



# Retail World

## Management & Technology

29<sup>th</sup> - 30<sup>th</sup> June 2009 | Sydney Convention and Exhibition Centre

Platinum sponsor:



Expansion • Asset Protection • Vision • Engagement • Responsibilities • Partnerships  
Sustainability • Brand • Multi-channel • Technology • Repositioning • **REGISTER NOW**



**Matt Kistler**  
Senior Vice President  
Wal-Mart Stores (USA)



**Mike Barry**  
Head of CSR  
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**Redmond Yeung**  
President and Chief Operating Officer  
Best Buy (Asia)

**tough times - tougher tactics**



**Greg Foran**  
Director of  
Supermarkets  
Liquor and Petrol  
Woolworths Ltd



**Mike Lamb**  
Vice President Asset Protection  
Home Depot (USA)



**Phil Staub**  
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**Ian Morrice**  
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Register before 22 May

**Just \$1,395<sup>+GST</sup>**

Register 3 and a  
4<sup>th</sup> attends FREE

## Plenary session

0830 Registration and coffee  
0900 Opening remarks

### International Visionary Keynote

#### 0910 Innovative Retailing Models – Best Buy’s Strategy in the Asian Retail Market

- Turn the tide and emerge stronger
- What are the key considerations for retailing in China?
- Cultural adjustment and ensuring brand values are retained
- Profiling the Best Buy University and developing key partnerships

##### Redmond Yeung

President and Chief Operating Officer

**Best Buy (Asia)**



### International Keynote

#### 0950 International Insights for minimising loss and maximising security

- How asset protection can be a crucial concern in challenging times
- Ensuring your team takes loss prevention and risk management seriously
- How to promote a true business case and demonstrate real ROI
- Profiling the Home Depot Group Asset Protection strategies

##### Mike Lamb

Vice President Asset Protection

**Home Depot (USA)**



### Keynote Platinum Address

#### 1030 Retail Imperatives: Don’t Forget About Planning

- Why more than ever there is need for a comprehensive set of integrated merchandise planning and execution solutions
- Aligning best planning practice with your specific retail priorities to drive sales and margin improvements
- Developing strategies to determine what products should be on the shelves, how much should be bought, how to price, what to promote, and what and when to mark down, maximizing sales while minimizing costs and constraints.
- Combining demand-planning functions with supply-execution systems,
- Benefiting from real-time monitoring of inventory movement to increase the speed of inventory turns, reduce bottlenecks, and increase profits.

##### Oracle Retail

1100 Coffee

### International Keynote

#### 1130 Modernising a Kiwi Icon

- Setting a clear Vision & Purpose
- Understanding customer and competitor changes
- Establishing the “new credentials”
- Balancing ethical purchasing and lowest prices
- Engaging our people and our customers to drive performance

##### Ian Morrice

Group Chief Executive Officer and Managing Director

**The Warehouse (NZ)**



### International Keynote Address [Live Link]

#### 1200 Real Good not Feel Good - Responsible Retailing

- Sourcing ethically and remaining competitive
- Have consumer expectations changed
- Do consumers habits actually match their reported demands and expectations?

##### Mike Barry

Head of CSR

**Marks and Spencer (UK)**



**MARKS & SPENCER**

#### 1230 Recession Beating Supply Chain Strategies - significant, quick win opportunities that exist in your business today

- How to create free cash flow, reduce operating costs and deliver market leading service levels by applying supply chain practices
- Practical examples of what leading global and local companies are doing

##### Carter McNabb

Partner

**GRA**

1300 Lunch

**Register now for Australia’s pioneering retail management**

Management Stream

Technology Stream

Keynote

Keynote

1400 Formulas for Nurturing Sustainability

- Customer service
- Diversification
- Low prices
- Staying local



**Lou Jardin**  
Executive Director, **Metcash** & CEO  
**IGA Distribution**

1400 Assessing the role of technology at Bakers Delight

- How does this factor into the global Bakers Delight Chain?
- What is the financial impact?
- Rollout challenges and risk mitigation strategies
- Future challenges and opportunities



**Joanne Stubbs**  
CIO  
**Bakers Delight**

1445 Regulating pricing and competition in the Australian retail industry

- Overview of recent significant developments and regulatory update
- Understanding proposed regulatory trends
- How are consumers and retailers benefiting from the current regulatory framework?
- Strategies for protecting high street retailing and the smaller retailer
- Future regulatory trends in Australian retail



**Peter Kell**  
Deputy Chairman  
**ACCC**

1445 Making the move to multi-channel retail

- Winning over and retaining the multi channel shopper
- Levering brand engagement opportunities to be more than the sum of their parts
- Opportunities waiting to be seized in multi channel retailing
- Top 5 tips for success in a web world



**Paul Marshall**  
CEO  
**Lasoo.com.au**

1515 Coffee

1515 Coffee

1545 Creating a retailer brand personality

- Breathing life into your brand
- What are the key considerations for retailers?
- The value of partnerships

**Nicola Milne**  
CEO  
**Wendy's**

1545 Delivering innovative secure purchasing channels to consumers and retailers

- What are the security considerations for Mobile Retail?
- Is the market ready?
- How can this be achieved?

