

RETAIL

LEADERS FORUM

6 & 7 MARCH, SYDNEY MARRIOTT HOTEL

This is your guide to Retail in 2012. A strategic event devoted entirely to the macro issues in Retail Management crafted exclusively for Retail Leaders and delivered by Retail Leaders. This is your opportunity to be part of this influential event. [REGISTER NOW](#)

KEYNOTE

Ian McLeod

Managing Director

COLES



VISIONARY

Maile Carnegie

Managing Director

PROCTOR AND GAMBLE



MINISTERIAL

Senator Nick Sherry

**FEDERAL MINISTER FOR
SMALL BUSINESS**



LOCKNOTE

Philip Weickhardt

Presiding Commissioner

**PRODUCTIVITY
COMMISSION**



Sponsors



GRA

Supply Chain Strategy,
Planning & Execution

Early bird registration
discount expires 9 December



Melinda Smith

Chief Operating Officer
MASTERS



Michael Ford

Chief Executive Officer
THE GOOD GUYS



Karin Adcock

President and
Managing Director
PANDORA AUSTRALIA



John Slack-Smith

Chief Operating Officer
**HARVEY NORMAN
HOLDINGS**



Peter Birtles

Managing Director and
Chief Executive Officer
SUPER RETAIL GROUP



Deborah Sharkey

Managing Director
EBAY



Craig King

Chief Executive Officer
**GENERAL PANTS
GROUP**



Mark Garwood

CEO Retail & Supply Chain
FANTASTIC HOLDINGS



Kit Cheong

Chief Executive Officer
RETAIL ADVENTURES



Keith Brown

Group Chief Executive
Officer
**GLORIA JEAN'S
COFFEES**

www.retailleadersforum.com

0830 **Registration & Refreshments**

0915 **Opening Remarks from the Chairman**

KEYNOTE ADDRESS

0920 **Winning Today's Customer**

- Maintaining universal appeal
- Balancing price and quality
- Identifying growth opportunities
- Knowing your customer and their desires
- Underlying the importance of a strong brand



Ian McLeod
Managing Director
Coles

1000 **ROUNDTABLE 1: The Economic Outlook for Retail in 2012**

- What shape is the economy going to take in 2012?
- What does this suggest about this year's retailing conditions?
- Which retail sectors are most likely to be affected than others?
- Identifying the economic impacts of recent government fiscal policy to the retail industry
- How do the key economic indicators compare globally? Is this likely to continue?



Richard Gibbs
Chief Economist
Macquarie Bank



Michael Blythe
Chief Economist
Commonwealth Bank



Paul Bloxham
Chief Economist
HSBC

1050 **Morning Refreshments & Networking**

1130 **ROUNDTABLE 2: Directions for Growth: Delivering Quality and Value in 2012**

- What will be the key operational challenges in 2012?
- Underlying the need for effective people practices
- Why retailers still need stores
- Combining product and pricing effectively
- Providing first rate customer service



John Slack-Smith
Executive Director and Chief Operating Officer
Harvey Norman



Melinda Smith
Chief Operating Officer
Masters



Kit Cheong
Chief Executive Officer
Retail Adventures

EXPERT ADDRESS

1220 **TBC**

Visit website for speaker updates
www.retailleadersforum.com

1250 **Buffet Lunch & Networking**

1400 **ROUNDTABLE 3: Retail Revolution: What's going on? What's changed and why do we need to adapt?**

- Reviewing the key drivers of change in modern Australian retail
- What are the customer's priorities?
- Identifying the impact of the Carbon Tax to supply chain costs
- Finding operational efficiencies to counter tighter consumer spending
- Discussing best practice retail supply chain strategies
- How should the retail sector respond?



