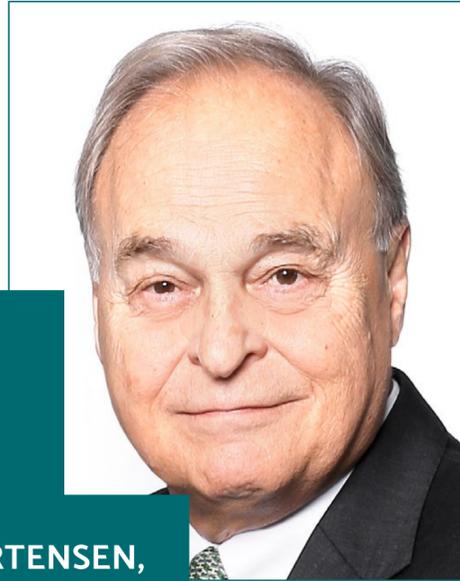


2024

MEMBERSHIP





ERIK JUUL-MORTENSEN,
PRESIDENT, TFWA

FROM THE PRESIDENT

It is an honour and a pleasure to address you, our TFWA members, on the threshold of a new year. The past 12 months have seen a strong rebound in passenger traffic across many parts of the globe, driving a welcome increase in sales to travellers. The speed of recovery varies by region, however, and the growth in turnover sometimes lags behind passenger numbers, so we have work to do in 2024. But before we contemplate the coming year, I think it is worth reviewing what we have achieved together in 2023.

One of the highlights last year was our return to Singapore in May with a full-format TFWA Asia Pacific Exhibition & Conference. The presence of over 200 exhibitors, and visitor levels only 10% behind 2019 (which was a record year), underlined the sheer dynamism of this crucial region as it regains post-pandemic momentum. A memorable week in Cannes during October for TFWA World Exhibition & Conference brought delegate numbers to within 2% of their all-time high, while buyer and landlord attendance exceeded any previous edition.

Other notable events in 2023 include the resumption of TFWA Research, which gives association members user-friendly, actionable insight on today's travellers at no extra cost. In September the fifth edition of the TFWA Handbook, the 'industry bible' with key data and metrics on duty free and travel retail, was published. And TFWA managed both the annual ASUTIL and MEADFA Conferences on behalf of our fellow trade associations in those regions. From an organisational viewpoint, we bade farewell to John Rimmer as Managing Director and welcomed his successor, Franck Waechter, as the Association embarks on its next important phase.

