

RETAIL LEADERS FORUM

10 & 11 AUGUST 2020, ICC SYDNEY

Early Bird Rates
end 26.06.20

Winning Today's Customer



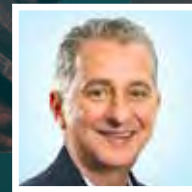
Anthony Heraghty
Group Managing Director
& Chief Executive Officer
Super Retail Group



Alan Lowthorpe
General Manager
Advanced Analytics
Wesfarmers



Megan Quinn
Co-Founder
NET-A-PORTER



Guy Russo
Chairman **Guzman y Gomez**
Fmr CEO **Kmart**



Pippa Hallas
Chief Executive Officer
Ella Bache



Eloise Monaghan
Managing Director
Honey Birdette



THE EXPERIENCE

Firmly established as the singular Retail event of the Asia-Pacific region, the **Retail Leaders Forum** is returning in 2020 with a refreshed format to guide you through the year ahead.

2019 welcomed industry game changers including the Country Manager of Amazon, the Chairman of Macy's and the CTO of Ocado. This year, over 400 of your industry peers and an unrivalled selection of C-Suite speakers will make the ICC their home for two days on 10 & 11 August.

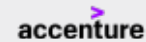
Together we will interrogate the forces affecting the retail landscape, from the skyrocketing attention being paid to CX, to overdue scrutiny on sustainability, supply, and everything in between.

THE ADVANTAGE

- For nine years we have secured the involvement of the highest calibre speakers from Australia and around the world. We have tools that make audience engagement seamless so you can ask the questions that matter.
- Every session is independently moderated to facilitate candid discussion and debate.
- Your experience is at the heart of the Forum. Our audience is screened for seniority, so you'll be networking in a five-star environment with the minds shaping business.
- We respect the seniority of our delegates by diving deeper into technical subject matter with four highly-curated content streams.

2020 SPONSORS

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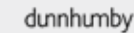
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YOUR OPPORTUNITY

The **Retail Leaders Forum** is driven by an ambitious business agenda, and our audience is screened for seniority to ensure you are networking with the minds shaping business.

Our limited keynote and moderated panel speaking opportunities will effectively embed you in this top-end business community. Digital and physical brand activations, as well as consultations in dedicated activation spaces further enable you to engage with this decision-making audience.

As a marketing platform to demonstrate expertise, credibility and grow your business with the Retail industry, the Retail Leaders Forum offers unrivalled cut-through.

Angel Gomez

Commercial Director

02 8090 4363

angelg@connectmedia.com

EVENT SPEAKERS

To view our full list of speakers

[CLICK HERE](#)



Steven Cain
Managing Director
Coles



Michael Schneider
Managing Director
Bunnings Group



Megan Quinn
Co-Founder
NET-A-PORTER



Guy Russo
Chairman
Guzman y Gomez
Fmr Chief Executive Officer
Kmart



Katharina Kuehn
Group Chief Strategy
Officer - Neurostrategy
& Innovation
Winning Group



Don Meij
Group Chief
Executive Officer
& Managing Director
Domino's Pizza Enterprises



Alan Lowthorpe
General Manager
Advanced Analytics
Wesfarmers



Eloise Monaghan
Managing Director
Honey Birdette



Anthony Heraghty
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Director & Chief
Executive Officer
Super Retail Group



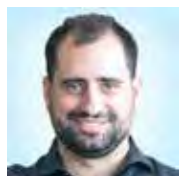
Pippa Hallas
Chief Executive Officer
Ella Bache



Sacha Laing
Chief Executive Officer
**General Pants
Group**



Peta Granger
Director
Lush Australia



Mark Teperson
Chief Digital Officer
Accent Group



Danny Celoni
Chief Executive Officer
**PepsiCo Australia
New Zealand**



Amy Smith
Global Brand
Director
T2



Ciara McGoohan
General Manager,
Insights & Analytics
**David Jones &
Country Road Group**



