

Restart and recovery lobbying

Restart and recovery - activity

- Joined WTTC task force of global associations to share way forward for the entire travel and tourism ecosystem (ACI, IATA, CLIA, UNWTO, OECD, WEF)
- Working with ETRC and ACI Europe to secure amendments to EASA / ECDC restart guidelines
- High-level engagement with ICAO COVID-19 Aviation Task Force (CART) members
- Regional associations and travel retail operators supplied with engagement tools and mapping for further ICAO engagement

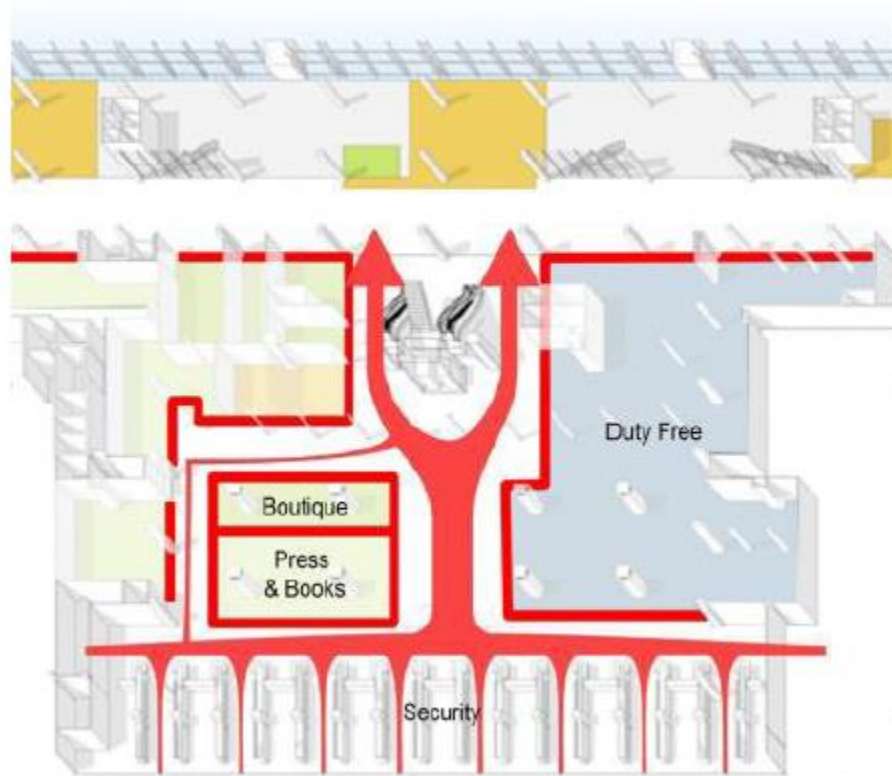
ICAO submission

- Key points:
 - Protection of customers
 - Protection of colleagues
 - In-store measures
- Key focus: viable measures, easily understood by public, and allowing for maximum safety and confidence