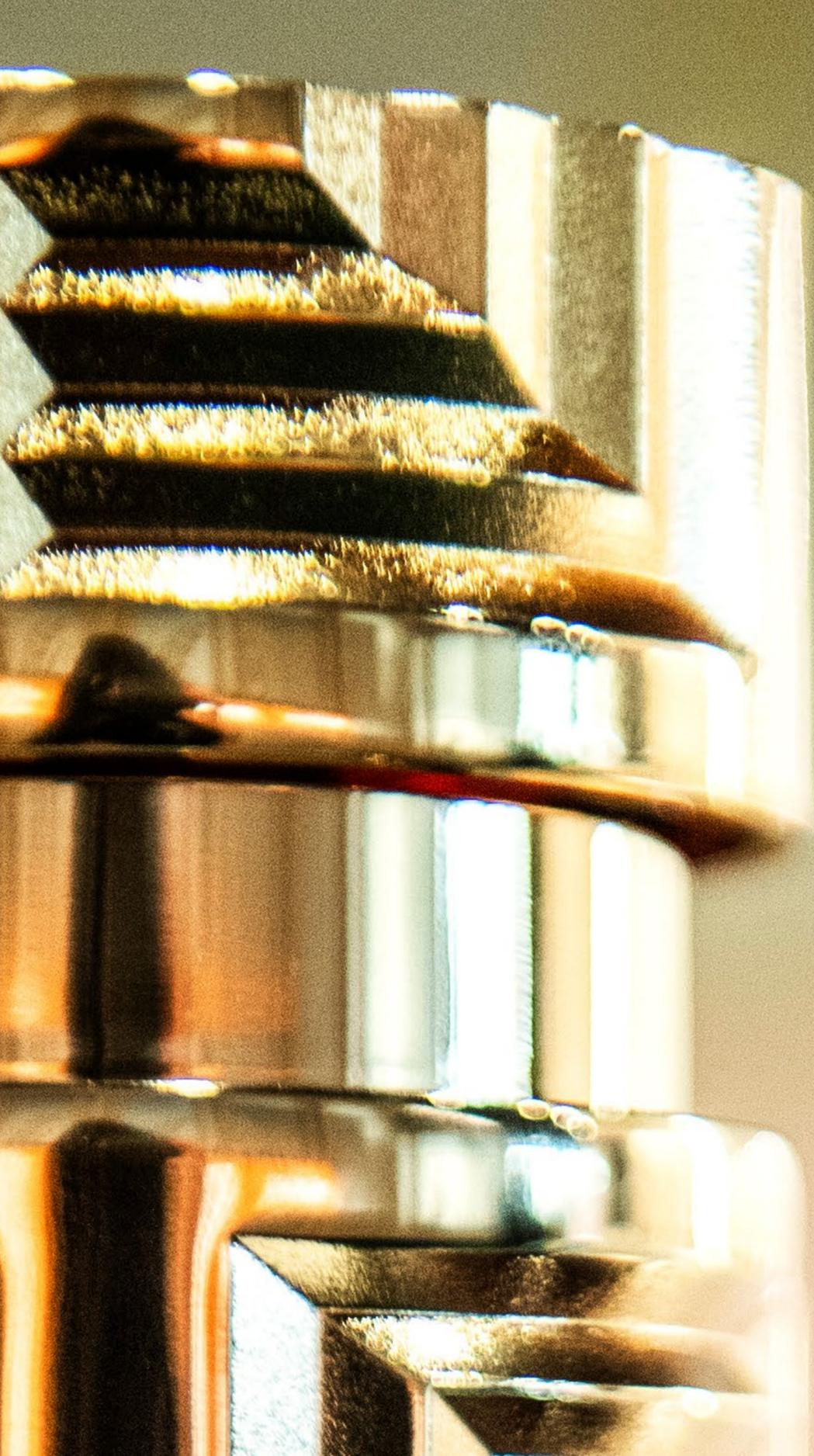
Our industry, by its very nature, must adapt to an ever-changing global landscape, and the terrain in 2024 looks set to test us. The tragic conflicts in the Middle East and Ukraine will add to geopolitical uncertainty. Slower economic growth, high interest rates and inflation threaten consumer spending in many economies. Such factors will affect people's willingness to travel, and their inclination to shop at airports and downtown or border stores when they venture abroad.

Without underestimating the challenges ahead, we should also recognise the opportunities. Passenger traffic is expected to continue its positive trajectory. Asian travellers will likely be more in evidence. Our industry's growing familiarity with digital tools like VR and AI will enrich brands' in-store engagement strategies and drive average transaction values.

In 2024, TFWA will celebrate its 40th anniversary. I think the most fitting way to mark that milestone will be to redouble our efforts in support of you, our members, as you target the travelling consumer. That is why your association will continue to organise events that bring the industry together to forge partnerships and promote growth. And we will develop our TFWA Research programme to help you track traveller attitudes and behaviours.

**WE WILL PERSEVERE IN CHAMPIONING
THIS CHANNEL WITH GOVERNMENTS
AND REGULATORY AUTHORITIES, BUILDING
AWARENESS OF DUTY FREE AND TRAVEL RETAIL
AND DEFENDING OUR MEMBERS' INTERESTS.**

**I WISH YOU AND YOUR COMPANY
AN ENJOYABLE AND PROSPEROUS NEW YEAR.**



01

WHAT IS TFWA ?
Introduction

02

TFWA 365
Discovery
Learning

03

DATA
TFWA Research
TFWA Handbook
TFWA Data Digest

04

TFWA APPROVED PARTNERS

BeThe1
Wordessence
m1nd-set
ForwardKeys
Pi Insight
Templemere

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 450, 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

