

TFWA

MEMBERSHIP

2022

MEMBERSHIP



Erik Juul-Mortensen,
President, TFWA

FROM THE PRESIDENT

WISHING YOU AND YOUR COMPANY A SUCCESSFUL YEAR AHEAD

As I return to TFWA as the Association's newly-elected President, it is an honour me for to address you, our members, at the start of this new year. I am grateful to the TFWA Management Committee for the trust they have placed in me, and I am looking forward to working with them, the Board and permanent staff to help our Association meet the challenges ahead.

Having been involved with TFWA since its foundation in 1984, I have a very strong affiliation with the Association and with the industry we serve. The past two years have been painful for us all, most acutely through the loss of loved ones, and through the impact that the pandemic has had on businesses, jobs and livelihoods. Dependent as it is on international travel, the duty free & travel retail industry has been especially badly hit, and while I am optimistic that 2022 will see a steady improvement in business conditions, a return to pre-pandemic levels is some time away yet.

It gave me great pleasure to attend the 2021 edition of the TFWA World Exhibition & Conference in Cannes last October, and all of us at TFWA are grateful to the exhibitors and visitors that were able to take part in the event. The positive atmosphere was testimony to a real need among brands and buyers to meet in person after so long, and our focus in 2022 will be to gather our industry together once again, circumstances permitting.

With this in mind, we are moving ahead with plans to stage the TFWA Asia Pacific Exhibition & Conference in Singapore in May. This will be our first live event in Asia since 2019, and the demand for such a gathering among regional industry stakeholders is very clear. We are working closely with the authorities in Singapore and with our local partners to ensure that we can stage a productive, enjoyable and safe event, that meets the needs of our exhibitors while respecting the health regulations in place.

The experience we gained in Cannes last year will help us to better prepare for the 2022 edition of the TFWA World

Exhibition & Conference. While no one expects market and travel conditions to have returned to normal by then, I am confident that the Exhibition will gain steadily in size and retain its place as our industry's most important rendezvous.

Whatever the immediate future holds, TFWA has taken steps to facilitate participation at our events whether on-site or from distance. The TFWA 365 platform is designed to offer our members a permanent, exclusive online showcase to present their brand portfolios to the industry. The platform also offers the possibility of contacting buyers via online directories, updated in advance of TFWA's live events. And TFWA 365 is where members can follow the Association's conferences & workshops via live stream. We trust that the platform significantly enhances the benefits of TFWA membership and we look forward to your feedback on ways to improve the service.

As our market recovers, we will also be looking to add to the TFWA Research catalogue, which contains market reports and other studies dating back many years. TFWA members enjoy exclusive access to this catalogue, available online at TFWA.com.

Also available exclusively to members is the TFWA Handbook, last published in 2021. This online "industry bible" is designed to give an understanding of the size and scope of our industry, and is available to TFWA members free of charge.

TFWA continues to work with our friends at the Middle East & Africa Duty Free Association on the staging of the MEADFA Conference, scheduled for November. TFWA members enjoy discounted rates at this event, for which full details will be available a little later this year.

I would like to conclude these words by expressing my sincere thanks to you, our members, for your continuing support of TFWA at a difficult time for duty free & travel retail. We will strive to support you as our industry rebuilds.

Wishing you and your company a successful year ahead.

CONTENTS

01

WHAT IS TFWA ?

02

TFWA 365

03

DATA

TFWA Research
TFWA Handbook
TFWA Data Digest
TR Toolbox

04

TFWA APPROVED PARTNERS

BeThe1
Wordessence
mind-set
ForwardKeys

05

OTHER SERVICES

On-site services at TFWA events
TFWA App
TFWA.com
Trade press discounts
TFWA's Paris office at your disposal

06

THE TEAM

TFWA Board
TFWA Management Committee
TFWA Staff

01

WHAT IS TFWA?

**Created in 1984,
Tax Free World
Association
is a not-for-profit
organisation
incorporated in 1988
under the French
law of 1901.**

Its members, which total close to 500, are all suppliers of prestige products and brands to the duty free and travel retail industry – one of the most dynamic, sophisticated and challenging retail sectors in the world.

