

10.50 **Welcome Address** **MC Jonathan Healy**

11.00 **KEYNOTE** **There Aren't Any Stores In Space - YET!**
Anthony Hucker, President | CEO Southeastern Grocers, Florida

PLENARY SESSIONS **11.45 - 12.30**

- Winning the Battle for Talent - Barry Whelan, CEO, Excel Recruitment
- Digital Disruption in the Retail Landscape
Heike Zellerhoff, Manager Sales UK & Ireland, Shopware
- Building an Experience - James Keogh, MD Rathwood Ireland & UK
- Energizing the Fast Food Casual Dining Experience - Dave O'Donoghue, CEO, Freshii
- The Last Mile - The Customer Journey from Checkout to Doorstep - Des Travers, CEO, DPD
- Lessons Learned - Digital Transformation Stories, a panel discussion with progressive Irish retailers facilitated by Ciaran Bollard, CEO, Koomo



13.45 **KEYNOTE** **What Cities & Towns Will Look Like in the Future - Ronan Lyons, Economist**

PLENARY SESSIONS **14.45 - 15.30**

- Introducing the New Format McCauley Pharmacy Group
Jackie Kelly, Trading Director & Peter Maher, Chief Operations Manager
- Delivering a Culture-Led Strategy for Dunfermline
Lisa Edwards, BID Manager, Dunfermline Delivers
- How Your Most Powerful Customer Experience Tool can Increase Your Sales
Susannah Hewson, Owner, CX Change
- Spending Trends & Insights
Robert Doherty, Business Partner Relationship Manager, AIBMS
- Anything But Traditional! - Kate Rooney, Retail Director, Best Menswear



PLENARY SESSIONS

15.45 – 16.30

- **Retailcraft: Re-engaging the Shopper Experience** – Karl McKeever, MD, Visual Thinking
- **Retail Trends and the Opportunities for Bricks and Mortar Stores** – Diane Wehrle, Springboard
- **Leading With Confidence** – Sinéad Kieran, Founder, Coaching By SMK
- **Operational Excellence** – Nick Seaton, Buying & Merchandising Director, Shaws Department Stores
- **The Ecommerce Journey** – Case Studies of Irish Retailers Online facilitated by Gerard Keohane, Director, StudioForty9

16.45 KEYNOTE

The Stress Solution – Dr. Rangan Chatterjee



Conclusion Day1

17.30

Retail Retreat Dinner 2019 at Citywest Suite
Pre-Dinner Drinks 18.00 | Dinner 19.00 | After-Dinner Speaker Brent Pope