

Connect

An insight into CPH

A professional portrait of Camilla Miehe-Renard, a woman with shoulder-length wavy brown hair, smiling warmly at the camera. She is wearing a purple long-sleeved top and a thin gold chain necklace with a small pendant. The background is a solid dark red.

**Camilla Miehe-Renard
is in charge**
TV-host is yet again master
of ceremonies at this year's
Diploma Ceremony for
Retail Academy

CONTENT: The expansion of Terminal 2 will soon be complete – learn more about the ideas, the inspiration and the many new brands | Meet Mikkel Borg Bjergsø - the man behind Mikkeller | Money, drugs and illegal tobacco – join the airport customs officers at work

March | 2018

Connect

Connect is published four times yearly by Copenhagen Airport for employees and concessionnaires/ tenants of stores and eateries in CPH. Connect writes about new trends in retail and travel retail and focuses on overall development of the airport. In addition, Connect also gives readers insight into everyday life in CPH: the dedicated employees, the happy travelers, and everything surprising and innovative that takes place daily in Denmark's biggest workplace.

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Dear reader,

For the past ten years, various departments in the airport have been working on the project that soon will be completely ready to welcome the first guests: the spacious extension of Terminal 2. From the initial ideas and paper sketches to today when the building is more or less constructed and all contracts have been finalized. Especially during the past 18 months, many departments have worked intensively to reach the goal of completing one of the most complex building projects in the history of the airport. An expansion that will ensure that, in the future, we will be geared to receiving up to 40 million travelers annually. In this issue of Connect, therefore, you can learn more about the thinking behind the project and gain insight into which brands will be opening in the new extension and why. Among others, you can meet Mikkel Borg Bjersø, the man behind the popular micro-brewery Mikkeller, which is opening a beer bar, something both he and we have been dreaming of doing for a long time now. You can also gain insight into what it entails to construct such a big extension while, at the same time, keeping the airport operational – a truly complicated affair I can assure you.

In this issue, you can also read an interview with TV-host Camilla Miehe-Renard. For the past five years, she has been master of ceremonies at our annual diploma ceremony/party for E-Academy, where each year we celebrate all of you who, morning and evening, manage to create a unique and welcoming atmosphere for our guests. Without you, the airport would not be the place it is today, and we are very grateful to you for this. If you have not yet registered for the party, I strongly urge you to do so. In addition to experiencing Camilla as a terrific host, it is also a fantastic opportunity to meet with your colleagues across The Shopping Center over a glass of wine. It requires merely that you are an active user of E-Academy, which, moreover, will soon be re-launching a new platform so the modules will be even easier to use.

Hope to see you!

A handwritten signature in black ink, appearing to read "Lise Ryevad".

Lise Ryevad



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More room for good experiences



With 4,000 new square meters between Piers A and B, travelers will have even more room in which to enjoy themselves on the other side of the Security Check. You can look forward to June, when the first stores and restaurants open.



Over 2,000 new commercial square meters, more room for flow and many more seats. This coming June, the new extension between Piers A and B will open, one of the biggest and most complex extensions in the history of the airport. An extension that will contribute to ensuring room for the roughly 40 million travelers and creating an even better passenger experience and trip through the airport. With new, strong brands such as Wood Wood, Mikkeller, Lê Lê, and Cock's & Cows, all well-known profiles from Copenhagen city life, the inspiration for the new area is quite clear, states Anni Thøgersen, Business Development Driver at CPH and part of the team behind the commercial part of the extension.

"The inspiration is clearly from contemporary Copenhagen. Among other things, there will be a completely new eating area - inspired very much by Vesterbro - with a concrete floor to give it a raw look. In addition, we have looked, in particular, at Torvehallen and Kødbyen for inspiration to create that unique marketplace atmosphere with 'common seating'. This is something we believe will attract families and groups travelling together. No matter what they choose to eat they can sit together – a wish many of our passengers have had for a long time."

Regarding the composition of these new new food offers, CPH has organized the types of units based on what thorough surveys have shown there was potential in, she explains.

"We're doing it really well already, but we know it is important to have concepts suitable for both the very

hungry and the merely peckish, as well as variations in formal and informal. Regarding the latter, we can see that we need more fast-food concepts with smaller meals. Therefore, there will be more restaurants in the new terminal extension where you can stand around a table or sit on a high chair and in less than 15 minutes be served delicious food at a reasonable price."

A coherent terminal

With more than 25 new units – including fashion, lifestyle, food, and drink – it will be a considerable expansion of the existing offers. And even though CPH naturally hopes that the new extension will be a real magnet for travelers, it must not be at the expense of existing units, she points out. For this reason, the work of creating coherence between the new and existing elements is high on the agenda.

"We have used a great deal of time to integrate the new area into the existing area because we do not want an A team and a B team. Therefore, we have worked on ensuring that the flow moves around in the entire terminal so we do not have 'dead' areas. Among other things, we have created a new concept we call 'Lighthouses'. Units with a different architectural expression, where the brand has a greater degree of freedom to express its values on the façade. In this way, we ensure that passengers can see the unit from afar and be attracted to it from afar. Also, we have included strategic 'destinations', whose product selection we know already attracts customers, so they are auto-

matically led around in the shopping center. Everything must be coherent, and there must be attractions in the existing terminal, obviously.

A considerable section of the whole 4,000 square meters, which the new extension occupies, will be used for new seats. During recent years, too many seats have been removed to make room for commercial units, admits Anni Thøgersen.

"When we don't have seats enough inside the shopping center, passengers are forced out to the gates earlier. We are very aware that we have taken too much space for the commercial units at the expense of seating. We are now making up for this in the new area.

On target in the potential

The design of the new T2 did not appear out of thin air. Everything has been thoroughly considered and planned based on an extensive potential survey conducted by CPH among 600 travelers. The result, according to Anni Thøgersen, succeeded beyond all expectations.