**For further information concerning
your TFWA membership, please contact:**

Sabine Parmentier
TFWA
23-25 rue de Berri
75008 Paris
Tel : +33 (0)1 53 53 48 81
Email: s.parmentier@tfwa.com



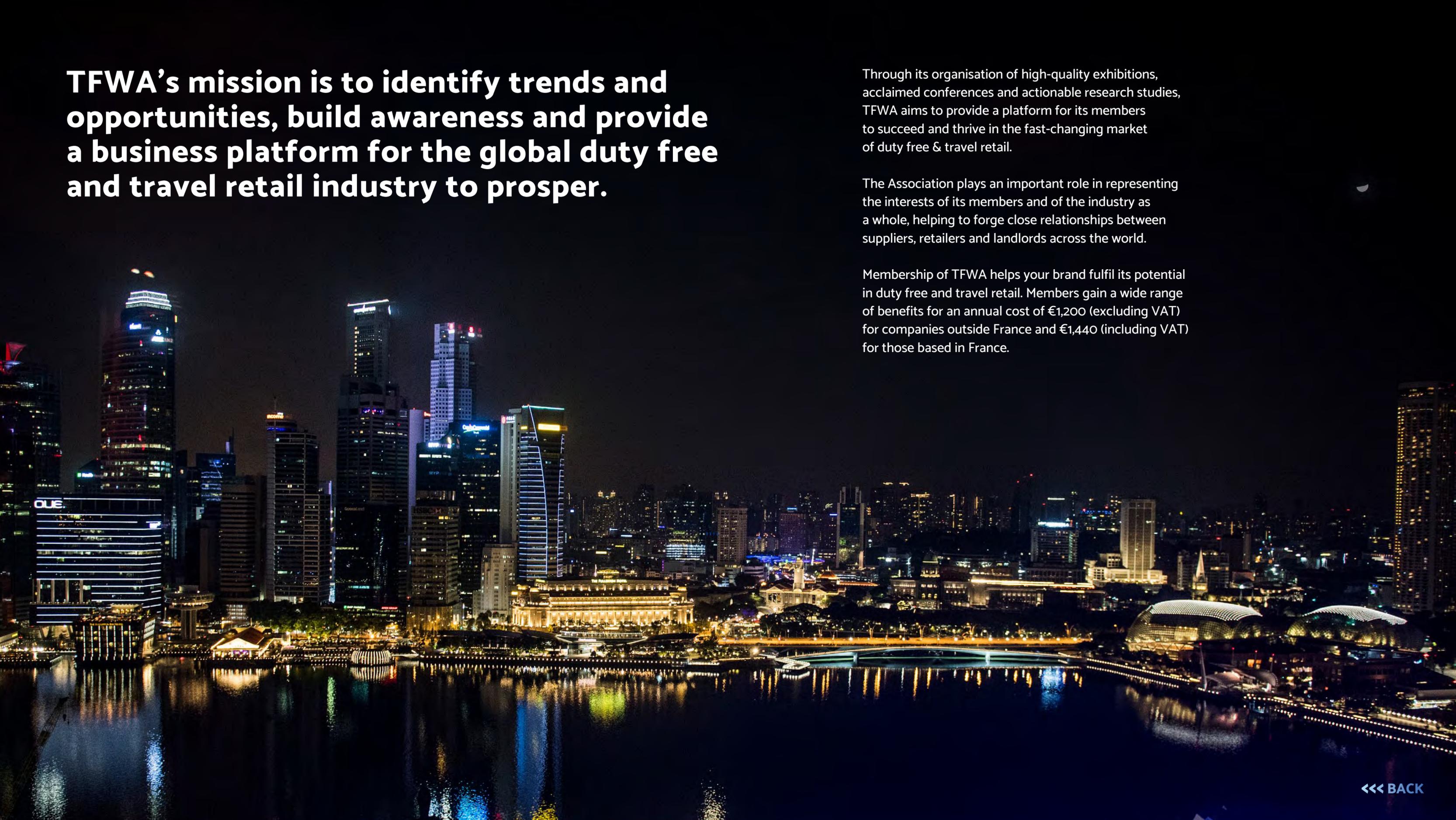
**Sabine
Parmentier**
Membership
& Administration
Manager

TFWA's mission is to identify trends and opportunities, build awareness and provide a business platform for the global duty free and travel retail industry to prosper.

