Featured Speakers

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CARLOS ARNOAS CADENA

CEO, Centro Financiero Comercial

Carlos Arnoas Cadena began his career at FEMSA in 1994, and has been with Coca-Cola FEMSA since its strategic alliance in December 2013. He has held various roles in the Commercial, Operations Planning and Information Technology Departments. Between 2008 and 2013, he was Director of Strategic Planning at Coca-Cola FEMSA. Between 2004 and 2008, he was Director of Strategic Planning at Coca-Cola Mexico. Prior to joining the company, he was a consultant at McKinsey & Company, where he spent the current role as of January 2022. Up until 2020, he served as President of the Board of Directors of Coca-Cola Mexico, and concurrently as the Public Relations Officer and Secretary of the Board of Directors of the International Council and the Latin American Council of the Association of Coca-Cola Bottlers. He also is a member of the Board of Directors of Tecnológico de Monterrey, a member of the Business Council for Peace (Consejo Empresarial para la Paz), and a member of the Advisory Council of the Universidad Panamericana's Business School. He earned a Bachelor's degree in Industrial Engineering from the Universidad Iberoamericana, and a Master's degree in Business Administration from the Kellogg School of Management, and an MBA from the Universidad Panamericana.

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HENRY ARMOUR, PH.D.

President & CEO, Kaizen

Henry Armour is the president and CEO of Kaizen. He grew up working in the family's retail businesses, known as Companies Tiendas Unidas, which was founded in Mexico in 1950. In 1994, he joined the Department of Commerce, where he served as the Director of Mexico Trade Promotion. In 1997, he joined the Inter-American Development Bank Corporation, which grew to include 55 companies in 15 countries. He was appointed to the Mexican Government in the Pacto Administration and then was appointed as Minister of International Council and the Latin American Council of the Association of Coca-Cola Bottlers. He also is a member of the Board of Directors of Tecnológico de Monterrey, a member of the Business Council for Peace (Consejo Empresarial para la Paz), and a member of the Advisory Council of the Universidad Panamericana's Business School. He earned a BA in economics from Universidad Iberoamericana, an MA in Economics from the National Economics, and an MBA from Universidad Panamericana.

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JOSÉ BARRERO

Director of Strategic Partnerships, Sustainability Arena, Repsol

José has been with Repsol for 4 years. Prior to joining Repsol, he was in the Repsol Group, market leaders in Spain with more than 5,500 points of sale with significant presence across Europe.

The launch and consolidation of the Repsol loyalty and payment application, which reaches 2.5 million users, has been a significant contribution to the growth and retention of active customers and electric recharging points in Spain without having to make any investment.

Creation of a new model of semi-proprietary stores, Supercut Stop and Go, for the past 2 years, one store has been operating, the rest will be opened in the next 2 years, with a total investment of 3 million euros.

The creation of Repsol's 2050 Repsol Arm alone. The largest network of companies in Spain, fully aligned towards a sustainable business model, with more than 1,000 employees.

Experience with leading partners in the sector that bring new products and services to Repsol customers, and have helped to create the Repsol Sustainability Arena in Sitefactory, which has allowed the sale of more than 1 million coffees in 2022 on the platform, and the sale of more than 1,000 tons of CO2 in the carbon footprint of the company delivered last year.

With a degree in Economics, Barrero's big origin and passionate about traveling. Barrero has worked in companies such as Sustainable Mobility and Finance. He currently leads the Sustainability Arena at Repsol.

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CARLO CALCI

Commercial Managing Director, CAMPO Group

Carlo Calci is a highly accomplished professional in the hospitality industry. Currently serving as the founder and managing director of the CAMPO Group, Carlo has a 20-year track record leadership position in the hospitality industry.

His journey began in 1997 at Hyatt International in Madrid, where he ascended the ranks from Sales Manager to Director of Sales, demonstrating his exceptional prowess in sales and marketing. Subsequently, Director Oriental Hotel Group, Le Meridien Hotel Group, Starwood Hotels & Resorts Worldwide, Carlo's expertise in strategic planning, business development, and brand management has been instrumental in the success of various hotel chains. His tenure as Director of Sales at Le Meridien Hotel Group in Madrid and subsequent roles at Starwood Hotels & Resorts Worldwide underscore his adeptness at leading high-performance teams and driving revenue growth.

