

PHYGITAL RETAIL CONVENTION

24th – 25th August 2022

AGENDA

Theme: INDIA Bharat – Exploring the World's Biggest Consumer Story

Day 1 – 24th August, Wednesday

10:00 – 10:05	<p>Welcome and Introduction to PRC 2022</p> <p>The Great British View of the Greatest Retail Story on the Planet. How the World sees India.</p> <p>Anish Trivedi, Conference Host and Business Anchor</p> <p>welcoming the renowned British anchor and television presenter, and in conversation with ..</p> <p>Lee Clark, Presenter and Television Host on Discovery, Fox News (USA), Sky Sports News, the Jewellery Channel (UK and US)</p>
10:05 – 10:20	<p>My Story of India and My Three Decades in Retail</p> <ul style="list-style-type: none">● Overview of the INDIA+Bharat Opportunity● Crafting INDIA-Bharat's Growth Roadmap through Phygital● Trends and Strategies That Can Help Retailers Conquer the World's Biggest Consumer Story● How is Phygital transforming the Indian Consumer's Mindset towards goods, services, experiences● A view of Retail over the last 3 decades and what the next 5 years mean for us● World's 6th largest economy - what does this mean as an opportunity for every Retailer <p>Arvind Singhal, Chairman, Technopak</p>

<p>10:20 – 10:40</p>	<p>PRC Patrons Address: How leaders from different arenas are leading markets for Growth. Consumerism at play in the world’s Sixth largest growing economy</p> <ul style="list-style-type: none"> ● 10 serious indicators that Consumerism is at play ● Sales figures (statistics) that reinforce the India consumer story : as World’s sixth largest growing economy ● India will take its spot as the world’s THIRD largest economy within this decade – what is the message to the brands (globally) who are watching from the sidelines and still haven’t made up their mind to mark their entry into India ● The brand appreciation story – what sways the customer today – the interplay of value, price, emotional connect ● What kind of consumption is growing where ● The story which these brands want to play out in India, how are they innovating, and what they are doing in the next 3 years to fuel this story ● What are the global headquarters saying, when it comes to importance of India as a market in the overall global portfolio ● HR, Tech, Distribution, Product – what’s changing with Phygital. And what consumers, employees, and suppliers are expecting <p>Shailesh Chaturvedi, MD and CEO, Arvind Fashions Patron, PRC 2022 and Chairman, India Fashion Forum Damodar Mall, CEO – Grocery, Reliance Retail Patron, PRC 2022 and Chairman, India Food Forum</p>
<p>10:40 – 10:50</p>	<p>KEYNOTE ADDRESS: Evolving Customer Behaviour and Trends in the Retail Environment</p> <ul style="list-style-type: none"> ● Pushpa Bector, Executive Director, DLF Retail
<p>10:50 – 11:45</p>	<p>INAUGURAL SESSION: ‘India – Bharat: Exploring the World’s Biggest Consumer Story’</p> <p>Referred to interchangeably as Bharat or India, the world’s sixth largest economy is a marketplace that is both lucrative and highly scalable. While consumption and retail growth in urban and semi-urban India continue to surge, much of India’s heartlands — “Bharat” — are also rising fast as vast consumer markets — and future retail hubs.</p> <p>Indian retail market is the world's third-largest consumer market, where 65% of discovery happens online, 97% of shopping takes place offline. The winner will be one who can offer an affordable, high-quality experience both online and offline to a billion people. A recent article stated that there are 70 million online shoppers in India, of whom only 10 million can be classified as 'digital natives'. These numbers mean that today in a country of 1.3 billion people, less than 1 per cent would be considered to be digital natives.</p> <p>How do we power the transformation of Retail in the dual and complex market of India/ Bharat.</p> <ul style="list-style-type: none"> ● Shailesh Chaturvedi, MD and CEO, Arvind Fashions Patron, PRC 2022 and Chairman, India Fashion Forum ● Damodar Mall, CEO – Grocery, Reliance Retail Patron, PRC 2022 and Chairman, India Food Forum ● Bharat Kalia, Co-founder and CEO, Lifelong Online and Thrasio India ● Devarajan Iyer, Executive Director & Chief Executive Officer, Lifestyle International