Membership & Administration Manager
Email: s.parmentier@tfwa.com

Nicole Daniells

Member Services Manager
Email: n.daniells@tfwa.com

TFWA

23-25 rue de Berri – 75008 Paris
Tel : +33 (0)1 40 74 09 86



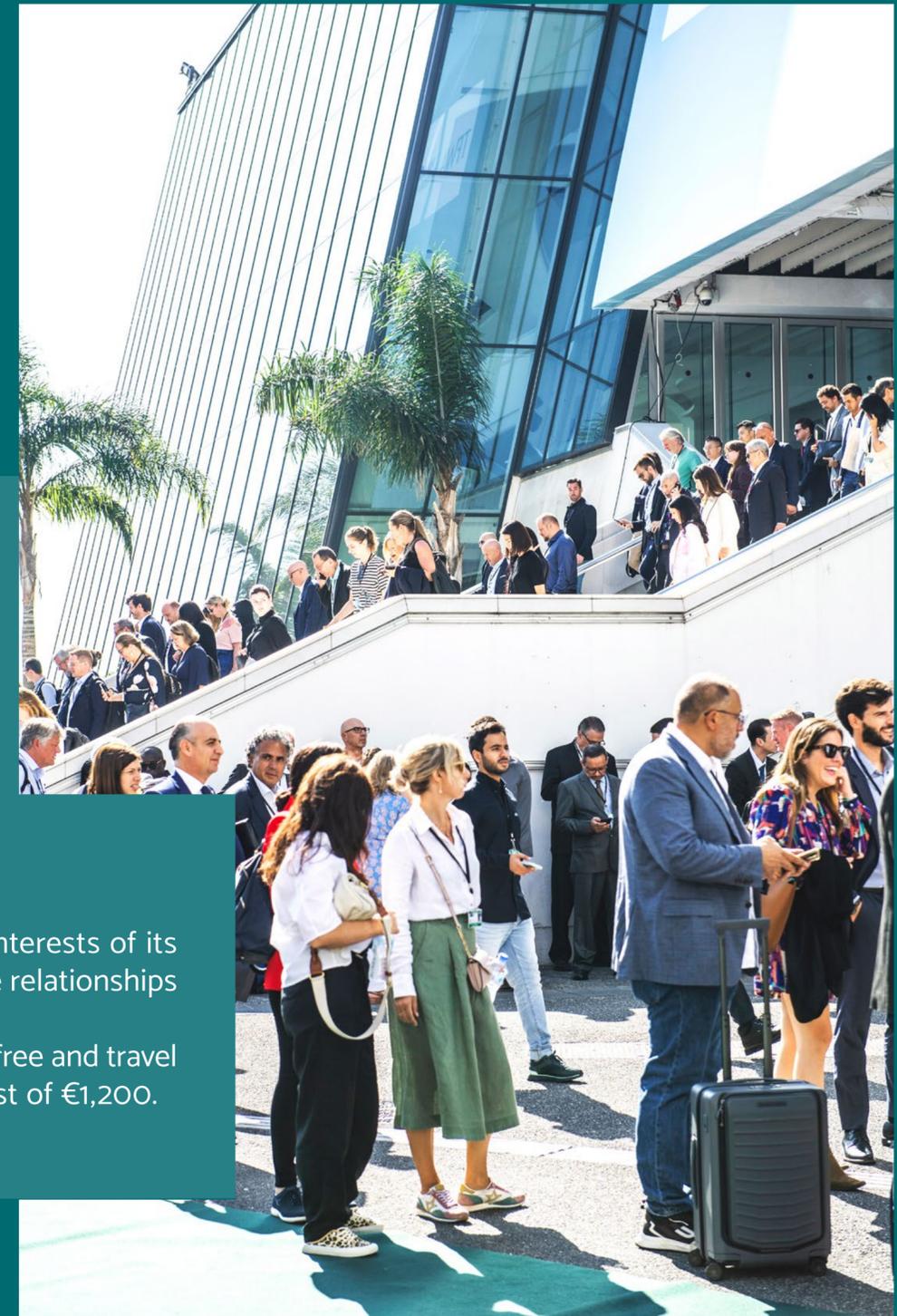
TFWA'S MISSION IS TO IDENTIFY TRENDS AND OPPORTUNITIES, BUILD AWARENESS AND PROVIDE A BUSINESS PLATFORM FOR THE GLOBAL DUTY FREE AND TRAVEL RETAIL INDUSTRY TO PROSPER.