David Anderson
Group Chief
Executive Officer
Big Red Group



Peter Birtles
Non-Executive Director
**Metcash, GWA Group,
APG & Co & Good360**



Angus McDonald
Chief Executive Officer
Barbeques Galore



Brett Spinks
Managing Director
Swarovski



Jonathan Waecker
Chief Customer Officer
The Warehouse Group



Steffen Daleng
Chief Marketing Officer
Booktopia



John Batistich
Non-Executive Director
**Zip Co, Food Co, HRI &
General Pants Group**



Dan Ferguson
Chief Marketing
Officer
Adore Beauty



Rodrigo Pizarro
Country Manager
**L'Oréal Australia
& New Zealand**



Ashley Fell
Director of
Communications
McCindle



Kobie Taylor
Head of People
& Culture -
Supermarkets
& Convenience
Metcash



Nicole McInnes
Director, Marketing
& Commercial ANZ
**WW
(Formerly Weight
Watchers)**



Vaughan Chandler
Executive Manager Retail
& Coalition Partnerships
Qantas Loyalty



Kshira Saagar
Director of Data
Science & Analytics
Global Fashion Group



Matthew Croasdaile
Chief Financial Officer
R.M. Williams



Dr David Black
Chief Data Scientist
Vicinity Centres



Chris Locke
Chief Information Officer
Australia & New Zealand
Flight Centre



Karen Bozic
Group Chief
Executive Officer
Craveable Brands



Jeremy Birt
General Manager
Operations
Nick Scali Furniture

08:00	Registration, Refreshments & Networking	
08:30	Opening Remarks from the Chairman	JOHN BATISTICH Non-Executive Director Zip Co Food Co HRI & General Pants Group
08:35	Ministerial Welcome Address	
08:45	Opening Keynote	
09:10	Outlook Session 2020 Vision: Demystifying the Retail Horizon From creeping isolationism to the paradigm-shifting potential of artificial intelligence, uncertainty lies around every corner on the global retail circuit. But where risk abounds, so too does opportunity. In this session, we'll break down the changing macroeconomic and socio-political environments that we inhabit; interrogate how regulators are responding to the overwhelming influence of social media titans; and see what it takes to become a truly responsive retailer in today's highly interconnected world.	PIPPA HALLAS Chief Executive Officer Ella Bache KYLIE GLEESON-LONG General Manager, ANZ dunnhumby
10:00	Keynote Interview	
10:25	Morning Refreshments & Networking	
10:55	Partner Keynote	MICHELLE GRUJIN Retail Lead Accenture
11:25	Transformation Session Pathing the Way: Rising to the Transformation Challenge We are in the midst of a shift away from ownership - the service economy is gathering real momentum; power is being redistributed among consumers. Implementing systematic and structural changes in response to these changing power dynamics can be daunting, especially when existing methods have been historically successful. In this session, we'll strip retailers down to the bones to see how leading organisations are structured to adapt. And, as new retail firms emerge, some in entirely new industries, we'll discuss why the traditional, binary 'compete or collaborate' dilemma should be seen as a continuum rather than a fixed position - does it make business sense to partner with today's rivals to create tomorrow's leaders?	SACHA LAING CEO General Pants Group ANTHONY HERAGHTY Group Managing Director & CEO Super Retail Group ELOISE MONAGHAN Managing Director Honey Birdette DAVID GORDON Global CEO, Co-Founder, & Director Kepler Analytics
12:15	Industry Keynote	
12:40	Platinum Keynote The Connected Marketplace	CHRIS SKELTON Chief Customer Officer Marketplacer
12:55	Lunch Welcome Remarks	ANGUS FRAZER Co-Founder Sonder
13:05	Lunch & Networking sponsored by Sonder	