	<ul style="list-style-type: none"> ● Ramesh Menon, Group CEO, Wingreens ● Riyaaz Amlani, MD, Impresario Handmade Restaurants ● Abhishek Bansal, Executive Director, Pacific Malls ● <i>Moderator: Arvind Singhal</i>, Chairman, Technopak
11:45 – 11:55	<p>SOLO - Stories. Opinions. Learnings. Outcomes.</p> <p>SOLOx: A Tail (Tale) of Pets, Passion, Perseverance - What It Took To Be a (Woman) Entrepreneur and Build a Never-Before Explored Category</p> <p>Rashi Narang, Founder, Heads Up For Tails</p>
11:55 – 12:05	<p>KEYNOTE ADDRESS: Building unified conversational customer journeys and engagements</p> <p>Vinay Bhatia, Country Director- India, Message Bird</p>
12:10 – 12:20	<p>PRESENTATION OF INDUSTRY REPORT: India Phygital Index 2022</p> <p>Decoding the #OmnichannelMaturity narrative for retail</p> <p>We analyse the omnichannel strength and maturity of India. Examining almost 102 retailers encompassing online and in-store retail across five segments, including five business parameters:</p> <ol style="list-style-type: none"> 01. e-commerce share of the business 02. organisational maturity 03. omnichannel features 04. omnichannel practices, and capabilities 05. customer journey seamlessness <p>Each of these parameters has been broken down further for more in-depth investigation. We intend to measure the omnichannel gap every year through IPI and will continue outlining our findings to note how each sector is reducing the gap to make omnichannel a reality for retail.</p> <p>Presenting to you the current state of Omnichannel maturity of the Indian retail industry and sharing best practices to help you grow faster and more solidly.</p> <p><i>Introduction of Report and Synopsis by: Anil Rajpal</i>, CEO & Founder, One Consulting</p>

12:20 - 12:30	<p>REPORT LAUNCH <i>.. followed by mega book launch at the hands of august VIP Speakers</i></p>
12:30 – 12:40	<p>KEYNOTE ADDRESS: Building the Best e-commerce model</p> <ul style="list-style-type: none"> ● Akshay Ghulati, Co-founder – Strategy and Global Expansion, Shiprocket
12:45 – 13:30	<p>THE LONG VIEW: How Retail CEOs Are Managing Their Strategic Priorities</p> <ol style="list-style-type: none"> 1. Opportunities and Challenges in Navigating the INDIA+Bharat Opportunity 2. Resetting Retail through Relevance, Creativity & Brand Purpose in the Age of PHYGITAL 3. Building Something for Everyone: India’s five household income categories (elite, affluent, aspirers, next billion, and strugglers) 4. The Challenges of Managing a cyclical Pandemic flare-ups, Supply Chain Disruptions, Inflation <p>It can almost be called the age of RETAIL 4.0. Challenges abound by the dozen. But so are the opportunities. And a lot of it has been created by the world’s most lucrative market that is India+Bharat, and magnified by PHYGITAL.</p> <p>The coronavirus pandemic was thought to be a once-in-a-lifetime test of business continuity planning, but with repeated and almost cyclical flare-ups, how can CEOs adapt it into their operational playbook.</p> <p>Consumers today have a renewed desire for relevance, community and belonging, and they want their brands to reflect that. The consumer is not simply asking themselves “What do I want?,” but rather, “What is relevant to me, what do I care about, and what should I care about?”</p> <p>The industry is being confronted by a string of questions, arising from supply chain disruptions, an uncontrollable bout of inflation, and the great divide in India-Bharat psyche:</p> <ul style="list-style-type: none"> – What’s next? – What has changed in consumer behavior and what impact will it have on businesses? What’s the New Normal going to be? – What changes are likely to persist and which of them are reversible? – Phygital – has it really moved the needle or remains just another buzzword? <ul style="list-style-type: none"> ● Vineet Gautam, CEO, Bestseller ● Rajesh Jain, MD & CEO, Lacoste ● Harsh Bansal, Director, Vegas Mall & Unity Group ● Pramod Arora, Chief Growth & Strategy Officer, PVR Cinemas ● Rajneesh Mahajan, CEO, Inorbit Malls

