Dufry CEO is 'optimistic' for the year ahead

Speaking to *TRBusiness* for its annual global industry survey this month, Dufry Group CEO Julián Díaz said he remains optimistic for the year ahead.



This year, Dufry will become the world's biggest DF&TR operator following its 2014 acquisition of the Nuance Group and Díaz said that his optimism follows 'a very good year' in 2014, although he believes the 2015 trading environment will be better.

Asked which regions he thinks will be winners and the losers in the DF&TR global market in 2015, he said: "Based on the latest ACI passenger figures for 2015 – which forecast an excellent passenger increase for the Middle East and Asia Pacific, a good one for Europe, South and North America – we are optimistic.

"With the improved facilities and investments we have undertaken in 2014, we see good opportunities in these regions where we have a good footprint of commercial activities."



Dufry at São Paulo Guarulhos International Airport in Brazil.

STRONG NEW RETAIL INITIATIVES

As for airport, downtown, airline or ferry/cruise travel retail operations which have impressed him most in 2014, Díaz listed Dufry's expansive walk-through arrivals store in São Paulo Guarulhos Airport's new Terminal 3; its new 'island of luxury' featuring Emporio Armani, Bulgari and famous brands at Los Angeles' new Tom Bradley International Terminal; plus Dufry's new shop at Busan Gimhae International Airport in South Korea, due to its 'attractive mix of Korean products, showcasing the best of Korea's heritage and culture'.

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Amongst his wishes for 2015, Díaz said he would like to see 'a smoother integration and consolidation of The Nuance Group into Dufry.' He also added: "Furthermore, I would pursue the international expansion of Hudson News as the most important convenience store concept in travel retail worldwide."

The three changes he would like most to occur in the industry include more landlords achieving real partnerships with retailers; more suppliers in travel retail becoming global companies structurally; and more initiatives that facilitate the increase of passenger numbers, such as 'open sky' regulations.

TRBusiness' annual global industry survey is published exclusively this month in the January issue of *The Travel Retail Business*. To obtain a copy of this comprehensive report featuring the views and predictions of senior industry executives across a wide cross section of issues, contact Janice Hook at: janice@trbusiness.com, or by telephone at: 44 (0) 208 330 9444