"It is always an exciting challenge when such a big area is to be planned and designed and so many new contracts negotiated. However, I have to say that we have succeeded in living up to what our passengers have asked for. We have been loyal to both brands and the target groups that we haven't quite been able to satisfy in the existing offers, and we are all extremely proud of the result. It hasn't been easy, but I think we have succeeded in creating a super strong new area," she says, emphasizing that

»It is always an exciting challenge when such a big area is to be planned and designed and so many new contracts negotiated. However, I have to say that we have succeeded in living up to what our passengers have asked for.«

Anni Thøgersen, Business Development Driver at CPH

most of all she is just looking forward to the area being completely finished.

"For the past couple of years, a great many departments in the whole airport have dedicated a major part of their working time to this project, and now the moment of truth is approaching. It is only when the extension opens that we will really know if we have hit the target regarding what our travelers want. It's going to be truly exciting to follow what happens."

Did you know that...

... travelers use on average 98 minutes in the airport from completed security check to boarding? Or that 66 percent of all passengers shop and/or eat in the airport before departure?

About the extension

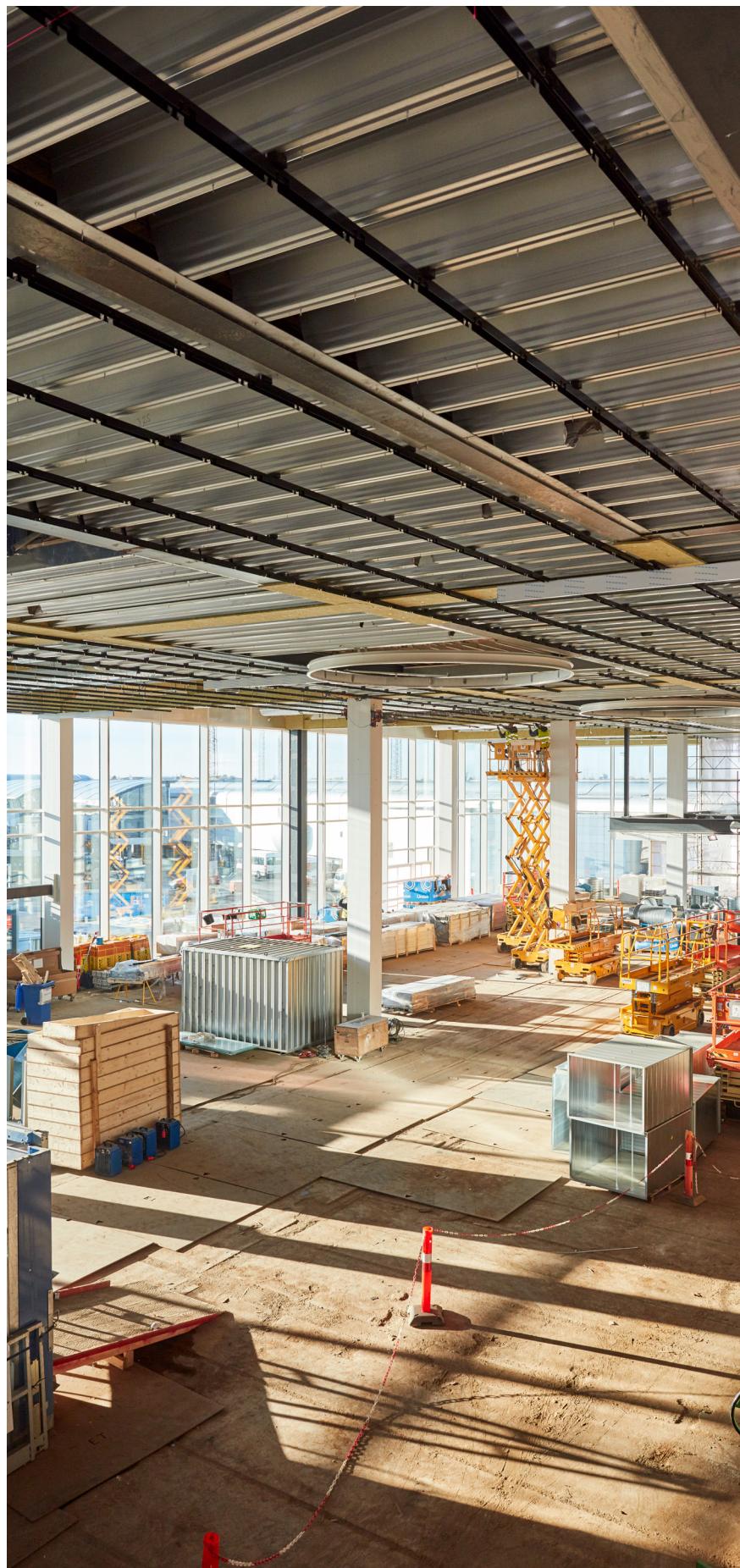
- The new area is in all 4,000 square meters, of which 2,200 are commercial
- A new kitchen and breakroom for staff is integrated into the new area on the second floor
- A new smoking terrace will open in connection with the extension
- The new area will be opening in three phases from June until the end of the year.

Trees in the terminal

The team behind the extension has worked intensively with the architectural aspect itself. Even though the circular lighting effect and Jatoba-wooden floor are being kept in the new area, you will also experience a completely new 'look and feel'. Living, green plant-walls are thus integrated in the design, just as nature will be more integrated in the terminal complex itself, with tall trees in the eating area.

"Nature is an important part of the Danish DNA. We are a freedom loving and nature loving people, and we have endeavoured to integrate this to the best of our ability," explains Anni Thøgersen.

The extension will be opening in phases. The first phase will be ready at the beginning of June, at which time the first guests will be welcomed in the new Terminal building.



