

Welcome to the Luxury & Fashion Forum 2022









Mirella Muller-Wuellenweber

Global Sector President eRetail & Fashion
DHL Customer Solutions & Innovation





WELCOME TO THE LUXURY & FASHION FORUM DUBAI

Converging two worlds of fashion and luxury

Discover. Connect. Create. Creating a unique experience under the IC roof to bring industry specialists and thought leaders together- to share, exchange and collaborate.

Bringing Global to Local

A forum to bring international and local industry players together to meet in Dubai, the newest fashion capital in the world.

The Future of Logistics (in fashion)

A real emphasis on customer centric supply chains. Key notes covering market trends, opportunities and challenges.





BRINGING THE INDUSTRY TOGETHER...

KERING



LVMH Dior BVLGARI





LONDON



CÉLINE INDITEX SEPHORA







THE LUXURY **CLOSET**









NET-A-PORTER GROUP





WHAT TO EXPECT FOR TODAY ...



Nick Vinckier Head of Corporate Innovation Chalhoub Group



Payal Cerri Co-Founder & Chief Strategy Officer, MEFC



Jessica Bazire Head of Fashion Dubai Global Connect



Ben McLean Head of eCommerce UAE DHL Express



Layal AkouriCEO
The Giving Movement



Kunal KapoorFounder & CEO
The Luxury Closet



Genia MineevaFounder & Creative Director
BEEN London



Amadou Diallo CEO Middle East & Africa DHL Global Forwarding





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SUPPLY CHAIN SEEN AS BIGGEST CHALLENGE IN 2022





OUR VIEW







INVENTORY





RESILIENCE



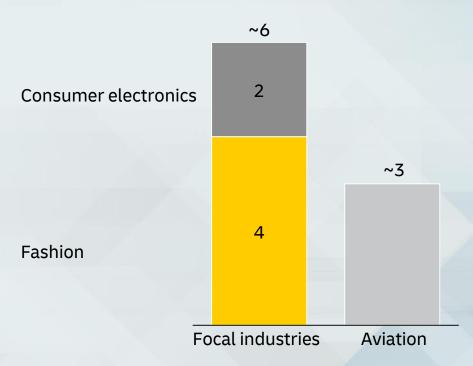








Share of global GHG emissions, %

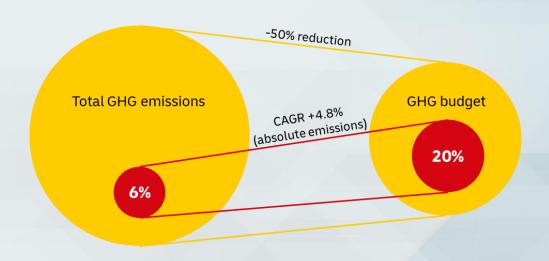




Sources: McKinsey Fashion on Climate Report; Institute of Positive Fashion Circular Fashion Ecosystem Report



... and without action they will use up ~20% of 2030 GHG emissions budget

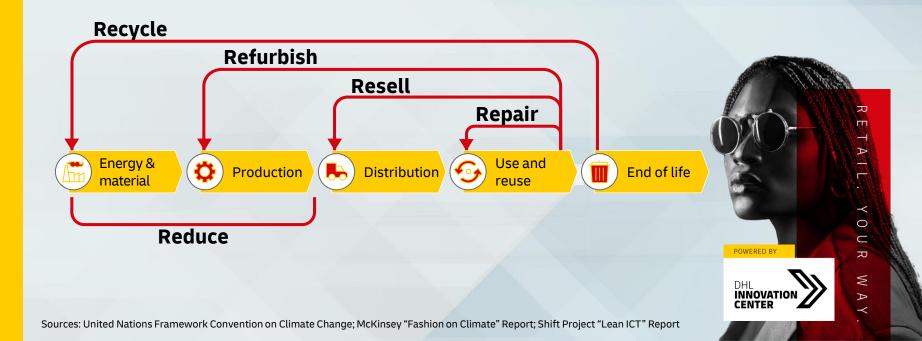


Fashion and consumer electronics share in GHG emissions/budget





5 R's that are needed to go from supply chain to supply loop



The mutually reinforcing loop









BRANDS AND MANUFACTURERS

Launch novel products and business models



CIRCULARITY



Actively engage in novel circular ecosystem



CONSUMERS/ SOCIETY



Foster innovation and shape guardrails



GOVERNMENT



Build public knowledge and awareness



NFIDENTIAL

DELIVERING ON CIRCULARITY

PATHWAYS FOR THE FASHION INDUSTRY



DOWNLOAD OUR WHITEPAPER HERE







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Nick Vinckier

Head of Corporate Innovation Chalhoub Group



The Future of Luxury Retail

Nick Vinckier - DHL Luxury Forum



Nick Vinckier

Proud Belgian in Dubai since 2018

Nice to meet you!