TFWA'S MISSION

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.



02 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.

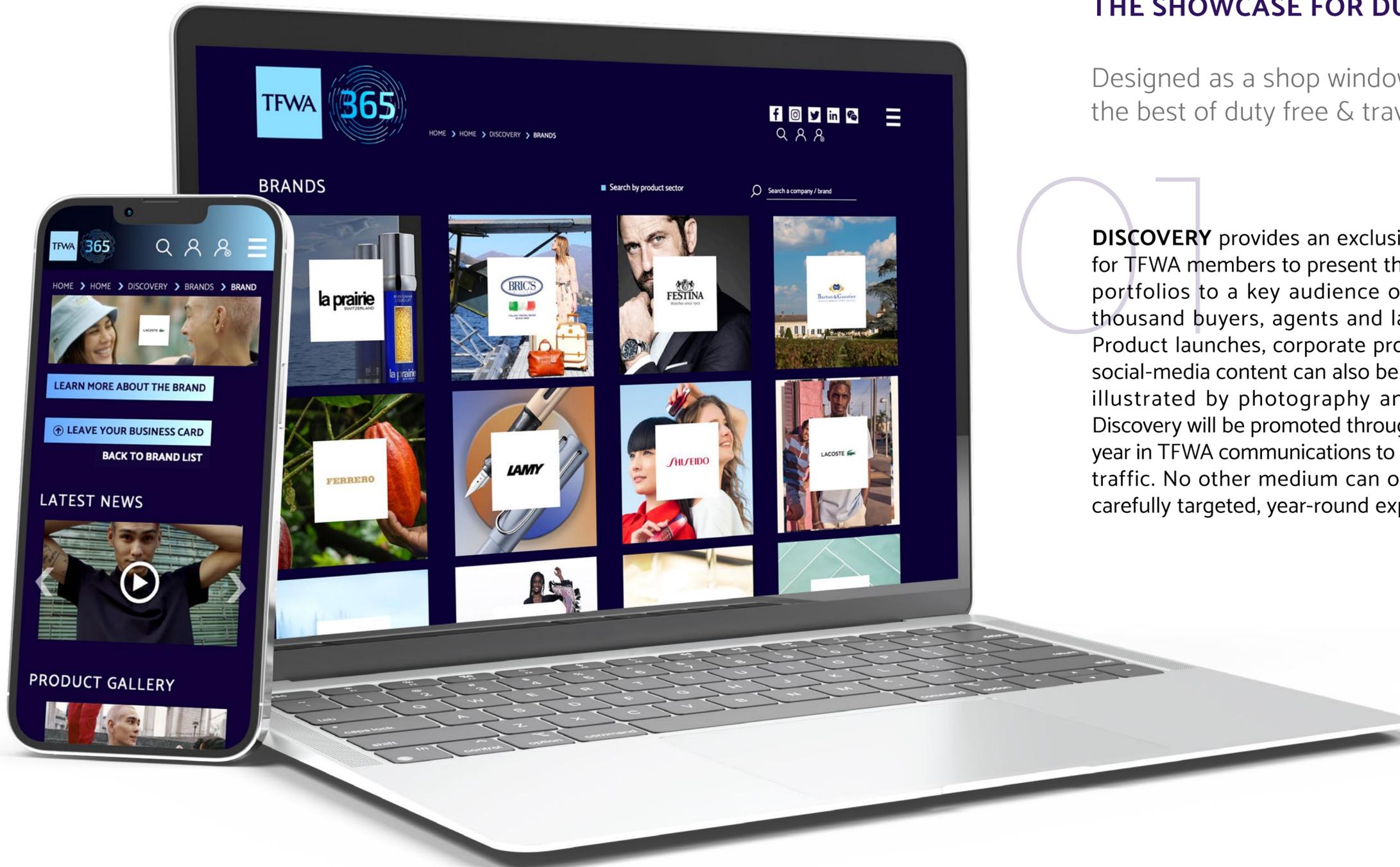
→ www.tfwa365.com



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:



01

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.