Massimo Dutti

Wood Wood

Sand

Look forward to lots of new brands in CPH

Cock's & Cows

Retreat

It has taken a year and a half to negotiate and finalize the many new contracts. In the following, Camilla Ethelberg Sinding, Category Manager for Fashion & Accessories, and John Lungstrøm Khan, Category Manager for Food & Beverage & Convenience, tell us about the thoughts and the strategy behind the hard work.

Julie Sandlau

Wolford

Retail-units

Camilla Ethelberg Sinding, Category Manager for Fashion & Accessories

»The strategy for this new area has been to continue our brand mix of 'local heroes' and international stars, but at the same time also to extend the retail offers in order to reach the young and urban consumers to a greater degree. At present, they are a big unexploited potential for The Shopping Center, which means that we will be able to increase total sales and not merely divide the present sales among more units. Now, young travelers use only around 70 percent of what an average guest spends in our stores – and this is one of the things we want to change with the new line up. The area will be divided into zones in which stores will be carefully mixed with the Food & Beverage offers. We are doing this to create the perfect mix, which will ensure a good flow while, at the same time, making it possible for our guests to use their waiting time even better. In addition, we are very proud to welcome Flying Tiger back in the airport. Together with LEGO, which has renovated their new and bigger flagship store, Flying Tiger is strategically located to draw the flow and ensure this flow to the whole terminal.«

Mikkeller

Food & beverages

John Lungstrøm Khan, Category Manager for Food & Beverage & Convenience

»Our strategy for food and beverages has been to tap into the popular food scene that Copenhagen is renowned for and to expand this into the terminal area together with handpicked global brands. In this way, we will build on our award winning food and beverages selection, while maintaining our position as one of the world's leading airports in F&B. Each brand is handpicked, and a great many aspects have been taken into consideration during the process, which has lasted more than a year and a half. All departments in CPH have been involved. Surveys have been conducted, scenarios have been calculated, and architectural plans and drafts drawn – and re-drawn. It's been a huge jig-saw puzzle; but thanks to good cooperation across the organization, we have succeeded in achieving our goal with – in all modesty – a fantastic selection of brands that will ensure the airport's high standard in the future. «

ARKET

Gorm's

Lacoste

Hugo Boss

Pilgrim

Mulberry

Steffs Place

Oh! By Kopenhagen Fur

Espresso House

Pret A Manger

Tapa del Toro

A.C. Perch's Tearoom

Tiger of Sweden

»You don't just bulldoze everything down«

The actual construction of the new extension is relatively simple. However, to keep an airport going at the same time is a great challenge, says Rasmus Haak, Senior Project Manager at CPH and responsible for the extension.

How complex a construction is the new extension?

"Very complex. We have to carry out a gigantic construction project while keeping the airport functional. This means, for instance, that we have very little space for the construction site itself and storage of materials because aircraft still need to take off and land. At the same time, the terminal roads under the building and the roads in to the baggage factory have to be fully operational during the entire construction project; therefore, logistics probably has been the most challenging aspect. The construction work itself is relatively simple, but all the other things make the process an extremely complicated affair. Likewise, the demolition work has not been simple either. You don't just bulldoze everything down.

Everything has been separated, sorted, and taken away for recycling.

How does the airport's high level of security affect such a construction project?

"All building materials driven onto the construction site have been either x-rayed or spot-checked. For example, Security staff have observed all the concrete that was poured to ensure nothing illegal was concealed in the mass. In addition, everything has been escorted in by either 'pilots' (skilled guides) or Security because external tradesmen are naturally not familiar with the area and thus must not drive around alone. During some months, we have used 1,000 hours just to escort building workers and material onto the building site. But this is a condition we must take seriously."

What do you most look forward to when the building is finished?

"The project was launched to create flow, so it will be exciting to see if our theories are correct. Theories as to whether we can activate some areas without it being at the expense of others. However, I am very optimistic: we have taken flow into consideration right from the start of the building project. At the same time, the building will of course only be a success if everyone involved is finished at the same time. It's no use if the ventilation doesn't work or if the floor in a unit hasn't been laid. So I am truly looking forward to seeing this all the way through."



TV-veteran is the Air —

If you have attended CPH's annual Diploma Ceremony/party for Retail Academy, you have most certainly met Camilla Miehe-Renard. A high-spirited and energetic host, she guides guests through the evening, when awards for the year's best performances among stores and restaurants in The Shopping Center are given. For the past four years, she has confidently hosted this ceremony, and again this April she will be on stage. She calls herself 'the airport's biggest fan', so when she was offered the job of master of ceremonies in 2014 she did not have to think long before replying. "It was really 'a match made in heaven' and I love it. Regular guests know that I am their biggest cheerleader because I believe we simply have the world's finest, most service-minded airport. It is a pleasure to return every year, and I am very impressed by the enthusiasm of the guests. It's like we have our own little club."

If you are not yet part of 'the club', you most likely know Camilla Miehe-Renard anyway. She began as a TV-host in 1984 and has since been in the forefront of a

number of programs, including the Eurovision Song Contest, This is Your Life, and 'Damerne Magasin' on DR. Today she is mostly behind the camera, where, since 2013 she has been a producer with the production company Monday. However, she has not entirely given up the role of hosting. Therefore, you can occasionally see her in front of the camera, for instance, on TV2 Charlie and TV2 FRI.

TV-host by chance

Her career as TV-host began quite by chance when she was a newly graduated eighteen-year-old in 1984. She was working as a runner at The Danish Film Studio, which was about to cast hosts for the brand new TV channel, Kanal 2, Denmark's first commercial TV channel. Hundreds of hopeful men and women showed up to audition, and after they had all auditioned, her boss jokingly suggested that she try it. And she did. But only for fun – to begin with at any rate. As it turned out, she was the only one who left the premises with a job.

"I think it went well because I had nothing to lose. I did it purely for fun

and had no expectations whatsoever. This meant that I could completely relax, which was probably why it worked so well."

Since then, she has been in innumerable programs on various channels over the years. Even today, 35 years later, she is extremely happy to be in the media world.