Michael Ford
Chief Executive Officer
The Good Guys



Carter McNabb
Partner
GRA



Mark Garwood
CEO Retail & Supply Chain
Fantastic Holdings

Rick Wight
Chief Executive Officer
Foodworks

1450 **ROUNDTABLE 4: Brands and consumers: ensuring your brand keeps pace with the consumer**

- Underlying the importance of the retail brand
- How does this relate to the retail customer experience?
- Rolling out brand identity through store design and functionality
- Benefiting from the changing digital environment
- Staying ahead of the trends



Peter Birtles
Managing Director & Chief Executive Officer
Super Retail Group



Karin Adcock
President
Pandora Australia



Craig King
Chief Executive Officer
General Pants Group

1540 **Afternoon Refreshments & Networking**

1620 **ROUNDTABLE 5: Stand out or lose out: Creating an Experience for Your Customer**

- Finding strength through differentiation
- Driving footfall in all channels
- Attracting and retaining knowledgeable specialised staff
- Creating an experience before during and after

Christine Corbett
Executive General Manager Retail Services
Australia Post

Lou Jardin
Managing Director
SPAR Australia

Keith Brown
Group Chief Executive Officer
Gloria Jean's Coffees

MINISTERIAL ADDRESS

1710 **Government Initiatives to Enable the Australian Retail Sector**

- Identifying the benefits of the NBN
- Removing red tape and regulation from business
- Protecting small retailers
- Putting innovation at the heart of Australian retail business

Senator the Hon Nick Sherry
Minister for Small Business

1740 **Summary & Closing Remarks from the Chairman**

1745 **Networking Drinks Reception**

1845 **Close of Day One**

HOW TO REGISTER



Online:
www.retailleadersforum.com



Phone:
+61(0)2 8004 8590



Fax: complete form and fax to +61(0)2 8079 6133



Email:
team@connectevents.com.au
and request registration

**Register 3 delegates
4th attends FREE!**

LIMITED SPACES AVAILABLE

0830 **Registration & Refreshments**

0915 **Opening Remarks from the Chairman**

VISIONARY ADDRESS

0920 **The Consumer Market in the Digital Age**

- Activating consumer insights
- Responding to behaviour
- Increasing brand affinity to impact ROI



Maile Carnegie
Managing Director
Proctor and Gamble

1000 **ROUNDTABLE 6: The Changing Face of the Retail Consumer: a Portrait of the Consumer in 2012**

- What is the consumer concerned about? What is the consumer confident about?
- How have shopping behaviours changed?
- In the hunt for value has consumer behaviour changed permanently?
- What is retail's share of the consumer dollar? How is it changing?



Michele Levine
Chief Executive Officer
Roy Morgan Research



Rebecca Huntley
Director
Ipsos Mackay Research



Chris Percy
Managing Director
The Nielsen Company

1040 **Morning Refreshments & Networking**

1120 **ROUNDTABLE 7: Modern multichannel retail: what customers want and how online retailers can deliver**

- Where is technology taking consumers?
- Engaging with the a digitally sophisticated consumer
- How can retailers break into digital media channels?
- Reviewing various multi-channel models
- Assessing international trends, how does Australia compare? Why?
- Identifying efficiency gains



Deborah Sharkey
Managing Director
eBay



Gabby Leibovich
Founder and Chief Executive Officer
Catch of the Day

Andre Javes
Chief Executive Officer
Anaconda Group

MASTERMIND ADDRESS

1210 TBC

Visit website for speaker updates
www.retailleadersforum.com

1250 **Buffet Lunch & Networking**

1400 **ROUNDTABLE 8: Technology at the Core of Business Strategy: Innovation in the Retail Enterprise**

- Profiling IT and Technology on the boardroom agenda
- Driving change and championing efficiency
- What are the next drivers of technological change?
- How should retail CIOs respond?

Michael Peck
Chief Information Officer
Sussan Group

Joanne Stubbs
Chief Information Officer
Bakers Delight Holdings

Michael Garas
General Manager IT
Dymocks

1450 **ROUNDTABLE 9: The Property Perspective – Rethinking the Retail Property Portfolio**

- What can landlords and retailers do to create a better shopping experience?
- What will the high street of the future look like?
- Examining the evolution of the relationship between landlords and retailers, and how this has changed established practices?
- How can the high street remain relevant with the growth of multichannel?
- Is the in-store experience still important?

