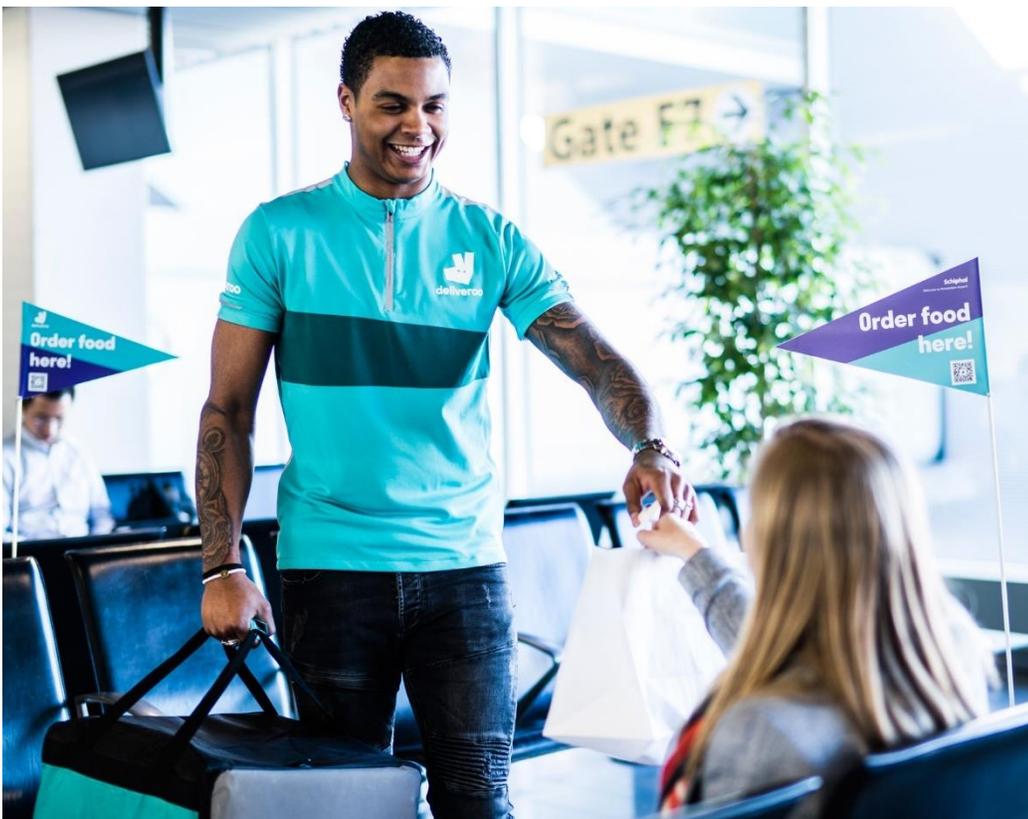


# HMSHost International, Amsterdam Airport Schiphol and Deliveroo start with Food Delivery at the Gate

Amsterdam, 20 February 2018 – HMSHost International, Schiphol and food delivery company Deliveroo launched a new experience in which passengers flying from the E concourse can easily order meals and drinks through their mobile phones. Within 15 minutes the order will be delivered at the Gate. Schiphol is the first European airport with Food Delivery at the Gate for passengers.



Walter Seib, CEO HMSHost International: 'We create places To Be. Places where the experience, hospitality and attention to detail is paramount and people feel at ease. Innovative technological developments help us to reach our guests in a busy environment like an airport, and it makes the process of travelling easier and more efficient. With 'Food Delivery at the Gate' we have, in cooperation with our business partner Schiphol, a scoop at European Airports. In this way we try to reach more travellers who would like to enjoy their food without a hurry before they board the plane, and pay sincere attention to the digital needs of our guests. Hence creating Places To Be.'

HMSHost International received the Innovation Award 2017 for its digital strategy. Part of this strategy is to enrich the 'Guest Journey', i.e. to offer travellers at Schiphol digital services at any time of day.

For Schiphol Airport it is important that innovation meets the digital needs of travellers. 'Schiphol is always looking for best ways to serve its passengers. Passengers spend a relatively large amount of time at their gate.'

This initiative allows us to broaden the service we provide to our passengers', says Tanja Dik, Director of Consumer Products & Services. 'In addition, there's a practical side to this initiative. For years Schiphol has been welcoming more and more passengers. Last year over 68 million people from hundreds of countries came through the airport. The fact is that space for retail and F&B outlets in the terminal and piers is limited. That's why we come up with innovative concepts like this and keep a close eye on trends in technological and digital developments. If we see opportunities, we'll then implement them in the hope that we can improve the passenger experience even further. We are very eager to hear our passengers' feedback.'

The service is available every day between 07:00 and 20:30. Passengers can order a wide range of meal options via the Deliveroo app or website. The meals are prepared at Kebaya and at The Market, The Grill and The Oven located in the Street Food Market, delivered by HMSHost International. Orders are delivered by scooter at the E concourse or as room service at the Mercure Hotel at Schiphol. The digital product is part of the marketing strategy. Marlijn van Straaten, Director Marketing & Communications is proud of this team effort. "Digitalisation is not an end in itself; it helps us to give attention to our guests. With our guest journey we try to embrace the digital needs of travellers. We will continue to build on our digital strategy within our organisation. Teamwork makes the dream work!"

Watch the video Food Delivery at the Gate [online here](#).

#### About HMSHost

HMSHost is a world leader in creating shopping and dining experiences for travel venues, and is part of the Autogrill Group – the world's leading provider of food & beverage and retail services for people on the move. HMSHost operates international brands and proprietary concepts at more than 100 airports around the globe. Through its HMSHost International division, the company has F&B operations at more than 41 airports across Europe, the Middle East, Asia, and the Pacific.

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