



ACCELERATING RETAIL

Grocery
Edition

Agile • Seamless • Green

Virtual Event | 24th February 2021 | 17:00 (GMT)

Setting the scene



2020 has been an **atypical year for grocery retailers** with the pandemic forcing the **reimagination of business models** from supply chain operations all the way through to **customer experience**.

Grocery shopping is no longer seen as a simple necessity with **customers now demanding the right product, at the right time via a seamless, even experiential, shopping experience**.

Pressure is mounting for retailers to operate with the same service level across all channels while delivering a **conscientious ethos of sustainability**.

In this refreshed competitive landscape, retailers have the opportunity to integrate different business models that will ensure **end-to-end value chain improvements, drive profitable growth, maximise innovation** and how to best **allocate costs**.

Be part of the movement

On 24th February

Join a panel of **industry experts** in exploring the **business models** that will ensure **end-to-end value chain improvements** and set your organisation on the path for **sustainable growth**.

Discover what the **top players are investing in**, under topics such as:



Who you can expect to join



COMPANY SIZE	
10,001+	36%
1,001-5,000	29%
501-1,000	18%
201-500	12%
51-200	5%

SENIORITY	
CxO	20%
VP	24%
Director	22%
Head	19%

DEPARTMENT	
Operations	40%
In-Store	21%
Supply Chain	24%
Other	13%

Agenda - for you by you

17:00

17:05

17:15

Welcoming Remarks

Retail Then, Now, Tomorrow: an industry benchmark by Daniel Corsten

The industry is attempting to maintain pace with seismic shifts precipitated by the coronavirus, global warming, Brexit and recession. Coupled with the industry's need to enhance the supply chain, collaborate, digitalise and turn green in a world where consumer conscientiousness, expectations and behaviour is constantly shifting, the race for survival of the fittest is really heating up.



Innovating the business model: an Industry Leaders' panel

This panel discussion will address how retailers can take action and transform their business, from operations and technology, to customer experience and sustainability,

- Reshape your supply chain to enhance transparency and guarantee efficient operations
- Develop a seamless customer experience through omnichannel and in-store excellence
- Reduce waste and create a valuable circular economy
- Leadership and company culture techniques that will add a tangible return to your bottom line



SONAE MC

Auchan



Agenda - for you by you

17:45

Save food, help the planet

Approximately 33% of food is wasted and this is unacceptable. In a time where consumer ethics are burgeoning companies need to collaborate in order to reduce waste and operational footprint. Too Good To Go delivers the operational, logistical and ethical partnership you need to achieve your sustainability responsibility.

- Reduce food waste to improve your operational efficiencies with daily practices
- How to enhance your competitive advantage through collaboration in 2021
- Manage change and consumer ethics simultaneously



17:55

The Ocado e-commerce technology transforming the retail industry

Sit down with a leading executive from Ocado Group, who will drive you through the journey of setting up a successful online grocery operation. Learn how their technology runs end-to-end e-commerce to help other grocers operate profitably and sustainably online.



18:10

Q&A

Send in your questions digitally for our expert speakers to answer.

18:40

Closing Remarks

Speakers



Daniel Corsten

Professor - Director - Investor - Entrepreneur

Daniel Corsten is a Professor in the Department of Technology and Operations at IE Business School, a Global Top 10 MBA Business School.

He was Visiting Professor at INSEAD, Wharton School and London Business School. His PhD is from University St. Gallen where he was Assistant/Associate Professor and Vice Director of the Institute of Technology Management.

Daniel has worked with more than 20 Fortune 500 companies in 10 countries, including ABB, Bayer, Danone, Metro, Nestle, Novartis, l'Oreal, Roche, ThyssenKrupp, UBS, Unilever as well as with numerous Start-Ups. He serves as a director or advisor on several boards of associations and corporations.

Currently, he is leading a multi-year big data analytics project with a global CPG company analyzing retailer and shopper data on online product availability and shopper reactions in the US, China, Japan, UK, France and Germany.

