

ETRC Business Forum returns in person delivering valuable insights



The 2023 ETRC Business Forum took place last week in Amsterdam and welcomed over 130 participants

Returning for the first time in person since January 2020, the [ETRC Business Forum](#) took place last week in Amsterdam.

The event brought together over 130 industry professionals from more than 75 ETRC member organizations operating across travel retail.

ETRC President Nigel Keal welcomed attendees to the conference, which was moderated by ETRC Vice President Public Relations and Communications Nina Semprecht.

Delegates were greeted by messages from leaders of travel retail operators, suppliers and fellow trade associations who highlighted the importance of ETRC as “a platform for cooperation” to overcome challenges impacting the channel in Europe.

Emily Mansfield, Principal Economist, Europe, at *The Economist Intelligence Unit* served as keynote speaker.

Stephen Hillam, Managing Director at Pi Insight delivered the results of the ETRC Business Performance Index for YTD January – September 2022, which revealed that sales at European airports increased 153.1% compared to the previous year. The figures are still down down 19.2% vs. 2019 levels.

“The recovery in value sales continues to outstrip unit sales and several other key dynamics continue to evolve, with spend per PAX higher than 2019,” reads the press release.

Olivier Ponti, Vice President Insights at ForwardKeys provided the latest in consumer trends and behavior, as well as air traffic forecasts to close the data session.

Featuring ETRC Secretary General Julie Lassaigne, TFWA Managing Director John Rimmer and Senior Counsel at DFWC and ETRC Ricardo Oliveira, an expert roundtable addressed threats and opportunities for travel retail including arrivals duty free, illicit trade and sustainability.

“We are delighted to have been able to host our members in Amsterdam again. ETRC prides itself in delivering annually a Business Forum that is insightful for its members, as well as provides great networking opportunities. ETRC continues acting as a platform to support the recovery and future growth for our industry in Europe, especially in those uncertain times,” says Keal.

An updated “modern” ETRC logo was unveiled at the event and a new website will be launched later this year.