

PROGRAMME

ETRC
Annual
Business
Forum

20-21
January
2021

Virtual
Event

"Reconnect, Rethink, Revive"

An event by:



In cooperation with:



Moderators:

Julie Lassaigne, Secretary General, ETRC
John Rimmer, Managing Director, TFWA

DAY 1: WEDNESDAY 20 JANUARY 2021

10:00-13:00 CET

Duty Free and Travel Retail in a post-COVID world

10:00-10:15 CET ETRC PRESIDENT'S ADDRESS

Nigel Keal, President, ETRC

ETRC President Nigel Keal will open the day by providing the much-anticipated President's address after a very challenging year for the Duty Free and Travel Retail industry.

10:15-11:00 CET KEYNOTE ADDRESS: CREATIVITY IN CRISIS: THE FUTURE OF RETAIL POST COVID

Matthew Brown, Managing Director, Echochamber

Is 2020 a turning point for retail? 'Retail Futurist' Matthew Brown will deliver a forward-looking presentation on how retail will be different post-pandemic, with case studies and examples looking at digital, sustainability, customer engagement and retail marketing.

VIRTUAL COFFEE BREAK

11:15-11:45 CET RE-OPEN BORDERS AND RESTART TRAVEL

Alan Murray Hayden, Head Airport Passenger & Security Products, International Air Transport Association (IATA)

COVID-19 vaccination campaigns have started across Europe and in some parts of the world, but is it enough for governments to re-open borders without quarantine and restart aviation? IATA will present their ongoing initiative to launch the IATA Travel Pass, a digital platform for passengers to address this challenge.

11:45-13:00 CET POLICY DISCUSSION: ETRC PRIORITIES IN 2021

Speakers:

Tobias Baude, Head of Corporate & Legal Affairs - Global Duty Free & Export at Imperial Brands

François Bourienne, Chair, UKTRF ; Vice-President Aviation Affairs, ETRC

John Hume, Founder and Managing Director, Hume Brophy

Julie Lassaigue, Secretary General, ETRC

Panellists will discuss the work of ETRC and its members in expanding opportunities for Duty Free in Europe and responding to upcoming threats to the channel. Topics to be discussed include the ETRC campaign for Duty Free arrivals shopping in the EU, WHO activities on tobacco control, digital labelling and implications of the exit of the United Kingdom from the EU.

THURSDAY 21 JANUARY 2021

10:00-13:00 CET

Business as usual? Turning challenges into opportunities

10:00-10:40 CET KEYNOTE ADDRESS

David McWilliams, Economist and Author

While the COVID-19 health crisis is expected to have severe and long-lasting implications on the global economy, David McWilliams will share his views with the audience on how he sees the economy reshaping in the coming years. Ranked 10th most influential economist in the world, McWilliams is an Irish economist, author, journalist, documentary-maker and broadcaster.

10:40-11:15 CET THE DUTY FREE AND TRAVEL RETAIL TIME MACHINE

Speakers:

Dr. Jennifer Cords, Director Corporate Affairs & Compliance, Gebr. Heinemann ; Vice-President Regulatory Affairs, ETRC

Cord Schellenberg, Journalist and Aviation Expert

How resilient is Duty Free and Travel Retail? 2020 is neither the first nor the last crisis that Duty Free has experienced, as a company which debuts date back to 1879 knows very well. In this session our speakers will comment on the consequences of the COVID-19 pandemic on our channel, looking at lessons from the past and opportunities for the future.

VIRTUAL COFFEE BREAK

11:30-13:00 CET SUPPLIER PANEL: EMBRACING OPPORTUNITIES

Introductory comments by **Jaya Singh**, President, TFWA

Speakers:

Caroline Andreotti, Executive VP Global Travel Retail, Coty

Gemma Bateson, Corporate Affairs & Communications Director Worldwide Duty Free, JTI

Stewart Dryburgh, General Manager, Nestlé ITR

Barry Geoghegan, Founder and Commercial Director, Duty Free Global

Francis Gros, Head of EMEA, LATAM, Global Travel Retail & Outlets, Ermenegildo Zegna Group

How has COVID-19 affected suppliers and what possibilities arise for travel retail in a post Covid world? The audience will hear from a fascinating panel composed of suppliers, small and big, across categories, on the impact of COVID-19 on their businesses, and strategies for recovery for the years ahead.

13:00 CET CLOSING OF THE FORUM BY ETRC PRESIDENT