"It's a fun branch, and I have always taken part in creating the programs. I've never been the type of host you 'pull out of the closet and dust off'. I've always been part of the editorial work too. I love telling stories – all kinds of stories – that is really what it is about for me."

The stories mean everything

And the stories? There have been plenty of them over the years. However, especially one man's fate has made a lasting impression on the veteran TV-host.

"Once I had a young, HIV-infected fellow in the studio when I made the TV program 'Damerne Magasin' in the beginning of the 1990's. This was during the time when HIV was known to be a terrifying new disease. He had so much

'A match made in heaven' is how 52-year-old Camilla Miehe-Renard describes the job as master of ceremonies at CPH's annual Diploma ceremony/party for Retail Academy. With more than 35 years in the media branch, she brings her solid host experience with her onto the stage each April and celebrates the airport's most skilled store personnel.

port's biggest fan



From host to producer

Today, Camilla Miehe-Renard has largely left her role as host in favor of the job of producer. For instance, she has been in charge of the completely new program The Golddiggers on DR K, 'Meyerheim & The Stars' on TV2 Charlie, and before long she will be starting another season of the popular program 'Ask Charlie'.

"It has been a wonderful change. It is also one of the ways to avoid standing still because you develop and grow again. I have discovered that I am more fascinated by getting productions to function and being editor-in-chief than being on the screen."



3 short questions for Camilla Miehe-Renard

How do you prepare for Retail Academy's Diploma Ceremony/party?

"I go through the evening with Kathrine Drastrup (responsible from Retail Academy at CPH) and Laura Gambino from Laura's Event Company; we make a 'run down' so I am familiar with the course of the event, who will be on the stage and when. Then we plan a little extra fun and trickery. Last year we held a quizz, and another year we had a band to play. Every year the show is a little more impressive, and we always turn it up a bit. Something new happens every time."

Has your relationship to CPH changed since you began as master of ceremonies out here?

"I travel a lot, and when I am in the airport now I always meet someone I know from the parties who comes over to say hi and help me with my many purchases. I buy quite a lot in the airport when I travel. I love this place. Now, suddenly I recognize faces of people I know out of uniform; I really enjoy that."

Do you have a regular routine when you are out here?

"My family and I are the first ones out here when the gate opens. Our holiday starts after Security. We vary what we eat a bit because there are so many good things, and we always buy magazines, books and coffee for the flight. The only unbreakable rule is that we must arrive in plenty of time. That is the most important thing."

to struggle with. We made several programs with him; and we were there when he – despite his illness and all the prejudice – found love and was married at city hall. I remember him clearly, and I was very touched by his story. Luckily, he is still here,” she says and pauses briefly before continuing.

“Actually, I could mention hundreds of other stories that were also important. There are never two stories that are alike. That is why I never get tired of it. I’m never bored.”

Self-taught TV-talent

She has never received an official education, even though for many years she thought it was important. Especially during the first years of work after her screen debut, she planned to study at The School of Journalism in Århus. However, the education here was too newspaper and writing oriented at that time, and she was interested in TV only. After several years, she therefore dropped the idea of formal study. Instead, she insisted on learning everything not available via the education system herself through hard work; she quickly became one of Danish TV’s best hosts. Nevertheless, even though program after program she took Danish viewers by storm, her real self-confidence in the host role came only gradually with age and experience.

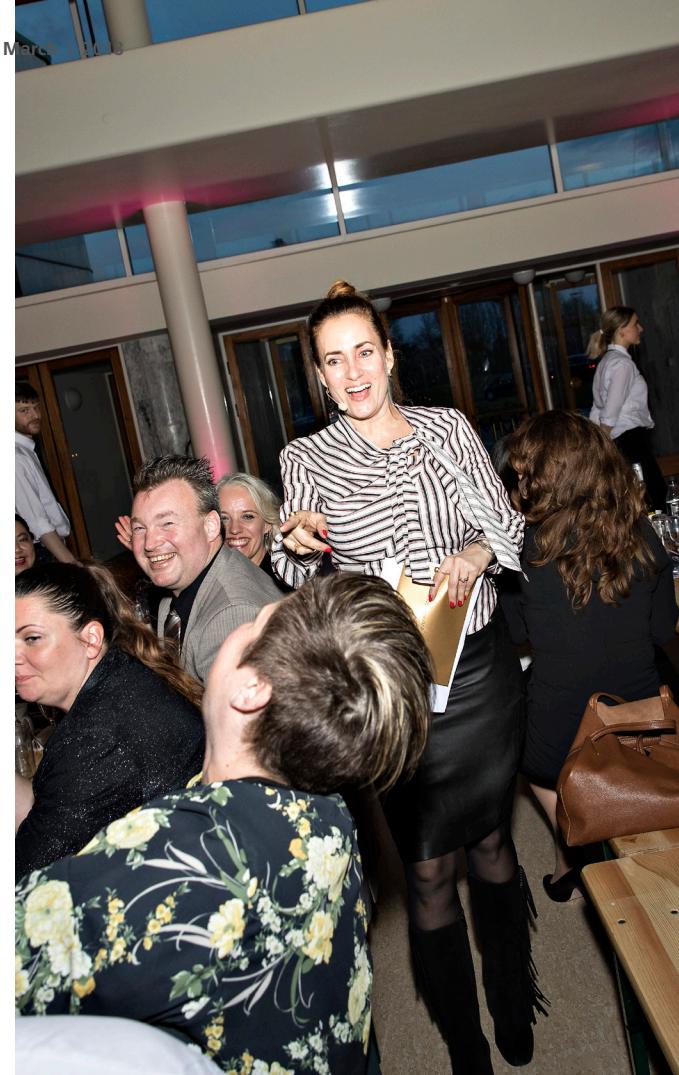
“When I was younger, I never thought I was good enough as a host. I just noticed all the mistakes, never the nice things people said, and I brooded for days. I was considerably more nervous, too, instead of simply trusting in myself as I do today. Actually, I think it was quite symptomatic for my age and very much connected to being young,” she says.