14:00	STREAM 1 chaired by Karen Bozic	STREAM 2 chaired by John Batistich	STREAM 3 chaired by Justin Williams	STREAM 4 chaired by Jonathan Reeve
	People & Empowerment Stream The State of Competition: Winning the War for Talent AI is forecast to create more jobs than it displaces, leaving room for a deeper focus on uniquely human abilities. Securing these contested pockets of creative talent is a non-negotiable priority for retailers who want to shape, rather than react to, a new age of industry. In this session, we'll break down where organisation are investing to attract, empower, and retain their most valuable resource - their people. We'll discuss the skills your future workforce will require in a rapidly changing retail environment, how to master talent identification to fuel firm growth, and the practical steps that will actively empower your organisation's people.	Marketing Stream Recasting Brick and Mortar: Creating an Interconnected Shopping Experience While consumers are never truly lost, dissonance between physical and digital experiences is a cardinal sin in today's experiential landscape. By de-siloing digital and physical sites into one interconnected, cross-channel strategy, retailers can present a seamless, creative front that resonates with consumers. In this session, we'll discuss the tangible and practical methods retailers can adopt to ensure the way consumers see them - as one unified entity, not as separate physical and online presences - is an accurate reflection of their business model.	Fulfilment Stream Visibility Over Supply: Transparency, Traceability, and Security Deepening fissures in globalisation, meteoric advancements in blockchain technology, and a threatening cyber landscape - all signs of a global paradigm shift impacting the movement of goods. In this session we'll discuss how retailers are grappling with these geopolitical and technical developments to achieve security, traceability, and transparency over supply; and what steps you can take to absorb rapid, consumer driven change with certainty.	Consumer Insights Stream World Building in Retail: Mastering Consumer Ecosystems Territory, shared sentiment, group identity - all signs of traditional community that have translated to digital spaces. For retailers, these hyper-specialised and engaged online communities are a highly attractive proposition. But engaging these tribes authentically and earning and rewarding their loyalty is a complex undertaking. Today, we'll unpack the evolution of online communities and the opportunity they present to your brand; discuss successful examples of retail 'world building' inside consumer ecosystems; and provide insights into how you can build out a personalised online presence in order to earn the loyalty of consumers in the habitats they have built for themselves.
	KOBIE TAYLOR Head of People & Culture - Supermarkets & Convenience Metcash DEAN SALAKAS Chief Party Dude The Party People LENORE HARRIS Group HR Manager Beacon Lighting Store CHARLES DEWITT Managing Director Kronos ANZSEA	DAN FERGUSON CMO Adore Beauty DAVID ANDERSON Group CEO Big Red Group DARREN GUNTON General Manager, Marketing Total Tools MATS GUNNARSSON CEO GOC Retail	JEREMY BIRT General Manager, Operations Nick Scali Furniture JAANA QUAINANCE-JAMES Chief Sustainability Officer Global Fashion Group ANGUS MCDONALD CEO Barbeques Galore MARIA PALAZZOLO Executive Director & CEO GS1	CHRIS LOCKE Chief Information Officer, ANZ Flight Centre JONATHAN WEAVERS Customer Marketing & Insights Manager Moet Hennessy Australia DAMIAN MADDEN General Manager - Digital The Woolmark Company VAUGHAN CHANDLER Executive Manager Retail & Coalition Partnerships Qantas Loyalty DAVID MAH Managing Director & Co-Founder Kepler Analytics

14:50	STREAM 1	STREAM 2	STREAM 3	STREAM 4
	<p>People & Empowerment Keynote How Positive Leadership can Transform the Lives of your Team & the Performance of your Organization</p> <p>SOPHIE FIRMAGER Director, HR Tiffany & Co.</p>	<p>Marketing Keynote How The Value in Values: Embedding the Sustainability Agenda</p> <p>PETA GRANGER Director Lush Australia</p>	<p>Fulfilment Keynote Sustainability: From Seed to Packet</p> <p>DANNY CELONI Chief Executive Officer PepsiCo Australia New Zealand</p>	<p>Consumer Insights Keynote</p>
15:15	Afternoon Refreshments & Networking			
15:40	<p>Keynote Interview Strategy Uncovered: The Unique Business Matrix of Retail</p>			<p>RODRIGO PIZARRO Country Manager, Managing Director L'Oréal Australia & New Zealand</p>
16:05	<p>Diamond Keynote Personalisation is Dead. Long Live, Personalisation.</p>			<p>AARRON SPINLEY Experience Anthropologist & Growth Futurist SAP</p>
16:25	<p>Customer Session The Digital Gateway: Transforming Customer Experience</p> <p>The age of mass production - creating a standardised product for a faceless market - is over; at least from a consumer's perspective. Increasingly, customers demand uniqueness, personalisation, and a level of customisation that requires attentiveness and responsiveness from retailers. The retailers that provide a digital gateway for consumers to curate products that capture this spirit of individuality will have a competitive advantage over those who insist on serving customers on the firm's terms. In this session, we'll look at the opportunities created by the digitisation of retail; the methods by which your organisation can create a truly custom CX; and the practical steps you can take to establish and improve your integration of digital technology into your everyday store experience.</p>			<p>TIM MACKINNON Managing Director & Vice President eBay Australia & New Zealand</p> <p>NATI HARPAZ Managing Director Catch.com.au</p> <p>WAYNE BASKIN Deputy Chief Executive Officer, Chief Technology Officer Booktopia</p> <p>VICKI DOYLE Chief Executive Officer Rest</p>
17:15	<p>Keynote Interview A New Perspective on the Business of Retail</p>			<p>MEGAN QUINN Co-Founder NET-A-PORTER</p>
17:40	Closing Remarks from the Chairman			<p>JOHN BATISTICH Non-Executive Director Zip Co Food Co HRI & General Pants Group</p>
17:45	Networking Drinks Remarks			<p>ANDREW MYERS Vice President APAC & Global Digital Strategy WorkJam</p>
17:50	Networking Drinks Reception sponsored by WorkJam			
18:50	Close of Day One			