	<ul style="list-style-type: none"> ● Raghav Verma, Co-Founder, Chaayos ● <i>Moderator: Anuj Puri</i>, Chairman, Anarock 			
13:30 – 14:30	<i>Networking over Lunch</i>			
	HALL 1		HALL 2 – TECH.NXT	Round Table session
14:15 – 15:00	<p>PANEL DISCUSSION: What CEOs Are Thinking for a Better Retail Tomorrow : Profits, People, and the Planet</p> <p><i>SUSTAINABILITY IN RETAIL: The path forward for retail’s sustainable future</i></p> <p>Indeed, consumers are paying increasing attention; the founder of a fashion label said: “The upcoming generation is extraordinarily focused on making sure that waste does not exist.”</p> <p>Retailers are increasingly directing their strategy and investments toward sustainable and responsible growth. They are re-evaluating the sustainability credentials of their products and of their overall brand in order to resonate with the wishes of an increasingly wide range of consumers.</p> <p>Firms are also taking action to improve their impact on society. CEO of a global consumer-goods company said that “part of being a purposeful brand is supporting the communities where we live.”</p> <p>Social inclusion is also getting increased attention with initiatives that include social-responsibility audits at factories and suppliers factories. “As part of our targets, we have defined racial and</p>	14:15 – 15:00	<p>Powered by GreenHonchos</p> <p>PANEL DISCUSSION: OMNICHANNEL Decoding the 5 Phases of Customer Journey: Perfecting the Art of Omnichannel with a Customer Centric Focus</p> <p>Omnichannel retailing has become the gold standard for success in the retail environment - the goal that everyone is supposed to be aiming for but few know how to achieve. It provides a seamless, continuous customer experience across any device or location a customer wishes to shop, with a personalized brand experience. Developing an omnichannel strategy is a process that retail businesses should embark upon with a holistic approach, and technology, connectivity and last mile operational excellence can make that process easier to achieve.</p> <p>Haphazard efforts at omnichannel can destroy value. Before retailers rush to expand their omnichannel capabilities, they need to step back and consider the underlying drivers of value for their specific business. Otherwise, with multiple approaches and technologies to choose from, and acute margin pressures, retailers can invest in the wrong thing and quickly fall into a</p>	

<p>gender representation targets for our suppliers,” said the CEO of a US fashion house.</p> <p>We look into some of the drivers behind this increased focus on sustainability.</p> <p>Will the 2020s be the decade when sustainability (finally) breaks through? How should retailers combine operational excellence with social and environmental responsibility? How can retailers implement the principles of the circular economy (reduce, reuse, refurbish, repair, and recycle)? Great ideas to bring sustainable thinking to the fore - into your retail stores, online deliveries, and people behaviour .. Some innovative trailblazers - what can we do to replicate such ideas at scale and in many more markets: - World’s first plastic-free supermarket, Ekoplaza, opened in Amsterdam in 2018 - all products sold in store came with no plastic packaging. Since then, similar initiatives have popped up across the globe. - “Loop” – a zero-waste delivery service, a circular platform that transforms the packaging of everyday essentials from single-use disposable to durable, feature-packed designs (https://buydurable.com/)</p> <ul style="list-style-type: none"> ● Pushkaraj Shenai, CEO, Lakme Lever ● Amit Dutta, CEO, Le Marche Retail ● Sanjeev Rao, CEO, Being Human Clothing ● Shriti Malhotra, CEO, The Body Shop, India ● Mohit Khattar, CEO, Graviss Foods (Baskin Robbins) ● Abhishek Trehan, Executive Director, Trehan IRIS ● R A Shah, Head - Property, Trent ● <i>Moderator: Naveen Malpani</i>, Partner and Sector Leader – Consumer and Retail, Grant Thornton Bharat 	<p>downward spiral that can destroy value.</p> <p>Here’s what top retailers do to get it right. We’ll discuss the omnichannel journey and how integrating and exposing valuable CX touchpoints can put retailers in a competitive position to win over the technology-savvy customer.</p> <ul style="list-style-type: none"> o Reimagining Retail Commerce... with the Right Tools o Omnichannel: Creating the path to value o The most important omnichannel decisions to get right o Steps for Building an Omnichannel Strategy <ul style="list-style-type: none"> ➢ Segment your customers. ... ➢ Determine which channels each customer segment uses. ... ➢ Map the customer journey. ... ➢ Provide cross-channel customer support. ... ➢ Integrate your technology. ... ➢ Take advantage of automation. ... ➢ Make testing a habit. o Lastly, but most importantly. Getting into the fast lane: How to master the omnichannel supply chain <ul style="list-style-type: none"> ● Moderator: Gerard Roger, VP - Partnerships & Market Development, GreenHonchos ● Subodh Mehta, Senior VP and Head - Home Furniture Business, Godrej Interio ● K G George, Senior Vice President - Retail and Alternate Channels, TTK Prestige ● Priyaranjan Kumar, Ex-Vice President & Business Head, Snapdeal ● Tarak Bhattacharya, ED & CEO, Mad Over Donuts ● Biraja Rout, Founder, Biggies Burger ● Kunal Gupta, CEO, FACES Canada ● Robinder Singh, Senior Director and Head of Operations, Chaayos ● Aastha Almast, Founder, The NEW Shop ● Sandeep Jabbal, CCA & Chief Digital Transformation & Information Officer, Shoppers Stop 	
---	--	--

