

2020 has delivered a VUCA disruption like no other. For millions of consumer-facing businesses world-wide, it has been a jaw-clenching ride to just stay afloat. However, some have managed to navigate it with much lower damage than others. What does that throw up for the future of business innovation and resilience of Retail in an uncertain world?

Answers to those questions underpin the philosophy of **PHYGITAL RETAIL CONVENTION – LIVE on YOUR SCREEN**. In its inaugural virtual congregation the PRC-Live on Your Screen scheduled for 14-15 Oct, aims to bring together multiple stakeholders in global and Indian retail and e-commerce businesses to hack the most critical disruption-ready strategies around technology and innovation. The Live on Your Screen Event will broadcast a powerful blend of panel discussions, talks and masterclasses, exhibitions to showcase solutions and innovations in technology, products, services, retail spaces, ideas, concepts.


In addition to a reservoir of relevant content and in true tradition of IMAGES events, PRC – Live on Your Screen will also provide immense opportunities to connect with the fellow delegates through AI prompted match-making, video chat opportunities, text and video chat rooms for networking with peer groups and scheduled video meetings for up-to a whole month!

For more details please log onto www.phygitalretailconvention.com

INTRO OF CONVENTION AGENDA TRACKS

TRACK 1 – TRENDS & IDEAS	TRACK 2 - BOARDROOM	TRACK 3 – RETAIL SPACE	TRACK 4 – RETAIL TECHWAY	TRACK 5 –DUETS
<p>THE FUTURE OF INDIAN RETAIL POST-COVID</p> <hr/> <p>Track intro: Retail businesses have a unique opportunity to reset and rebuild for the longer term. How retail industry stakeholders together help consumers navigate the pandemic will influence the future success of the retail and consumer facing businesses as a whole.</p> <p>PRC presents retail, market, consumer and industry research, trends & foresights to help strategists to plan for the future and some great ideas for others to emulate.</p>	<p>THE MASTERPLAN OF RETAIL TRANSFORMATION</p> <hr/> <p>Track intro: While different in its genesis and character, the 2008-09 financial crisis also generated similar challenges for leaders — fighting fear, insecurity and loss. During the pandemic and its accompanying uncertainty, business leaders have had to face multiple dilemmas -- because their future decisions will impact not only their survival, but also of the hundreds and thousands employed by them.</p> <p>Meet some leaders that've spotted an opportunity in the crisis -- to rethink and re-tool. Join them for master planning the Transformation of Retail.</p>	<p>ALLIANCE ACCELERATOR</p> <hr/> <p>Track intro: The initial shock has passed and it's time for Retailers & Shopping Centres to prepare for the future. It's time to sort out differences with partners, explore all possible collaborative opportunities and co-strategise mutual growth and revival.</p> <p>Retail Space presents an ideation platform for brands, retailers, shopping centres, solution providers to accelerate consumption and business expansion.</p>	<p>UNLOCKING MINDS TO TECH & INNOVATIONS</p> <hr/> <p>Track intro: Going phygital is no longer an option for e-majors, brands and retailers. But is going online the cure-all? Retailers need much deeper intelligence on effective digital adoption -- to preserve the heart and soul of physical retail while adopting the agility and intelligence of the digital world.</p> <p>Retail Techway brings together Digital, Tech & Innovation Drivers talking about technologies like IoT, AR, VR, and AI in retail that are enabling retailers to bridge the gap between the online and offline worlds.</p>	<p>STORIES & INSIGHTS THAT INSPIRE</p> <hr/> <p>Track intro: A few personalities stood tall and rock solid with determination to succeed the toughest challenges that came on their way.</p> <p>PRC takes pride in bringing them centre stage as their stories can inspire many thousands that feel crippled in the midst of present stressed times.</p> <hr/> <p>DUETS</p> <p>Duets will feature powerful peer-to-peer conversations on business models, strategy, leadership, crisis management, retail trends and outlooks.</p>


