting a number of global attractions.

Maestrani (Mediterranean Village P10) also makes destination-dedicated 300g Swiss chocolate tablets under its Munz brand, which Global Sales Director Thomas Leitner says are being launched at a number of Dufry and Heinemann destinations, while Dubai Duty Free has been a stockist for several years already.

Peter Zehnder, Head of Global Duty Free, Lindt & Sprüngli Travel Retail (Marine Village R7) says its destination gift pack – the Lindt World Traveller Collection – a collectable assortment tin filled with its napolitains and available in different designs representing major travel locations – has received "very positive feedback from consumers and clients alike". To support the range, it has 360-degree activations at Zurich and Rio de Janeiro, with more in the pipeline. It is also planning additional travel tins for Dubai, Germany, Argentina, Canada and France. The French tins will take centre-stage at its stand at TFWA World Exhibition & Conference.

Silver Crane (Red Village J3) is targeting new territories for its custom-designed destination confectionery gifts. Its Global Travel Retail Manager Dave Symys says of destination packaging: "This is our entire business approach... it's all we do! We see great opportunity for growth in this way, it focuses the product on to the location rather than the brand and creates a very bespoke item which is highly giftable." Europe and Asia are its main areas of interest at this year's TFWA World Exhibition & Conference, with Symys adding that its turnover has grown 20% in 2019.

Over at Nestlé International Travel Retail (Beach Village Beach 07) they take a slightly different approach. General Manager Stewart Dryburgh says: "We tend to focus more on aligning our activations with destinations and drive a sense of place with in-store activations and iconic packaging" than destination packs per se. "Our strong packaging makes our popular brands recognisable around the world and we tailor the in-store experience for the shoppers in a particular location. This means we can provide a sense of place experience to enhance their excitement at being where they are, rather than individual products."

He cites the success of the KITKAT Bus activation at Heathrow Terminal 5, Singapore Changi and Dubai International due to its novelty factor



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Nestlé's Italian brand Baci (*kisses in Italian*) is being launched into travel retail.



Guylian is launching portion-packed bars in six different flavours.

and "measure of in-store theatre for shoppers". He says that this appeals to social media-savvy millennials who love posting photos, while the brand has also seen a boost from encouraging the use of destination hashtags such as #mydubaibreak or #mysingaporebreak for KITKAT. Additionally, it is running a customer-exclusive trial with personalised Dubai sleeves for KITKAT Chunky.

Frederic Thil, General Manager, Ferrero Travel Market (Bay Village Bay 8) says the firm is already using destination packaging for its Ferrero Rocher brand. "Our Rocher T48 is presented in 13 different artworks according to our markets with the most potential, including France, Germany, Malaysia, India and Qatar, among others."

Philip Bogaert, Senior Export Manager, Guylian (Mediterranean Village P13) describes destination packs as replacing postcards – as a way of letting someone know you are thinking of them on your trip. It already offers New York and Paris packaging, and is set to launch bespoke Brussels, Amsterdam and Italy designs in September. Hong Kong and Australia are also on its list.

Alexandre Antuszewicz, Travel Retail Director, Fauchon (Riviera Village RD7) says it has been developing more and more destination-themed sleeves. He says the Chinese New Year sleeves on its biscuit tins "have met a huge success having a great impact on sales despite the very limited sales period".

While bringing a London or Rome box of chocolates back as a souvenir may impress, other brands think you can go further. Jaya Singh, Managing Director, Mondelez World Travel Retail (Riviera Village RG5) says "personalisation is huge in confectionery at the moment". It first tapped into the trend in 2017 with its Toblerone Messages campaign. "Since then, we've strived to keep the personalisation opportunities fresh and relevant, implementing the Toblerone ribbon printer last year and, most recently, the Toblerone sleeve printer."

Travellers can now print any name or message onto the 360g bar. It is "planning to build on our engagement with next-gen travellers" by rolling out the sleeve printer in more locations and adding QR codes to its Toblerone Tiny bags to allow travellers to create personalised videos.

What's new?

There is no doubt that consumers are looking for something new and unusual, with dark chocolate continuing on an upward trajectory. Jaime Waring, Sales Director, The Gourmet Candy Company, owner of the Mr Stanley's Confectionery brand (Red Village K7), says it has seen "huge demand for unique flavours, notably alcohol", which it is meeting with its Gin and Elderflower Fudge and Whiskey and Ginger Fudge lines. Waring adds that the firm is "actively looking at incorporating dark chocolate products" into its range within the next 12 to 18 months.

Meanwhile, Italian firm Food Accademia (Red Village K15) reveals that it is planning an aged grappa and bitter chocolate mix box to offer a bite of Italian taste – very delicious and with a real spirit hit.

Fanny Thevenin, Community Manager, Chocolat Mathez (Blue Village F17), says it has always included alcohol in its wide range of 30 different flavoured French Cacao Truffles. Sticking with tradition, it offers Whisky or Cognac flavoured truffles, but last year it added a Caribbean selection to the range with its Cocktail Tin featuring Mojito, Piña Colada and Punch. This year it is



► Perfetti Van Melle has a number of new launches for its Chupa Chups range. Brand-new are the Chupa Chups 'Funny Friends' – eight mini lollipops in Fox, Duck and Dog plush pouches.



▲ Mars Wrigley International Travel Retail is introducing a new product to global travel retail: M&M's Block. The 165g M&M's Block chocolate tablets come in five different flavours: Peanut, Crispy, Chocolate, Hazelnut and Almond.

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Loacker



Mondelez World Travel Retail is showcasing a new line-up of travel retail exclusive products from power brand Toblerone at TFWA World Exhibition & Conference. These include, among others, Toblerone Gingery Orange (360g bar) and Toblerone Tiny Gingery Orange - Mono & Mix (272g).



▲ Ferrero Travel Market is unveiling the Kinder Maxi T18. Kinder Maxi T18 378g presents 18 individually-wrapped Kinder Maxi 21g bars packed into a box shaped like a super-sized Kinder Maxi chocolate bar.

adding a Caramel Macchiato flavour.

