

Route to Recovery

Lobbying and other activities

Restart and recovery - activity

- Led effort to have ICAO Cart Report recognised by regulatory bodies as a standard framework to re-open airport stores
- Through the DFWC Academy launched, end July, a “Return to Work” Course for all retail staff within the industry
 - Free of Charge
 - 99% satisfaction rating
 - <https://www.dutyfreeacademy.com/dfwc-academy-return-to-work-best-practice-course/>
- Signatory to World Travel and Tourism Organisation letter to Heads of Government of the G7, together with Australia, South Korea and Spain seeking support for the global tourism industry and all its component parts.

Restart and recovery - activity

- Co-operated with ACI World in formulating their call for
 - a temporary increase in duty free allowances
 - introduction of “Duty Free on Arrival” to those countries where this is not already available to travellers
 - would create a substantial new revenue stream for airport operators and their retail partners
 - “levels the playing field”
 - cost-neutral measure for governments
 - reduces carbon emissions
 - Work has started to build a common position with ACI & IATA to persuade the U.K. Government to review their announcement decision to abolish tax-free shopping in Jan 2120

Looking Forward

- Continued engagement with global associations (ACI, IATA, CLIA, UNWTO, OECD, WEF) to share way forward for the entire travel and tourism ecosystem and ensure the critical role of our industry in the broader ecosystem is full appreciated
 - Approach cover all channels within our industry, aviation, maritime, downtown and border shopping
- Participation at upcoming industry events