Bryan Hynes
Managing Director
AMP Capital Shopping Centres

Susan MacDonald
General Manager, Retail
Mirvac Group

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1540 **Afternoon Refreshments & Networking**

1610

ROUNDTABLE 10: People and skills: Creative solutions to the Retail Human Resource challenge

- How can retailers use staff engagement to drive business success?
- Creative thinking for effective talent management
- Growing Employee productivity and moral
- Incentives for a changing workforce
- To what extent is there a skills lag within retail?
- How can the industry further promote retail as a career choice?



Tracy Mellor
General Manager, People & Development
Rebel Group



Greg Travers
Executive General Manager Business Services
Myer



Marcella Davis
National HR Manager
Dick Smith

LOCKNOTE ADDRESS

1700

The Economics, Structure and Performance of the Australian Retail Industry

- Highlighting the key findings of the draft report
- What does this suggest for the industry in 2012?
- Trends and Issues related on online retailing



Philip Weickhardt
Presiding Commissioner
“Report into Economic Structure and Performance of the Australian Retail Industry”

1730

Summary & Closing Remarks from the Chairman



Thought Leadership

- Ian McLeod, *Managing Director, Coles*
- Maile Carnegie, *Managing Director, Proctor and Gamble*
- Senator the Hon. Nick Sherry, *Federal Minister for Small Business*
- Melinda Smith, *Chief Operating Officer, Masters*
- Michael Ford, *Chief Executive Officer, The Good Guys*
- John Slack-Smith, *Chief Operating Officer, Harvey Norman Holdings*
- Peter Birtles, *Managing Director and Chief Executive Officer, Super Retail Group*
- Karin Adcock, *President and Managing Director, Pandora Australia*
- Craig King, *Chief Executive Officer, General Pants Group*
- Deborah Sharkey, *Managing Director, eBay Australia & New Zealand*
- Andre Javes, *Chief Executive Officer, Anaconda Group*
- Mark Garwood, *CEO Retail & Supply Chain, Fantastic Holdings*
- Philip Weickhardt, *Presiding Commissioner, Productivity Commission*
- Keith Brown, *Group Chief Executive Officer, Gloria Jean's Coffees*
- Christine Corbett, *Executive General Manager Retail Services, Australia Post*
- Kit Cheong, *Chief Executive Officer, Retail Adventures*
- Richard Gibbs, *Chief Economist, Macquarie Bank*
- Michael Blythe, *Chief Economist, Commonwealth Bank*
- Paul Bloxham, *Chief Economist, HSBC*
- Carter McNabb, *Partner, GRA*
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- Rebecca Huntley, *Director, Ipsos Mackay Research*
- Bryan Hynes, *Managing Director, AMP Capital Shopping Centres*
- Susan MacDonald, *General Manager, Retail, Mirvac Group*
- Greg Travers, *Executive General Manager Business Services, Myer*
- Michele Levine, *Chief Executive Officer, Roy Morgan Research*
- Chris Percy, *Managing Director, The Nielsen Company*
- Michael Garas, *General Manager, Dymocks*
- Tracy Mellor, *General Manager, Rebel Group*
- Joanne Stubbs, *Chief Information Officer, Bakers Delight*
- Marcella Davis, *National Manager, Dick Smith*
- Gabby Leibovich, *Founder and Chief Executive Officer, Catch of the Day*



Why attend the Retail Leaders Forum?

The Retail Leaders Forum is an event like no other, a unique opportunity, congregating board and executive level retailers from across the industry spectrum in Australia.

This is your guide to Retail in 2012, a strategic event devoted entirely to the macro issues in Retail Management crafted exclusively for and delivered by key influencers in the industry.