CURRENT LIFE

- Head of Corporate Innovation, Chalhoub Group
- Keynote speaker, guest lecturer & advisor

PREVIOUS LIFE

- Entrepreneur
- Business consultant
- Managing director MENA
- Head of Growth (Faces & Tryano)







Focus on the 45 degrees that matter



MAJOR TRENDS SHAPING THE MARKET

(OLSTREJK Awakened Society...



CHALHOUB GROUP







T'm happy to lose £10m by quitting Facebook,' says Lush boss

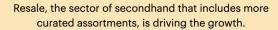
Losing 10m followers on sites such as Instagram is a price worth paying for co-founder of ethical beauty empire

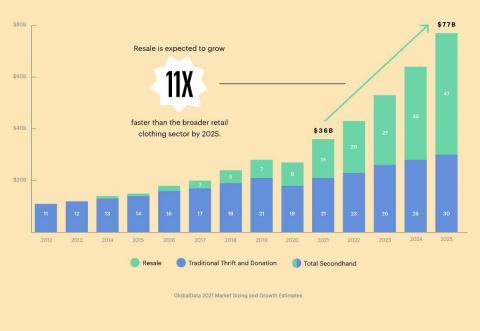


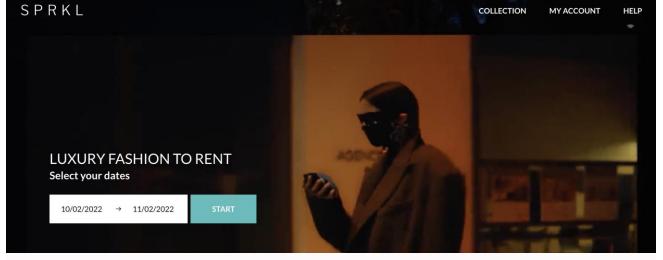
⚠ Mark Constantine, the CEO of ethical hair and beauty firm Lush. Photograph: Millie Pilkington/The Guardian

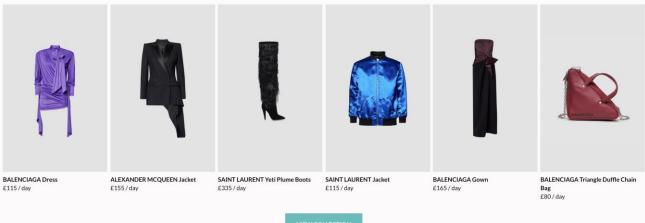


Secondhand Market is Projected to Double in the Next 5 Years, Reaching \$77B





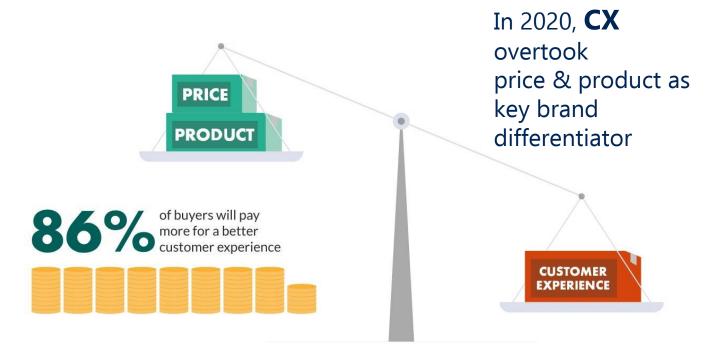




RENTAL byKering Ventures



SURVEY SAYS: CUSTOMERS HIGHLY VALUE GREAT CUSTOMER EXPERIENCES



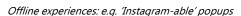
#2 - EXPERIENCE



Everything Experience

Consumers demand <u>experiences</u>, accelerated by social media (everything should be Wow) and competition is one-upping each other = 'vicious cycle'