Lindt & Sprüngli Travel Retail has taken a novel approach – in the past year it has partnered with Bottega vintners to launch special displays at key travel locations, combining the Lindt Pralines range with Bottega Prosecco.

Aisling Walsh, Marketing Director, Butlers Chocolates (Green Village L56), which has long partnered alcohol with its chocolates, told us that it has introduced several new dark chocolate gifts in the past year, including the Dark Chocolate Collection and dark chocolate mini bar packs. This year at TFWA World Exhibition & Conference, it will showcase its new Dark Chocolate Platinum Collection, which Walsh describes as a "super-premium assortment of delicious dark chocolate". She adds that the demand for dark chocolate is growing globally, particularly in Asia Pacific region.

Finnish Firm Fazer (Red Village K10) is also leveraging the dark chocolate trend and adding new flavours to the mix with its range of tablets under its NORDI brand. These 95g bars contain liquorice root, which does not require added sugar, and the superfood sea buckthorn. The 70% dark chocolate bar options include Sea Buckthorn & Salty Caramel, Hazelnut and Campsite Coffee, Raspberry & Tangy Liquorice, and Smooth and Dark Original.

Salted caramel is the big trend of the year, claims Raghav Rekhi, Global Category Director, Mars Wrigley Confectionery ITR (Bay Village Bay 9). "Caramel is ranked in the top three ingredients within the category. Different textures are also key drivers, with most of the top SKUs containing textured ingredients. To that end, we have

announced M&M's Crunchy Caramel, a limited-edition sharing bag that will debut next year. We also have a Twix Salted Caramel Minis bag, which is set to arrive on the market next year. Both these releases are perfect for sharing, which is key with new and popular flavours," says Rekhi.

Mars Wrigley Confectionery ITR is also revamping the Mars, Twix, Milky Way, Bounty and Snickers brands' mini bars for the travel retail channel based on category insights and consumer research. The bags will feature a new design and a combination of two new bag sizes: 333g and 500g. It is building on its M&Ms campaign with a new 165g M&Ms tablet aimed at "attracting the attention of an evolving confectionery consumer base". Rekhi notes that "variations to our big brands like M&Ms drives up the average purchase in-store".

Mr Stanley's Confectionery is showcasing its 'Best of British' range at TFWA World Exhibition & Conference.



▼ Chocolat Mathez is presenting a brand-new concept to complete its snacking range: the Hot Truffle Chocolate.

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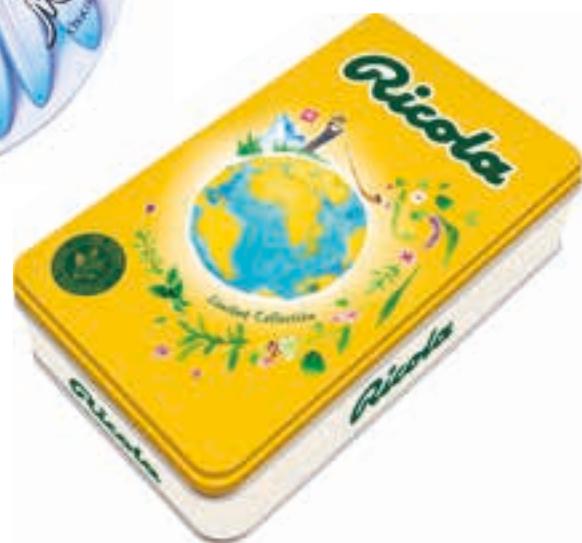
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Juan Miguel Cabrera, Head of Duty Free & Travel Retail, Loacker: "TFWA World Exhibition & Conference is always a benchmark in terms of how the industry is developing." Loacker is launching a range of new packs.

► Maestrani's Munz brand is focused on chocolate 'novelty' products, including an extension of its Swiss Premium Tower range with its 'Lady Tower' Swiss pralines.

Ricola steers away from destination packaging, focusing instead on its Swiss heritage with its 200g retro-design tins, listed at Dufry, King Power Thailand and Duty Free Philippines.



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Beating hunger on the move

Our diets and how we choose to eat is evolving, with a move away from three main meals in a day to a more fluid approach, as many people preferring to snack on the go. Confectioners have been quick to get in on the act.

"On-the-go consumption combined with self-treat remains a key trend. Leonidas continues to tap into this segment with our re-designed 100g tablets which are brighter on shelf and easier to identify in terms of flavours, and also our For You collection," says Leonidas' Sannwald.

Nutella is performing strongly for Ferrero in this market segment, with Thil adding that the launch of Nutella B-ready – the single serve wafer bar that is filled with Nutella and wheat crispies – is "giving us the chance to increase our visibility with a powerful offer that allows all Nutella fans to consume the brand on the go". Yet more options are on offer over at Lindt & Sprüngli Travel Retail, with its new snacking line, LINDT Fruit Sensation, comprising of fine dark chocolate with a fruity centre, which it says is now a bestselling product among Asian and Latin American customers.

Over at Chocolat Mathez, Thevenin says it is strongly focused on snacking with its truffle bar, which it launched in 2018. She describes it as "especially designed for quick eats and breaks, also dedicated to consumers willing to have a slice of luxury French confectionery". It is boosting the range with four new truffle bar recipes which are on show at TFWA World Exhibition & Conference. The company is also preparing a new "pioneer" launch with



▲ Lindt & Sprüngli's World Traveller Collection makes up the firm's destination offering.

HARIBO

Mini Travel Suitcase

NOVELTY



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Bay Village 11B
at TFWA WE&C Cannes 2019



Ritter Sport's novelties for 2019 include *Cocoa Selection Deluxe* – a unique gift proposition, comprising 3x100g Ritter Sport square bar varieties encased in a luxury, hot foil-embossed, jungle-inspired box.



Butlers new dark chocolate platinum gift box has 14 chocolates to choose from, including *Coconut, Caramel & Almond Crocant, Dark Chocolate with Green Tea* and *Midnight Truffle*.

its hot truffle chocolate, which comes in a recyclable cup, complete with three pieces of foil-wrapped French Cacao Truffle, to which you add 15cl of hot milk.