			<ul style="list-style-type: none"> ● Rajgopal Nayak, CTO, Metro Brands 	
<p>15: 00 - 15: 15</p>	<p>FIRESIDE CHAT: The Power of Technology in enhancing post-purchase experience across retail channels.</p> <ul style="list-style-type: none"> ● Kapil Makhija CEO, Unicommerce ● Ranjan Sharma, CIO & Head of Supply Chain, Bestseller India <p>Moderator: Prateek Sinha, Partner Experience Consulting, PWC</p>	<p>15:00 – 15:40</p>	<p>Live Case Study – Omnichannel enablement</p> <ul style="list-style-type: none"> ● With an omnichannel approach, retailers develop one strategy that is executed across all channels to create a connected, customer-focused experience ● This means that a shopper who begins browsing on a brand’s website will have the same experience whether they visit the brand’s mobile app, social media accounts, or brick-and-mortar store and whether they use a mobile phone, tablet, desktop computer, or laptop ● An omnichannel retail solution also enables customers to convert through any of these available online or offline touchpoints and have ability to serve across channels. <ul style="list-style-type: none"> ● The New Shop ● Spykar: Growth & Success story of Spykar Omni Channel ● Pepe Jeans ● Bestseller <p>Moderator: Vinay Hinge, Managing Partner, VH Consulting</p> <p>Jury: Sandeep Jabbal, Rajgopal Nayak, Shirish Kalamkar, Ajit Kolhe, Vinod Kapote, Sandip Mistry, Manoj Patel, Vishal Kapil, Kunal Mehta, Anil Shanker, Zahid Ansari</p>	<p>14:30 - 15: 30</p> <p>CAPILLARY ROUND TABLE: Reimagining Digital Commerce with full-stack and Headless Commerce</p>