Confirmed



Debora Dull

Principal Manufacturing Product Management – GE Digital Founder of The Circular Supply Chain Network

Deborah leads digital product management at GE Digital for Operations Performance Management, Supply Chain, Digital Kaizen, and Circular Economy – offering continuous improvement and optimization of industrial production processes. Deborah explores the needs of industrial equipment and process operators around the world, providing thought leadership on the industrial internet as a strategy for reducing waste and improving time to value. She focuses on building relevant digital industrial lean and kaizen products which address these needs, as well as paving the way to a circular economy.

Before joining GE Digital, Deborah built a \$100m global supply chain portfolio at the Bill & Melinda Gates foundation, evangelizing the use of new technology to propel frontier markets into Industry 4.0. She used control tower digital platforms to enable 30+ organizations to jointly plan and operate, impacting over \$1B in cross-industry annual pharmaceutical spend. Deborah's scope spanned 300+ geographies in 17 countries across Africa and Central Asia.

While at Microsoft, Deborah built and scaled the Microsoft Retail Stores supply chains for physical and digital products. She led Channel Operations for the EMEA digital supply chain and UK retail markets, highlighting the importance of "voice of customer" in global supply chain and operations.

Confirmed

Speakers



Solange Farinha

Chief Client and Innovation Officer

Solange is the Chief Client and Innovation Officer at Auchan. Her journey in Auchan started in 2007 in Private Labels Development and has since been working in Marketing and Innovation.

Prior to Auchan, Solange's experience covers different sectors, working in companies such as Unilever, Gillette or Coca-Cola.



Confirmed



Tiago Simões

Marketing Director Sonae MC

Tiago Simoes has been working in marketing for more than 20 years. He started his professional life at Banco Santander, in which he worked until joining Sonae in 2001.

At Sonae, the biggest private group in Portugal, with leading market brands in telco, industry, shopping malls and retail, he started working in telecommunications, joining the retail business in 2010. He began with Well's as Marketing Director and General Manager and, since 2016, he is Sonae MC's Marketing Director, responsible for several brands, namely Continente, the grocery retail market leader in Portugal.

Meanwhile, he completed an MBA at Universidade Nova and has been teaching Marketing Communication at Universidade Católica.



Confirmed

Speakers



Lucie Basch

Co-founder & Chief of Global Expansion at Too Good To Go

Forbes 30 under 30

An engineer by training, Lucie Basch started her career in the food-processing industry in the UK. Witnessing the scope of food waste in her branch, she quit her job and started thinking of a concept that would give any citizen a chance to fight food waste at their level. Lucie joined a couple of entrepreneurs in Denmark that had a similar idea and together, they created Too Good To Go and launched it in six countries.

Lucie launched Too Good To Go in France in June 2016 with great success. In France, the Too Good To Go app has 4 million downloads and 5 million meals have been saved. Too Good To Go has more than 7 000 business partners and counts 51 employees.

Lucie also works with the global team to launch the app in new countries. At present, Too Good To Go fights food waste in 11 countries, 12 millions meals have been saved, there are 18 000 partners and the app has 9 million downloads.

Confirmed



Mark Wilson

Global Business improvement Director - Client Services at Ocado Group

Mark graduated from the Cardiff University in 2001 with a BSc in International Transport and Logistics and has spent 18 years working for Ocado. Originally employed by GIST Limited, Mark worked on the warehouse management contract for Ocado and moved to the company fully in 2007.

A Senior Manager with over 10 years of significant operational and project leadership experience within UK's leading on-line Grocer. Vast majority of experience within the highly automated and complex customer fulfilment centers managing large teams in a fast-paced environment through continuous significant business growth.

Committed to delivering the very best - (market leading) customer service through continuous improvement in people, processes and significant automation and technology.

Confirmed

Kaizen Institute

At Kaizen Institute, we help **organisations change for the better** with a holistic and **structured approach**.

The KAIZEN™ approach addresses the **6 major improvement areas** of any organisation.

It is a journey of **evolution from current paradigms to the new operational, management and technology paradigms**.

WE WORK WITH OUR CUSTOMERS TO **IMPROVE THEIR ENTIRE ORGANISATION**

Strategy

*Production &
Supply Chains*

*Operations
& Services*

*Innovation &
Development*

*Marketing
& Sales*

*Agile
Organisation*



ACCELERATING RETAIL

Grocery
Edition

Agile • Seamless • Green

JOIN US

Virtual Event | 24th February 2021 | 17:00 (GMT)