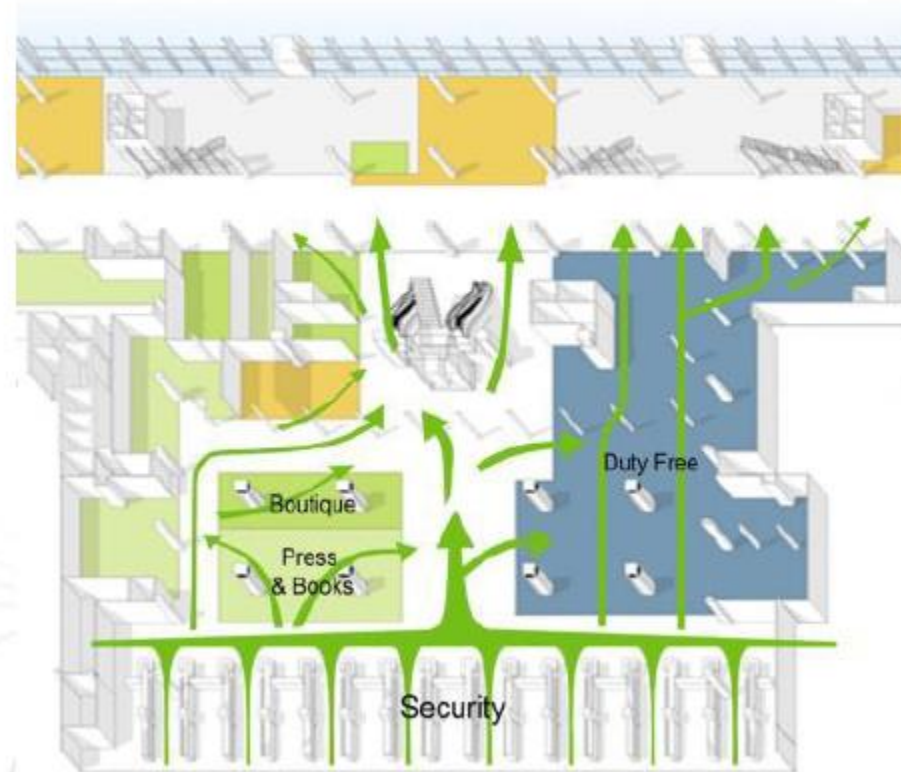
ICAO submission

ANNEX 1: Example of Hamburg Airport Plaza

Passengers flow between closed shops



Open shops spread the flow



ICAO CART report

“The post-security terminal airside area is an area of high passenger traffic, with few physical barriers and usually wide-open space. Consideration needs to be given to the temporary need for physical distancing, while also providing passengers’ access to the retail, duty-free concessions and food and beverage offerings.”

“Gate areas, VIP lounges and other services in this area also see a high passenger volume. Various flow monitoring tools, physical installations, floor markings and adapted wayfinding need to be evaluated and deployed. Enhanced cleaning and hygiene measures may need to be scheduled and deployed to contribute to limiting the spread of the virus.”

<https://www.icao.int/covid/cart/Pages/Airport-Module---Terminal-Airside-Area.aspx>

ICAO CART report

Key wins:

- Suggestion duty free shops can open immediately, and that pax must have access to duty free
- Recognition that shopping areas are part of the airport infrastructure, should be used fully to ensure physical distancing
- There is flexibility as to how measures are implemented
- No strict one-bag rule
- BUT temporary suspension of inflight sales

ICAO CART report – DFWC response

- An extremely positive development for the resumption of commercial air travel and the operations of duty free retailers
- Now up to individual countries to define their own safety rules and regulations for the restart. These ICAO Guidelines are critical to that
- Next step: need retailers to bring these guidelines to the attention of their airport partners and national aviation safety regulators

Recovery protocol survey

- Over 300 responses from a range of international respondents
- Broad consensus and industry alignment on:
 - Regular cleaning
 - Floor markings and signage
 - Store layout and flow
 - Communication and support for colleagues
 - Helpful contributions on future interaction between product and customers

NEXT STEPS: Sharing of key results and development of a DFWC ACADEMY Return to Stores programme, built on the emerging guidelines and industry feedback

Acronyms

DFWC	Duty Free World Council
ASUTIL	Asociación Sudamericana de Tiendas Libres (South American Association of Free Stores)
APTRA	Asia Pacific Travel Retail Association
ETRC	European Travel Retail Confederation
FDFA	Frontier Duty Free Association
MEADFA	Middle East & Africa Duty Free Association
IAADFS	International Association of Airport Duty Free Stores
TFWA	Tax Free World Association
ACI	Airports Council International
CLIA	Cruise Lines International Association
EASA	European Aviation Safety Agency
ECDC	European Centre for Disease Prevention and Control
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ICAO CART	International Civil Aviation Organization Council COVID-19 Aviation Recovery Task Force
OECD	Organisation for Economic Co-operation and Development
UNWTO	World Tourism Organisation
WEF	World Economic Forum
WTTC	World Travel and Tourism Organisation