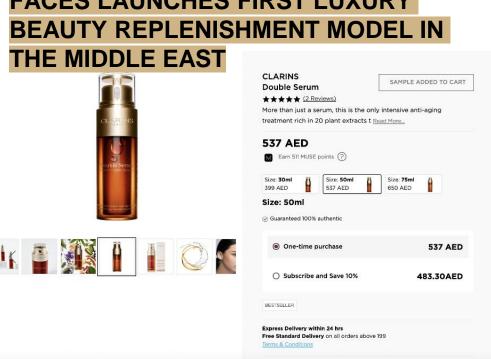


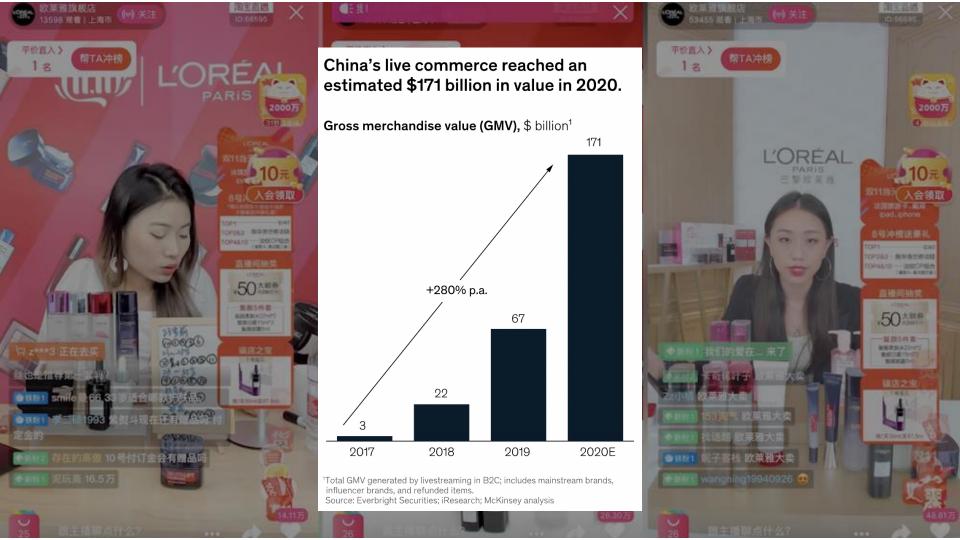
Online experiences: e.g. Q-Commerce

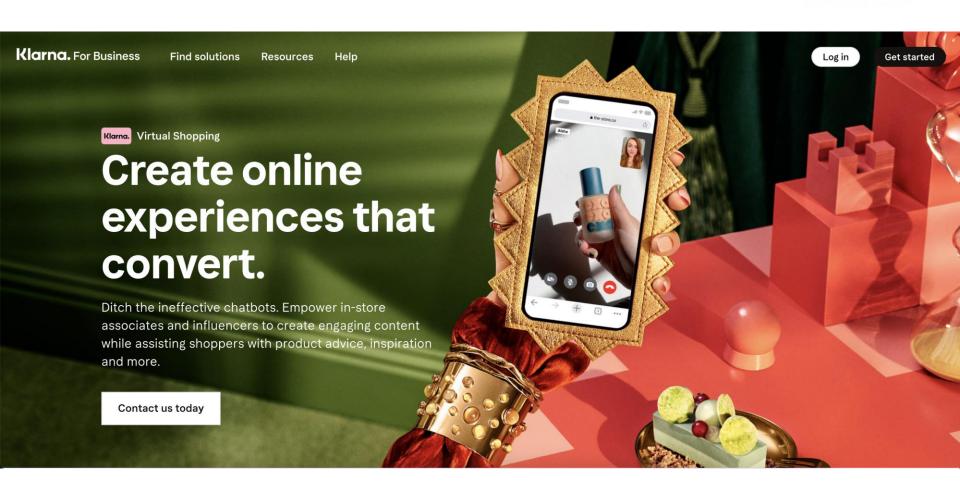


Omni-channel on steroids: Carrefour Go

FACES LAUNCHES FIRST LUXURY BEAUTY REPLENISHMENT MODEL IN







Gatekeeper Revolution



FOR INTERNAL USE



BEAUTY

Farfetch plans beauty launch with Violet Grey acquisition

The luxury e-commerce platform is set to add beauty to its offering with the acquisition of upscale LA-based beauty retailer Violet Grey.

BY KATI CHITRAKORN

28 JANUARY 2022









BEAUTY > BEAUTY FEATURES

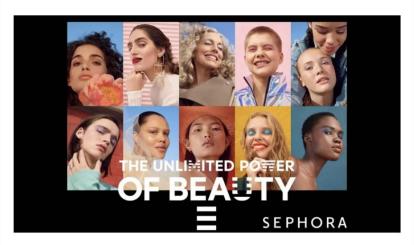
Sephora and Zalando Partner to Sell Prestige Beauty

Sephora and Zalando have partnered to sell prestige beauty starting in the fourth guarter of 2021 in Germany.

By Jennifer Weil

June 22, 2021, 1:02am

SHARE (1)



Sephora is partnering with Zalando. COURTESY OF SEPHORA

Cult Beauty taken over by the Hut Group in £275m deal

Site founded by Alexia Inge and Jessica DeLuca sells skincare, haircare and cosmetic brands



Sephora acquires Feelunique and makes first foray into the UK market

Premium Beauty News (Photo: © Kamil Macniak - shutterstock)



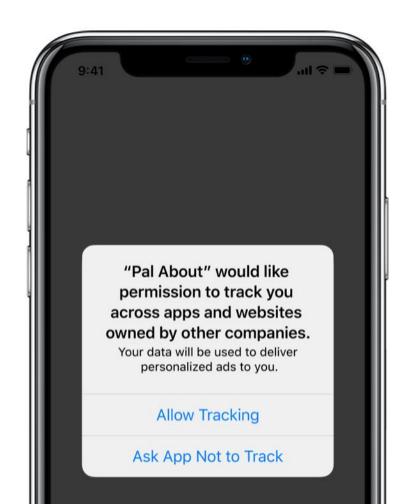




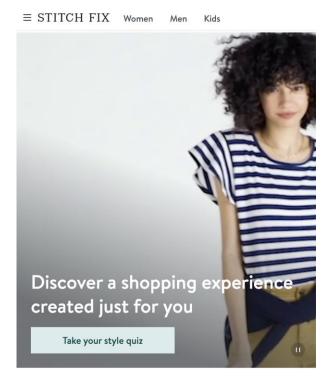








iOs 14 January 2021



Tell us what you like, we'll find what you love

We get to know your style, fit & price range based on your style quiz, requests & feedback.