02

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.

03

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.





AN EXCLUSIVE PORTAL
FOR TFWA MEMBERS
TO PRESENT THEIR
BRAND PORTFOLIOS





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 and workshops. 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.

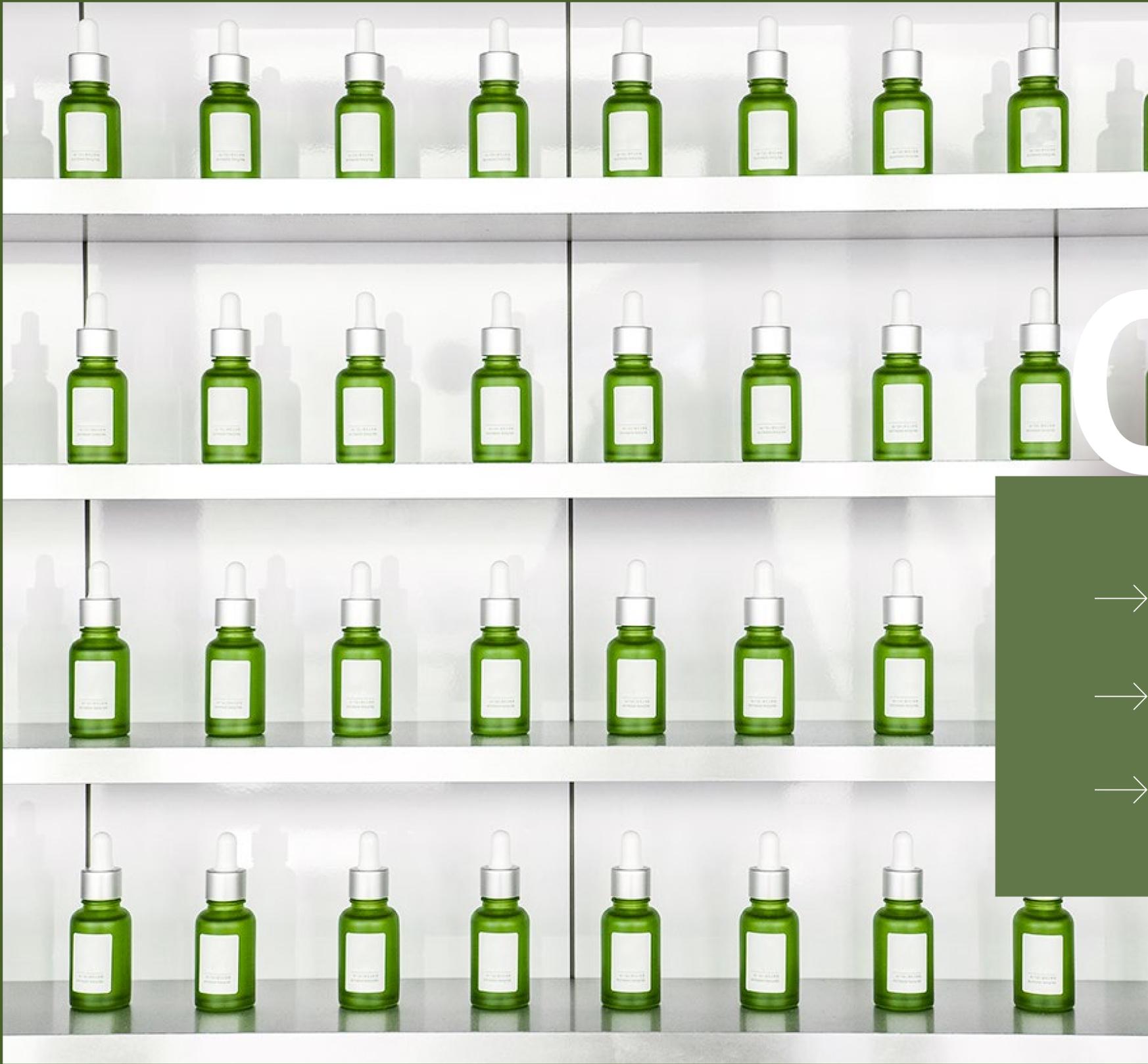
MEMBERSHIP OF TFWA GIVES YOUR COMPANY EXCLUSIVE ACCESS TO ALL THE TOOLS AND FUNCTIONS AVAILABLE ON THE TFWA 365 PLATFORM.