Spanish company Delaviuda (Blue Village G22) is building a new range of almond turron sticks and almond snacks, says International Director Gonzalo Machado. It is showcasing a fresh new image in Cannes, moving away from the branding it has used for the past 15 years.

Meanwhile, a new player to the duty free confectionery market this year, Danish brand Simply Chocolate (Yellow Village D40), is hoping to take the sector by storm with its bars, destination packs and a complete new line of products especially for travel retail. Jacob Harbo Olsen, Travel Retail Manager, says it has already signed up with Heinemann, LSG, Gate Retail and SAS.

Crunchy goodness

Let's not forget biscuits, which have effectively become established as a category in their own right since 2017, says Mondelez's Singh. "In 2018, we saw impressive double-digit growth from our biscuits business, driven by Oreo, our travel retail exclusive Milka and Cadbury biscuits collections, and by engaging travellers with the Biscuit Bakery concept through in-store activations."

Filip Van de Vyver, Sales & Marketing Director at Jules Destrooper Biscuiterie (Marine Village S6) sees the biscuit sub-category as "still small but with great potential". It is targeting growth on the premium end of the scale and is keen to spread awareness to customers that its recipes, unchanged since 1886, use no preservatives, artificial colours or flavourings. Its new assortments will be on display, with destination packaging concepts ready from the first half of 2020.



Leonidas is launching destination-specific collections of white, dark and milk chocolates, including this one for the Thai market.

Healthier living

Confectionery brands are not immune to the ever-growing focus on health. Haribo's Fontana says that while "some brands are removing children's products from the portfolio and replacing them with more generic products, Haribo is very sensitive to concerns about young people's consumption of sweets and we are focusing on portion control and resealable bags which mean the treats can be meted out in very small quantities".

Guylian's Bogaert agrees that portion control is a major driver, with smaller packs proving more attractive. Following its Master's Selection refined mini pralines, it will now launch portion-packed bars in six different flavours (creamy milk, premium dark, hazelnut and salted caramel alongside its no sugar added milk and dark chocolate bars).

Delphine Guédon, Sales Development Manager, Les Chocolats de Pauline (Blue Village E6) bills the company as the first completely organic chocolatier. She says: "Consumers ask for healthier products and still want to indulge."

Its range of chocolates are made with pure cocoa butter, and are gluten, lecithin and palm-oil-free. It is developing a range of single origin dark chocolate bars and also blends its chocolates with rum, kirsch, calvados and Cognac.

Then again, shoppers might opt for something totally different. With wellness high on the agenda, Korea Ginseng Corporation (Red Village M24) is looking to move into the European market. It says its sales have grown by 15.3% annually over the past three years, making US\$353 million in duty free sales in 2018. By participating at TFWA World Exhibition & Conference, it wants to expand into the Middle East and Europe.

In more usual realms, David Ferreira, VP of Retail, Hospitality & Corporate Gifts, Tea Forté (Blue Village F14) thinks tea is the answer. "Part of Tea Forté's appeal is that it is a very giftable item with incredible packaging. We offer a range of items with various flavours, prices, and platforms to appeal to the broad range of tea users," he says.

Fellow tea-maker Charles Dahdah, Area Manager - Middle East & Travel Retail, Palais des Thés (Yellow Village AA17) says attending TFWA World Exhibition & Conference is crucial as a new player in the duty free market. "It allows us to meet our partners and get introduced to key prospects that will help us grow the business by showcasing our expertise."

Other gift ideas include gourmet edible products,

with Bateel International (Blue Village C2) focusing on these and especially dates. Business Development Director Bilal El-Kurjeh says the Gulf states are still its strongest market, but it has Europe in its sights. It already offers customised destination packaging, which is responsible for 5-10% of its total sales. The camel milk chocolate firm Al Nassma (Blue Village F1) is branching out this year and is displaying its new sister brand SAMHA in Cannes: camel milk chocolate coated dates stuffed with whole pistachios in a 150g gifting pack.

Patrick Dorais, Sales Director, says it has secured new distribution in airport duty free outlets in Kuwait, Delhi and Kuala Lumpur in the past year, as well as growing at existing outlets and installing golden camel displays.

This year's TFWA World Exhibition & Conference offers a window to the confectionery world, with a plethora of innovative new launches in the category. Confectioners are moving with the times and listening to customers looking to control portion sizes and eat on the hoof, while making sure they still capture the more indulgent side of the market who seek special gifts incorporating new flavour combinations for loved ones eagerly awaiting their return.

Jules Destrooper is presenting its new Belgian Biscuit Selection. This range contains three varieties, each 200g – *The Belgian Butter Biscuit Selection, The Belgian Chocolate Biscuit Selection, and the Belgian Florentines Selection*.



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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Ferrero travel exclusives

Ferrero is presenting here in TFWA World Exhibition & Conference its whole travel retail range which covers the Italian confectionery manufacturer's usual four categories of pralines, Kinder, Tic-Tac and Nutella. A new travel exclusive Kinder Maxi 18 bars package will be pre-launched by Dufry in November and hit the global travel retail shelves in April 2020. Ferrero is also showcasing its new Bueno white eight twin bar package.

The Kinder Aviator 7 eggs has recently been revamped with a new assortment of eggs. "It's our most iconic Kinder product," enthuses Trade Marketing Manager Emanuela Vai.

Along with the release of the film Trolls 2, Kinder Surprise Trolls 3 eggs package will hit the travel retail shelves in April, with a selection of eight licensed toys.

On the gifting side, Ferrero will be releasing next February its 24 individually wrapped pieces Raffaello gifting box.

 Bay Village Bay 8



The Spirit of China

"We're here in TFWA World Exhibition & Conference to create brand awareness and reenter the travel retail market," says Kunwei Liang, Supply Chain Manager at Silver Base International Development. Silver Base is a distributor of four Chinese brands which are enjoying great success on the Chinese domestic market. Three of those are traditional Chinese spirits: the upmarket Keichow Moutai and Wuliangye, which are a staple in Chinese high society as well as in weddings, and the more accessible Ya Xi Jiao Jiu. Silver Base also distributes the Liqun cigarette brand.