ACCESS WITH YOUR PASS
✓ 16+ Keynotes
✓ 2 Powerful Days
✓ Executive learning agenda
✓ 50+ Industry speakers
✓ 5-Star networking environment

Pricing & Discounts	Early Bird Registration (available until 26/06/2020)	Standard Registration (available from 27/06/2020)
1 Delegate	\$1,495 + GST	\$1,795 + GST
4 Delegates (includes 1 FREE)	\$4,485 + GST	\$5,385 + GST
8 Delegates (includes 2 FREE)	\$8,970 + GST	\$10,770 + GST
12 Delegates (includes 3 FREE)	\$13,455 + GST	\$16,155 + GST

HOW TO REGISTER

By Web www.retailleaders.com.au/#register

By Phone 02 8004 8590

By Email team@connectmedia.com

Please note: If you are a Service Provider to retail professionals, email angelg@connectmedia.com to register.

08:40	Registration, Refreshments & Networking		
09:00	Opening Remarks from the Chairman	JOHN BATISTICH Non-Executive Director Zip Co Food Co HRI & General Pants Group	
09:05	Mastermind Keynote Interview Front Line Leadership: Inspiring Exemplary Customer Service from the Boardroom to the Shopfront	GUY RUSSO Chairman Guzman y Gomez	
09:30	Sustainability Session Cause for Change: Ushering in a New Era of Sustainability Sustainability has outgrown its roots as a pure play for consumer allegiances. As the dimensions of sustainability shift, from environmental concerns to broader social and economic cases, retailers are untangling the complex business case behind being a sustainable enterprise to see where their priorities lie. In this session we'll unpack the evolving sustainability agenda, from consumer activism and corporate reputation to operating in a heightened regulatory and litigative environment, so that you can better define and pursue a sustainable vision for your business.	MATTHEW CROASDAILE Chief Financial Officer R.M. Williams SALLY TOWNSEND Head of Sustainability Blackmores MELISSA MILLER Country Sustainability Manager IKEA Australia PETER BIRTLES Non-Executive Director Metcash, GWA Group, APG & Co & Good360	
10:20	Platinum Keynote	KATE BOX Head of Retail, Australia & New Zealand Facebook	
10:40	Morning Refreshments & Networking		
11:10	Platinum Keynote It's Complicated: Navigating Shopper Journeys in 2020	RENEE GAMBLE Industry Director - Retail, Technology, Telecommunications & Energy Google	
11:35	Opportunity Session Evolving with the Times: The Technologies Augmenting Retail From momentous strides in artificial intelligence to consequential developments in payments and augmented reality, technology is changing the very fabric of retail. In this session, we'll examine the possibilities enabled by AI for large and small retailers alike; examine how augmented reality will shape the changerooms and aisles of tomorrow; and explain why understanding your customers' preferred payment methods - and implementing the technology required to support them - is crucial in order to foster loyalty and drive new business through your doors.	SHANE LENTON Chief Information Officer Cue Clothing Co. ROLF WEBER Managing Director Marley Spoon MATT JONES Vice President, Retail Strategy Infor	
12:25	Gold Keynote How and Why retail organizations are now embedding AI in their DNA culture	PAUL WINSOR Retail General Manager DataRobot	
12:40	Keynote What Your Customer Isn't Telling You	ASHLEY FELL Communications Director McCrinkle	
13:05	Lunch Welcome Remarks		
13:10	Lunch & Networking		

