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March 19<sup>th</sup>, 2020

*Dear Angela,*

**Action on Covid-19**

Thank you for all the great work that you personally and your team at ACI are doing during these challenging times. This is without a doubt one of the greatest challenges that our sector will ever face, but I think we all share the confidence that we have the resilience and forbearance to get us through the hard days ahead. In a few months, hopefully this will all be behind us.

The DFWC and its regional association and brand members have been working closely with your colleagues across the world. Operationally we have been downscaling our retail operations and in some cases closing shops as lockdowns are implemented. This has not been easy and many thousands of retail staff are facing uncertain futures.

We need to ensure that when governments wake up to the reality that the aviation sector needs urgent financial support, that our member companies and our people are not forgotten. Retail revenue is vital to the ability of airports to function efficiently. It is important that our members and other stakeholders who contribute to the airport ecosystem are recognised when it comes to requesting government support for the airport industry. As we go forward, it will be helpful if ACI clearly recognises this in its communications; it will certainly make our job in supporting your efforts engaging with governments across the world much easier.

Thank you again for all your efforts. It is at times like these that organisations like ACI are absolutely vital. And on a personal note, I would just like to wish you and your team good health in the months ahead.

*With very best wishes,*  
*Sarah*

Sarah Branquinho  
President, Duty Free World Council

cc Board members