With a foothold in the Polish domestic market, Silver Base is now negotiating travel retail listings in order to be available in airports and border shops in Poland, Czech Republic, Bulgaria, Hungary and Slovakia.

 Red Village K12

Fragrant Luxury

Angelini Beauty has revealed a line-up of new brand extensions for its scents that are available in travel retail. Fragrance brands include Trussardi, Laura Biagiotti, Blumarine, Angel Schlesser and Armand Basi, each displaying their premium credentials. The company is now presenting its campaign for the next year. For Trussardi's premium collection – including line extensions such as Donna and Uomo – they are easily recognisable because of the iconic dog emblem cap. Angelini Beauty has also launched a scent named 'Forever' from Laura Biagiotti which has a distinctive swirled cap. The company has also launched Blumarine – a perfume alleged to have a good presence in the Asia market.

 Bay Village Bay Terrace T2





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Accolade's worthiest wines

Accolade Wines isn't launching any exclusive wines at TFWA Cannes this year, but that doesn't mean the wine giant, whose brands include the iconic Hardy's, doesn't have its eyes fixed firmly on the travel retail sector. Indeed, Accolade's Commercial Director for Global Travel Retail, Rupert Firbank, insists the Hardy's owner is more committed to the channel than ever, after a major restructure of the business which has seen a slew of dedicated travel retail staff join its ranks – in his words, a "larger, more dedicated team" and a "great step forward for us".

Accolade, he claimed at a tasting of its wines yesterday, is on a mission to build "consistency of offer around the world" – which will, in time, mean more travel retail exclusives and potential experimentation with new formats.

One of the brands he says Accolade is keen to do more with in the sector is the esteemed Thomas Hardy Cabernet Sauvignon.

 **Yellow Village D26**



A smoke to remember

AJ. Cortès Cigars' stand Export Manager & Travel Retail Co-ordinator, Thomas Gryson, highlights the ongoing success of Nicaraguan cigars, which are booming thanks to their "attention to quality, aging and fermentation", especially among younger smokers who are increasingly experimental and looking for a wider variety of tastes. "As a terroir it is very in demand," he says.

J. Cortès' Oliva brand stands out, Gryson explains, because the business has total vertical integration – J. Cortès controls the whole manufacturing process, from the seed to the final smoke – guaranteeing the utmost care has been taken to create the final product. And more growth is on the horizon.

"We are investing a lot into plantations and we have built a new factory," he says. "We want to focus on finding new formats and being innovative with flavour and formats."

 **Harbour Village EVIDENCE**

A brand on the move

Electronics retail specialist Schäfer has scored a hattrick. The company's CEO, Joachim Schäfer, has secured major deals to launch his 'Move' concept store into three new airports. "We help retailers which have not got the experience in electronics to run their own electronics stores," he explains, adding he wants the fast-growing franchise to reach 100 outlets in the next five years. This isn't unlikely, considering it has opened 15 this year and, according to Schäfer, has another 10 in the pipeline.

It comes as the electronics market is changing quickly, driven by powerful consumer trends. Schäfer points to the release of JBL's recent entry-level noise cancelling headphones, which finally bring the desirable technology down to an accessible price point, as a game-changer. "Customers require more and more noise cancellation at the moment," he says, "but the pricing has not caught up."

 **Mediterranean Village P12**



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Smoking seriously harms you and others around you.

Committed to zero waste

Two years ago, Arnaud Meysselle, CEO of REN Clean Skincare had an epiphany on a beach in California.

"I was meeting for lunch with the founder of the Surfrider Foundation," explained Meysselle. Instead he invited me to pick up litter from what looked, from a distance, like a pristine beach. Ninety minutes later, the two of us had picked up 25 kilos of rubbish from a 'clean' beach. I thought, 'oh my god, we need to do something about this.'

REN is committed to practicing what it preaches in its 'Clean to Skin, Clean to Planet' ethos – promising to achieve zero waste by the end of 2021. It's already caused a stir on the show floor at TFWA World Exhibition & Conference with its 100% recycled booth, which from next week will have a new life as a retail environment.

"I want everyone to copy me!" said Meysselle, who lamented the amount of waste in the industry. Though, he believes the tide is turning. "Consumers themselves are the ones telling us they don't want to see plastic straws or excess packaging and the industry needs to listen," pointed out Meysselle. "The younger generation want to enjoy life, but to do so responsibly."

REN believes zero waste is the right thing to do – and good business sense. According to Meysselle, REN is selling ten times as much Atlantic Algae & Magnesium Shower Gel after it was relaunched in 100% recyclable packaging made with plastic recovered from the ocean.

 **Yellow Village G36**



Bags of opportunity

It's been a busy week so far for Aigner, with back-to-back meetings and lots of potential new business, which has pleased Inflight Sales Manager Amanda Garbarino – even if it has meant a packed schedule.

"Yesterday I didn't leave my seat until 6.30pm!" said Garbarino. "We had quite a few new potentials coming from the airlines and from duty free. It basically hasn't stopped."

The eye-catching booth shows off Aigner's Enlightenment campaign, once again starring fashion icon Iris Apfel, and the 2020 Spring/Summer collection, Divine.

Like many brands, Aigner was negatively affected by the decisions of a number of airlines to cease inflight duty free shopping, but thankfully new leads from TFWA World Exhibition & Conference look set to replace the lost business.

"Travel retail is challenging environment – it's not easy to keep hold of the spaces where you are and then also try and add new ones. Thankfully with the airlines we have done quite well. Hopefully what was lost through KLM and Qatar Airways will be replaced with new airlines that we met this week."

 **Yellow Village H35**

Holograms are here!

There are many confectionery brands at TFWA World Exhibition & Conference, but only one is showing off the marketing potential of holograms at its booth: Anthon Berg.

"We want to be innovative, a first mover, offering the very best for our partners," said Peter Dige, Travel Retail Director. "A lot of exhibitors have actually been coming to see our hologram display because it is very inventive."