Through its organisation of high-quality exhibitions, acclaimed conferences and actionable research studies, TFWA aims to provide a platform for its members to succeed and thrive in the fast-changing market of duty free & travel retail.

The Association plays an important role in representing the interests of its members and of the industry as a whole, helping to forge close relationships between suppliers, retailers and landlords across the world.

Membership of TFWA helps your brand fulfil its potential in duty free and travel retail. Members gain a wide range of benefits for an annual cost of €1,200 (excluding VAT) for companies outside France and €1,440 (including VAT) for those based in France.



02 TFWA 365



TFWA 365: your permanent online platform

TFWA 365 is a unique resource enabling industry professionals to discover new brands, product launches and industry initiatives, network with duty free & travel retail decision makers, and learn about the factors that drive the market. As its name suggests, the platform is available throughout the year, and TFWA membership guarantees you unlimited and exclusive access.

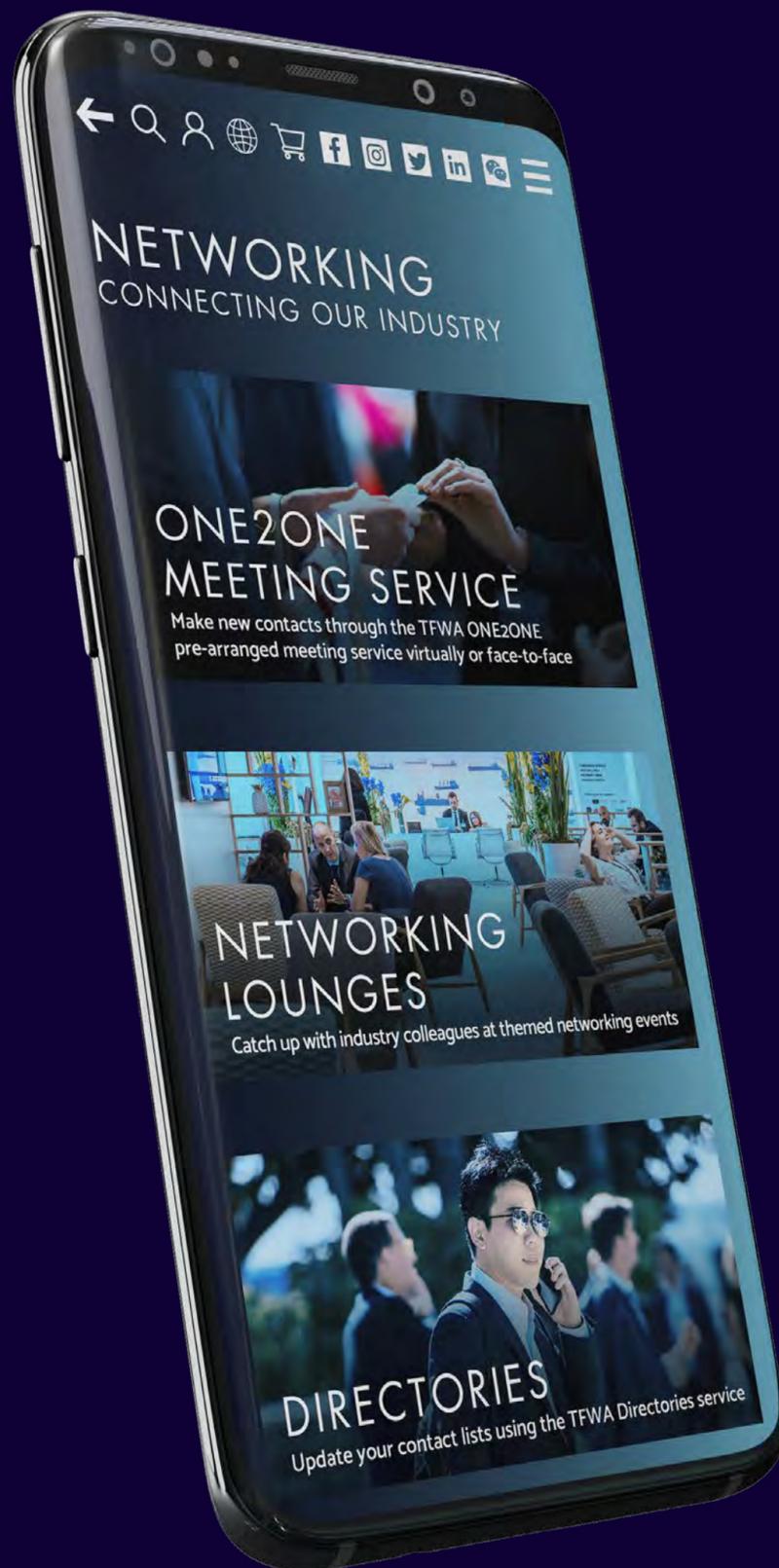


DISCOVERY

The showcase for duty free & travel retail

Designed as a shop window for the industry, the Discovery section reveals the best of duty free & travel retail from 3 different angles:

- Discovery provides an exclusive portal for TFWA members to present their brand portfolios to a key audience of several thousand buyers, agents and landlords. Product launches, corporate profiles and social-media content can also be featured, illustrated by photography and video. Discovery will be promoted throughout the year in TFWA communications to maximise traffic. No other medium can offer such carefully targeted, year-round exposure.
- TFWA i.lab is a forum for fresh thinking about all aspects of the traveller experience. It's the place to meet innovators and view their ideas on mobile and digital technology, data analytics, e-commerce, traveller research and ESG. Harness their creativity to help you exceed the expectations of today's passengers.
- Industry Projects shines a spotlight on the latest initiatives by rising and established players in duty free & travel retail. From airport infrastructure to cruise liners, new retail formats to regulatory dialogue, this is where you can find out more about the actions and events shaping our business landscape.



NETWORKING

Connecting our industry

In a people-oriented business, connecting with other duty free & travel retail professionals is crucial. The Networking section gives you 3 ways of linking to colleagues and peers:

- Directories lets you access exhibitor and delegate lists for the latest TFWA events, the MEADFA Conference delegate list and TFWA's own membership directory. Searchable by product category, region and company, these databases are essential for identifying the people to reach when planning your sales strategy or preparing for a TFWA event. You can even message contacts directly.
