

ARI features in CBS News documentary



CEO Ray Hernan is one of the ARI team members featured in CBSNews.com's Global Thought Leaders series

Aer Rianta International (ARI) has become the first travel retailer to feature in CBSNews.com's Global Thought Leaders series.

Officially launching on 30 May, the 10-minute documentary offers an insight into the workings of one of the world's leading travel retailers.

Global Thought Leaders is a thought-provoking documentary series which speaks with business leaders and decision makers to explore the innovation driving global business expansion.

Through the series and its hosting on CBSNews.com, these visionaries and leading innovators of the business world are given a global platform on which to tell their story and to inspire greatness, ARI said.

ARI features alongside some of the biggest and best businesses in the world as part of Global Thought

Leaders, including Microsoft and Estée Lauder.

During the documentary, Global Thought Leaders speaks to some of the driving forces behind ARI's global operations, including ARI Chief Executive Officer, Ray Hernan; ARI Chief Commercial Officer & Deputy CEO, Anthony Kenny; ARI Chief People Officer, Siobhán Griffin; ARI Middle East CEO, Richard Gray; Bahrain Duty Free CEO, Bassam Alwardi; Cyprus Duty Free General Manager, Andrew Baker and Retail & Marketing Manager, Toni McDonald; ARI North America General Manager, Jackie McDonagh; and Tracy Ross, Projects & Design Manager, ARI Middle East.

"Collectively, the ARI team has a shared vision to be best in class and offer an unrivaled customer experience," the Irish operator said. "Remaining agile and responsive, while always maintaining one eye on the future, are key drivers of continued success. ARI's recently redefined Customer Value Proposition – covering convenience, sustainability, great range and value, exceptional gifting solutions, digitization and hyperconnectivity, superior customer service and bespoke sense of place – leaves the business best placed to seize new opportunities for growth as the travel industry continues its recovery."

Speaking ahead of the launch on CBSNews.com, ARI CEO Ray Hernan commented: "We pride ourselves on being a business of firsts, so ARI is delighted to be the first travel retailer to feature in the Global Thought Leaders series. We listen, we challenge, we innovate, and we evolve in order to do what we do best – deliver an exceptional experience for our partners and for each customer who passes through our stores or visits our e-commerce sites. We are proud to showcase our team and our business on this global stage."

To view the full-length Global Thought Leaders documentary, visit <https://vimeo.com/704066684/69aa34576f>