The hologram product display unit can be viewed from any angle and includes a holographic animation that explains product information and messaging, removing the need for a full-time hostess to explain the product to duty free shoppers. In tests, sales were uplifted by 30%.

Anthon Berg also announced an innovative partnership with Baileys Irish Cream, with six new travel retail exclusive assortments of Anthon Berg chocolates featuring the creamy liqueur. Dige sees huge cross-sale potential for the partnership, which he calls a "perfect match". "We're more global than many others, and that's why Diageo has chosen us as their partner for the future."

 **Blue Village B7**





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A smoking success

"Our handmade Balmoral Añejo cigars are really doing well in travel retail," rejoices Gertrude Stormink, Global Travel Retail Manager, Agio Cigars. Earlier this year, new airport listings have opened in Amsterdam, Zurich and Athens, and distribution is due to start in the new Istanbul Airport at the beginning of next year.

Following the success of the Gran Perfecto limited edition premium cigar launched last February at Dubai Airport for the Chinese New Year, Agio Cigars is introducing here at TFWA World Exhibition & Conference the Lancero, which is currently being marketed to the company's existing customers.

"Agio is currently well established in Europe, the Middle East and Asia, but there is still room for growth in China, where our range of travel retail cigars is already listed in Beijing Airport through China Duty Free," Stormink explains. "We're now targeting smaller Chinese airports," she announces.

 Yellow Village H49



Building for the future

During Monday's workshops delegates heard how augmented reality was poised to revolutionise travel retail. Prepared for that revolution is LEGO, which is showcasing an exciting new AR-enabled line.

Launching in Cannes, the Hidden Side sets contain building blocks that trigger augmented reality animations when viewed through a mobile device, allowing users to interact both physically and digitally with the product. "This is a really exciting innovation for us," cooed Annette Rosendahl, Senior Manager Travel Retail.

LEGO wants to grow the toy category by opening more stand-alone airport stores, particularly in North America. "The US market is quite new for us in travel retail, so we really want to develop that," said Rosendahl.

Though its products are predominately aimed at youngsters, LEGO claims children are not present during 80% of the purchases made in its airport shops, highlighting the need to hook adults in as well.

To help it do this, LEGO continues to develop its souvenir line, which features destination icons such as London's red buses. "They are perfect for gifting," said Rosendahl.

 Blue Village C14

Style and substance

Bric's, the Italian luggage specialist, is using TFWA World Exhibition & Conference to showcase its new X-Bag line. Made from satin-finish nylon, the bag-within-a-bag concept fuses functionality with Italian style.

"We think it as a concept that will work well for travel retail," said Luisa Puggioni, Communication & PR. "Each bag has a smaller detachable bag inside, which can be used as a toiletry case. It's really practical."

The X-Bag line has a range of different colours to suit the seasons. "It's one of the few collections that we try to follow the seasons with," added Puggioni.

Bric's is also showcasing its new BY suitcases, which have external USB charging points for electronic devices. "You just put your battery pack inside and plug your electronic device into the terminal," explained Puggioni. "The cases have been designed for Millennials. They retail for €130, which is really affordable."

 Riviera Village RA7





Sparkling Ambition

Russian Wine House is showing Abrau-Durso, the number one sparkling wine in Russia, to the global travel retail marketplace. The producer celebrates its 150 year anniversary next year and is already exporting to 20 countries as well as duty free in the Americas and all Russian airports.

In April, the Russian Wine House made a deal with Heinemann and is now listing six SKUs in Hamburg as well as through their channels the group is making new acquaintances in Europe.

This year marks the company's first year in Cannes and the beginning of it solidifying and establishing its relationships with new operators.

Red Village J16

Relaxing Travel

Flight relaxation specialists Cabeau know a thing or two about helping to create restful and comfortable travel.

"Cabeau creates travel pillows – the best travel pillows in the world," said Miguel Ayala, Account Manager at Cabeau.

The new one is called Evolution Cool and it is more breathable and the Evolution 3, which is a bestseller, has straps," he explained.

"All Cabeau pillows have bags, so you can fold them and put them in their own bag. Also, you can take the top off and wash it as well," Ayala added.

Yellow Village E39



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Care meets colour

Moroccanoil has released its latest innovation, temporary hair colour that nourishes and locks in shine thanks to its patented oil product.

"Our new launch for travel retail is our colour depositing masks – it's care meets colour," said Moroccanoil Director of Global Marketing – Retail & Travel Retail, Yeolan Delapenha.

"Essentially, it's a temporary hair colour with a conditioning mask, so you get all the benefits of our Argan ID – our new technology which is Argan oil that's concentrated to really get into the cortex of the hair so that it can offer benefits like hydration and shine and lustre," said Delapenha.

"The temporary colour is a range of seven shades from more playful shades like Aquamarine and Hibiscus to our enhanced ones like Champagne or Rose Gold," she added.

Yellow Village B19

Popping the champagne

For the 175th anniversary of its Penfold wine range – widely focused on the travel retail market – Treasury Wine Estate is launching a limited edition Champagne bottle produced in collaboration with the French Thiénot Estate. It was released last July in Sydney with Heinemann, last week in Heathrow with Dufry and is being currently launched in Singapore with DFS.

It's been an eventful year for the Melbourne-based Australian winemaker, with the global launch in February of its travel retail exclusive Matua range of Rosé, Pinot and Sauvignon.

Beyond the launch of additional SKUs, Treasury Wine Estate supports the sale of its products with Penfold wall bays and store-in-store for the showcasing of its house brands.

"Our priority is now Asia, North America and Europe. There is a lot of growth to be had at different price points," reckons Simon Carter, General Manager Global Travel & On Premise.

Bay Village Bay 18



Smooth sailing for shisha

Operators are being invited to step aboard Mazaya's yacht to smoke shisha, eat fruit and experience Middle Eastern hospitality in all its glory. "That's why we have this yacht: so operators can take a break and loosen up," said Rawan Elayyan, Global Duty Free Manager.