- ONE2ONE Meeting Service arranges introductory encounters for eligible participants to interact with decision-makers during TFWA events. Personalised and discreet, ONE2ONE is the ideal way to bring prospective business partners together. The service is available online via TFWA 365 and in person at selected TFWA shows.
- In Networking Lounges, you'll find a digital venue for informal discussions, live chats and debates during TFWA's online events. Reach out to colleagues and make new contacts at the industry's key virtual gatherings.

LEARNING

Duty free & travel retail's knowledge hub

The Learning section of TFWA 365 is where TFWA members can connect to conferences both live and post-event:

- Live Conferences puts you in the audience at TFWA conferences, workshops and online seminars. See presentations as they happen and interact with speakers from wherever you are in the world. Tap into expert insight on industry-relevant topics and enhance your understanding of the factors shaping our market.
- Replays enables you to view previous conferences, workshops and e-networking sessions at a time to suit your schedule. If you couldn't attend the live event in person or online, Replays will ensure you don't miss out on must-watch content.
- TFWA Research assembles the latest Association-commissioned studies on travelling consumers and the forces influencing the market. User-friendly and actionable, the research gives members access to findings and data without the substantial cost of customised studies.

Membership of TFWA gives your company exclusive access to all the tools and functions available on the TFWA 365 platform.





03 DATA

TFWA Research

Knowledge is power

For twenty years TFWA has sought to provide its members with actionable research studies focused on gaining a better understanding of the travelling consumer and of the context against which the travel industry operates. During that time, we have built a diverse research catalogue featuring reports by nationality, theme, product category or location, all made available to TFWA members free of charge.

The output provided by TFWA Research to the Association's members is organised into three areas:

TFWA Data

The Association is seeking to help improve the quality and frequency of available data, in relation to sales and other KPIs, and to make accurate figures available to members on a regular basis.

TFWA Monitor

Given the volatility of the business environment and the vulnerability of our industry to sudden shocks, TFWA Monitor seeks to help members understand how changes to travel patterns affect duty free & travel retail. It also provides intelligence on the latest retail and consumer trends on domestic markets across the world.

TFWA Insight

Building on the range of studies already provided by TFWA Research, the Insight component includes consumer research reports by theme, sector and nationality, commissioned according to the needs and recommendations of TFWA members.