The right atmosphere

Today, on the other hand, she is relaxed and completely aware of her skills. She is very comfortable about going on stage, which is obvious when she visits the Vilhelm Lauritzen Terminal.

“I know that if I expect to have a good evening then it will be a good evening. Experience has taught me this. If I fuss too much with the manuscript, it will go wrong; the manuscript is a security blanket you need if you are nervous, and it can instantly make things stiff and impersonal. However, if you enjoy yourself on the stage, people in the audience notice it at once, and a good atmosphere is crucial for success. It’s about being attentive and committed to your audience; this makes them relax and enjoy themselves, too,” she says, emphasizing atmosphere as one of the best things at the Retail Academy celebrations, and it is this atmosphere which makes her look forward each year to returning.

“Everyone is happy, and we laugh and clap. They are wonderfully good at praising each other, and you really feel the good teamwork and collegial spirit. Anything else would have been a colossal disappointment since I am such a huge fan of CPH. It’s not so posh and ceremonious, and that is something I really like. We just have a good time together and a fantastically fun evening.”



Do you use E-Academy?

E-Academy is an e-learning-offer for all employees in The Shopping Center and part of CPH’s overall training program, Retail Academy. In E-Academy, you move through various modules, all with points of departure in your daily work here in CPH, with a view to strengthening your professional skills as a sales employee. The pivotal point is the disciplines on which units are evaluated in Mystery Shopping. These are: the good host, sales techniques, communication, and how to provide a unique shopping experience.

E-Academy’s platform is being upgraded now and will be launched before long with an even clearer and more user-friendly set-up.

Are you coming to the party?

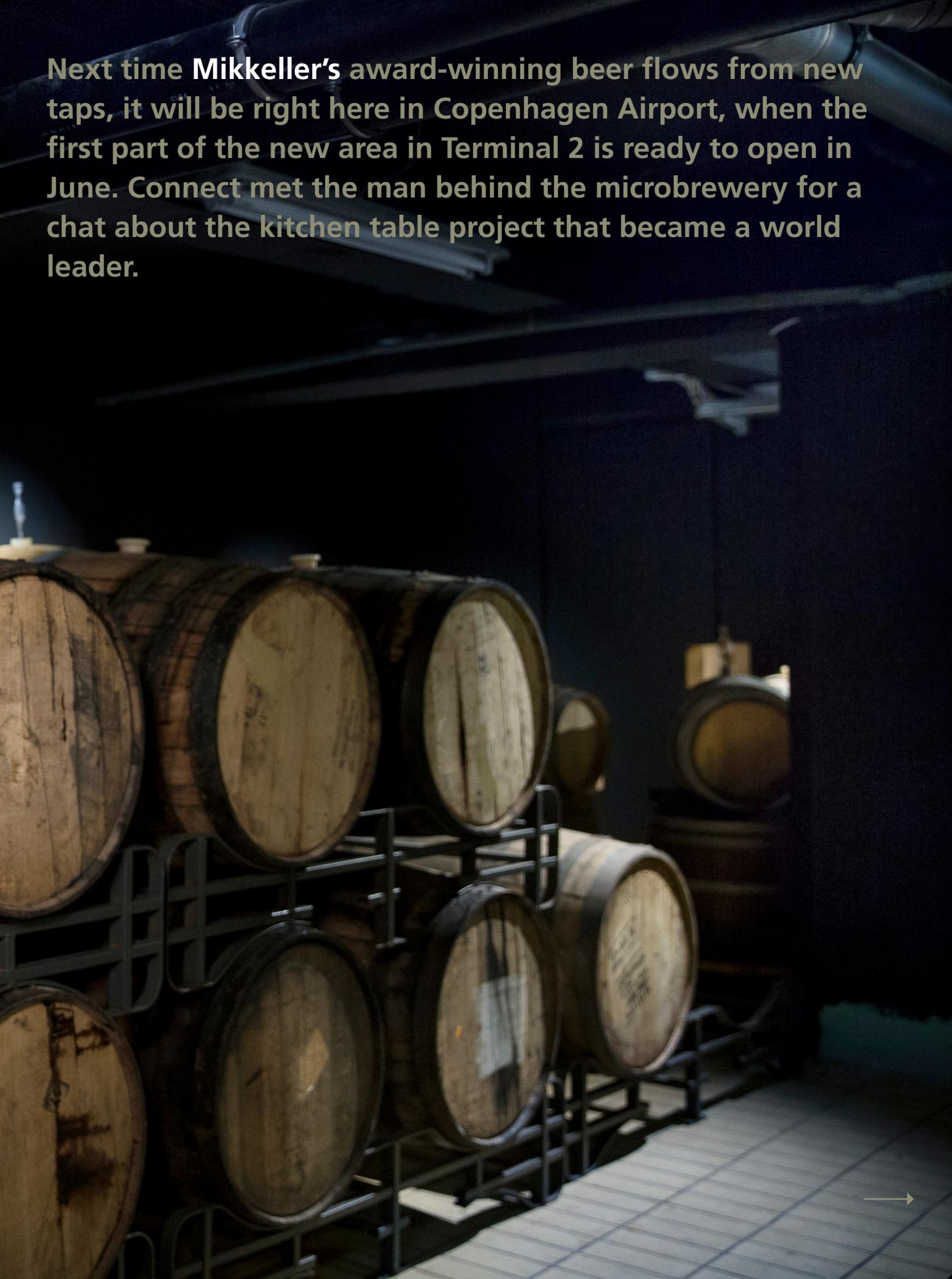
Every year in April, all active users of CPH’s E-Academy are invited to the Diploma Ceremony/Party in the Vilhelm Lauritzen Terminal. During the course of a cozy dinner, all the fine Mystery Shopping results from the previous year are celebrated with prizes and diplomas.