Mazaya is one of the youngest brands in the booming shisha market and considers itself as something of a disruptor. "We want to be trendy and modern, which is why we have exotic flavours like candy drop and blueberry muffin," explained Elayyan. "We don't want to stick to classic flavours like other brands."

While shisha smoking used to be practiced predominately in the Middle East, it is growing in popularity the world over. "A few years ago, we accounted for just 2% of tobacco sales in some shops, now it is as much as 11%," said Elayyan. "We think the category has potential to grow much more."

Yellow Village H53

Beauty unmasked

Timeless Truth Mask is riding the wave of skincare's latest obsession: sheet masks. The brand has been established since 2012 and is a huge name in its native Taiwan, while in Europe it is part of the company Jola International.

The sheet masks, which are available in five tiers from the most accessible, Signature, right up to Premium. Made with bio cellulose, the products are priced from €5 up to around €16 for masks with special ingredients like collagen and bee venom.

Since making its mark across the Asian and European domestic markets, where Timeless Truth can be found in department stores and perfumeries, the brand is keen to explore where it could go in travel retail.

"We think there is a big potential for in-flight sales," explained Yoko Toriumi, Administration Director. "These products are well suited to a young customer, for example the Black Charcoal Mask Series is very popular on Instagram."

 Bay Village Bay Terrace T4



Belgian chocolate goes global

Last year in Cannes, the Belgian Chocolate company launched three varieties of chocolate bars within its travel retail exclusive Starbrook Airlines sub-brand. "Starbrook Airlines is currently being marketed mostly in Europe, while the "Belgian Chocolate" branded bars are mostly aimed at the Asian and Pacific retail and domestic markets," explains Patrick De Cauwer, Travel Retail & Duty Free Director.

"We are now consolidating our range and focusing on organic chocolate," he elaborates.

The Belgian Chocolate is listed in over 100 airports in Europe, in the Middle East, in Asia and in South America. "Negotiations for new airport listings are undergoing with Lagardère for Paris and with WHSmith for London," De Cauwer reveals. On the longer term, the Belgian Chocolate wants to introduce its Starbrook Airlines range to the US and Canada markets. "The 1950s aviation concept is totally adapted for this," De Cauwer enthuses.

 Mediterranean Village N19

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Sense of place

Robin Ruth reckons it has a unique proposition for travel retail: an ability to produce location-specific souvenirs and fashion accessories for any destination on Earth. No job is too big or small, either.

"We even had a dive shop in Papua New Guinea ask us to make some branded accessories for them, which was unusual because we usually get approached by big businesses, but we did it," explained Oleksandr Mylyanovskyy, Director Benelux.

From caps festooned with city names to an armchair emblazoned with Barcelona-inspired street art, Robin Ruth has a broad portfolio of products that are now distributed in 80 countries.

The brand is using TFWA World Exhibition & Conference to showcase its new Tulip Collection of backpacks, which were created in homage to Holland where the brand is based.

"Backpacks are one of our top sellers, but we do anything from baseball caps and socks to flip-flops, mugs and umbrellas," said Mylyanovskyy. "Our products are practical items that people can use every day."

 **Blue Village G6**



Luxury with purpose

La Colline is back on the show floor of TFWA World Exhibition & Conference this year presenting its brand of luxury skincare with a purpose.

Differentiating La Colline from others in the space is the Swiss brand's commitment to research at the University of Zurich, designed to improve the speed and results of skin grafting procedures. International Brand Manager Claire Herbreteau says that research results could be published in a journal from next year: "The results are in the final stages, which means it is very close," said Herbreteau. "For customers, it means that their purchases are driving forward purpose-driven research with the power to save people's skin."

Presented at the La Colline stand is the Moisture Boost line, which has been refreshed for 2019 with a fresh formulation. As well as the anti-ageing complex 'CMAge', the complex formulation of Moisture Boost also includes Hydracell Factor, a mix of active ingredients specially selected to plump skin.

La Colline has the edge over competition when targeting men, said Herbreteau: "Cellular for Men is a very differentiated collection compared to our competitors, because few of them are offering a specific skincare line for men's needs and expectations."

 **Red Village L28**

Master craftsmanship

Chow Tai Fook is celebrating its 90th anniversary with a very special demonstration of the master craftsmanship so integral to its jewellery offerings.

Visitors can watch Master Sze Yuk Sai, Chow Tai Fook's Technical Director complete fine filigree work, showcasing the painstaking weeks of work that can go into making a life-sized gold-plated goldfish by hand. Meanwhile Master Leung Chi Wai demonstrates his 30 years of expertise in silver inlaying.

"We wanted to bring these masters to Cannes to celebrate a craftsmanship that is almost gone," said Po Liu, Director of Overseas Business Development. "It is very sad, and we want to keep it alive. We hope that the many guests who are coming over to watch will leave with a greater knowledge and appreciation."

Chow Tai Fook is leveraging the huge increase in Chinese inbound travellers with new openings, the latest of which was in Shanghai Pudong International Airport last month. In less than five years it has also opened new markets in Cambodia, Japan, Korea, the Philippines and Vietnam. "TFWA brings us lots of opportunities," added Liu.

 **Green Village K56**



**CHOW TAI FOOK
MASTER STUDIO
90s ANNIVERSARY**

Bead yourself

Exhibiting for the first time at TFWA World Exhibition & Conference, the Trollbeads team is soaking up all the knowledge it can as it looks to expand its travel retail business.

"When you want to establish yourself in travel retail, it's important you show up at TFWA!" said Marianne Jensen, Travel Retail Manager. "We are observing a lot and there's a lot we are learning and will take back to our team. That being said, we will never compromise on quality and we are proud of our product."

The Danish family company is presenting Trollbeads bracelets and necklaces made of solid sterling silver, with the eponymous beads that feature delicate nature-inspired glass designs and even 18 karat gold elements. Trollbeads would like to expand on its emerging cruise business with Danish ferry companies, where its target market, females aged 45 and beyond, can take the time to appreciate the product.

"Our market is a woman who isn't a slave to fashion, but has her own sense of style," said Jensen. "If you have 8-10 beads, a bracelet and a necklace, it's possible for you to design a complete new look each day."