Agenda Day 1 - Oct 14, 2020 - WEDNESDAY

TIME	TRACKS & SESSIONS		
10.15 am - 10.30 am	TRACK 2 – BOARDROOM PRELUDE TO PRC by Convention MC - ANISH TRIVEDI , President & CEO, Alenka Media		
10.30 am – 12 noon	TRACK 2 – BOARDROOM CONVERGENCE: OFFLINE-ONLINE, A REALITY The next 5 years, we believe, will be dedicated to convergence of all channels and emergence of truly new multichannel retail. The PRC inaugural session presents insights and outlooks from some of the sharpest and forward-thinking minds driving consumer businesses on the following: <ul style="list-style-type: none"> · Bricks to Clicks to Bricks. · Digitalisation - a way of life. · Digital customer of today and tomorrow. · Convergence and Integration. 	Moderator: B S Nagesh , Founder, TRRAIN & Chairman and Non-Executive Director, Shoppers Stop Panellists: Manish Tiwary , VP, Amazon India Brian Bade , Chief Executive, Reliance Digital Vidya Laxman , Director - Technology, Tesco Arjun Sharma , Chairman, Select Group	
12 noon – 1 pm	TRACK 5 – SOLOS & DUETS KAL AAJ AUR KAL – REVEALING THE UNTOLD A live chat with Kishore Biyani , Founder and Group CEO, Future Group And B S Nagesh , Founder, TRRAIN & Chairman and Non-Executive Director, Shoppers Stop		
2 pm – 3.30 pm	TRACK 2 – BOARDROOM WHAT'S NEXT: CEOs STRATEGY MEET 1 Having absorbed the initial shock and somewhat stabilised, it's time to ask: what's next? Strategic thinking is all about new possibilities, new business models, new products and customer solutions. PRC Strategy Meet brings an opportunity for CEOs to brainstorm and draw Game-changing strategies and find possible ways to collaborate and execute them for desired results. Moderator: Vishak Kumar , CEO, Madura Fashion and Lifestyle (Aditya Birla Fashion & Retail) Panellists: Abhishek Ganguly , Managing Director, Puma India & Head South Asia Arun Narayan , VP - Category, Marketing & Retail, Tanishq, Tifan Co. Anchit Nayar , CEO-Retail, Nykaa Sagar Daryani , Co-Founder CEO, Wow! Momo	TRACK 3 – RETAIL SPACE THE SHOW MUST GO ON Shopping centres today are hubs of economic, commercial and social activity. The pandemic has albeit halted some of the developments but sooner than we think action will be back as they say "The Show Must Go On". This session brings some dynamic developers and retailers that are already on the fast track – to discuss recent developments and plans ahead. Moderator: Rahul Saraf , MD, Forum Projects Developers Panel: Abhishek Bansal , Executive Director, Pacific Malls Ashwin Puri , Director, Lake Shore Dalip Sehgal , CEO, Nexus Malls (A Blackstone company) Retailers Panel: Anjan Chatterjee , Founder & CMD, Speciality Restaurants Neelendra Singh , MD & CEO, Adidas India Pramod Arora , Chief Growth & Strategy Officer, PVR	TRACK 4 – RETAIL TECHWAY POST-COVID-19 RETAIL WORLD : TRANSFORM YOUR BUSINESS MODEL OR PERISH  Crises like the current pandemic shake 100s of 1000s of small and big businesses that otherwise seem to be doing fine. Most are fighting it real hard to get in to some delivery mode and simultaneously exploring future business models with every possible permutation and combination of the evolving scenario. Complete collapse of many successful business models only prove that companies now need to reinvent their business models that can withstand crises like the one in hand. This session brings some of the most dynamic tech, digital and innovation drivers to discuss how to put AI & analytics, flexible supply chain with variable cost base and modular design programmes at the core of the business to reinvent models for future businesses. Moderator: Anil Shankar , CTO, Shoppers Stop Panellists: Abhishek Sudhakar , Sr Director & Head - Mens Apparel, Sports & Footwear, Myntra Kumar Sambhav Verma , Sr. VP & Head Omni Channel - Asia, Bata Venkat Nott , Founder & CEO, Vinculum Goup Vishal Kapil , CTO, Marks and Spencer Reliance India Praveen Shrikhande , Chief Digital & Information Officer, Aditya Birla Fashion and Retail