TFWA members gain access to the full archive of the Association's research studies, available to download via TFWA.com. Among recent reports made available to TFWA members are:

■ TFWA Monitor: Travel trends around the world.

The TFWA Monitor series of travel trend reports looks in detail at what travel bookings and data tell us about who is travelling where – now and in the future.

■ TFWA Insight: Sustainability in Travel Retail 2020.

For this study, TFWA was keen to explore the importance of sustainability for travelling consumers today, and also to canvas the thoughts of industry stakeholders with regard to the benefits and challenges to creating a viable and meaningful sustainability strategy. The result is the TFWA Insight: Sustainability in Travel Retail Study 2020, an in-depth report conducted and compiled by Pi Insight, featuring extensive insights and data from consumers, brands, retailers, airports and other companies.

■ TFWA Insight: TRaCS Category Reports.

This series of six studies, conducted by Horizon Consumer Science, looks in detail at specific issues of interest to each of the major product categories in duty free & travel retail: confectionery, liquor & wines, beauty, fashion & accessories, jewellery & watches, and tobacco.



The TFWA Handbook

Defining our industry

The fourth edition of this “industry bible” was made available to TFWA members online on TFWA.com in 2021.

The TFWA Handbook was conceived as a practical, readily accessible guide to today’s duty free & travel retail industry for TFWA members. The publication contains definitions, market data, traffic & tourism statistics and practical information, along with comment and analysis from industry leaders around the world.

The TFWA Handbook is published every two years, and the 2014, 2016 and 2018 editions are available to download from TFWA.com. Our objective is to help members old and new gain a deeper understanding of the scope of the duty free & travel retail industry today.

For more information on the TFWA Handbook, please visit [TFWA.com](https://www.tfwaworld.com) or contact Sabine Parmentier ([see page 4 for contact details](#)).



TFWA Data Digest

Providing members with relevant data and insights

The TFWA Data Digest is a monthly update for members containing data and insights on topics relevant to the duty free & travel retail industry.

Sent by email, the newsletter is designed to keep members informed on market trends and includes content on the following topics:

- Updates on travel trends across the world
- The latest news on travel restrictions and new health regulations
- Product category updates from within and beyond travel retail
- Industry association news

If you are not currently receiving the Members' Newsletter and would like to do so, please contact Sabine Parmentier (see page 4 for contact details).

