



We don't promise miracles.  
We measure results.

New, Even Better Clinical® Dark Spot Corrector & Optimizer

CLINIQUE  
Allergy Tested, 100% Fragrance Free

# TRAVEL MARKETS Vol.17-39 **INSIDER**

## ATL unveils \$6 billion expansion plan

Hartsfield-Jackson Atlanta International Airport (ATL) has unveiled details of a \$6 billion, 20-year capital plan that includes modernizing the domestic terminal, building a new concourse and expanding several others, overhauling parking facilities, building a \$500 million hotel, and numerous airfield and support facility improvements.

Atlanta Mayor Kasim Reed and ATL General Manager Miguel Southwell announced the project – called ATLNext – during the inaugural State of the Airport luncheon held on March 10.

The speakers said that the capital plan will ensure Hartsfield-Jackson maintains its position as one of the most important airports in the world. Among these improvements, the airport plans to construct a new sixth runway, new cargo structures, a new 400-room hotel with travel plaza as well as a new concourse.

Southwell detailed the airport's long-term strategic priorities, specifically outlining six areas: Safety and Security, Financial Viability, Economic Generation, Environmental Stewardship, Employees and Customer Service.



*The first renderings of substantial improvements planned for the Domestic Terminal's atrium under the ATLNext 20-year capital plan.*

Southwell pushed for new air service to China, India and other fast-growing economies. He also urged the restoration of service to Israel.

"We have had tremendous growth over the last year, and with our new capital plan, the next 20 years are only going to be more impressive," Southwell said.

"Not only will these projects be transformational for the airport, but they will enable the needed expansion to accommodate the growing demand we have at Hartsfield-Jackson," he added.

Investment in ATL is expected

to top \$6 billion, with nearly \$1 billion to be spent in 2017 alone.

CNN anchor/aviation correspondent Richard Quest served as the emcee for the event, during which Ambassador Andrew Young received the Global Leader Award for his decades of civic and philanthropic work, and for helping to expand international routes from Atlanta to developing markets around the globe.

Delta Air Lines received the Global Corporate Leader Award.

## ACI: airport industry shows greater reliance on pax-related revenues

Airport revenues experienced strong growth in financial year 2014, reports Airports Council International (ACI) in the 20<sup>th</sup> edition of the Airport Economics Report and Key Performance Indicators released this past week.

Although financial performance varied by region, industry revenues as a whole grew by 8.2% from 2013, reaching over US\$142 billion in 2014. Revenues from commercial and non-operating activities, now accounting for 45%

of the all revenue streams, grew by 7.2%.

The recovery in the Euro area and the United States, combined with the continued buoyancy of aviation in emerging markets, helped drive the gains in airport revenues, says the ACI report.

ACI notes that many airports across the globe have moved towards a business model that charges the traveling end user for their services through passenger-based revenue schemes. On the

aeronautical side of the business, over 55% of every dollar was generated from passenger-related charges as compared to other aeronautical sources of income such as aircraft-related revenues.

Commenting on the 7.2% growth on commercial and non-operating revenues, Angela Gittens, Director General of ACI World, said: "While European airports hold the highest proportion of these revenues relative to

*Continued on page 2.*

### PEOPLE

**Elizabeth Arden** has appointed **George Cleary** as President, Global Fragrances, effective March 14, 2016. Cleary is a seasoned executive with over 20 years of experience in beauty and personal care. His most recent role was as CEO of global beauty device company, Illuminage. He also held several senior positions at Coty Inc. including President, Americas, and before that worked at Nestle and Johnson & Johnson.

**LVMH Moët Hennessy Louis Vuitton** will nominate two prestigious women to its Board of Directors at its next annual general meeting on April 14: **Clara Gaymard** and **Natacha Valla**. Gaymard has held numerous positions within the French Government and served as chief executive officer of General Electric France. Valla, an economist, is currently deputy director of economic think tank CEPII. She is also a member of the Commission Economique de la Nation and scientific advisor of the ACPR (the French administrative authority responsible for supervising the banking and insurance sectors in France).

**Revlon's** chief executive officer **Lorenzo Delpiani** stepped down from his position, effective March 1, citing personal reasons. He will remain on the company's board and serve as an adviser, however. Executive Vice President **Gianni Pieraccioni** was named as the new CEO. The announcement comes after **Ron Perelman**, Revlon's controlling shareholder and chairman, said he would seek strategic alternatives for the company (*see TMI Vol. 17 No. 32*)



## Essence Corp adds French luxury perfume Atelier Cologne to portfolio

Essence Corp. has been appointed the exclusive agent for French luxury perfume Atelier Cologne for the Latin America Local markets and Travel Retail markets in the Americas and Caribbean.