15:15 – 16:00	<p>Retail CEOs Spotlight : Breaking Conventions to Build Extraordinary Businesses</p> <ul style="list-style-type: none"> ● Vivek Bali, CEO, Enrich ● Sitaram Kumar, CEO, Home Centre ● Abbas Jabalpurwala, CEO, Timezone Entertainment - TEEG India ● Sagar Daryani, Co-Founder CEO, Wow! Momo ● Amuleek Singh, Founder, Chai Point ● Aakash Gupta, CEO, Crossword Bookstores ● Shibu Philips, Director – Shopping Malls, Lulu Group India ● Tarun Vashistha, Country Head- Retail Business Development @ Pantaloons and JAYPORE, AB Group - Pantaloons Fashion & Retail ● Vaibhav Singhal, CEO, DroptheQ ● <i>Moderator: Sadashiv Nayak</i>, "Operating Partner" with a few Indian boards (after his stints at Asian Paints, Unilever and Future Retail) 	15:40 - 16:00	<p>FIRESIDE CHAT: Enhancing customer experiences with unified communication</p> <p>Discussion points:</p> <ul style="list-style-type: none"> ● Building closer connection with customers ● Integration with modern channels ● Faster resolution and conversions ● Optimizing the usage of digital communication channels <p>Speakers -</p> <ul style="list-style-type: none"> ● Vinay Bhartia, Country Manager-India MessageBird ● Arzan Singpurwalla, Channel Partner Lead - Whatsapp for Business, India <p>Moderator: Siju Narayan, Retail Practitioner</p>	
16:00 – 16:15	<p>KEYNOTE ADDRESS: Reimagining Digital Commerce</p> <ul style="list-style-type: none"> ● Arun Naikar, VP – Ecommerce, Capillary 			
16:15 – 16:30	<p>KEYNOTE ADDRESS : The Journey to Amazing Customer Moments Veer Ahuja, Director of Solution Architecture – Ordazzle, ETP’s e-commerce platform</p>	16:00 – 16:45	<p>PANEL DISCUSSION: The CEO’s New Technology Agenda - Key insights to a CEOs guide in shaping technology function that’s fit for the digital age</p> <p>Technology performance has become critical to business success. Here’s how a CEO can focus the technology function on a company’s strategic priorities.</p>	
16:30 – 16:45	<p>KEYNOTE ADDRESS DEMOCRATISING ECOMMERCE - The Convergence of BHARAT with INDIA</p> <p>India is a huge country, with more than one billion people. And today, less than 10% of all retail activities take</p>		<p>We’ve seen numerous companies boost their financial performance after their CEOs made it a priority to strengthen the technology function and bring more technology capabilities closer to the business’s strategy</p>	

<p>place on e-commerce. The big ecommerce and marketplace giants dominate the 5%, while the rest of the 95% retail value is still happening physically.</p> <p>So how do we build the game-changer - enabling those 95% to join e-commerce as well. The value-addition that brings more target customers and more revenues for everyone connected with phygital retail and ecommerce.</p> <ul style="list-style-type: none">● Shireesh Joshi, Chief Business Officer, Open Network for Digital Commerce (ONDC)	<p>and operations. Fulfilling this mandate, however, can be a challenge. Most CEOs already have a long slate of priorities, and relatively few feel comfortable enough with technology to push for transformative changes in that functional area. Even CEOs who are attuned to the threat of digital disruption and are thinking about how their companies can create value with digital tend to discount the Tech function's importance.</p> <p>CEOs can exert a uniquely constructive—and valuable— influence on the Tech function. CEOs can do more than other executives to transform the Tech function's role, resource model, and core systems, and to bring about the cultural and organizational changes that such transformations involve.</p> <p>10 questions the CEO should ask to accelerate technology transformation in the right direction and for measurable pay-offs:</p> <ol style="list-style-type: none">1. How are we making key technology decisions at all levels of the company?2. How do we track and maximize the value produced by our major technology investments?3. How often do our Tech teams seek input from users?4. Have we placed high-caliber Tech engineers and coders in Tech roles that contribute the most value to the company?5. How many projects has Tech shut down because they weren't providing value? And what could we have done differently to have a successful outcome?6. How long does it take for our company to deploy new applications?7. Which of our Tech capabilities are outsourced (vendors provide), and why (not in-house)?	
---	--	--