This year the party will be held on 25 April at 18:00, and all you need to do to attend is to send a mail to Kathrine Drastrup from CPH (kathrine.drastrup@cph.dk).



Mikkel Borg Bjergsø.
About the
desire to do
everything
differently

Next time Mikkeller's award-winning beer flows from new taps, it will be right here in Copenhagen Airport, when the first part of the new area in Terminal 2 is ready to open in June. Connect met the man behind the microbrewery for a chat about the kitchen table project that became a world leader.



With a clear view from Mikkeller's office windows in Valby to Carlsberg's old brewery complex on the other side of the square, the contrast seems stark between old and new: between the young, hip, fast-growing microbrewery and the traditional beer-giant with 170 years behind it. And even though Mikkeller's move a year ago was mainly due to a need for more space, brewer Mikkel Borg Bjersø does not deny that there is a certain symbolism here. Since he founded the company twelve years ago and decided to brew 'the best beer in the world', he has focused on changing the beer market radically. Which he has certainly accomplished. Today he exports his beer to more than 50 countries, has an annual turnover of roughly 200 million DKK, and is internationally recognized as one of the most innovative and cutting-edge brew masters in the world. This coming June, he opens the doors to his latest initiative in the airport's new Terminal 2, which is something he has dreamt of for a long time.

"I travel a great deal, and for many years I have dreamt of a bar in CPH that takes beer seriously. There has never been one. Fortunately, from a business point of view it makes very good sense. We have a big, international fan base, people who come from all over the world to visit us. In the future, we can welcome them already upon landing and say a proper goodbye again when they depart. At the same time, it is a good display window for those who don't yet know about us, and we have the opportunity to reach a completely new customer segment. This can be difficult in a Vesterbro basement, but in the airport, passengers are open to new things and need to kill time."

Unique design

The bar in the airport will be a direct continuation of Mikkeller's basic bar concept – 20 draft beer taps with regular variations of the beer and a few good snacks. In addition to bars all over the world, he also operates a number of niche restaurants serving everything from Mexican tacos to Japanese ramen soup. The fact that every single place must be unique is deeply embedded in Mikkeller's DNA.

"Our interior decoration must never look like it is part of a bigger chain; you will never see us unfold an established concept when we open a new place. I simply fail to see the point. Every bar or restaurant must be a place where people go to have a unique experience, one you cannot get anywhere else. This holds true for our new airport bar. We will probably be a little more streamlined here than elsewhere because there are certain requirements from the airport concerning interior decoration, but I promise you we will stand out."

The desire to change

The desire to stand out has always been a motivating force for Mikkel Borg Bjersø. And this is probably why, in the pre-Mikkeller years, he was happy being a math teacher at The Free High School in Nørrebro, which, since 1970 has experimented with school democracy and alternative teaching methods. However, in 2006, he had to make a choice between fractions and algebra and risking everything on his little kitchen table project; his love of beer and the desire to explore how far he could go with his firm won the day.

"I have always wanted to change society. For me, there is nothing more boring than simply going with the flow. I had a goal to change the beer market, and, in all modesty, that is what happened. People today are far more demanding about what they drink, and this development happened because we have contributed to showing them that there can be many different beer tastes. We have also been responsible for people now being able to get a proper beer on an airplane. We were the first to provide craft beer to SAS, and today every airline with respect for itself has specialty beer on board."

A world of opportunities

Speaking of SAS, he has just brewed a new beer for them using beetroot, which is now being served high in the air. And even though it sounds strange, it is really good, he says.

"It is never for the sake of a gimmick, but because it tastes good. That is what is so cool about beer. I love wine, but you only have grapes to work with. With

beer, you have access to all sorts of raw materials, and there are virtually no limits as to what you can do. For instance, we brew a beer using riesling grapes and imitating the champagne methods, which gives a very special complexity that I personally am crazy about," he says.

However, you have to be careful about comparing beer and wine and becoming 'snobby' as he puts it. This is something people tend to do.

"Wine is an agricultural product, whereas beer is an industrial product, and even though we are totally committed to our beer, it mustn't become too esoteric. There is absolutely nothing wrong with drinking beer for fun, and it mustn't become too solemn."

Top quality

Even though beer is sometimes just beer, he never compromises on quality. This, he believes, is one of the reasons why Mikkeller has received such great international attention.

"We do everything 100 percent. I believe that if you do everything with the right intentions, you will achieve success. I don't understand how you can start something yourself and then cut corners," he says, pausing before continuing.

"I'm quite serious about this. I simply don't understand it. We always try to use the best raw materials, design the best labels, plan the most interesting restaurants. We never compromise. And I think customers realize this. The firm is of course different now than it was ten years ago, but this only means that we have much better control now. We can test the raw materials and can afford to do so, which we couldn't before. I know that some people say that we have sold out because we have grown so big. But I promise you we haven't. I brew beer now with exactly the same motivation as I did 10 years ago."



Mikkeller is particularly renowned for its unique ingredients. You can, for instance, find stouts with Vietnamese Kopi Luwak coffee, chipotle chili, or lychee fruit to name only a few.

»I have always wanted to change society. For me, there is nothing more boring than simply going with the flow. I had a goal to change the beer market, and, in all modesty, that is what happened..«

Mikkel Borg Bjergsø

About Mikkeller

Mikkel Borg Bjergsø founded Mikkeller together with Kristian Keller in 2006. Kristian left the firm a year later. Today, the brewery has 400 employees worldwide. Instead of doing everything himself, Mikkel Borg Bjergsø now concentrates mostly on recipes, developing ideas, and major projects like, for instance, opening new businesses.

Running club

Today, Mikkeller is more than just beer. There is also a running club, Mikkeller Running Club (MRC), which endeavours to unite running with enjoying life. It is a running community, where thousands of happy runners, including the boss himself, meet to train together and finish off with a beer at one of Mikkeller's beerbars. In Copenhagen, Warpigs in Kødbyen hosts the running club, and in 2016 MRC won, for instance, the title 'The year's running club' at the Danish Running Awards.

