

DAY1 | Tuesday 21st May

09.00 EXPO OPENS | NETWORKING | ENERGISE @ THE FOOD VILLAGE

09.50 STAGE 1 Welcome Address MC Jonathan Healy

10.00 MAIN There Aren't Any Stores in Space - Yet! - Anthony Hucker, President and CEO of Southeastern Grocers, Florida, USA

10.45 EXPO - Take a break and chat with our Exhibitors

PLENARY SESSIONS

11.15 - 12.00

STAGE 1 Advertising & Attracting Your Customer in 2020 - Ronan Brady MD, Core Data

STAGE 2 Winning the Battle for Talent - Barry Whelan, CEO, Excel Recruitment

STAGE 3 Digital Transformation - The Future of eCommerce Platforms
Heike Zellerhoff, Manager Sales UK & Ireland, Shopware

STAGE 4 Building an Experience - James Keogh, MD Rathwood Ireland & UK

STAGE 5 Energizing the Fast Food Casual Dining Experience - Dave O'Donoghue, CEO, Freshii

STAGE 6 The Last Mile - The Customer Journey from Checkout to Doorstep - Des Travers, CEO, DPD

STAGE 7 Enterprise Ireland Online Retail Scheme Clinic - Stephen Hughes, Manager, Enterprise Ireland

12.00 EXPO | NETWORKING | REFUEL @ THE FOOD VILLAGE

12.30 STAGE 1 Special Forum: "Visitor Retail in Crisis" - Govt. Policy to assist the visitor sector

13.15 MAIN What Cities & Towns Will Look Like in the Future - Ronan Lyons, Economist

14.00 EXPO - Take a 30 min break and chat with our Exhibitors

PLENARY SESSIONS

14.30 - 15.15

STAGE 1 Trends in Retail & Consumer Goods
Wendy Gardner, Retail Industry Go To Market Director, Salesforce

STAGE 2 Delivering a Culture-Led Strategy for Dunfermline
Lisa Edwards, BID Manager, Dunfermline Delivers

STAGE 3 Introducing the New Format McCauley Pharmacy Group
Jackie Kelly, Trading Director & Peter Maher, Chief Operations Officer

STAGE 4 Setting Yourself Up for eCommerce and Payments Trends
Karina Kelly, Director MyPicDrop & Micheál Ó Gruagáin, Head of eCommerce AIBMS

STAGE 5 Anything But Traditional! - Kate Rooney, Retail Director, Best Menswear

STAGE 6 How Your Most Powerful Customer Experience Tool Can Increase Your Sales
Susannah Hewson, Owner, CX Change

STAGE 7 Supporting Working Lives & Enterprise Growth in Ireland
Cormac O'Connell, Project Officer, Solas

15.15 EXPO - Take a break and chat with our Exhibitors



PLENARY SESSIONS

15.45 – 16.30

- STAGE 1** Beating Your Insurance Premium Increase – Paul Cummins, SeaChange
- STAGE 2** Retail Trends and the Opportunities for Bricks and Mortar Stores – Diane Wehrle, Springboard
- STAGE 3** Retailcraft: Re-engaging the Shopper Experience – Karl McKeever, MD, Visual Thinking
- STAGE 4** Leading With Confidence – Sinéad Kieran, Founder, Coaching By SMK
- STAGE 5** Operational Excellence – Nick Seaton, Buying & Merchandising Director, Shaws Department Stores
- STAGE 6** The Ecommerce Journey
Case Studies of Irish Retailers Online facilitated by Gerard Keohane, Director, StudioForty9
- STAGE 7** Content for Contracts and Handbooks – 2019 Update – Tommy Smyth, MD Tom Smyth & Associates

16.30 **MAIN** The Stress Solution – Dr. Rangan Chatterjee, GP, Author & BBC TV Presenter

17.15
- 18.00 **EXPO** – Chat with our Exhibitors



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

DAY2 | Wednesday 22nd May

08.30 **EXPO OPENS | NETWORKING | WAKE UP @ THE FOOD VILLAGE**

09.00 **STAGE 1** Gift Card Investors Meeting

09.00 **STAGE 4** Special Forum: Loss Prevention Clinic with LP, HR & Security Experts

10.00 **MAIN** Welcome Address MC Jonathan Healy

10.10
- 10.45 **MAIN** What the Data Says – Spending Behaviour of Irish Consumers
Jonathan Duggan, Chief Analytics Officer, AIB

PLENARY SESSIONS

11.00 – 11.45

- STAGE 1** Grow Your Business with Targeted TV Advertising
Gareth Genockey, Regional Sales Controller Adsmart, Sky Media
- STAGE 2** New Retail – Building Expert Experiences – Matthew Brown, Director, Echochamber
- STAGE 3** Creating a Positive Culture in Your Business – Alf Dunbar, Creator, You Are The Difference
- STAGE 4** Excellence in Ecommerce 2019 – Ted Robinson, Training Manager, StudioForty9
- STAGE 5** Embracing Change – Paul Gallagher, Managing Director, Skechers
- STAGE 6** Grow Fast, Grow Global – Sarah Carroll, Author | Founder Grow Global
- STAGE 7** Conducting Workplace Investigations – Tommy Smyth, MD Tom Smyth & Associates

11.45 **EXPO** – Take a quick break and chat with our Exhibitors