Facebook ranks last in digital trust among consumers

Insider Intelligence Sep 24, 2020, 5:15 PM



- Insider Intelligence publishes thousands of research reports, charts, and forecasts on the Media, Advertising, and Marketing industry. You can learn more about becoming a client here.
- The following is a preview of the 2020 US Digital Trust Survey, which ranks nine platforms—Facebook, Instagram, LinkedIn, Pinterest, reddit, Snapchat, TikTok, Twitter, and YouTube—according to how our respondents perceived them along five pillars of digital trust.

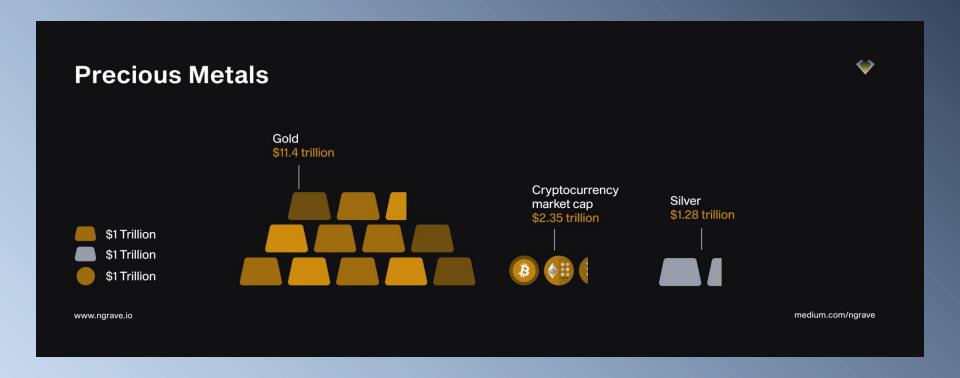
o Meta

#5 – WEB 3.0

FACEBOOK 6 0 0 0











It auctioned a nine-piece virtual/physical collection.

CHRISTOFLE

ENTERING THE METAVERSE

April-May 2022





5 The Sandbox





LSTRE

AWAKENING SOCIETY



DEMANDS









Cover 3 horizons to stay future proof

TODAY

Horizon 1

ENHANCE

TOMORROW

Horizon 2

EXPERIMENT

DAY AFTER TOMORROW

Horizon 3

EXPLORE

"We are des battants, fighters.
The enemy is not competition, hard times, or new ways...
what we fight against everyday is <u>complacency</u>."

MICHEL CHALHOUB 1931 - 2021



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Payal Kshatriya Cerri

Co-founder & Chief Strategy Officer Middle East Fashion Council



Jessica Bazire

Head of Fashion

Dubai Global Connect





Discussion: Partnerships for a stronger fashion industry with Dubai as THE regional hub

MIDDLE EAST FASHION MICE COUNCIL TO









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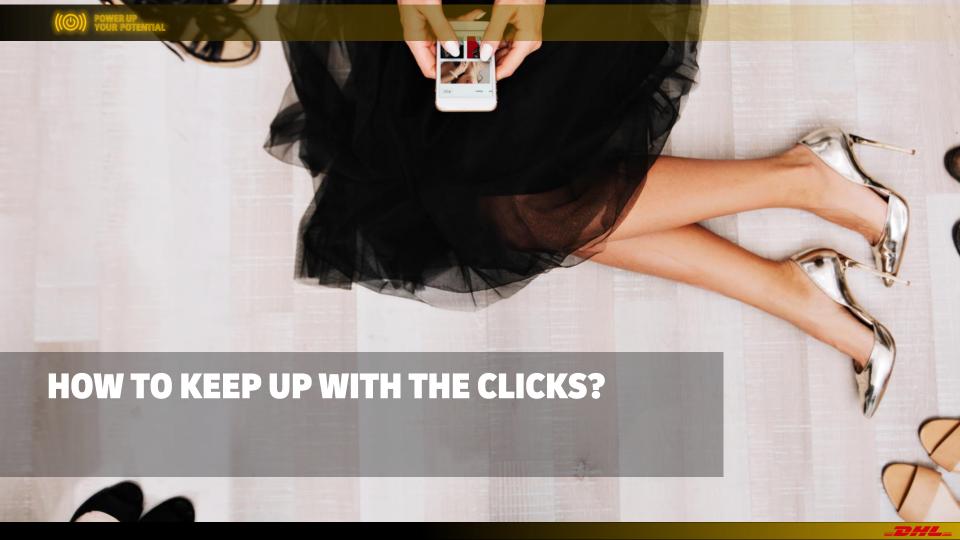