Specially designed merchandise in CPH

Besides the bar, Mikkeller will also be running a little merchandise stand, where you can purchase an exclusive range of Mikkeller merchandise: T-shirts, glasses, beer and gift boxes, all designed especially for the airport. The idea is also to serve 'beer-to-go' – exactly the same as coffee-to-go.



Mikkel Borg Bjergsø, 43 years-old, is a former elite long-distance runner and has spent much of his youth on running tracks. This was the source of his idea to open his own running club, Mikkeller Running Club.

A daily search for drugs, money and pills

A dog that can smell money, a storage room filled with illegal tobacco, and a daily search for drugs and weapons. Join Connect at the Customs Agency's department in CPH, the agency responsible for control on the CPH property.

"When he's passed by the Customs corridor four times and peered in, we know what to expect."

These are the words of Henrik Michaelsen, customs official and dog handler in the airport and an expert in suspicious behavior. Along with the rest of the Customs Agency's department TOLD 18, located in the Customs' corridor T3 and on Kystvejen 16, he contributes to making Denmark a safer place. For 23 years he has patrolled the terminals on the lookout for illegal goods; he has confiscated everything from copy-medicine and narcotics to endangered animal species and cold cash. Regarding the latter: for the past nine years, he has received special expert help from the money dog Cash. This Belgian sheep dog is one of only three dogs in Denmark that can sniff out the cash some travelers try to conceal. Cash was literally raised on a big pile of money. At any rate, the dog handler placed a quarter of a million kroner he had borrowed from the National Bank into the little pup's basket when he was less than 24 hours old.

"Money smells, and for a money-dog like Cash, it is crucial that she is imprinted as early as possible. In this way, she will automatically associate money with something good," he explains.

And it is not only Danish kroner the trained canine nose can smell. The same pigments and types of cotton are namely used in money production nearly everywhere

in the world, and so all paper currency smells the same, he explains. In addition, Cash has been trained to detect tobacco, which many people attempt to smuggle over the Danish border these days. The department's densely packed storage room hidden in the corridors under the airport bears witness to this serious problem.

The secret storage room

A sweet, insistent smell penetrates your nostrils the moment Carsten Parelius, substitute manager in TOLD, opens the door of the remote warehouse.

"Hookah tobacco", explains his colleague Lisbeth Lüthje. Upon closer examination, the many shelves bulge with colourful Arabic boxes full of apple, mint, and peach tobacco to name but a few. However, ordinary tobacco and cigarettes, too, tumble out of the bags and boxes that each bear the name of the owner. In this way, they can claim their goods when the fine has been paid, which can be relatively steep for some. Many of these boxes contain over 50,000 tightly packed cigarettes, costing around 90,000 DKK in duty alone. If the duty is not paid within two years, the goods are destroyed. The fine and the duty are never dropped though – cigarettes or not.

"It is awesome to open a suitcase and see cigarettes tumbling out. It really gives you a kick because that is what we are working to find. Of course, it is a different



At the moment, department TOLD 18 has two dogs in service. The combi-dog Cash, here with dog handler Henrik Michaelsen;

Cash is trained to find both money and tobacco. The other animal is combi-dog Zenta, who can sniff out the whole range of drugs, from hash to heroin as well as money. A number of new dogs are now completing their training before they begin their activities as service dogs. However, it takes an average of 18 months to two years before they are fully operational.

thing if we find hard drugs or weapons; but no matter what, I feel that we make a difference for society. It is this feeling that makes me so incredibly committed to the job," says 56-year-old Lisbeth Lüthje, who this August will have been employed as a customs officer in the airport for 39 years.

Naturally, it is also emotionally hard, she explains. Because people often are upset when they realize that there is no way out.

"It hurts when you have to pay through the nose, and this gives conflicts. Those are the hard days. But it is cool to be able to give people an explanation about why the rules are as they are. The worst thing, though, is pets. This is so terrible because people become quite sad; but if the animals don't meet the requirements we can't let them through. That's just the way it is."

It is your responsibility

Carsten Parelius nods in agreement.

"It never gets aggressive and violent, but people get upset and sad."

He remembers clearly the day he caught a young man on his way home from the Middle East with a suitcase full of illegal cigarettes, beef, and diabetes medicine.

"I asked him who it was for, and it turned out that it was for his mother, who had lived illegally with him for six months. He was very upset because he was afraid his mother would die if she didn't get the medicine. However, everything in that suitcase was illegal so I had to take it away from him. But there is always another solution. I am very realistic. Obviously, a patient must have her medicine, but he would have to phone

112. I cannot let contraband through. It has to be that way when you work here. This holds true, too, when people take something not allowed home from their holiday. It is not my responsibility, but theirs," he says.

Most contraband we find in the airport is from tourists who haven't thought things through, he explains. People who take home stone coral, copy-bags, or an extra couple of cigarette cartons in addition to the allowed quantity.

"My best advice: Enjoy your holiday! Don't buy so much because when you buy something you have to make a decision. And there are severe consequences if you pass by me and meet Henrik and Cash. It is expensive. People always try to explain away what happened by saying that they were misinformed or that they didn't know it was illegal. But that doesn't wash. When you have entered the green channel, you have made your decision. And the responsibility is yours."

X-rays reveal drugs

In 2013, the health authorities granted TOLD a dispensation to try a completely new type of X-ray body scanner for a test period. This technology was approved for permanent use in 2015 and has since ensured that customs in Denmark, including TOLD 18, can check even more drug suspects with fewer resources, he explains when we are back in the office by the customs corridor. Before the scanner, customs officials could not really do anything themselves when they suspected a person had swallowed ampules of drugs. Back then, they had to contact the police, who came and picked up the suspect and drove him/her to Copenhagen University

Hospital, where a stomach scanning was carried out.