"Thanks to their solid expertise of the region and the excellent quality of their teams, we are confident that Essence Corp will be the ideal partner to develop and represent our brand in this territory," said company founder Christophe Cervasel in his letter announcing the new agreement.

Cervasel, along with perfumer Sylvie Ganter, established Atelier Cologne in 2009, inspired by the legendary citrus of Eau de Cologne, first created in 1709. As a result, the two created a new olfactive family, Cologne Absolue, blending the citrus base with precious natural raw materials for a balanced and long-lasting luxury fragrance.

Their Cologne Absolue is made in Grasse, France, from a pure extrait de parfum, with very high concentration, between 15-20%, of citrus notes and blended with the highest quality natural raw material.

Atelier Cologne is now available in more than 35 countries and has sold more than 700,000 flacons in the past five years, said Cervasel: "[We are] ranking top 20 in 90% of our stores, top 10 in 40% and top 5 in 20%," he said.

"We have been sharing our passion worldwide discovering that thousands of customers were actually looking for this new type of perfume: fresh, elegant, with character, very long lasting and unique."

"We like to build our success year after year with selected retail partners, which



share our vision for a 'new-luxury' perfume fast growing emerging segment. The new 'Maisons de Parfum' grow by +25% every year and Atelier Cologne is the fastest growing with +100% growth in average since 3 years now," he said.

Essence Corp will be showcasing Atelier Cologne at booth #1903 at the IAADFS Show.

## ACI economics report

*Continued from page 1.*

other regions, much of the revenue growth is originating from airports located in the emerging markets of Asia-Pacific, the Middle East and Latin America-Caribbean, where the highest growth in commercial revenues is being posted.

"The airport revenue model is becoming increasingly diversified and sophisticated," added Gittens. "Airport operators have moved beyond being mere infrastructure providers for aeronautical activities to varied and far-reaching enterprises. Commercial or non-aeronautical sources of income such as retail concessions and car parking contribute to the diversification in an airport's income portfolio and provide an additional cushion during adverse economic times."

In a further breakdown of the **Key industry figures for the 2014 financial year**, ACI reports:

Global airport revenue per passenger: **US\$21.22**

Global aeronautical revenue per passenger: **US\$11.78**

Global non-aeronautical revenue per passenger: **US\$8.58**

Total cost per passenger: **US\$16.82**

Ratio of aircraft-related charges (**33.6%**) to passenger-related charges (**55.8%**) and other aeronautical revenues (terminal rentals) (**10.6%**): **34:66**

Notes: The ACI Airport Economics Survey generated responses from 818 airports for the 2014 financial year. Together, these airports handled 4.79 billion passengers or about 71% of worldwide passenger traffic in 2014. Individual airport financial data was submitted in 66 different currency denominations and converted into US Dollars (US\$) using official exchange rates, calculated as an annual average based on monthly averages and expressed as local currency units relative to the US\$. The financial figures for the previous year (2013) were adjusted by the inflation rate, obtained from the International Monetary Fund's World Economic Outlook Databases and International Financial Statistics.



**New**  
Even Better Clinical™  
Dark Spot Corrector  
& Optimizer



## PORSCHE DESIGN

### Porsche Design appoints Mimmo Mariottini VP Global Sales



Mimmo Mariottini

German lifestyle brand Porsche Design has appointed well-known travel retail executive Mimmo Mariottini as VP Global Sales and US-CEO of Porsche Design of America, Inc. He will lead together with Karsten von Engeln, COO Porsche Design of America, Inc., the brand's US subsidiary.

In his previous position at Bally, Mariottini served as VP Global Sales and US-CEO, successfully driving the growth of the company's global travel retail business. Prior to Bally, Mr. Mariottini was Travel Retail Director for Bulgari.

With this appointment, Dr. Christian Kurtzke, CEO of Porsche

Design Group, continues to shape the future direction of the brand.

"With Mimmo Mariottini, we are excited to win an experienced sales executive, and simultaneously drive the internationalization of our management team," he says.

"This is a further milestone on the path to positioning the company as a leading lifestyle brand in the area of Designer Sportswear and Accessories for the Global Business Traveler."

Porsche Design named French-Canadian Pierre Costin as the new Fashion Creative Director a few weeks ago.

#### New hires in timepieces unit

Porsche Design is also focusing on its timepieces business, expanding its watch sales team with three new appointments: Thomas Herzog, who worked for brands like Cartier and Breitling, will be responsible to develop the brand's international watch wholesale segment; and Oliver Krebs and Henning von Boddien, strengthen its domestic sales team.