Agenda Day 1 - Oct 14, 2020 – WEDNESDAY - Continued

TIME	TRACKS & SESSIONS				
3.30 – 5.00 pm	<p>TRACK 1 – TRENDS & IDEAS</p> <p>3.30 – 4.45 pm UNLOCKING ADAPTABLE INSIGHTS - AGILE. RESPONSIVE. FUTURE-FIT.</p> <p>Organisations that withstand the COVID-19 crisis will indeed emerge as the true winners but It will take a lot more than just being a cash rich company to survive such tests of times.</p> <p>And in this NEW NORMAL RETAIL, which are the customer facing organisations - be it in retail, e-commerce or brand delivery – that could - Swiftly adapt to the fast changing situations by the day or week - course correcting, again and again - reassessing assumptions, re-evaluating scenarios and strengthening their ability to sense and respond. - Master the play of Bricks & Clicks in safely serving customer's needs.</p> <p>And why some could do it while others not? Hear it out from the Trend Setters.</p> <p>The virtual conclave will present some of the top fashion & lifestyle brands, retailers and online sellers sharing insights, experiences and results of innovations at play at their respective businesses.</p> <p>Moderator: Vineet Gautam, CEO, Bestseller India</p> <p>Panellists: Alok Dubey, CEO, Arvind Lifestyle Brands Amisha Jain, CEO, Zivame Ayushi Gudwani, Founder & CEO, Fable Street Vinay Chatlani, co-founder and Executive Director, Soch Apparels Rahul Vira, CEO, Skechers South Asia Ajoy Chawla, CEO, Jewellery Division, Titan Company</p>	<p>TRACK 2 – BOARDROOM</p> <p>CEO's MINDSHARE</p> <p>Developing a future-fit company that can navigate times of volatility, uncertainty and crisis is top of mind for most CEOs today. Covid-19 is all of the above and is bringing about global innovation and acceleration of business trends that would otherwise have taken 3-5 years to take hold.</p> <p>CEO's Mindshare brings some of the most vibrant CEOs on this roundtable that have been successful in accelerating the innovation agenda in their respective organisation's scheme of things and the payoffs so far.</p> <p>Moderator: Bijou Kurien, Strategic Board Member, L Catterton Asia</p> <p>Panellists: Saroja Yeramilli, Founder & Promoter, Melorra Sandeep Kataria, President & CEO, Bata India Vikram Bhatt, Founder, Enrich Lalit Agarwal, CMD, V-Mart Retail</p>	<p>TRACK 3 – RETAIL SPACE</p> <p>EMERGING LEASING & PARTNERSHIP MODELS AS RETAIL GOES PHYGITAL</p> <p>Moderator: Anuj Kerwal, MD, Anarock Retail</p> <p>Panellists: Rajneesh Mahajan, CEO, Inorbit Malls Rashmi Sen, Group COO – Malls, The Phoenix Mills Ltd Sidharth Pansari, Director, Primarc Group (Junction Mall) Shashie Kumar, COO - Retail, Brigade Enterprises</p>	<p>TRACK 4 – RETAIL TECHWAY</p> <p>CUSTOMER CENTRIC TRANSFORMATION : FORMULATING THE NEXT STEP IN CX JOURNEY</p> <ul style="list-style-type: none"> • How to Attract, Inspire and Retain Your Customers in The Age of 'New Normal' • How to Leverage Data for Your CX Journey • How to Tap the Power of AI, AR, VR & Other Emerging Technologies to Create Wow! Customer Experiences • How to Engage Customers in Store Effectively <p>Moderator: Piyush Chowhan, Group CIO, LuLu Group International, UAE</p> <p>Panellists: Sandeep Jabbal, VP-IT, Jubilant Foodworks Krishnan Venkateswaran, Chief Digital & Information Officer, Titan Company Pankaj Singh, Director - National Chain Stores & E-Commerce, Levi Strauss & Co Thomas Reju, Country Digital Manager, IKEA India</p>	<p>TRACK 5 – DUETS</p> <p>DUET</p> <p>Amit Jafia, Vice Chairman, Hardcastle Restaurants (McDonald's India – West and South)</p> <p>And</p> <p>Niren Chaudhary, CEO, Panera Bread</p>