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.

Join in the **TFWA WEBINARS**, either live as they take place or via the replay section at a time that is convenient to you.





03 DATA

- TFWA RESEARCH
- TFWA HANDBOOK
- TFWA DATA DIGEST



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.



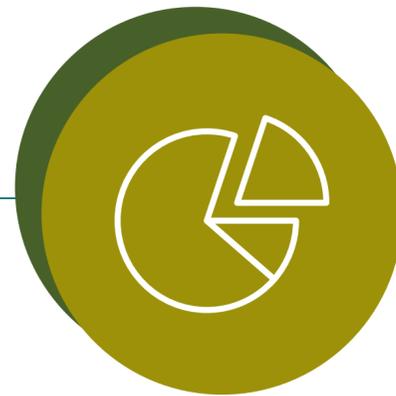
THE OUTPUT PROVIDED BY TFWA RESEARCH TO THE ASSOCIATION'S MEMBERS IS ORGANISED INTO THREE AREAS:



01

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.



02

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.



03

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

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. We publish quarterly reports on global passenger traffic and nationality trends which include spotlights on different regions. We look forward to sharing further reports with you during 2024.



TFWA INSIGHT

In a series of specially commissioned reports, TFWA Insights has brought you studies on the following topics:

- The new traveller and shopper profile
- Path to purchase of today's DF & TR shoppers
- Travel retail's moment of truth
- The Chinese shopping behaviour and expectations post pandemic (to be published early January)
- The immediate and lasting impact of travel retail (to be published early January)

Keep an eye out for further additions to the TFWA research catalogue on [TFWA.com](https://www.tfwaworld.com) during the course of the year.





TFWA HANDBOOK

DEFINING OUR INDUSTRY

The fifth edition of the Handbook was published in October 2023 and remains exclusively available to TFWA members online on TFWA.com.

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, traffic & tourism statistics and data, and practical information, along with comment and analysis from industry leaders around the world. The TFWA Handbook is published every two years, and 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 or contact Nicole Daniells (see page 4 for contact details).





WITH THE TFWA HANDBOOK,
OUR OBJECTIVE IS TO HELP
MEMBERS OLD AND NEW GAIN
A DEEPER UNDERSTANDING
OF THE SCOPE OF THE DUTY
FREE & TRAVEL RETAIL
INDUSTRY TODAY.



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 as well as customised content and updates on TFWA events. 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
- Product category updates from within and beyond travel retail
- Industry association news

If you are not currently receiving the TFWA Data Digest and would like to do so, please contact Nicole Daniells (see page 4 for contact details).



04 APPROVED PARTNERS

— BETHE1

— FORWARDKEYS

— WORDESSENCE

— PI INSIGHT

— M1ND-SET

— TEMPLEMERE





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 23 years.

With a team of 2 senior experts based in Paris, BETHE1 provides high quality recruitment services to 300 key employers mainly in Europe and most international travel retail hubs. BeThe1 operates the websites www.BeThe1.com and www.TravelRetailJobs.com, pooling 190,000 fully registered professionals including 19,000 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 an efficient and competitive service, a high success rate and industry-leading retention rate of placed candidates.