**Greg Walter**  
CEO  
**QPay**

1630 The retail landscape: What might the future hold?

- 2009 retail thought leadership research project 'Retail 2020'
- Mapping the evolution of retail and establishing possible future scenarios in retailing across of strategic issues
- Overview of the research, key findings and implications for the wider retail industry



**Dr Sean Sands**  
Retail 2020 Project Director  
**The Australian Centre of Retail Studies**

1630 Innovative Retail Payment System

- Overview of payments systems employed at Coles
- Assessing the advantages to retailers
- Strategies for implementations

**Douglas Swansson**  
Head of Payment Services  
**Coles**

1700 Drinks

1700 Drinks

Hear from:



**0830 Registration and Coffee**

**0900 Retargeting Target: Leadership to Reposition a Market Leader**

- Understanding the challenges
- Identifying the marketing segments
- Leading your team through periods of change
- Using international experiences to develop domestic strategy
- Assessing the results



**Launa Inman**  
Managing Director  
**Target**

**0930 Re-engagement and renewal: Modernising an Australian Retailing Institution**

- Profiling the Dymock's transition
- Refreshing the brand
- How to reengage with your customer in market downturn
- Evangelising your core product
- Diversifying your customer offering with cards, e-tail and people



**Don Grover**  
CEO  
**Dymocks**

**International Keynote Address [Live Link]**

**1000 Build the Green Supply Chain - Achieve Sustainable Growth**



**Matt Kistler**  
Senior Vice President  
**Wal-Mart Stores**

**1030 Coffee**

**1100 The Role of Supplier and Retailer Partnerships**

- Assessing the benefits
- Impacts on improving supply chain management
- The role of technology in partnerships
- Strategies for building partnerships



**Greg Foran**  
Director of Supermarkets, Liquor and Petrol  
**Woolworths Ltd**

**1130 Staying ahead of the trends: Effectively understanding your consumer and ensuring you adapt with the times**

- Overview of recent development in General Pants branding, store design and function
- Assessing the impacts of the WOW factor on overall profitability and the customer retail experience
- Role of partnerships
- Rolling out a tight brand identity through store design and functionality



**Phil Staub**  
Executive Chairman  
**General Pants**

**1200 The colorful future of e-Bay and e-tail**

- Managing a customer base of 5 million Australians
- Providing a fun and compelling choice for buyers & sellers
- eBay's strategy in the global and Australian e-commerce marketplace
- Detailing the key drivers and challenges for eBay in the local market
- Technology considerations

**Deborah Sharkey**  
Managing Director  
**eBay Australia & New Zealand**

**1230 Gold Partner Address Red Prairie**

**1300 Lunch**

**1400 Gold Partner Address Sustainability & Your Choice of Technology**

**Brendan Trewartha**  
Managing Director  
**Toshiba Tec**

**1430 Silver Partner Address: The future of online for retail in Australia**

**Ross McDonald**  
Industry Marketing Manager  
Retail, Entertainment & Consumer Goods  
**Google Australia**



**1500 Expanding your niche abroad: Finding your gap in the market**

- Knowing your core strengths and customer targets
- Delivering quality to the customer
- Gaining international exposure
- Finding the right partners for your company

**Janine Allis**  
Co-Founder & CEO  
**Boost Juice**



**1530 Afternoon tea**

**1600 Strategic priorities for Retail Growth**

- Understanding the key elements of retail success
- Developing international partnerships
- Adapting your model to suit growth requirements
- Establishing stable management practices
- Beating the economic times
- Future challenges and opportunities

**Peter Irvine**  
Co-Founder  
**Gloria Jeans**



**The Big Finish - Keynote Roundtable**

**1630 Unlocking Retail Excellence: The key elements**

- Ensuring team affinity from shop floor to boardroom
- The importance of focusing on the customer experience
- Qualifying the importance of store location
- Sustainability in strategy
- Focusing on cost

**Peter Irvine**  
Co-Founder  
**Gloria Jeans**



**Janine Allis**  
Co-Founder & CEO  
**Boost Juice**



**Professor John Glynn**  
Dean, Sydney Business School  
**University of Wollongong**



**1700 Closing Remarks**

**1710 Close**

**Register 3 delegates and a 4<sup>th</sup> can attend FREE**



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### About Retail World

Convening Australia's retail leaders in a two day international summit, Retail World offers a powerful and compelling agenda that provides delegates with invaluable insight and the tools and techniques for successful retailing in challenging times.

With strategic debate, interactive streams and networking, delegates will gain a firm understanding of the retailing landscape enabling better practice and exceptional returns.

This is the platform for the retail industry to come together at the highest level to discuss and indicate the way forward on the most critical issues.

The business of strategic growth, sustainability, asset protection, and dynamic technology are the major themes for Retail World. Renowned retailers will also lead discussions on many other significant areas, including multi channel retailing, branding, responsibility and how to beat the economic downturn and emerge stronger.

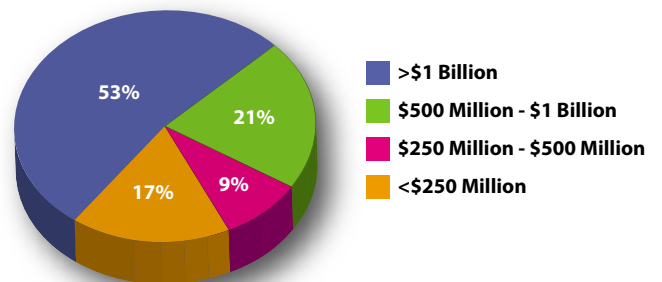
**This is your opportunity to be a part of this highly influential event.**



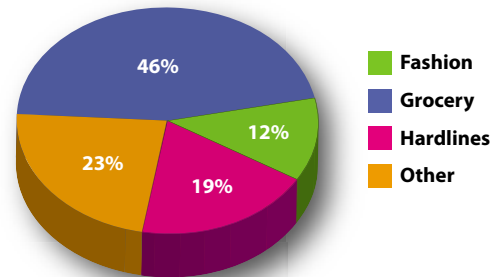
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for just  
\$1,395 +GST**

### Who attends?

#### Retail Attendees by Revenue



#### Retail Attendees by Sector



# 302

 retail executives in 2008

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#### Contact

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