Green Village J43



From good stock

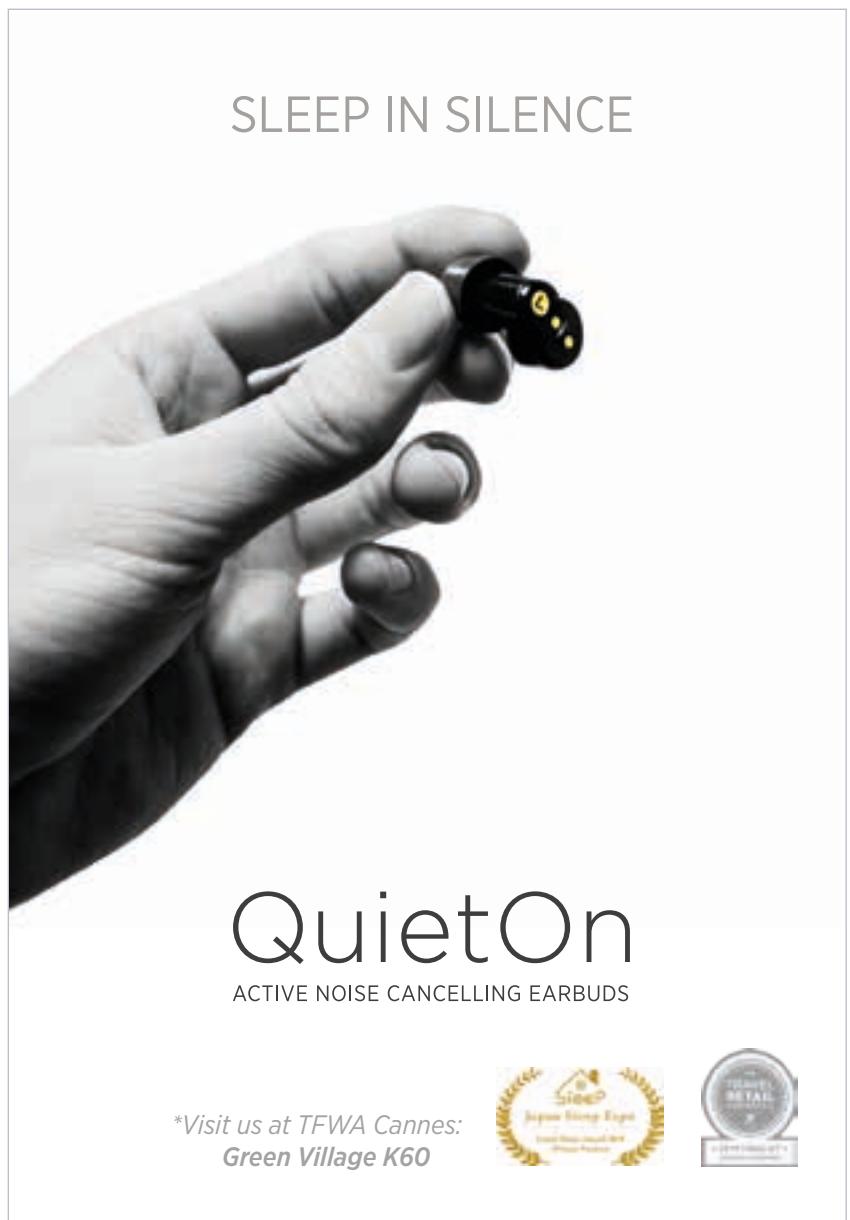
Stock Spirits is displaying its key products within the limoncello and amaretto categories while networking this year at the TFWA World Exhibition & Conference.

"We are focusing on meeting different people. It's just objective to be present among other spirits producers and be near existing and prospective customers," said Stock Spirits Group Director Travel Retail & FF Franc Kopotin.

"We want to show what we have been working on over the past few years – premiumisation in several products. We are showing Syramusa which is our premium product in limoncello," Kopatin added.

"The important thing is to also show our Amaretto Gozio products, because it is the most recent acquisition we had earlier in the year," said Kopatin.

 Green Village M48



Bronze Appeal

Black Up, the Parisian cosmetics company, offering products suitable for women of colour, is happy to be at the TFWA World Exhibition & Conference once again this year.

Black Up CEO Lionel Durand explained that "the company is still a small French brand operating in Paris, but sells in 57 countries."

Black Up offers "22 shades of 'mattifying' foundation without any transfer" and has built a good reputation with operators within the trade.

"We want to improve and develop our partnerships with the customers we have because our customers are very far away, so it's great to see everyone here," said Durand.

"We love the meetings we have at the show, we get to see our customers and enjoy the location. We are also interested in developing relationships with new customers in the Middle East and Africa. But we also want to be in India and Brazil," he added.

 **Green Village J40**



Colour and class

German jeweller Coeur De Lion is growing in double-digits thanks to the surging popularity of its distinctive 'Geo-Cube' design, which has taken the travel retail market by storm over past years.

In fact, this year is special because it marks 30 years of consecutive growth for Coeur De Lion, with sales growing particularly strongly aboard cruises and at airports.

Its new Winter range, which consists of approximately 200 SKUs, is equally stylish, featuring combinations of colours and real stones such as onyx and amethyst.

What is the brand's main goal for Cannes this year?

"Meeting our appreciated partners and the new prospective ones," according to Managing Director Nils Eckrodt. "All our appointments have been good – and it's only the second day. We have been very busy!"

If this fast-growing brand's upward trajectory continues, his schedule won't be getting any more relaxed.

 **Green Village M50**

Stocked up with spirits

Stoli Group is unleashing a swathe of new launches at TFWA World Exhibition & Conference this year. These include delectable limited releases for its Kentucky Own Bourbon, a new craft-aged rum expression from Bayou, called Single Barrel 2, two new Tequilas for its Cenote brand – a clarified, aged Cenote tequila expression named Cristalino and Cenote Green Orange Liqueur.

The coming year will also see Stoli launch the lime-infused version of its namesake vodka in travel retail outside of the US for the first time.