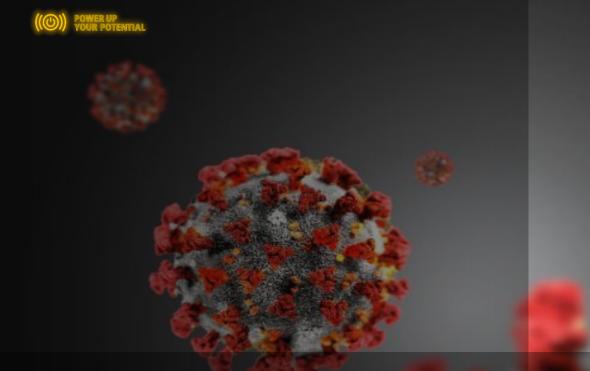
Ben McLean

Head of eCommerce UAE DHL Express





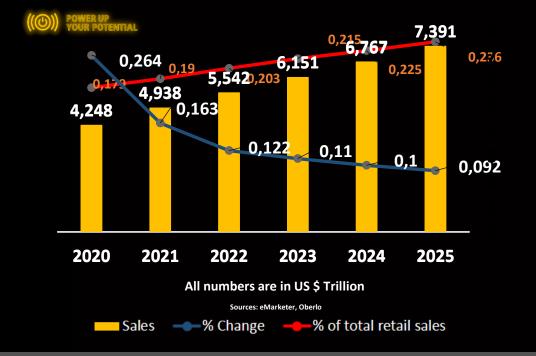






COVID-19: The 'Digital Accelerant' of the century

In a post-COVID era, many companies have to embrace
Digital Transformation to accelerate their effort in order to succeed.









37,12

Spain



E-COMMERCE 'THE INTERNATIONAL OPPORTUNITY'

With more than 2 billion online shoppers worldwide, are you ready to seize the opportunity of international e-commerce?



2021 2025 2019 - 2020

\$759.5bn

With a global market value of \$759.5 billion in 2021, apparel, accessories, and footwear are the number one ecommerce sector in the world.

\$1tn

Over the next five years, online fashion's 7.18% compounded annual growth rate will put the industry at +\$1.0 trillion.

29.6%

Apparel growth in e-commerce predicted to grow by 7.5% through 2026.

ONLINE FASHION SHOPPING

How fashion ecommerce brands operate is constantly evolving. New technologies, shifting markets (at both geographic and economic levels), plus the shadow of profitability



Brand Relevance

Socially conscious consumerism will continue to grow as people seek brands that they trust and that align with their values.

Circular Fashion

Regenerative system in which garments are circulated for as long as their maximum value is retained, and then returned safely to the biosphere when they are no longer of use.

Social Shopping

New technologies and functionality are unlocking seamless social shopping experiences, spurring brands, consumer and investors. Brands should double-down on tailored in-app purchase journeys and test livestreaming and augmented reality try-on, among other tech opportunities.

TOP GLOBAL MACRO TRENDS





Building a solid omnichannel strategy for your business that shares **customer data** and **feedback across** all channels will prevent disconnects in the buyer experience.

And this is key because:

- 87% of shoppers want a personalized and consistent experience across touchpoints 1
- Research suggests retailers are falling short 84% of consumers say they believe they should be doing more to integrate their online and offline channels 2



THE CHALLENGE FOR BRANDS

IS TO ENSURE EVERY DIFFERENT TOUCHPOINTS WORK TOGETHER

Sources: ¹KIBO, "The Need for Unified Commerce" - 2019 Link | ²Invoca, "33 Statistics

² Invoca, "33 Statistics Retail Marketers Need to Know" – 2021



THINK MOBILE TO TAKE ADVANTAGE OF SHOWROOMING

CUSTOMERS IN STORE SEE AND FEELS THE PRODUCTS >

But SHOP

7 Online

+72% OF GLOBAL E-COMMERCE SALES WILL COME FROM MOBILE IN 2021

Build a shopping app for customers in-store

Quickly access extra product information or easily arrange purchases with a home delivery option Tap into proximity marketing
Deliver sales alerts to
customers living close to your
store

Be flexible with your in-store pricing. Have a price-match policy to win these sales