Find out more at BeThe1.com



WORDESSENCE

PROVIDING MEMBERS WITH RELEVANT DATA AND INSIGHTS

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
- Concession bid documents

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



TFWA members can now enjoy a 50% discount on our usual fees for the first assignment.

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





MIND-SET

m1nd-set is a Swiss-based marketing intelligence agency specialised 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. Over 80 brands in the Travel Retail channel work with m1nd-set, which makes the agency the clear market leader.

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 around 200,000 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

HOW TRAVEL RETAIL COMPANIES CAN PLAN FOR TOMORROW'S TRAVELLER

ForwardKeys provides an all-encompassing view of global air travel, including past, present, and future data. It provides real-time information on the movement of passengers by nationality, origin airport, destination, profile and more.

Many brands and duty-free operators use ForwardKeys data to identify and segment potential customers, predict potential sales, plan their activations down to the time of day, optimise staffing, inventory, and pricing, and determine where to open new stores.

ForwardKeys provides the most extensive global coverage in the market, analysing 40 million flights yearly across 4,750 airports and 900 airlines, including low-cost carriers. To build this unique view of global air traffic, ForwardKeys uses its aviation expertise, data science and best-in market data, including ticketing data, booking data, seat capacity, flight searches, official statistics and other sources.. Additionally, ForwardKeys offers a comprehensive understanding of key audiences such as Chinese domestic.

With 10 years of historical data, daily predictions over the coming months, and annual forecasts up to a decade ahead, retailers can access and interact with this data via market-leading solutions including ForwardKeys Connect and Traveller Statistics.

- Traveller Statistics is ForwardKeys' BI solution, providing in-depth air passenger data down to the terminal level at all international airports.
- ForwardKeys Connect is a Data-as-a-Service platform that allows brands and retailers to integrate ForwardKeys data with their own BI and programming tools.

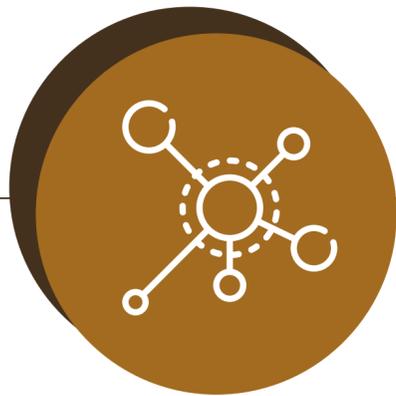
Insights Services, including consultancy and reports, are available for clients in need of a more personal experience.

For more information:
Visit www.forwardkeys.com
Call +34 962 063 973 / +33 6 61 66 24 71
Email info@forwardkeys.com



PI INSIGHT

Pi Insight is Travel Retail's leading category development, research, data & insight specialist. Working with global brands, retailers and industry associations, Pi transforms data into actionable insight that gives clients clear strategic direction across a wide range of industry themes. With expertise across all Travel Retail channels and product categories, Pi Insight creates user friendly assets that inform decision making through three core pillars:



01 SHELFTRAK & CATEGORY MANAGEMENT

ShelfTrak is a unique on-line tool that allows clients to benchmark at-shelf prices, promotions and analyse the metrics of physical retail execution across key categories in the world's biggest airports and duty free stores. The ShelfTrak platform also provides the foundations for Pi Insight's Category Management services. Pi work with brands and retailers to optimise the store environment through assortment management, category layout and price and promotion strategy. Resulting in the Perfect Store development, Pi's Category Management service aims to transform and improve the shopper interface.



02 DATA MANAGEMENT

Pi insight provide data warehousing, processing, and management of complex Travel Retail sales data. Through a full service approach, Pi Insight take raw data files and develop these into consolidated, user friendly and accessible data assets.



03 RESEARCH

Pi Insight have expertise across a range of research methodologies including in-location & online interviewing and advanced analytics to provide client-specific solutions including shopper behaviour studies, price elasticity, packaging concept testing, segmentation studies and brand tracking studies among many others. Pi Insight also provides the Global Shopper Series of reports.