Porsche Design will exhibit at the watch and jewelry fair Baselworld in Switzerland for the first time independently with its own booth in hall 1.0.

### L'Oréal, Shiseido named among the world's most ethical companies

The Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices, this week revealed its honorees for the title of 2016 World's Most Ethical Company. This year, 131 companies, spanning 21 countries and five continents and representing over 45 industries, made the list, including France's L'Oréal, a seven time winner.

"The World's Most Ethical Companies recognizes organizations who align principle with action, work tirelessly to make trust part of their corporate DNA, and in doing so, shape future industry standards by introducing tomorrow's best practices today. Being an honoree for the seventh time underscores L'Oréal's commitment to leading ethical business standards," said L'Oréal in a statement.

Jean-Paul Agon, L'Oréal Chairman and CEO, commented: "We are honored to receive this recognition by Ethisphere, it will be a source of pride for all L'Oréal employees. Over the last 10 years, we have seen growing expectation for companies to behave ethically. The next 10 years will see Ethics becoming no longer a 'nice to have' but a fundamental prerequisite to any organization's license to operate. For

### Lancôme appoints Isabella Rossellini its muse for the second time

Lancôme has announced that Isabella Rossellini – "an inspired and inspiring woman," is to resume her role as brand muse and spokesperson, a position she first held in 1983.

Rossellini, now 63, was the very first face of Lancôme, and remained an iconic brand ambassador for 14 years.

"Isabella Rossellini is for Lancôme a keenly intelligent, accomplished woman, who at every stage of her life has made time her best ally, and happiness and well-being her greatest strength," said Lancôme in the announcement of the new collaboration.

Rossellini commented, "I am overwhelmed with emotion to come back to Lancôme. Our collaboration meant so much to me in my life. Continuing it fills me with immense joy and great expectations. I am also well aware that this decision goes well beyond me: it's a strong indication of Lancôme's inclusiveness and celebration of all women."



© Marc-Antoine Coulon for Lancôme

companies who are leaders in this area, it will become a competitive advantage."

Among other beauty & personal care companies honored were Natura Cosméticos (Brazil), Kao Cosmetics and Shiseido (Japan), and Colgate-Palmolive (USA).

The Ethisphere program honors companies that excel in three areas – promoting ethical business standards and practices internally, enabling managers and employees to make good choices, and shaping future industry standards by introducing tomorrow's best practices today. Now in its 10th year, the Ethisphere list includes 14 ten-time honorees and 13 first-time honorees.



David Ferreira dferreira@cross.com





## Bahamas reports success of Global Blue Tax Free shopping program

The Bahamas government has reported that the tax free shopping scheme for visiting tourists that it implemented last August is now in use by more than 60% of eligible Bahamian merchants. The system was launched by Tax Free Shopping provider, Global Blue, in partnership with the Value Added Tax (VAT) and Customs Department.

Global Blue's system introduces a standardized electronic platform to the tax refund process, which means that retailers can sell a wide range of products to tourists, minus VAT. The purchases are recorded in standard format by retailers and then monitored electronically by the Customs Department.

"Following the introduction of

VAT, we needed to ensure that The Bahamas continued to be seen as a competitive shopping destination," said Minister of State for Finance Michael Halkitis.

"I'm pleased to say that the new system has made tax free shopping easy and simple for retailers and the Customs Department and, therefore, more available and accessible for tourists."

Senior Vice President, New Markets and Public Affairs at Global Blue, Jorge Casal, said the electronic system had performed extremely well since its launch and the company would be doubling its current investment in marketing and promotion over the coming year to further support the development of the scheme.

Diamonds International Bahamas Head of Operation, Ido Elkarat, was quoted in the press announcement, saying: "We've been really happy with the support provided by Global Blue in establishing the new system in all five of our stores. It's running very smoothly now and we are already seeing the benefit of offering Tax Free Shopping to tourists."

In addition to operating the Tax Free Shopping system, Global Blue supports local Bahamian merchants with additional services, including training and the promotion of The Bahamas as a Tax Free Shopping destination across its media platform, SHOP.

## Airport app FLIO partners with Plaza Premium Lounges; reaches 100K downloads

Global airport app FLIO has partnered with Plaza Premium Lounges, which will allow FLIO's 100,00 registered users to find, book and pay for any of 51 Plaza Premium Lounges in 24 international airports worldwide.

