



Press Statement – For immediate release

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Sustainability leads the discussion as ETRC Business Forum consider future opportunities

Sustainability and responsibility were the key themes underlying the discussions at the annual Business Forum of the European Travel Retail Confederation (ETRC) which took place in Amsterdam yesterday.

The world is changing, and companies need to demonstrate that they take concrete actions to support the UN Sustainability Development Goals – or risk losing customers, warned business specialist Michael Rosschou during his keynote address.

The 150 attendees were presented with the results of an exclusive study from Pi Insight, which confirmed the increasing role of sustainability on shoppers in Travel Retail in Europe. The study showed that 82% of shoppers consider sustainability to be important when making a purchase, thereby impacting their behaviour and their decision making-process. This was followed by an inspiring panel of brands and retailers' representatives who shared their companies' visions and initiatives, and discussed the industry's response to these considerations.

After the in-depth analysis of the ETRC Index by NPD Group, delegates further considered the impact on the travel retail industry across varied topics such as digital labelling, Brexit, and challenges to product categories including alcohol, confectionery and tobacco.

ETRC President, Nigel Keal, called on the industry to work together to turn these challenges into opportunities: *“We are in a period of great change, and change brings opportunity. The sustainability debate is of this generation, and at the same time we are presented with unique opportunities as the UK relationship with the EU is recast. How we respond to these developments will shape our industry for years to come.”*

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About the European Travel Retail Confederation

The European Travel Retail Confederation (ETRC) is an industry association for the duty free and travel retail industry in Europe, serving the industry and its members to help create the right environment to allow the industry to achieve its potential and protect it when challenges arise.

ETRC is composed of national and regional affiliated trade associations representing over 200 European companies, Tax Free World Association (TFWA) representing 500 brand companies, and direct corporate membership from individual companies working in the duty free and travel retail trade across Europe and beyond. The European Travel Retail Confederation's operations are directed by its Supervisory and Managing Boards and carried out by a full-time secretariat. For more information about the organisation, please see our website – www.etrc.org