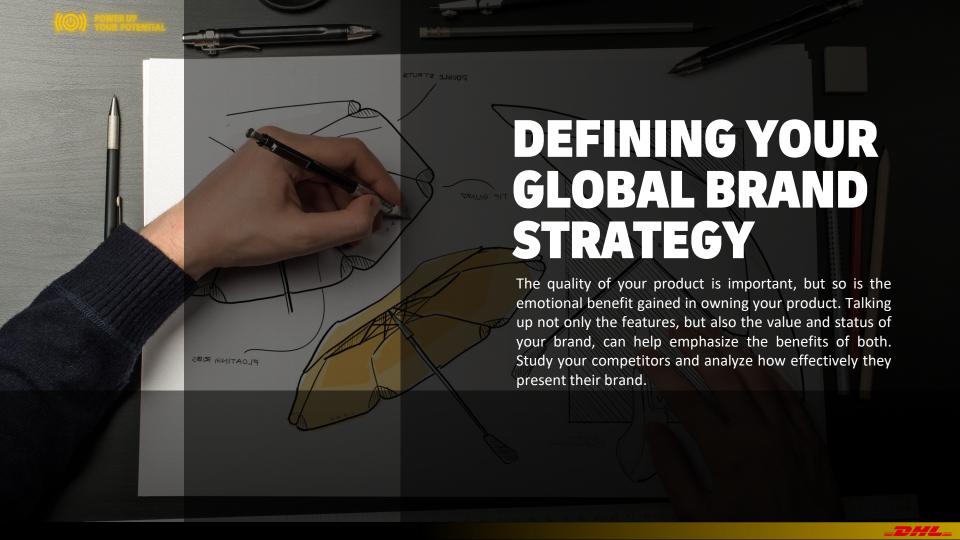




UNEXPECTED SHIPPING COSTS ARE THE NUMBER ONE CAUSE OF CART ABANDONMENT.

To combat this, your site should keep data-entry fields to a minimum - offering 'Guest checkout' can help here. Ensure your site is optimized for mobile, too, as a smaller screen makes certain tasks more annoying for customers. Above all, offer a wide range of delivery options, and avoid surprising your customers with unexpected shipping charges at the last moment.







THE BIGGEST BARRIER TO SMOOTH INTERNATIONAL SHIPPING

Shipping your products by land, sea, or air is only half the challenge. The biggest hold-up isn't bad weather or poor transport networks, but the humble invoice description.

Descriptions like 'sample', 'machine parts' or 'T- shirt' are too generic. You're going to need to know the Harmonized System (HS) code for your product, and make sure it's listed on your paperwork. But what paperwork do you need?





THE WORLD OF E-COMMERCE IS WAITING

Make sure you've ticked all the points on the list below to maximize your chances of becoming a global success:

Avoid cart abandonment





Tell as many people as possible that you deliver internationally



Offer a range of shipping options



Don't hide shipping charges



Make the customer purchase journey as simple as possible



Consider your returns policy carefully



SUPPORTING SUSTAINABLE RETAIL

We're extremely passionate about sustainability here at DHL. Not only are we fervent about driving sustainability within the logistics industry, but we're also working hard to help our customers improve their credentials too.

We're regularly having conversations around sustainable practices such as improved packaging solutions and the growing trend of second hand, vintage, upcycling and reusing.

PURCHASE DECISIONS 50%

of digital customers state that environmental concerns impact their purchasing decisions. (GlobalWebIndex)



CUSTOMER LOYALTY 88%

of customers are more likely to be loyal to a company which supports environmental issues.



SUSTAINABILITY PRACTICES

74%

of customers say a company's sustainability practices matter more than they did a year ago. (Salesforce)







OF CONSUMERS PLACE A
PREMIUM ON
EXPERIENCE AND
CONVENIENCE.

A growing number of consumers prioritize convenience over costs; 35% of online shoppers say they are happy to pay to get their items delivered **WHEN** and **WHERE** they want.



BUT WHY IS THIS SO IMPORTANT?

Customers are twice as likely to buy again from an online retailer after a positive delivery experience

options before checkout.

7 4 % of customers found delivery convenience most important.

46% of basket abandonment is caused by limited shipping options

Source: Magento Live

VOU KNOW?

Cross-border e-commerce is growing at twice the rate of domestic online sales.

With over 7 billion people worldwide, this should come as no surprise. And we're here to help you make the most of international business opportunities.



RETURNS

As ecommerce adoption escalates and first-time shoppers turn online, a chief danger is losing intimacy. Retail can forge relational experiences, but customer support is often the only option for online brands. Particularly, immediate support — before, during, and after a purchase.

Rising return rates are another danger that loom large over online fashion

36%

of all returns are because the consumer "didn't like the item"

56%

of clothing or footwear purchases are returned



(double of China)





Fast Growing E-commerce markets across MEASA

The MEASA e-commerce market has a significant growth opportunity over the three years. The

compounded annual growth rate for e-commerce sales by country indicates the online purchasing momentum. Most of the countries in the MEASA region have a higher sales growth rate than the global average for the forecasted period



Growth

...... Global Average: 16.6 %



STATS ON AFRICA

EMERGING MARKETS

Markets like Nigeria has a strong young population, which adds up to approx. 50 million people between the age group of 20-35

26% of e-commerce sales in Morocco is on fashion and clothing that accounts to Approx. US\$350m

TRENDS

Africa's entire textile/clothing market is already worth more than \$31billion

Online shopping was by far the highest growth segment of the fashion industry during the pandemic in the region. As a result of the shift in consumer behaviour observed, having a strong online presence is now key to a brands' survival and their success in the future

Overall Africa has a total population of 1.5 billion, This region has an untapped B2C market



DHL IN FASHION



Council of Fashion Designers of America (CFDA)



Camera Nazionale della Moda Italiana (CNMI)



Tokyo Girls Collection (2021)

BRITISH FASHION COUNCIL

British Fashion Council (BFC)



Milan & Sydney)

IMG and Fashion Councils (New York, London,





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Layal Akouri

Chief Executive Officer
The Giving Movement





OUR PHILOSOPHY

SMALL ACTS MULTIPLIED BY MANY, CAN TRANSFORM THE WORLD.

