



RETAIL EXCELLENCE

HR FORUM

18TH SEPTEMBER
2019

HR – Adding Value to the Bottom Line
Rathcoole Suite | Citywest Convention Centre | Dublin

The Retail Excellence HR Forum is designed for Human Resources and Operations Leaders. The Forum will equip delegates with the tools and insights to protect their business' profits through proactive people management.

09.15 – 10.00	Registration/Coffee	12.15 – 12.45	Growing a Proactive Safety Culture to Lead Safe Behaviours, Reduce the Risk of Accidents & Claims, and Manage Insurance Premium Costs Dr. Paul Cummins, Managing Director, SeaChange Ltd. <ul style="list-style-type: none">• Overview of the Market Challenges affecting Retailers today• Understand the relationship between Safety Culture and Claim Frequency + Cost• Behaviour-Based Safety: how to engage people and make a real difference on the ground• What makes an Effective Safety Leader?• Case-Studies & Results• Q&A
10.00 – 10.15	Introduction & Updates Tracy O'Brien, Chairperson, Retail Excellence HR Committee	12.45 – 13.30	Networking Lunch
10.15 – 10.45	Review of Employment Law and Its Implications David O'Riordan, Partner, Sherwin O'Riordan Solicitors. <ul style="list-style-type: none">• A review of recent case law and to how to apply it in your business• A look at upcoming legislation and how to prepare your business• Key trends in 3rd party hearings	13.30 – 13.45	Sponsor Session
10.45 – 11.30	Protecting Your Business Through Your People. Michael Neary, Chairperson Retail Excellence Loss Prevention Group & Tommy Smyth, MD Tom Smyth & Associates <ul style="list-style-type: none">• Hear about key employment issues on the ground• Understand how and when to use CCTV in your business and as evidence• Know what to do if you think you have an internal trust issue• Deal with internal theft and find out what the current scams are in order to protect your business• Q&A	13.45 – 14.15	Getting the best from Occupational Health Dr. Jacqueline Furlong MacCarthy <ul style="list-style-type: none">• What you should put into the referral / what you should not• What happens during the consultation?• What a doctor can put on to the report and why• Learnings from Dr. MacCarthy's experience• Q&A
11.30 – 11.45	Coffee Networking	14.15 – 14.55	Panel Discussion and Q&A Hear from HR Leaders about what they have done to overcome recent HR challenges
11.45 – 12.15	Workplace Relations Commission Inspections John M. Kelly, Asst. Principal Inspectorate Division <ul style="list-style-type: none">• Understand how the WRC Inspectorate works and what they focus on• Learn how to manage a WRC inspection successfully• Discover what the big issues are and how to prevent them• Hear about the WRC's upcoming campaigns• Q&A	14.55 – 15.00	Closing remarks – Tracy O'Brien

Fee to attend including luncheon: €80.00 ex. VAT