Agenda Day 1 - Oct 14, 2020 – WEDNESDAY - Continued

TIME	TRACKS & SESSIONS				
5 - 7.30 pm	<p>TRACK 1 – TRENDS & IDEAS</p> <p>THE NEW OPPORTUNITIES FOR LUXURY BRANDS 5 - 6.30 pm Session Partner:</p>  <p>Crises such as the Covid-19 pandemic present opportunities to think and act out-of-the box. Reports from across the world showcase numerous positive stories of brands that have done exceptionally well in reinventing themselves by introducing innovative categories for their customers and keeping them relevantly engaged during stressful times. Measures taken to offer products and services in-need by many of the luxury brands were hugely appreciated. Digitalization, go-green, go-phygital were other focus areas. But, overwhelmingly, global attention has been driven to a holistic approach to sustainability and how to make luxury more meaningful and purposeful.</p> <ul style="list-style-type: none"> • <i>What are the learnings for the luxury industry and how are key players prepping to bounce back?</i> • <i>Can travel bans and safety concerns tilt customer preferences towards local brands?</i> • <i>In the absence of physical shows, what new platforms to showcase brand collections will emerge?</i> • <i>How is the industry re-engineering for a new world order?</i> • <i>What are the changes they foresee in the future, and what are the new models/ formats that need to be embraced for a triumphant revival?</i> <p>Moderator: Bijou Kurien, Strategy Board Member, L Catterton Asia Holdings</p> <p>Panelists: Abdullah Abo Milhim, Programme Leader, MA Fashion Business, Istituto Marangoni London Ganesh Subramanian, Founder, Stylumia Gitanjali Saxena, Business Head, Global Luxury, Tata Cliq Luxury Shirin Mann, Founder & Creative Head, Needledust</p>	<p>TRACK 2 – BOARDROOM</p> <p>HAPPY HOURS : 5.30 to 7.30pm KICK START F&B CONSUMPTION Happy Hours brings India's top restaurateurs together to discuss how to kick start F&B consumption.</p> <p>Moderator: Rahul Singh, Founder & CEO, The Beer Café</p> <p>Participants: Abhayraj Singh Kohli, Managing Partner, Gourmet Brothers Aditya Ladsaria, Co-founder & Director, Chai Break Ajay Kaul, Sr Director, Everstone Capital Anurag Katriar, ED & CEO, deGustibus Hospitality Gaurav Ahuja, MD, Red Ginger Hospitality Gautam Gupta, CEO, Paradise Food Court Kabir Advani, Managing Partner, Berco's Kabir Suri, Co-Founder & Director, Azure Hospitality Manpreet Gulri, Country Head, Subway Systems India Manpreet Singh, Director, KS Hotels Monish Gujral, Chairman, Mofimahal Group Pranav M Roongta, MD, Mint Hospitality Rahul Agrawal, CEO, Barbeque Nation Riyaz Amlani, MD, Impresario Entertainment Hospitality Sagar Daryani, Co-Founder CEO, Wow! Momo Samir Kuckreja, Founder & CEO, Tasanaya Hospitality Vikram Bakshi, CEO & MD, Ascot Hospitality Zorawar Kalra, Founder & MD, Massive Restaurants</p>	<p>TRACK 3 – RETAIL SPACE</p> <p>EMERGING OPPORTUNITIES IN EMERGING MARKETS What are the emerging opportunities in non-metros, tier 2,3 and smaller cities? How digital are customers of these cities and how shopping centres in smaller cities are driving the digital transformation? What kind of organisational change will this entail?</p> <p>Moderator: Shrirang Sarada, CEO & Managing Partner, Sarada Group (Nashik City Centre)</p> <p>Panelists: Darpan Kapoor, Chairman, Kapsons J P Shukla, Co-Founder & CEO, 1-India Family Mart Kirit Maganlal, Founder & CEO, Magsons Group M G Gopalakrishna, Joint MD, M G Brothers (M G Felicity Mall, Nellore) Udhav Poddar, MD & Group CEO, Bhumika Group Umang Mittal, ED, PRM Begraj Group</p>	<p>TRACK 4 – RETAIL TECHWAY</p> <p>THE DILEMMA OF INTEGRATED MARKETING WITH SINGLE VIEW OF CUSTOMERS Organizations transform because of transforming consumers and customers. Today our customers are surfing, getting influenced, liking, buying and spending on different social, e-commerce and retail platforms but our marketing programs are not the same across all channels. Everyone loves deals, but fatigue is setting in with the tsunami of offers and promotions. Customers want experience – be it on the web, mobile, social media, bots, or in-store; they expect gratification for their business and reduced friction towards their seamless shopping experience.</p> <p>Marketing today is driven more by techies than marketeers. Innovators are busy in finding tools that generate automated content to attract the next wave of consumers and finding unique ways to create new demand, redefine value chains, and deliver brand experiences. This session presents the future of retail and customer engagement and retention and ...</p> <ul style="list-style-type: none"> • How to Maximise Omni-Channel, Social Media and Mobile Marketing? • Impact of personalization and segment of one • How marketers can embrace this disruption to repurpose their core marketing strategies that align with the new normal way of marketing, partaking in the digital evolution? <p>Moderator: Harshavardhan Chauhaan, Vice President - Marketing & Omnichannel, Spencer's Retail & Nature's Basket</p> <p>Panelists: Arvind R P, Director - Marketing & Communications, McDonald's India Dibyendu Baral, Chief Innovation and Digital Officer, SenCo Gold Meer Irfan, Digital Marketing Head, Lifestyle International India</p>	<p>TRACK 5 – DUETS</p> <p>DUET</p> <p>Siddharath Bindra, MD, BIBA Apparels and Suresh J, MD & CEO, Arvind Brands & Retail</p>