			<p>8. How much custom development work goes into building new IT solutions?</p> <p>9. What % of business decisions are we making with the help from AI?</p> <p>10. Has cybersecurity been given top priority and all kinds of data safe from breaches?</p> <ul style="list-style-type: none"> ● Anupam Bansal, MD, Liberty Shoes ● Rajiv Nair, Group CEO, Kaya ● Apeksha Gupta, CEO, John Jacobs ● M Yeshwanth Nag, Co-Founder, The ThickShake Factory ● Shivi Singh, Co-Founder & CEO, ClearDekho ● Sreekanth Chetlur, Chief Ecommerce Officer, Shoppers Stop ● Vishal Kapil, CTO, Marks and Spencer India ● Anil Menon, CIO, LuLu Group, India ● Manoj Patel, Dy CIO, House of Anita Dongre ● Swarndeeep Singh, Founder & MD, Logic ERP ● Moderator: K Radhakrishnan, Co-Founder, Tata Starquik.com 	
16:45 – 17:35	PANEL DISCUSSION: How Phygital Can Help Carve Out Luxury’s Next Frontier	16:45 - 17: 30	<p style="text-align: right;">Powered by SHIPROCKET</p> <p>RETAIL GOES ONLINE: IDENTIFYING THE BUILDING</p>	

Opening Keynote: by Almona Bhatia

The Luxury Mindset: through my journey and observations being at the centre of the Luxury evolution in India and the fast changing luxury consumer landscape. In a post Pandemic world, can we go back or has Ecommerce changed everything, forever.

followed by Panel Discussion:

More than any other sector of retail, luxury has relied on human interaction and the personal touch. This has led the sector to take a cautious approach to digital, but change is on the horizon. Bain predicts that by 2025, 30% of all luxury purchases will be made via digital channels.

Drawing on their combination of experiences, retail veterans with luxury prowess, share their unique perspectives on:

Embracing a new generation of consumers demands for a personalised & frictionless shopping experience at every touchpoint

Leveraging the profound shift in consumer behaviour to build more meaningful and lucrative relationships with customers
Effectively marrying online and offline operations to communicate the brand message in more immersive and memorable ways

- **Ankur Damani**, Country Head – India & SAARC, Le Creuset
- **Rohiet Singh**, COO, PVH Arvind Fashion
- **Abhishek Raj**, COO, Lacoste
- **Sandeep Pal**, CEO – Tasva, Aditya Birla Fashion & Retail
- **Samir Srivastav**, Chief Executive Officer, Jean-Claude Biguine Salons, India
- **Gopa Kumar**, COO, Bhima Jewels
- **Abhinav Kumar**, Director & CEO, Brand Concepts
- **Preeti Gupta**, Chief Business Officer, Nykaa Fashion
- **Rajendra Kalkar**, President - Malls, The Phoenix Mills
- **Lead Presenter and Moderator: Almona Bhatia**, Chief Strategy Officer, Tata CLiQ Luxury

BLOCKS OF ONLINE RETAIL TO MAKE THE LAST MILE A SMOOTH SAIL

Session Focus: Last Mile Fulfilment and customer experience

Last mile fulfillment is the buzzword and much has been said about making e-commerce and omnichannel retail a big win for both new-age and traditional retailers. However, what is it that makes the transit from offline to online smooth?

When transitioning into online retail from offline, a lot of new processes need to be built in and a lot of old processes have to be tweaked. But all that can happen with ease courtesy of technology. Tech deployments and automation can make the transition from online to offline and even the opposite more connected, seamless, and customer ready.

However, most of the time with transitions in mind it is easy to forget the customer experiences bit and then start the trivial cycle of returns. That's also a big factor to square in when planning the transitions and giving wings to the business scaling. With scalability on mind, how do you define the nodes and tighten the grip over your internal processes to keep it customer ready until the last mile delivery is achieved?

- **Moderated by : Atul Mehta**, COO, Shiprocket
- **Ranjan Sharma**, CIO & Head of Supply Chain, Bestseller India
- **Amit Sharma**, Sales & Marketing Lead, APAC eCom, Fossil Group
- **Rajesh Verma**, Vice President Information Technology, India Terrain Fashions