- **Hear** the latest thinking on what the economic landscape will be for Retailers in 2012
- **Gain** forward insight on consumer spending and shopper trends
- **Learn** from the leaders shaping modern Retail
- **Engage** with your industry colleagues within this Retailer only event
- **Network** effectively at dedicated lunches, breaks and networking drinks sessions
- **Determine** the year ahead in the Retail sector
- **Meet** retail leaders from across the nation

Limited sponsorship available



Meet the people who matter

Why you should be part of the experience:

By offering a powerful business agenda delivered by the industry elite the Retail Leaders Forum attracts attendance from **senior management, and board level executives from the national retail industry.**

Being a sponsor maximises your brand awareness before, during, and after the event, and increases your credibility in the minds of Retail decision-makers. The Forum can provide you with the following opportunities:

- Accelerate marketing and sales cycles
- Dedicated face time
- Expand your brand exposure
- Increase your marketing reach
- Strengthen your industry alliance
- Demonstrate leadership

Would you like to know more?

To take advantage of the unique opportunities and advantages which can be gained from our sponsorship packages please contact:

Ian Devlin // Commercial Director // Connect Events

Tel: +61 431 845 790 // Email: ian@connectevents.com.au

RETAIL LEADERS FORUM 2012

6 & 7 MARCH, SYDNEY MARRIOTT HOTEL

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Yes, please register the following delegates

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Organisation Name: _____
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Tel: _____ Fax: _____
Authorising Manager: _____ Authorisation Manager Signature: _____

Delegate 1 Details

Mr/Ms/Mrs: _____
Firstname Surname
Position: _____ Email: _____
Tel: _____

Delegate 2 Details

Mr/Ms/Mrs: _____
Firstname Surname
Position: _____ Email: _____
Tel: _____

Delegate 3 Details

Mr/Ms/Mrs: _____
Firstname Surname
Position: _____ Email: _____
Tel: _____

Delegate 4 Details (FREE)

Mr/Ms/Mrs: _____
Firstname Surname
Position: _____ Email: _____
Tel: _____

Registration Fees (all fees inclusive of GST)

Early Bird (before 9 December 2011): \$1,500
Standard (after 9 December 2011): \$1,800

Promotional Code Discount

\$1,350 (early bird) \$1,620

If you have been given a Promotional Code
please enter it here _____

Payment Details

Payment is due at the time of registration. By signing and returning this form you are accepting our terms and conditions.

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EFT Payments: Connect Events Pty Ltd **Bank name:** Westpac **BSB:** 032 023 **Account Number:** 280080

Cheque Payable to: Connect Events Pty Ltd **Mail to:** Studio 1, 21 Mary St, Surry Hills, NSW, 2010

Total Amount Payable: \$ _____

How to Register

Online: www.retailleadersforum.com
Phone: +61 (0)2 8004 8590
Email: team@connectevents.com.au
Fax: Complete registration form and fax to +61 (0)2 8079 6133

Group Discount

Register 3 delegates: 4th attends FREE

Venue

Sydney Marriott Hotel
36 College Street
Sydney NSW 2010
(02) 9361 8400

Terms and Conditions

Pricing & Conference Package:

Payment is due in full at the time of registration. Delegate Pass includes access to all Conference sessions, morning/afternoon refreshments, networking lunches, networking drinks reception, and a one-year subscription to speaker presentations. Only one delegate per pass. In order to receive the Group Booking Discount, all members of the group must come from the same company, be registered at the same time and registration must be made in a single payment. Only one promotional discount code can be applied per registrant. Failure to enter correct code will result in normal fees being charged. A 3% surcharge is payable for all credit card transactions.

Cancellation Policy:

A substitute delegate is welcome at any time provided the request is made in writing. A full refund less a \$250 (inclusive of GST) processing fee is applicable on cancellation requests made in writing within 10 days of registration. No refunds are available for cancellations made more than 10 days after registration.

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