Agenda Day 2 - Oct 15, 2020 – THURSDAY

TIME	TRACKS & SESSIONS		
9.30 am – 11am	<p>TRACK 1 – TRENDS & IDEAS</p> <p>HOW TO ANALYSE MARKET & CONSUMER TRENDS ? - That May Impact Approach of Tenants & Customers Towards Malls</p> <p>Moderator: Sanjeev Mehra, VP, Quest Properties</p>	<p>Panellists: Benu Sehgal, CEO, Freeport Retail India Manoj K. Agarwal, CEO - Malls, Sheth Developers & Realtors (Viviana Malls) Shibu Philips, Business Head-Malls, Lulu International Shopping Malls Sunil Shroff, Head – Property Management (Malls), Lakeshore Yogeshwar Sharma, CEO & ED, Select Infrastructure</p>	<p>TRACK 3 – RETAIL SPACE</p> <p>10.45 am – 11am IMPACT OF COVID-19 ON INDIAN RETAIL INDUSTRY</p> <p>Ramesh Nair, CEO & Country Head, JLL India</p>
11am – 1 .10 pm	<p>TRACK 1 – TRENDS & IDEAS</p> <p>11am – 1 .10 pm</p>  <p>INTRODUCTION TO US APPLE EXPORT COUNCIL AND GLOBAL UPDATE ON APPLE TRADE Will Callis, Executive Director, USAEC</p> <p>U.S.-INDIA AGRICULTURAL TRADE AND EMERGING CONSUMER TRENDS Lazaro Sandoval Senior Agricultural Attaché at the U.S. Consulate General in Mumbai, India.</p> <p>DIGITAL TRANSFORMATION OF FRESH PRODUCE SUPPLY CHAIN</p> <p>The COVID-19 pandemic brought a huge set of challenges for all stakeholders in delivery businesses. Customers are now increasingly exercising caution on what, where, and how they buy. Safety & Security, Speed, Transparency in terms of data visibility and accessibility throughout the supply chain channels and cost reductions became imperative.</p> <p>While most retailers understand the importance of providing a consistently positive customer experience, many struggle with legacy systems that fail to address customer experience needs. To successfully serve omnichannel demand now and in the future, retailers must recognize and accept that changing market dynamics which necessitates adjustments to the old ways of doing things. As customer behaviour is evolving in the pandemic environment, getting the right products to the right sales channels can be a highly complex process. This session will demonstrate how to be supply chain ready for the next phase of retail evolution.</p> <p>Moderator: Tarun Arora, Director, IG International</p> <p>Panellists: Amit Dutta, CEO, Le Marche' Hitin Suri, Director, Suri Agro Lazaro Sandoval, Sr Agricultural Attaché, U.S. Consulate General, Mumbai, India. Tushar Malkani, Director, Malkani Hospitality, Executive Board Member Chef's Guild of India Will Callis, Executive Director, USAEC</p>	<p>TRACK 2 – BOARDROOM</p> <p>11am – 12 .10 pm WOMEN IN RETAIL: PIONEERS AND DISRUPTORS IN THE PHYGITAL WORLD</p> <p>Entrepreneurs, business leaders and innovators, these women are the stars of an industry C-Suite dominated by men.</p> <ul style="list-style-type: none"> - how do they see demand evolving in their category? What is changing about their consumers? What remains the same? - what are the 2-3 things that make a retailer win in our markets? - how do they see omni retail evolving in their category? What myths did Covid bust? - what is the role of women frontline staff, pre covid and now? What would it take to create a win-win for them and retailers? <p>Moderator: Ireena Vittal</p> <p>Panellists: Farah Malik Bhanji, MD & CEO, Metro Shoes Gunjan Soni, CEO, Zalora Group Rashmi Daga, Founder, Freshmenu Shrii Malhotra, CEO, The Body Shop, India Suparna Mitra, CEO - Watches & Wearables, Titan Co.</p>	<p>TRACK 3 – RETAIL SPACE</p> <p>11am – 12 .50 pm MALL - RETAILER ALLIANCE TO TRIGGER CONSUMPTION</p> <p>Retailers and retail space developers need to develop re-imagined, agile models of collaboration and consumption triggers – more than ever before. The onus rests on both occupiers and retail real estate leaders to build consumer confidence, co-create digital triggers, drive demand and re-energise topline across all key verticals.</p> <p>This session brings some of the most dynamic developers and retailers to discuss what possibly we can be done together to:</p> <ol style="list-style-type: none"> 1. Drive customers back to the malls, in particular during week days 2. Create new reasons/ seasons to shop in the mall 3. Enhance omni channel experience for customers 4. Add to the brick and mortar experience <p>Moderator: Rashmi Sen, Group COO – Malls, The Phoenix Mills Ltd</p> <p>Panellists: Harsh V Bansal, Director, Vegas Mall & Unity Group Rishi Vasudev, CEO Lifestyle & Home Centre Sushil Mohta, Chairman, Merlin Group of Companies and Partner-Director, South City Group Vineet Gautam, Chief Executive Officer, Bestseller India</p>