Among the major airports housing Plaza Premium Lounges are Hong Kong, Changi, Kuala Lumpur, Shanghai Pudong, New Delhi, Abu Dhabi, Muscat, Toronto and Vancouver.

FLIO users can use the app to book and pay in advance or pay on the day while they are in the airport, accessing the best available same day or 'walk up' rate available.

"We're already partnered with Swissport's Aspire lounges at their UK airport locations and we found out very quickly that FLIO users are very keen not just to discover services like this, but to be able to book and pay without having to switch to another app or device," said Stephan Uhrenbacher, CEO and Founder.

"Our partnership with Plaza Premium has massively expanded

the universe of paid for lounges that our ever-growing user base can go to.

"Find, book and pay, all in one app, is of course the ultimate end game for the service and retail providers that FLIO users can access so pre-order and prepayment are two additional features that we are developing for FLIO," he added.

FLIO recently launched an Android version of the app, virtually doubling its registered users.

"We now have more than 100,000 downloads and we are pleased to be seeing a very high level of monthly repeat users which indicates that we are attracting frequent travelers and that our location-based push notifications are working extremely efficiently and generating multiple opportunities to sell," said Uhrenbacher.

FLIO also offers one-click access to the official free Wi-Fi at 400 airports and live information about arrival, departures times and gates at 900 airports, among many other services.

### **ACTIUM**

Has an opening for a **Customer service specialist** Candidate must be fluent in English and Spanish and possess exceptional customer service and organizational skills. This position will be responsible for processing orders and assisting the Brand Manager with day to day operation as well as acting as a liaison between distribution team and 3rd party warehouse.

Knowledge of MS Office applications (with strong proficiency in Excel) is a must. Quickbooks knowledge and industry experience is a plus.

Company is based in Miami.  
Send resume to  
[prodrigues@actium.us](mailto:prodrigues@actium.us)

### **ESSENCE Corp.**

is looking for a:

#### **Senior Area Manager**

Essence Corp is currently seeking an experienced full time Senior Area Manager with a minimum of 4 years in management in travel retail. The ideal candidate will have a solid understanding of the best practices in the retail industry.

Exceptional management and leadership skills.

The understanding and ability to work with P&L. Must have strong written and oral skills in English and Spanish.

French a plus.

Ability to travel extensively. Advanced knowledge of MS Excel, MS Word and MS PowerPoint.

Please send resumes to  
[musalan@essence-corp.com](mailto:musalan@essence-corp.com)

### **ROYAL OPPORTUNITIES**

#### **LOVE TO TRAVEL?**

Make travel your way of life by becoming a Port Shopping Guide! Voyage on the world's best ships with the world's best brands. Live and work on board Royal Caribbean's and Celebrity Cruises' fleets, sailing in the Caribbean and Alaska. The Port Shopping Guides not only serve as ambassadors for RMP, but also for the cruise lines, RMP's merchants, and brand partners. On the ships, Port Shopping Guides give Port Shopping Talks, specialty seminars, and provide cruise passengers with information about the exciting shopping opportunities that await in each port of call. In the ports, Port Shopping Guides serve as a point of contact with all RMP merchant partner store representatives.

#### **QUALIFICATIONS:**

The ideal Port Shopping Guide candidate is a highly motivated, ethical, sales-driven, comfortable with public speaking, and ready to embark on a challenging and potentially lucrative adventure. Key attributes include organization, focus, dedication, and commitment to excellence. Previous onboard experience is not required. RMP is especially interested in bilingual candidates, fluent in Spanish and/or Portuguese.

#### **TO APPLY:**

Interested candidates should submit the following for review: résumé (please indicate all languages you speak and note proficiency), three professional references, and video auditions. Submissions should be sent via email to RMP Human Resources. Contact them for more information at

[jobs@royalmp.com](mailto:jobs@royalmp.com).

Please indicate "Port Shopping Guide Applicant" in the subject line.

To find out more please visit  
"PORT SHOPPING"  
(<http://royalmp.com/PortShopping>)

### **BEAUTE PRESTIGE INTERNATIONAL**

is seeking an **Area Sales Manager for Latin American Local Markets** based in Miami.

Responsibilities include implementing our sales and distribution strategies, negotiating sales conditions, determining product listing and price structures, managing sales budget/P&L, implementation of marketing calendar, and management of brand managers at the distributor level.

Ideal candidate has at least 3+ years sales experience in the luxury industry working with distributors, as well as excellent communication and organizational skills.

40-50% travel required  
To apply please contact  
[gcamplani@bpi-sa.com](mailto:gcamplani@bpi-sa.com)