Meanwhile its Elit vodka brand has been given a refresh which the business' Group Global Duty Free/Travel Retail Director, Jean-Philippe Aucher, said would "really cement our place in the top echelon of spirits in vodka's growing super-premium category".

The business had "really done its homework on the products which will succeed in travel retail and duty free", he stressed. "It's so exciting to be able to present so many new lines in Cannes from some of our great brands."

 **Beach Village Beach 06**



Beauty and innovation

"We are having a great year again in 2019," said L'Oréal Travel Retail Managing Director Vincent Boinay during L'Oréal Travel Retail's press conference event yesterday.

Boinay described key elements that had contributed to this were: The rise in international traffic; the development of airport facilities and the appetite of customers for beauty.

"Sustainability is very important. We are all responsible – every member of the organisation. In travel retail we are offsetting our carbon emissions of all of travels of all the employees of L'Oréal Travel Retail," said Boinay, also reminding that "travel retail is also about inclusion," showing an interview with Emmanuelle Mörch, L'Oréal's Marketing Project Manager for Kiehl's who recently competed in the Paralympics playing tennis.

"2019 will be a true milestone for us – we have two major projects coming up," said L'Oréal Travel Retail Luxe Deputy General Manager Aglaé de Beauregard unveiling the new fragrance Lancôme Idôle and the Yves Saint Laurent fragrance Libre.

L'Oréal Travel Retail Valentino Beauty Global Brand President Garance Delaeye followed up and introduced the new Valentino fragrance "Born in Roma" noting how the Valentino Beauty campaign catch line is: "colour, cool and couture."

L'Oréal Travel Retail Professional Products & Cosmetic Active Divisions General Manager Piermarco Luzzatto-Giuliani described how L'Oréal also owns "the world's leading brands in dermo-cosmetics" in La Roche-Posay and Vichy. For the latter he introduced the Vichy V Mineral 89 that has been developed to reduce the effects of jetlag.

In terms of haircare, "Kérastase has seen double digit growth worldwide and high double digit growth in China," said L'Oréal Travel Retail Consumer Products Division General Manager Eric Vergès as he introduced the new Kérastase 8H Magic Night Serum offering advanced overnight nutrition for dry hair.

"Beauty is answering a simple, but very important need of all travellers," reminded Boinay. "If we do it well, we can satisfy all the travellers around the world," he asserted.

 **Niveau 5 W1**



A rip-roaring road trip

Roaring into Cannes on Saturday night were the Wild Tiger rum duo, Gautam Menon and Paul George Vedanayagam, who drove all the way to the Côte d'Azur from the South Indian state of Kerala to raise money for the imperilled Indian tiger.

"India is known as the land of the tiger, but there are only 4,000 of the cats left in the wild," explained Menon. "We set up a charity called Wild Tiger Foundation to raise money for tiger conservation and 10% of all our profits goes to the foundation, but we felt that we could do more."

So the duo decided to do a sponsored drive from India to Cannes, stopping to visit operators such as King Power, Dufry and Harding along the way.

There was plenty of drama on the 25,000km journey, which went through 25 countries and took 64 days to complete. "We drove through floods in Myanmar, landslides in Northern India, a hailstorm in Kyrgyzstan and a dust storm in the Gobi Desert," said Menon. "But we managed to stick to all our appointments with operators, so I think we had good karma along the way."

Wild Tiger secured sponsorship from big brands in most categories and named their vehicle "TRiger" as a thank you to the travel retail channel.

Delegates that haven't yet donated to the Wild Tiger Foundation but want to help secure a future for the iconic cats can do so by visiting roartrip.in.



M&Ms momentum

Mars Wrigley International Travel Retail (MITR) has unveiled a raft of "disruptive" innovations for the confectionery category. It is taking its much-loved M&Ms brand into chocolate bars with the launch of five packs, adding new 'crunchy' M&Ms, and launching a new 'smoothies' variant for Skittles.

That's not all: it has also unveiled a new, limited-edition, salted caramel flavour for Twix.

The business' Category Director for International Travel Retail, Raghav Rekhi, said Mars Wrigley wanted to meet changing consumers' needs, and tap a €2-billion opportunity to grow the on-the-go snacking segment.

He added the company was working hard to address the industry's key challenge – conversion from passenger growth to sales growth.

Next year will see the continuation of M&Ms' first global ad campaign, which he said had reached 25 million travellers last year – 2020 will see it expand, with a greater number of experiential displays.

Bay Village Bay 9



A glimpse of the future

Merlin Digital's fledgling 'craft' division is showcasing some serious technological innovation. Among its wares are the stunning Cube HD, the world's first HD cube projector, which contains a powerful PC so travellers can stream Netflix and YouTube, and access apps, directly from it, in incredible quality.

Also on show was the business' incredible range of customised Apple accessories – from alligator skin air pods to 24 carat gold and gunmetal iPhone cases. Even more impressively, Merlin has created an iPhone screen protector that renders the phone screen totally un-breakable. If that weren't enough, the protector actually repairs any scratches or scuffs it receives over time.

Last but not least, Merlin has created the perfect innovation for tired travellers – a smart suitcase which you can sit on and drive like a kart. It is battery powered and can take travellers a maximum of 20 kilometres.

Yellow Village E32

Tax Free World Association
23-25, rue de Berri
75008 Paris France

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

John Rimmer
Managing Director
j.rimmer@tfwa.com

Cécile Lamotte
Marketing Director
c.lamotte@tfwa.com

Produced by:



Ian Hill
Publisher
ian@pps-publications.com

Paul Hogan
Managing Director
paul@pps-publications.com

Ross Falconer
Managing Editor
ross@pps-publications.com

Marta Dimitrova
Editor
marta@pps-publications.com

Assistant Editors
Gregory Dziedzic
Gavin Haines
Jessica Mason
Daniel Woolfson
Lucy Taylor

Richard Jende
Head Designer
richard@pps-publications.com

Magdalena Matejewska
Designer
magdalena@pps-publications.com

Grant Pritchard
Photographer
photography@grantpritchard.co.uk

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

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

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