15 AED DONATED
PER ITEM

5,709,725 AED TO DATE 11,010,000 AED 2022 GOAL









OUR PURPOSE

WE ARE THE GIVING MOVEMENT

Activewear brands talk about the physicality of excercise. We are elevating the conversation to a philosophy of positive action.

The Giving Movement© is a movement about giving, to solve bigger problems and to produce clothing sustainably, in a way that redefines the realities of what fashion can achieve.

This is a brand born with a single mission in mind: to put **Humanity in Motion**®



2020

KEY OPERATIONAL MILESTONES TO DATE



2021

All wholesale partners are paid orders with no consignment/ returns offered on a 50% discount of RRP

2022

TGM FABRICS

THE COLLECTIONS

Inclusive by size, gender and age

Comfort x versatility x functionality

The modest movement

THE PRODUCTION

Homegrown = feed local economy

In-house designing, cutting, printing & stitching facilities

Ensuring fair working conditions for all TGM employees

THEFABRICS

5+ fabrics, with more in the lab

Upgrades and new fabrics every collection

Organic or 100% recycled

THE PACKAGING

Zero-waste policy

Locally made

PLA-compostable bioplastic

Derived from plant sugars and natural starches

FEARING FAST FASHION

The world currently has **7.9 billion** people, meaning **millions of tons** of waste each day.

Fast fashion is *destroying the planet*. It's one of the fastest-growing contributors to waste... impacting nature, animals, biodiversity.

We need to *slow down* production and consumption.



ACTION & ACCOUNTABILITY

Our fabrics are either organic or 100% recycled.

Our impact is the impact of our customers, suppliers and the industry.

The fashion supply chain begins with fibers:

SYNTHETIC:

man-made fibers that use pertoleum-based chemicals.

NATURAL:

animal or plant-based fibers, i.e. renewable resources.





OUR NATURAL FIBERS

We eliminate the use of virgin petroleum fibers, new plastics and non-environmentally friendly materials.

CERTIFICATIONS

OEKO-TEX Standard 100

GRS Global Recycled Standard

GOTS Global Organic Textile Standard

RESULTS

Energy: saving up to 67%

Water: saving up to 86%

CO2 emissions: 46% lower

Since the United Nations launched the Sustainable Development Goals (SDGs_ isn 2015, governments, companies and global corporate community have put sustainability & the long-term future of the planet directly under the spotlight.

Data on the negative impact we are having in the planet it now more readily available than ever through digital platforms (YouTube, Netflix, news and social media. This increase is freely-available information is driving a change in consumer behaviour: centred around supply-chain, labor conditions, environmental impact and avoiding unnecessary waste.

Fast Fashion is coming under increasing public scrutiny about the environmental and ethical issues it is creating and post-Covid consumers are even more motivated to support brands that do for the planet, and the people on it.

90 million tonnes of non-renewable resources annually consumed by the global textile industry.

Only 1% of new products introduced into the market in the first half of the year were sustainable.

75% of millennial consider sustainability when making a purchase decision.





THE GIVING MOVEMENT INNOVATIONS IN 2022

BIOSYNTHETICS & CIRCULARITY

- •The Giving Movement is leading the industry in sustainability with 100% recycled materials adoption but is continuously innovating to create new and improved sustainable solutions
- •Whilst recycled materials reduce the use of our planets natural resources and provide a sustainable solution there is still a challenge with ensuring that at the end of the garments life, it is reused or recycled, and doesn't end up in a landfill
- •It is also widely-recognized that any plastic whether recycled or virgin creates microplastic particles when washed and this ends up in our oceans within a detrimental impact on wildlife. Whilst solutions such as garment filter bags will be offered by TGM by the end of 2021 we are working on a complete solution.
- •A world-first castor bean oil yarn. 100% biobased and natural origin, The Giving Movement has developed a functional alternative for activewear to synthetic fossil-based materials such as polyester and Nylon. TGM has developed this yarn with bio-based spandex to create BIO-SOFTSKIN and is currently undergoing testing with the view to launch in early 2022 IPP/Patent pending.
- •At present there is only one other company who have developed a similar yarn, Du Pont. Their supply is limited, lead time of 2-4 months and is triple the usual cost of recycled polyester. There is a good opportunity to IP and license this fabric to major brands globally.



THE GIVING MOVEMENT INNOVATIONS IN 2022

BIOSYNTHETICS

A biosynthetic fibre consists of polymers made from renewable resources, either wholly or partly Biopolymers, commercially available today, have come from renewable sugars, starches and lipids (1st feedstocks such as corn, sugar cane, beets, plant oils) and include polymers that are 100% biobased as well as partially biobased.

