



BOARD ELECTION CANDIDATE'S PROFILE



Ms. Lucy Thomas
APTRA Board Member

Auckland International Airport Ltd
Head of Retail

Personal Statement

I am keen to be an active part of joined-up conversations in the industry to help brands, retailers, and airport connects, to understand each other and to build a strong industry in the face of regulatory, social, consumer and travel retail developments. Now more so than ever, having an ability to connect and share information, knowledge and challenges (and innovative ideas) is vital to getting through these Covid-19 trading times together. I became a Board member in June 2020, representing airports in Oceania, and would like to continue being a part of the APTRA team representing airports.

I am personally committed to making sure airports share their concerns and consider retailer and brand pressures and challenges before making decisions that impact all parties, especially suppliers, processes and airport contracts. We are staring into the face of the new territory of trading pressures, e-commerce and sustainability work which all needs to progress in these new trading times. This region has a big mix of airport demographics with dynamic and complex passenger and regulatory environments across publicly listed to governmental/council-owned. I personally value being able to connect with the other airports in this region and gather insight to help inform our conversations. I love picking up the phone and bringing about frank and open discussions. I am privileged to be able to work at an airport that is often seen as innovative and pushing the envelope in trying new things. Auckland Airport is also supportive of my participation in and contribution to the APTRA Board and recognizes the unique work that APTRA undertakes with its combination of industry players.