TFWA members benefit from a 10% discount on all Pi Insight's bespoke research services.

To find out more, please contact pi insight on:

Tel: +44 7812 811 220 - Email: info@pi-insight.com - Web: www.pi-insight.com





TEMPLEMERE

Award-winning PR consultancy Templemere PR manages media relations for TFWA and its events, as well as duty free and travel retail brands. We have helped companies communicate effectively with their potential and existing clients for over 20 years, and combine imaginative ideas with genuine understanding of what does and doesn't work in PR.

Based in London, we work with clients from across the globe. Whether the brief is to promote the launch of a new product, build a contract-winning thought leadership profile, raise brand awareness, or simply to secure great coverage around key trade shows, those who choose to partner with us get sensible advice from people who know what they're talking about.

TFWA members will be offered a 10% discount on their PR programme.

To find out more about how the Templemere PR team can help you and your brand, please contact Daisy Rachlin:

Tel: +44 (0) 20 3948 1430

Email: daisy@templemerepr.co.uk



05 OTHER SERVICES

— ON-SITE BENEFITS
AT TFWA EVENTS

— TFWA APP

— TFWA.COM

— TFWA'S PARIS OFFICE
AT YOUR DISPOSAL





ON-SITE BENEFITS AT TFWA EVENTS

Keep an eye out for news of further on-site benefits as plans for TFWA's events in 2024 take shape.

- 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



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
- TFWA Research studies, dating back to 2004
- The full detailed Members' Database, including contact details for all TFWA members
- 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
- Global Travel Retail Magazine
- Drinks International
- The Spirits Business*
- The Drinks Business
- BW Confidential

***Discount of up to 30% 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 Sabine or Nicole 48 hours in advance of your visit to check office space availability and we will send confirmation by email.





06 THE TEAM

- TFWA BOARD
- TFWA MANAGEMENT COMMITTEE
- TFWA STAFF





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Erik Juul-Mortensen



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Pier Giuseppe Torresani
Masi Agricola
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Duty Free Global
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Brown-Forman
MARKETING
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Violaine Creuzé
Gonzalez Byass
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SMOKERS' ACCESSORIES



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JT International
CONFERENCE & RESEARCH
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Imperial Brands
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Jean-Christophe Hollay
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Abla Benslimane
Philip Morris World Trade
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WorldConnect
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Spa Developpement / Be Relax
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Carlos Granados
Mondelez World Travel Retail
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WRITING INSTRUMENTS



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Hanse Distribution
CORPORATE SUB-COM-
MITTEE



Nadia Skouri
Buying The Sky
MARKETING SUB-COMMITTEE



Alessandra Visconti
Reflecta
MARKETING SUB-COMMITTEE





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MANAGING DIRECTOR



Emilie Vin
PA TO PRESIDENT
& MANAGING DIRECTOR

EXHIBITIONS DEPARTMENT



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EXHIBITIONS DIRECTOR



Isabelle Régnier
ADVERTISING
& SPONSORSHIP MANAGER/
TFWA I.LAB SALES MANAGER



Mona Lebrasseur
EXHIBITIONS
SALES MANAGER



Séverine Robbes
OPERATIONS MANAGER





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MARKETING DIRECTOR



Maud Bruneau
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CONFERENCE, RESEARCH
& CORPORATE DEPARTMENT



Michele Miranda
CONFERENCE MANAGER



Sabine Parmentier
MEMBERSHIP
& ADMINISTRATION
MANAGER



Nicole Daniells
MEMBER SERVICES MANAGER





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IT & TECHNICAL DIRECTOR



Shakil Sobhun
IT PROJECT MANAGER



Christian Huynh
IT SYSTEMS
CO-ORDINATOR



Axel Trilland
IT SYSTEMS CO-ORDINATOR



Nelly Seenarain
HELPDESK ASSISTANT

FINANCE & HUMAN RESOURCES DEPARTMENT



Carole Berrebi
ACCOUNTANT



Sylvie Guigue
FINANCE & HR DIRECTOR