TR Toolbox

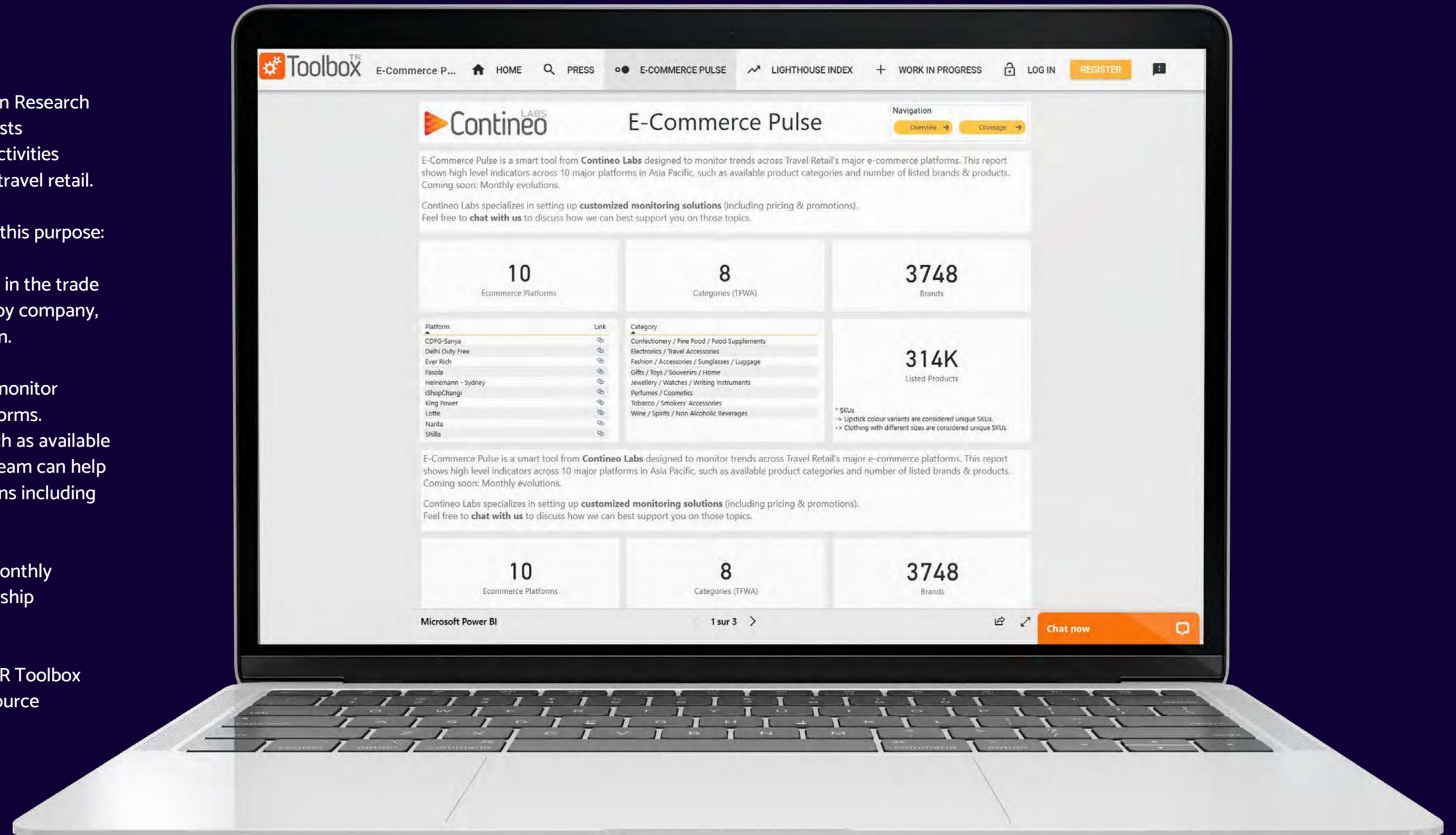
TFWA has joined forces with Contineo Labs/Generation Research to help create a resource designed to help users, analysts and executives understand the scope of commercial activities and to access regular data and performance trends in travel retail.

The TR Toolbox features a series of tools built around this purpose:

- The TR Search Engine is linked to all the major titles in the trade press, allowing users to search hundreds of articles by company, sales channel, region and any other relevant criterion.
- The E-Commerce Pulse is a smart tool designed to monitor trends across travel retail's major e-commerce platforms. The open dashboard shows high level indicators such as available product categories, brands and products while the team can help its' partners in building their own monitoring solutions including promotions, prices and more.
- The Lighthouse Index is a robust way to track the monthly evolution of travel retail sales by category in partnership with category champions.

TFWA's support is allowing its members to access the TR Toolbox free of charge. Any member wishing to access the resource can log on to www.tr-toolbox.com to sign up.

For further information, members can also contact Contineo Labs CEO Alex Seret alex.seret@contineolabs.com.



04 APPROVED PARTNERS

TFWA works with a number of approved business partners who are pleased to offer their services to TFWA members at a discounted rate.

BeThe1

Find the best candidates in the duty free & travel retail industry with BeThe1, a leading international recruitment consulting boutique specialised in fashion, beauty, retail and travel retail for 20 years. With a team of 5 experts based in Paris and Shanghai, BeThe1 provides high quality recruitment services to 300 key employers with 10 searching missions per month.

BeThe1 operates the websites www.BeThe1.com and www.TravelRetailJobs.com, pooling 180,000 fully registered professionals including 18,000 in duty free & travel retail alone.

The service covers all middle manager and senior executive positions within supplier and retailer organisations, in departments including retail, account management, sales, sales support, marketing, merchandising, procurement and back-office.

BeThe1 offers:

- A new generation international recruitment service specialising in duty free & travel retail
- High quality recruitment offering efficient and competitive service, a high success rate and industry-leading retention rate of placed candidates

Find out more at BeThe1.com

Wordessence

Clear, concise copy tailored to your needs

Providing targeted business writing services to help organisations get the most from their written and spoken communications, Wordessence has extensive experience in travel retail. Our clients include some of the industry's leading players. TFWA members can now enjoy a preferential rate for the first assignment.