Carlo's educational background includes secondary education at the London Business School and the Universidad Rey Juan Carlos in Madrid, where he obtained a degree in Business Administration and Business Law. He also holds a Master's degree in English, with a good command of Spanish and basic knowledge of French and Portuguese.

In addition to his professional achievements, Carlo is a dedicated family man and has been at the vice president of the Institute of Culture and since 2020. His career is a testament to his unwavering commitment to excellence in the hospitality industry, his ability to lead with vision and his capacity to foster a culture of hospitality leaders. Kaizen Experience.

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LAURE CHARPENTIER

Principal, Retail and Consumer Goods Practice, Oliver Wyman

Laure Charpentier is a principal in Oliver Wyman's Retail and Consumer Goods practice. Over the past 18 years consulting in retail and consumer goods, she has led commercial transformation and operational improvement programs across Europe, Latin America and Asia.

- Global cosmetics player—Conceptualize vs. DIY organization: Leading a transformation of the global cosmetics business to optimize the organization of each function between Corporate and Local.

- French department store—Organization restructuring: governance of the two business units, and the corporate functions.

- Global cosmetics leader—Building of a more customer-centric organization, from being a manufacturer to a consumer-centric organization, with a strong focus on retail, from strategic to tactical implementation and up. Project involved extensive workshops with all functions across the organization, and with retailers across Europe.

Laure's current project is a joint venture between a global luxury player and a local specialist, to accelerate the development of Spanish and basic knowledge of French.

In addition to her professional work, Laure is a dedicated mother of two. She is also the vice president of the Institute of Culture and since 2020. Her career is a testament to her unwavering commitment to excellence in the hospitality industry, her ability to lead with vision and her capacity to foster a culture of hospitality leaders. Kaizen Experience.

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BRIAN DONALDSON

CEO, The Wood Group

Brian Donaldson was appointed chief executive of The Wood Group in 2019. Having first joined the company in 1988 as a graduate engineer, he has held a variety of roles in the company, including supervisor (1991 to 1994), graduate training and quality engineer (1994 to 1996), and various roles in the North Sea, including production manager for Northern North Sea operations and was actively involved in the development of Repsol's retail network in Spain, Brazil, Mexico, Peru, Argentina, Chile, Colombia and Portugal.

From 2002, Donaldson served as a general manager of operations in the North Sea, before being appointed to the position of chief operating officer in 2006 and president of the company's Asset Management business in 2008. He was appointed president of the company's Production business in 2012 and chief operating officer in 2014. Donaldson holds a BSc (Hons) in Mechanical Engineering from the University of Strathclyde.

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ALISTER FRENCH

Partner, Retail and Consumer and Digital Lockdown, Oliver Wyman

Alister French is a partner in Oliver Wyman's Retail and Consumer practice. Over the past 15 years consulting in the consumer office it 2006, he has built his career applying analytics to commercial transformation and supporting commercial decisions in customer-centric organizations.

Alistarpie direct client delivery work. French now also leads the firm's Retail and Consumer practice in Spain and Portugal.

The core of French's work is focused on helping clients envisage commercial models in a digital world, and then helping them to achieve the commercial transformation required to achieve this vision.

French's work has ranged from supporting the commercial transformation of a major retailer in Spain, to supporting a major consumer goods company with accompanying software to drive process and analytics.

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FRANK GLEASON

President and CEO of Walmart Northern Europe

Frank Gleason is President and CEO of Walmart Northern Europe, where he is responsible for the business in Great Britain, food services, facilities management, retail operations and supply chain. Prior to joining Walmart, Gleason spent 20 years in various roles, including as a member of the Executive Leadership Council of Walmart International, and as President and CEO of Walmart Canada. He joined Walmart Canada in 2010 as a Senior Vice President and Chief Financial Officer, and was promoted to President and CEO in 2014. Gleason's career spans over 30 years, including 12 years at Walmart. He joined Walmart in 2010 from Tesco Energy Group where he was Chief Financial Officer.

Prior to that, he spent 8 years in various roles at Tesco, including as a board member of BBC and was elected president in September 2010 and earlier this year was re-elected president. Gleason's career spans over 30 years, including 12 years at Walmart. He joined Walmart in 2010 from Tesco Energy Group where he was Chief Financial Officer.