TIME TRACKS & SESSIONS			
TRACK 1 – TRENDS & IDEAS	TRACK 2 – BOARDROOM	TRACK 3 – RETAIL SPACE	TRACK 5 – DUETS
<p>1.15 pm to 2.15 pm</p> <p>EVOLUTION OF INDIAN RETAIL SECTOR - Opportunities & Challenges from the perspective of PE industry</p> <p>Key Points</p> <ul style="list-style-type: none"> - How the consumption story is changing and what is the insights on changing consumer behaviour that will impact Retailing going forward ? - We have seen big ticket investments and buy outs in the retail sector in the recent past? How should it be interpreted ? - What shifts do you expect in the Retailing Channels in India? What will change and what will remain the same wrt. Kiranas, Brick Modern Retail, E-Commerce, Category specific Retail? - How are all these formats and ideas for physical and E-commerce retail going to converge ? - How is the fund raise and start-ups space in the Retail sector in this backdrop going to change (allied industries, ecosystem development etc.) - How will you view start-ups in the space shaping up ? More of the same or new / altered way to look at opportunities. <p>Moderator :</p> <p>Ankur Bisen, Sr. Vice President, Technopak Advisors</p> <p>Panellists: Tarun Khanna, Partner, CX Partners Atul Gupta, Principal, Premji Invest</p>	<p>12.30 – 2 pm</p> <p>PHYGITALLY SERVING CUSTOMERS FROM A DISTANCE</p> <p>The era of 'New Normal', is all about serving customers from a distance. Frictionless shopping, virtual trials and the last mile delivery will be some of the new norms to thrive in retail.</p> <ul style="list-style-type: none"> · How can digital eliminate the physical distance and get us even more closer to our customers than ever before? · What will be the new definition of 'Experiential Retail'? · How do we think differently and change our mindset to build all our processes around customer convenience. · If Phygital is the way forward, is it possible to have a 'Single View of the Customer'? · If data is what is going to drive the future of retail, how do we integrate the different platforms? <p>As we navigate these new norms, panellist in this session share their understanding of all above?</p> <p>Moderator:</p> <p>K Radhakrishnan, Co-founder, Tata STARQUIK.COM (Omnichannel Retail, Tata Fiora Hypermarkets)</p> <p>Panellists: Avnish Anand, Co-Founder, CaratLane Amit Chaudhary, Co-Founder, Lenskart Kumar Saurabh, Business Head - Lifestyle, udaan.com Vivek Bali, CEO, Sephora India</p>	<p>1 pm – 2 pm</p> <p>HOW SHOPPING CENTRES CAN CATALYSE THE DIGITAL TRANSFORMATION</p> <p>Shopping centres can make the magnificent real life experience even more convenient with technology. Customers toady have no time for sauntering around clueless.</p> <p>This session talks about how malls can</p> <ul style="list-style-type: none"> · Leverage mobile apps to give today's digitally driven customers more power · Create more personalized shopping mall experiences for them that will keep them coming to the mall over and over again <p>Moderator:</p> <p>Pushpa Bector, Executive Director, DLF Retail</p> <p>Panellists: Mukesh Kumar, CEO, Infiniti Malls Najeeb Kunil, CEO, PPZ Pramod Dwivedi, President- Real Estate Division, Ambuja Neotia Group Rajendra Kalkar, President - West, The Phoenix Mills</p>	<p>12.30 – 2 pm</p> <ul style="list-style-type: none"> - Hari Menon, CEO, Big Basket - Peyush Bansal, CEO & Founder, Lenskart <p>Anchor: Bijou Kurien, Strategic Board Member, L Catterton Asia</p> <hr/> <p>2.15 pm – 3 pm</p> <p>SHOPPING CENTRES AND RETAILERS: ACCELERATING COLLABORATION TO CO-BUILD INDIA'S CONSUMPTION STORY</p> <ul style="list-style-type: none"> - Amitabh Taneja, Chairman, Shopping Centres Association of India (SCAI) - Bijou Kurien, Chairman, Retailers Association of India (RAI)