The fragmentation of traditional media and the growth of online and mobile channels have transformed the way people communicate. To cut through, messages must be clear, concise and compelling.

Wordessence creates copy for a wide range of purposes, including:

- Brochures and packaging
- Websites and social media posts
- Newsletters and presentations
- Brand guidelines
- Thought leadership papers and feature articles
- Speeches and scripts
- Shareholder communication

Working in English and French, we cover most product categories and write for both trade and consumer audiences

For more information, please contact James Clarke:
Email: info@wordessence.co.uk
Web: www.wordessence.co.uk

mind-set

m1nd-set is a Swiss-based marketing intelligence agency specialized and leading in travel research, and has provided travel retail & duty free research and consulting to suppliers, retailers and industry associations on all continents for 15 years.

Its main areas of research are Consumer Insights, Touch Points Analysis, Shopper Segmentations, Attitudes & Behaviour, Price & Conjoint Research and more, at airports, cruises & ferries, downtown duty free and border shops around the world. m1nd-set's Business Intelligence Service "B1S" provides an interactive and multi-dimensional approach to two key information sources: The first is behavioral data for all categories, based on over 130,000 face to face interviews at over 60 airports around the world. It was launched in 2016 and allows users to analyze trends over time. The second module provides comprehensive air traffic and forecast data (the only source including direct ticket sales from nearly 500 airlines and also airline data) for 1,500 airports and all nationalities in the world. Subscribers have access to the data 24/7, allowing interactive analysis within and between the different information sources.

TFWA members benefit from a 10% discount on subscriptions to m1nd-set's B1S service.

To find out more, please contact m1nd-set on:
Tel: +41 21 925 50 25
Email: info@m1nd-set.com
Web: www.m1nd-set.com

ForwardKeys

Helping to convert travellers into shoppers

ForwardKeys helps companies to improve their tactical decision making, supporting the data-driven process for all traveller-focused companies. ForwardKeys is used to monitor and anticipate international travel patterns from a global perspective down to departures, transits & arrivals at any airport terminal, for any nationality, at any given time, by crunching and analysing over 17 million booking transactions a day. In travel retail, ForwardKeys enables brands & retailers to better understand the corridors travellers are using to reach their destinations, manage upcoming traffic flows, anticipate the impact of events and improve the ROI of marketing, promotion & communication efforts by anticipating future market trends.

The services provided by ForwardKeys include subscription to Traveller Statistics and to Nexus, its online business intelligence platforms, monthly standard reports, ad hoc analysis and topic or customer specific webinars.

ForwardKeys is pleased to offer TFWA members a 10% discount on ad hoc research & analysis.

For more information, please contact ForwardKeys on:
Tel: +34 962 063 973 or +33 6 61 66 24 71
Email: info@forwardkeys.com
Web: www.ForwardKeys.com

05 OTHER SERVICES

On-site benefits at TFWA events

- Members are encouraged to attend the Annual General Meeting during TFWA World Exhibition & Conference, where they have the right to vote on various issues relating to the management of the Association. Access to the exhibition on Thursday is complimentary for members wishing to attend the AGM.
- Special “Member” mention in official event publications

Keep an eye out for news of further on-site benefits as plans for TFWA’s events in 2022 take shape.

TFWA App

The TFWA App is a powerful, interactive tool designed to optimise delegates’ experience at TFWA’s events, delivering all the information you need to participate, network and more.

The App enables you to plan your event, find your way on-site, connect and meet with your business partners, interact with conference speakers and be part of the TFWA community all year round.

TFWA members and their business partners can download the TFWA App from the Apple and Google Play stores now.

TFWA.com

The dedicated Association website, TFWA.com, offers a number of resources available exclusively to TFWA members:

- Members news and interviews
- TFWA Research studies, dating back to 2004
- The full detailed Members’ Database, including contact details for all TFWA members
- The TFWA Handbook
- TFWA Annual Report
- Statutes and Rules & Regulations of TFWA

Trade press discounts

Membership of TFWA brings you a discount of up to 15% on subscription fees for the following publications:

- Duty Free News International /Frontier
- Drinks International
- The Americas Duty Free and Travel Retailing
- Gulf-Africa Duty Free and Travel Retailing
- Asia Duty Free and Travel Retailing
- The Spirits Business*
- The Drinks Business*

*Discount of up to 15% for TFWA Members

TFWA’s Paris office at your disposal

If you are a member of TFWA and are travelling through Paris, TFWA will be delighted to welcome you to our headquarters if you are looking for a quiet place to work with free wifi.