Chemical Extraction

WHATE ! MAUE

LIMITED EDITION buy

WHAT ARE BIOSYNTHETICS?

- Process using (i) drop in or (ii) new processing route. The method used will impact the cost, scale up and sustainability impact.
- ii. End of life impact depends on feedstock and bio content

THE GIVING MOVEMENT INNOVATIONS IN 2022

QR CODE TRANSPARENCY TECHNOLOGY

Transparency in the supply chain is vital for sustainable fashion to succeed and involves clear and accurate data around where and how a garment is made. Launching October 2021. IP Pending.

The Giving Movement has developed a world first solution to incorporate a QR code stitched into each garment which when scanned by a phone camera will load a transparency report for the garment.

Information will include material make-up, sustainability credentials, carbon footprint, water use and all technical features and wash care instructions features and wash care instructions for the garment. A link for the product will also be provided allowing others to easily purchase the product on The Giving Movement website, either in store or in public.



FOR INTERNAL



THE PROBLEM

- 690 million people globally are classified as starving or under-nourished in today's society (8.9% population, source: UN).
- 78% of workers live paycheck to paycheck (Source: Forbes) and have little or no spare income to donate to those in need.
- A just-for-profit business model widens the inequality gap
- A just-for-charity-business model is often continuously reliant upon external funding and donations.

THE SOLUTION

- Food, shelter, and education is the solution to help lift people up and above the poverty line.
 (8.9% population, source: UN).
- It is estimated it costs \$4 per week to support one person with food, shelter and accommodation – hence TGM's commitment to a \$4 donation per item.
- TGM automatically donates \$4 from the sale of each item to its charity partners, creating a simple way to give back and build purpose and accountability into the model.

WHERE THE FUNDS GO

- TGM has officially partnered with Sheikh Mohammed bin Rashid Al Maktoum's charity Dubai Cares & Harmony House in a first-of-its-kind partnership.
- These charity partners were chosen as their focus is on food distribution, shelter, education and healthcare.
- In August 2021 TGM was awarded the Dubai endowment certificate as recognition and appreciation from Mohammed Bin Rashid Al Maktoum Global Initiative Centre for its contribution to the community.



15 AED DONATED
PER ITEM

5,709,725 AED TO DATE 11,010,000 AED 2022 GOAL







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10:00-11:00	Arrival & Registration
11:00-11:15	Opening Keynote Mirella Muller-Wuellenweber
11:15-11:45	The Future of Luxury Retail Keynote Nick Vinckier
11:45-12:15	The Middle East & Fashion Panel Discussion Jessica Bazire & Payal Cerri
12:15-12:45	Breakout Round I Blockchain & Logistics / Trend Radar
12:45-13.45	Lunch
13:45-14:15	E-Commerce - Changing times Keynote Ben McLean
14:15-14:45	Conscious Consumerism Keynote Layal Akouri
14:45-15:15	Pre-loved Luxury Logistics Keynote Kunal Kapoor
15:15-15:45	Breakout Round II Blockchain & Logistics / Trend Radar
15:45-16:00	Coffee Break
16:00-16:30	Sustainable Innovation Keynote Genia Mineeva
16:30 -16:45	Fashion Sourcing in the Middle East & Africa Keynote Amadou Diallo
16:45-17:00	Closing Remarks Pascal Marty
17:00	Dinner & Networking







Kunal Kapoor

Founder & Chief Executive Officer
The Luxury Closet





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<u>Genia Mineeva</u>

Founder & Creative Director BEEN Design London

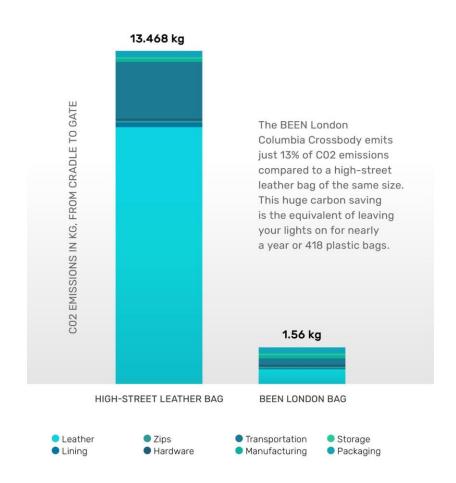




















VOGUE

'BEEN London is one of the most innovative fashion companies in the world'

Forbes

'Few brands have devised a sustainable product roadmap end-to-end, but one London-based startup has written a blueprint for sustainability across its entire supply chain while managing to compete with the high street on price—an incredible feat in today's challenging retail climate.'

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Positive Luxury Awards Shortlist 2022: Breakthrough Business of the Year



















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Amadou Diallo

Chief Executive Officer Middle-East & Africa
DHL Global Forwarding





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Pascal Marty

Vice President eRetail & Fashion Sector

DHL Customer Solutions & Innovation

