

*From Chaos to Clarity:
Leading the Travel Retail Industry Forward*

 **BUSINESS
FORUM
2025**

***DRAFT
PROGRAMME***

 **BUSINESS
FORUM**

**THURSDAY
30 JANUARY
2025
09:00 - 17:00**

**HOTEL
VAN DER VALK
ZUIDAS
AMSTERDAM**

08.00-09.00

WELCOME BREAKFAST AND REGISTRATION

09.00-09.05

WELCOME FROM THE MODERATOR

NINA SEMPRECHT, *Director Corporate Communications & External Affairs, Gebr. Heinemann & Vice President Public Relations & Communications, ETRC*

09:05-09:20

PRESIDENT ADDRESS

NIGEL KEAL, *President, ETRC*

09:20-10:05

KEYNOTE ADDRESS: WHERE IS EUROPE GOING AFTER
THE EU ELECTIONS IN A FRACTURED GLOBAL ORDER?

BRONWEN MADDOX, *Director and CEO, Chatham House*

10:05-11:10

FOCUS ON THE EU GREEN DEAL:
IS TRAVEL RETAIL READY?

JULIE LASSAIGNE, *Secretary General, ETRC*

SASKIA MÖLLER, *Director Legal, Compliance & Sustainability, Gebr. Heinemann*

LAURENCE PARDIEU-DUTHIL, *Chief Sustainability Officer, L'Oréal TR*

CAMILLO ROSSOTTO, *Chief Public Affairs and ESG Officer, Avolta*

11:10-11:40

COFFEE BREAK

11:40-13:10

ETRC BUSINESS PERFORMANCE INDEX
AND CATEGORY INSIGHTS BY SUPPLIERS

STEPHEN HILLAM, *Managing Director, Pi Insight*

ABLA BENSLIMANE, *Director External Affairs Duty Free, Philip Morris International*

CAMELIA DAU, *Head of Marketing TR, Ferrero*

KAATJE NOENS, *GTR Executive Vice President, Puig*

SIMON VAN MOPPES, *Managing Director GTR Europe & Americas, Pernod Ricard*

13:10-14:15

NETWORKING LUNCH

14:15-15:30 RETAIL LEADERS ROUNDTABLE

FREDERIC CHEVALIER, *Deputy CEO, Lagardère Travel Retail*

MAX HEINEMANN, *Owner and Co-CEO, Gebr. Heinemann*

RAY HERNAN, *CEO, ARI*

**15:30-16:15 CLOSING KEYNOTE: UNLEARN WHAT YOU HAVE LEARNT:
UNDERSTANDING THE NEW MARKETING PARADIGM**

Dr MARC SCHUMACHER, *Retail Strategist and CEO, Avantgarde Group*

**16:15-16:30 CLOSING REMARKS BY ETRC PRESIDENT AND
MODERATOR**

16:30-17:00 NETWORKING SESSION AND END OF FORUM