Please contact us 48 hours in advance of your visit to check office space availability and we will send confirmation by email.

TFWA Board



Erik Juul-Mortensen
TFWA President



Arnaud de Volontat
TFWA Vice President
Conferences & Research



Frédéric Garcia-Pelayo
TFWA Vice President
Finance



Donatienne de Fontaines-Guillaume
TFWA Vice President
Commercial



Sam Gerber
TFWA Vice President
Corporate



Aude Bourdier
TFWA Vice President
Marketing

06 THE TEAM

TFWA Management Committee

Perfumes / Cosmetics



Frédéric Garcia-Pelayo
Interparfums



Patrick Bouchard
Estée Lauder
Companies



Hervé Ducros
Chanel



Flaka Hamiti
Clarins



Priscilla Beaulieu
Angel Cosmetics



Nicolas Rimeau
Laboratoires Filorga
Cosmétiques



Melvin Broekaart
Rituals



Arnaud de Volontat
Altimetre



Sophie Neyertz-Ehram
L'Oréal Travel Retail

Fashion / Accessories / Sunglasses / Luggage



Marco Gadola
Furla



Tommaso Beretta
Bally



Giorgio Lepratto
Coccinelle



Erin Lillis
Lacoste



Francis Gros
Zegna



Alessandro Pozzi
Luxottica

TFWA Management Committee

Wine / Spirits / Non-alcoholic beverages



Donatienne de Fontaines-Guillaume
Moët Hennessy



Philippe de Marcilly
Albert Bichot



Aude Bourdier
Brown-Forman



Violaine Creuzé
Gonzalez Byass



Barry Geoghegan
Duty Free Global



Pier Giuseppe Torresani
Masi Agricola



Oliver Storrie
Quintessential Brands Group



Mauro Piliu
Stock International

Confectionery / Fine Foods / Food supplements



Jaya Singh
Mondelēz World Travel Retail



Patrick Dorais
Al Nassma Chocolates



William Legallais
Leonidas



Eric Carlier
Saveurs et Nature



Luc Hyvernat
Oettinger Davidoff



Andrey Lysenko
Philip Morris World Trade



Tobias Baude
Imperial Brands



Antonio Vencesla
JT International

TFWA Management Committee

Jewellery / Watches / Writing instruments



Nadia Skouri
Buying The Sky



Alessandra Visconti
Reflecta

Electronics / Travel accessories



Jean-Pierre Bombet
Spa Development /
Be Relax



Sam Gerber
WorldConnect

TFWA staff

Executive Office



John Rimmer
Managing Director



Emilie Vin
PA to President
& Managing Director

Marketing



Cécile Lamotte
Marketing
Director



Maud Bruneau
Communication
Manager



Céline Fossé
Customer
Relationship Manager

TFWA staff

Finance & Human Resources



Sylvie Guigue
Finance & Human
Resources Director



Carole Berrebi
Accountant

Conference, Research & Corporate



Michele Miranda
Conference
Manager



Maha Abdenni
Corporate
Relations Manager



Sabine Parmentier
Membership
& Administration
Manager

Exhibitions



Myriem Chalabi
Exhibitions
Director



Françoise Parigi
Exhibitions
& Logistics Manager



Isabelle Régnier
Advertising
& Sponsorship
Manager



Mona Lebrasseur
Sales Supervisor



Morgane Sekfali
Commercial
Assistant

IT



Ana Homawoo
IT & Technical Director



Christian Huynh
IT Systems
Co-ordinator



Shakil Sobhun
IT Systems
Co-ordinator



Nelly Seenarain
Helpdesk Assistant

The logo for TFWA, featuring the letters 'TFWA' in a bold, serif font. The 'T' and 'F' are black, while the 'W' and 'A' are a dark blue color. The logo is centered within a white square background.

TFWA

TFWA - 23-25 rue de Berri, 75008 Paris, France - T: +33 (0)1 40 74 09 86 - E: contact@tfwa.com - www.tfwa.com

SIREN: 347 698 078 - RNA: W751083898