

PROGRAMME

ETRC
Annual
Business
Forum

Thursday
27
January
2022

Virtual
Event

*Looking beyond recovery:
Building together the Travel Retail of Tomorrow*



Moderator:
Julie Lassaigne, Secretary General, ETRC

10:00-12:00 CET

MORNING SESSION

10:00 ETRC PRESIDENT'S ADDRESS

Nigel Keal, President, ETRC

The President of ETRC will open the day by providing its annual address after another challenging year for the duty free and travel retail industry in Europe.

10:20 PRESENTATION OF THE ETRC BUSINESS PERFORMANCE INDEX

Stephen Hillam, Managing Director, Pi Insight

Compiled in cooperation with Pi Insight with the support of ETRC retailer for the sales data and ForwardKeys for passenger data, the ETRC's own industry sales index will be relaunched on the occasion of the Business Forum this year to provide unique insights into the latest market performances and trends in European airport retailing.

10:50 ETRC ADVOCACY: CHALLENGES AND OPPORTUNITIES IN 2022

Jennifer Cords, Vice-President Regulatory Affairs, ETRC

Julie Lassaigue, Secretary General, ETRC

Ricardo Oliveira, Senior Advisor, ETRC

John Hume, Managing Director, Hume Brophy Communications (Moderator)

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, Europe's beating cancer plan.

11:40 TRAINING THE TALENTS OF TOMORROW – DFWC ACADEMY RE-LAUNCH

Sarah Branquinho, President, Duty Free World Council (DFWC)

Gerry Murray, Executive Director, Duty Free World Council (DFWC)

With the impact of the current crisis on employment in Travel Retail, the provision of bespoke industry training is now more important than ever. DFWC President will share the details about the recent relaunch of the DFWC Academy training and certificate courses.

12:00-14:00 CET

LUNCH BREAK

14:00 ONE YEAR AFTER BREXIT AND THE RETURN OF DUTY FREE

Ben Green, Group Retail, MAG Airports Group

Paul Neeson, Director Retail Ireland, Aer Rianta International

Fanny Servent, Head of Onboard Sales, Brittany Ferries

One year after the exit of the UK from the European Union and the return of Duty Free, speakers in this session will look back at challenges and opportunities in 2021 and what to expect in 2022 as passenger traffic recovers.

14:45 AIR PASSENGER FORECASTS IN 2022: CLOUDY WITH SUNNY INTERVALS ?

Olivier Ponti, VP Insights, ForwardKeys

With air travel being continuously impacted by the uncertainty around travel restrictions, we may not have a crystal ball to foresee the future but we have some data. ForwardKeys will provide the audience with the latest global travel trends and travel bookings for 2022, with a particular focus on insights for regional travel in Europe and international travel to/from Europe.

15:15 TRANSPORT, TOURISM AND THE ENVIRONMENTAL CHALLENGE – PERCEPTIONS, SOLUTIONS, ACTIONS

Laurent Donceel, Senior Policy Director Sustainability, A4E Airlines for Europe

Marie-Caroline Laurent, Director General, CLIA Europe

Theodora Marinska, Head of Public Affairs and Finance, European Travel Commission

Transport and tourism often suffer from a negative image from the public as an important pollution contributor. What are those sectors doing to address the environmental challenge and tackle those misperceptions while still fully impacted by COVID-19?

16:00 CLOSING OF THE FORUM BY ETRC PRESIDENT