

Leading travel retailer panel to open TFWA AP Hainan event

A world-class conference panel featuring the leaders of some of the world's biggest travel retailers will headline the program of the all-digital TFWA Asia Pacific Hainan Special Edition event taking place June 21 - 24.

Following an introduction from TFWA President Jaya Singh, Tuesday's conference will open with a session bringing together CEOs from five major travel retailers - Charles Chen, President of China Duty Free Group; Julián Díaz, CEO of Dufry Group; Max Heinemann, CEO of Gebr. Heinemann; Dag Rasmussen, Chairman and CEO of Lagardère Travel Retail and Benjamin Vuchot, Chairman and CEO of DFS Group. The group will discuss a wide range of topics and issues facing the duty free & travel retail industry as the road to recovery begins.

The second conference session will look more broadly at the future of travel and tourism, covering topics such as the operational challenges of vaccination passports and duty free and travel retail's role in the re-birth of travel. The discussion will feature Stefano Baronci, Director General of Airports Council International - Asia Pacific; Sarah Branquinho, President of Duty Free World Council; Conrad Clifford, Regional Vice President Asia Pacific of International Air Transport Association and Soon-Hwa Wong, Chairman of Pacific Asia Travel Association.

The final conference session will be conducted by consumer behavior expert Nathalie Nahai, who will provide an insight into the psychology of online consumers and the impact of the pandemic on customer behaviors.

Four livestreamed workshops will run on Wednesday and Thursday. Representatives from a broad range of companies will share their expertise on a range of topics including the latest retail developments in Hainan, digitalization in travel retail, future trends in luxury and travel in a post-pandemic world.

The conference and workshops will be powered by TFWA's new online platform, TFWA 365, which will also support TFWA ONE2ONE e-meetings and daily e-networking sessions taking place throughout the event. A Welcome e-networking session will be held on Monday at 11:00 - 12:00 CET (17:00 - 18:00 HKT), with themed hour-long sessions occurring on each of the three following days.

"Having the support of some of the world's biggest travel retailers and associations at our TFWA Asia Pacific online event shows the will and desire of our industry to work together as we plan our future path to recovery. With our impressive line-up of conference speakers, informative workshops and extensive opportunities to network virtually, this will be a truly unmissable event," says Singh.