14:20	STREAM 1 chaired by Karen Bozic	STREAM 2 chaired by John Batistich	STREAM 3 chaired by Justin Williams	STREAM 4 chaired by Jonathan Reeve
	<p>People & Empowerment Stream The New Retail Army: Empowering Your People A genuine, articulate and aspirational purpose is not just for the benefit of consumers. Retailers are crossing the bridge from employee experience to performance and profitability, investing steadily in internal systems and structures in the process. In this session we'll break down what value-based leadership looks like on the retail frontline, discuss the tools being deployed to align employees across the entire business hierarchy, and see how leading retailers are curating authentic, value-driven cultures.</p> <p>STACEY DOWDELL Head of People & Culture kikki.K VANESSA ROWED Head of Marketing BWS REBECCA HANLEY Head of HR, ANZ Aesop ANDREW MYERS Vice President APAC & Global Digital Strategy WorkJam</p>	<p>Marketing Stream The Creativity of Connection: Rewriting Customer Journeys Customers are fundamentally changing. They are shopping in the moment, and that moment has become ubiquitous. From conversion and attribution to segmentation and dissemination, there is no doubt that the data-infused web that is modern retail can entangle brands. In this session we'll untangle customer journeys; and examine how leading retailers are leveraging sources of influence close to consumers to build brand advocacy and drive the path to purchase.</p> <p>NICOLE MCINNES Director, Marketing & Commercial ANZ WW (Formerly Weight Watchers) STEFFEN DALENG Chief Marketing Officer Booktopia AMY SMITH Global Brand Director T2</p>	<p>Fulfilment Stream New Product Pathways: Getting Closer to the Consumer Retailers are running out of both time and room to manoeuvre. Soaring customer expectations for the almost instantaneous post-purchase provision of goods and services will not be tempered by congested cities or vast distances. In response, retailers are creating new product pathways to bring themselves closer to the consumer. From warehouse-roaming robots to drone delivery and autonomous vehicles, this session will discuss the precise new technologies that retailers are adopting to get one step closer to consumers.</p> <p>ABDUL JAAFAR General Manager Supply Chain & Quality Assurance Fantastic Furniture RAGHAV SIBAL Managing Director, ANZ Manhattan Associates</p>	<p>Consumer Insights Stream Data and Analytics: Unlocking the Value in Your Customer Science Retailers have a wealth of customer data at their disposal, and now that the barriers to hyper-personalisation are receding, customers expect to be understood. In this session we'll discuss how retailers are reconciling disparate data sources to map customer journeys and master consumer ecosystems, understand individuals at scale, and ultimately, convert customer knowledge into profit.</p> <p>CIARA MCGOOHAN General Manager, Insights & Analytics David Jones & Country Road Group KSHIRA SAAGAR Director of Science & Analytics Global Fashion Group TOM HUNT Head of Data Analytics Koala.com STEVEN HULSE Chief Executive Officer WingArc Australia</p>

15:10	STREAM 1	STREAM 2	STREAM 3	STREAM 4
	People & Empowerment Keynote People as a Driver of Retail Performance BRETT SPINKS Managing Director Swarovski	Marketing Keynote Total Retail: Strategy in the Consumer's World JONATHAN WAECKER Chief Customer Officer The Warehouse Group	Fulfilment Keynote Digital Trends and Opportunities Transforming Retail MARK TEPERSON Chief Digital Officer Accent Group	Consumer Insights Keynote The Power of Data: How Analytics is Changing the Retail Game ALAN LOWTHORPE General Manager Advanced Analytics Wesfarmers
15:35	Afternoon Refreshments & Networking			
16:00	Keynote			
16:25	Closing Remarks from the Chairman			JOHN BATISTICH Non-Executive Director Zip Co Food Co HRI & General Pants Group
16:30	Close of Forum			

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