TIME TRACKS & SESSIONS		
TRACK 1 – TRENDS & IDEAS	TRACK 2 – BOARDROOM	TRACK 4 – RETAIL TECHWAY
<p>3 pm – 4.30 pm</p> <p>DEFINING TRENDS FOR THE SHOPPING MALL OF THE FUTURE</p> <p>Every now and then we hear the buzz that Malls are going to die? Or there is a retail apocalypse coming. True we have Amazon, Flipkart and other ecommerce avenues now..but physical stores still contribute to 90% of the retail. So, malls are not going away; but they need to evolve. The first malls surfaced half a century back and a lot has changed between then and now. Malls of yesterday will not work for the next generation. The rules of the game keep changing and shopping centers need to keep evolving.</p> <p>Trends in discussion:</p> <ul style="list-style-type: none"> - New model of leasing - Same cookie cutter model of anchors & vanilla might not work for all locations and demographics. - Experience as a way to drive footfalls – Themed adventures, experiential fine dining, promenades, through design. - New retail mix (increase percentage of unique F&B, wellness etc. tenants) - Online to Offline - Digitally native brands to come to store formats, thinning the line between online only or offline only brands. - Experiential Physical stores – Unique collections and product discoveries - Technology – Aiding the customers journey at each point; all the way from home to store <p>TRENDSCASTER: S Raghunandan, President Commercial , Bhartiya City Developers</p> <p>Foresight Facilitators:</p> <p>Marketing: Nishank Joshi, CMO, Nexus Malls (A Blackstone Company) Leasing: Atul Talwar, Director – Business Development, Pacific</p>	<p>2.30 pm – 4.30 pm</p> <p>DRAWING GAME CHANGING STRATEGIES: CEOs STRATEGY MEET 2</p> <p>The today's world of uncertainties poses vivid challenges for any business. Retail being the frontend of most consumer facing businesses shoulders the biggest challenge of driving market and consumer sentiments to positivity to revive economies and bring back life on track.</p> <p>Also critical is finding ways to boost up morals of entrepreneurs and employees in the retail sector.</p> <p>CEOs to brainstorm and draw Game-changing strategies and find possible ways to collaborate and execute them for desired results.</p> <p>Moderator: Devendra Chawla, CEO, Spencer's Retail</p> <p>Panellists: Abbas Jabalpurwala, CEO, Timezone Entertainment Anurag Katriar, ED & CEO, deGustibus Hospitality (President NRAI) Jai Krishnan, CEO - India, Samsonite South Asia K Radhakrishnan, Founder, Tata STARQUIK.COM (Omnichannel Retail, Tata Fiora Hypermarkets) Shailesh Chaturvedi, MD & CEO PVH Brands @ Arvind</p>	<p>3 pm – 4.30 pm</p> <p>CATALYZING OMNICHANNEL INNOVATIONS TO OFFER CUSTOMERS UNPARALLELED ASSURANCE AND CONVENIENCE</p> <p>The online and offline retail worlds are converging, and for any successful brand or retailer an omni-channel strategy is critical for future success. COVID has accelerated the digital journey of brands across industries and catalyzed innovations to offer customers unparalleled assurance and convenience. Digital leaders from across retail verticals tell us how their organizations found opportunity in adversity and created innovation benchmarks that will define their growth and leadership even beyond COVID.</p> <p>How to connect inventory and customers across the online and offline channels and provide seamless omni-channel journeys for customers? Is there a plug and play solution to brands and retailers? How AI can enable brands to power their primary portals and enable omni-channel services, such as click-and-collect, 2-hour delivery from store, return-to-store etc. How to make in-store technology deliver features like save-the-sale and endless aisle, thereby increasing store productivity and sell-through?</p> <p>Co Moderator: Srinivas Rao, Sr. VP Marketing, Lifestyle International</p> <p>Panellists: Deepak Kishanchand, Head - IT, South Asia and Middle East - Levi Strauss & Co Jitendra Joshi, CEO, Ambab Infotech Mahadevann Iyerr, SVP - Customer Loyalty & Analytics, and Business Transformation, Lifestyle Int. Yash Dayal, CTO, Zivame</p>