"The police used many resources on this, and there weren't always the expected results. All we had to go on were the indications we could observe: if the suspect's breath smelled of rubber or if s/he had stomach acid tablets, which they often do if they have swallowed something they shouldn't have. So we got the idea to perform the scanning ourselves."

The customs authorities in England had received permission to use this same technology several years previously; it took a couple of years before the customs authorities in Denmark received approval for the project. The authorities were afraid that it would result in all arriving passengers having to stand in long queues and be scanned, he explains. At the same time, critics voiced the concern that the x-rays might be harmful.

"At the hospital, a suspect is examined in a CT-scanner, where the radiation is up to 1,000 times greater. Therefore, it made very good sense for everyone involved, and so in the end it was approved. Today, it takes only seconds to decide whether or not to involve the police," states the experienced special consultant. He has worked in the airport for 18 years and has no plans to stop in the near future.

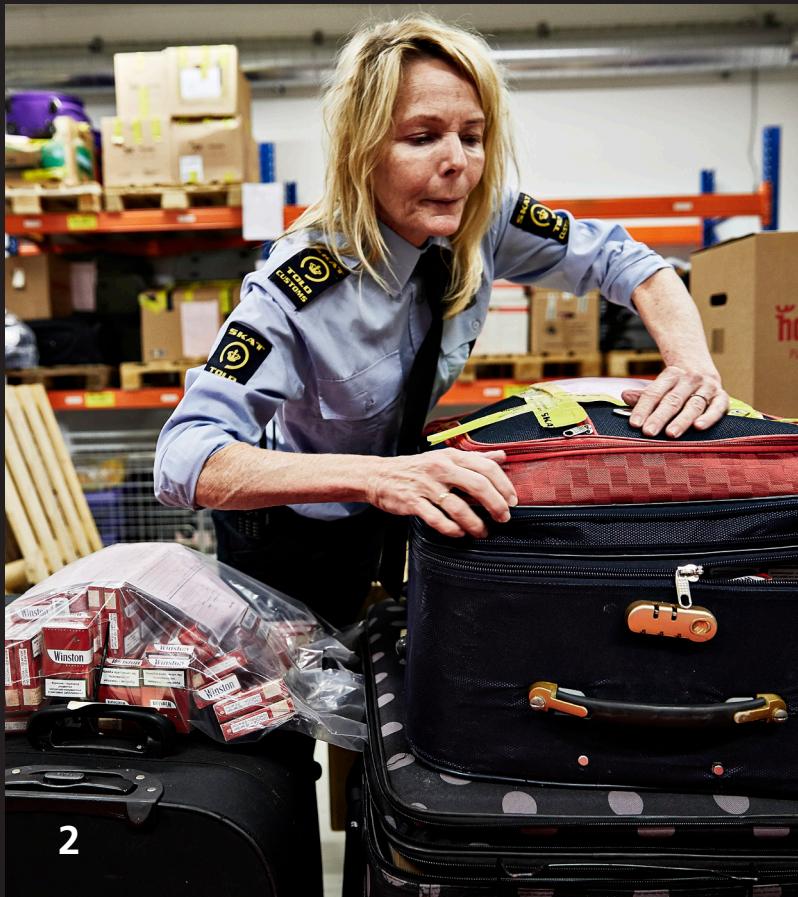
"Obviously, working with passenger control the way we do is special. People prefer not to see us, but that is one of the things that makes it so exciting. You really feel that you make a difference for society. For example, when you have confiscated a kilo cocaine, you know that there are some young people who won't need to struggle with that. That makes the whole job worthwhile."

»It is awesome to open a suitcase and see cigarettes tumbling out. It really gives you a kick because that is what we are working to find. Of course, it is a different thing if we find hard drugs or weapons; but no matter what, I feel that we make a difference for society.«

Lisbeth Lüthje, Customs Official

1. There is a big difference between whether you pass by Carsten Parelius through the red track or the green track in the Customs Corridor. For instance, it costs 1,000 DKK to be caught with an illegal carton of cigarettes in the green track, while it costs only 360 DKK if you take the red track and report it yourself.

2. Lisbeth Lüthje has been a customs official for 39 years, the longest of anyone in TOLD 18. Here she is opening a suitcase crammed with illegal cigarettes in the department's secret warehouse.



Customs and Excise does other things too

It is not all blue flashing lights when employees from department TOLD 18 are at work. They do a lot of paperwork for people wanting to take things in and out of the country: musicians and their instruments, business owners and their merchandise, and hunters and their weapons to name just a few. In fact, they take care of more than 300,000 transactions per year in TOLD 18's two customs offices, one landside and one airside.



BAGSIDEN

CPH is a unique workplace – mostly due to the many committed people coming to work every day and providing travelers with an extraordinary experience. In each issue of Connect, we zoom in on one of them and ask him/her to complete ten sentences.

Susanne Laux,
Store Manager at Ecco

If you haven't yet discovered it, you will soon find out that I... am not easily fooled !

On the other hand, you can look forward to the fact that... I'm not as tough as I look.

I will never learn to... be patient and sit still.

People always think that I... am so on top of the situation.

But I want to say that... it's all a facade! I thrive best on the unpredictable and in surroundings with a twist. To me, obstacles are the same as opportunities.

When I am not at work, you can find me... in my vegetable garden. I love seeing things grow, and weeding is pure meditation.

Not many know this, but... I am scared stiff of flying. Actually, I am most afraid of going down over Greenland. That would be much too cold for me.

I am extremely appreciative of... the fantastic sense of community we have out here. It isn't everywhere your neighbor washes your dishes because she has borrowed our microwave.

The best thing about CPH is... when it is bursting with guests. When the enormous energy invested in creating the best atmosphere for our guests nearly blows the roof off!

In conclusion, I will just say... that now I have been out here for five years and I haven't been bored one single day.