<p>Malls</p>		
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Agenda Day 2 - Oct 15, 2020 – THURSDAY - Continued

TIME, TRACKS & SESSIONS	
<p>TRACK 1 – TRENDS & IDEAS 4.30 – 6 pm</p> <p>UNLOCKING ADAPTABLE INSIGHTS - AGILE. RESPONSIVE. FUTURE-FIT.</p> <p>Organisations that withstand the COVID-19 crisis will indeed emerge as the true winners but It will take a lot more than just being a cash rich company to survive such tests of times.</p> <p>And in this phygital world of retail, which are the customer facing organisations - be it in retail, e-commerce or brand delivery – that could</p> <ul style="list-style-type: none"> - Swiftly adapt to the fast changing situations by the day or week - course correcting, again and again - reassessing assumptions, re-evaluating scenarios and strengthening their ability to sense and respond. - Master the play of Bricks & Clicks in safely serving customer’s needs. <p>And why some could do it while others not? Hear it out from the Trend Setters.</p> <p>The virtual conclave will present some of the top beauty brands, retailers and salons sharing</p>	<p>TRACK 2 – BOARDROOM 4.30 – 6 pm</p> <p>WHAT WILL BE THE NEW PLAYBOOK?</p> <p>While eCommerce will continue to grow but what's the future of Brick and Mortar stores that constitute such a large pie of the market ? Higher footfall the dream of every store will now be a thing of past. With social distancing guidelines, the army of floor salesmen will soon disappear and so will all the activities for attracting crowds. It will be the phase of serving customers from a distance.</p> <p>So how will the Brick and Mortar Retail survive in the new world?</p> <p>Will tech create new ways of interacting with digital assistants, kiosks, instore AR ?</p> <p>What will be the new playbook?</p>

insights, experiences and results of innovations at play at their respective businesses.

Moderator: Pushkaraj Shenai, CEO, **Lakmé** Lever

Panellists:

Dr. Rekha Chaudhari, MD-Online wellness

Kartik Kaushik, Country Head, **Henkel Beauty Care** India (**Schwarzkopf** Professional)

Krishna Gupta, MD, Lloyds Luxuries (**Truefitt & Hill**, **Mary Cohr**)

Rahul Bhalchandra, CEO, **YLG Salons**

Rajiv Nair, Group CEO, **Kaya** Ltd

Subham Virmani, Director- Sales & Strategy, **Esskay Beauty Resources**

Vivek Bali, CEO, **Sephora** India

Moderator: Mridumesh Kumar Rai, Business Director - next - MENA Region **Alshaya Group**

Panellists:

Dheeraj Arora, VP, Modern Trade, e-Commerce, OmniChannel & Institutional Business, **Unilever**

Kumar Nitesh, CEO, Reliance Footprint, Trend Footwear & Payless, **Reliance Retail**

Martin Bailie, MD & CEO **Trent Hypermarket**

Samir Srivastav, CEO, **Jean-Claude Biguine** Salon and Spa, India

Note:

Tracks, Contents, featured speakers and Timings are subject change.