			<ul style="list-style-type: none"> ● Daksh Savla, CEO, Three Three ● Nikhil M Upadhye, Commercial Director, Benetton India Pvt. Ltd. ● Govardhan Reddy Y S, Business Head, Beauty & Beyond 	
		17:30 - 18:15	<p>Live Case Study – CUSTOMER EXPERIENCE</p> <ul style="list-style-type: none"> ● This consists of all kinds of touchpoints, digital and in-person, that can make or break a retail experience ● At each customer journey touchpoint, negative or positive could be sparked by how your business performs, or how the UI or Interfaces has been executed ● Not only does a perfect plan for customer experience rely on the product, store, and customers, but also on how companies smartly coordinate the various fragmented components physical or digital with the help of technology. The solution needs to integrate customer service through multiple genres of retail ● CLOVIA ● Jubilant Foodworks ● Pepe Jeans ● Chaayos ● Digital Transformation at Scale - An offline to Online Journey of a legacy retail Brand - GreenHonchos & Liberty (Aamir Shafiq, Anupam Bansal) <p>Moderator: Vinay Hinge, Managing Partner, VH Consulting</p>	

			<p>Jury: Sandeep Jabbal, Rajgopal Nayak, Shirish Kalamkar, Ranjan Sharma, Vinod Kapote, Sandip Mistry, Manoj Patel, Vishal Kapil, Ajit Kolhe, Anil Menon, Kunal Mehta, Anil Shanker, Zahid Ansari</p>	
<p>17:35 - 18:15</p>	<p>PANEL DISCUSSION: RETAIL FUTUREScape: Looking at Ideas Today For a Decade Ahead - Breakthrough Ideas That Will Make Retail Prosper Until 2030 and Beyond</p> <p>The growth triathlon: Three pathways to extraordinary growth and success in the retail sector</p> <p>For retail organizations to grow fast and profitably, they must expand their cores, tap into adjacencies, and ignite breakout businesses—all at the same time.</p> <p>Delivering exceptional growth, even in the short term, is a tall order. More difficult still is to do it profitably, year after year. Yet demanding consumers and investors continue to expect—even in the face of global conflict, and with margins under pressure from inflation and supply chain disruptions—that retail companies will deliver continuous, profitable growth. Consumers alike expect innovative abilities and experience addition of retailers to surpass its own milestones year after year. How do the retailers manage these?</p> <p>What can be the winning strategies guaranteed to achieve that kind of growth and consumer expectations? The three events in the retail sector triathlon are three proven avenues for growth, and satisfying the appetite of consumers, each of which demands sustained focus and commitment:</p> <ol style="list-style-type: none"> 1. Companies must expand the core of the business. 	<p>17:30 hrs onwards</p>	<p>Exclusive Networking Meet for PRC Privilege Club Members Only Hosted by GreenHonchos</p> <p>Welcoming & felicitating PRC privilege members by Lee</p> <p>The Indian retail industry is booming again, having left behind the uncertainties of the pandemic. This is the time to reconnect and to network with the creme de la creme of the industry. Facilitating this, the PRC Privilege Membership Club brings an exclusive hour of networking and rich conversations over wine and cheese, with the coveted group of its Members - each one an industry leader of significance.</p> <p>Images Group will welcome and felicitate Club members.</p> <p><u>Venue:</u> PRC Privilege Membership Club Lounge</p>	<p>5:30 pm - 6:30 pm Message Bird Sundowner (Over Wine & Cheese)</p>

	<p>2. They need to expand into adjacencies, through innovation or acquisition, in either new categories or new geographies.</p> <p>3. They must ignite breakout businesses.</p> <p>We bring the leaders from Retail, D2C, CPG Brands, Ecommerce and Shopping Centres to gaze into the future and build up ideas that today might look radical, but in the years to come will be commonplace to retailers’ growth and powering the consumption and satisfaction indexes of the most demanding consumers.</p> <p>Speakers</p> <ul style="list-style-type: none"> ● Devang Sampat, CEO, Cinopolis ● Narendra Pratap Singh, Director – Retail, Samsonite South Asia ● Sahil Kansal, Head Property, Infiniti Retail (Croma) ● Nitin Bansal, Head Business Development, MINISO Life Style Pvt. Ltd ● Vivek Shrivastava, Head -Retail Business Development, Aditya Birla Fashion & Retail ● Mehboob Memon, Business Development Management Specialist, Marks & Spencers ● Arif Raza, Chief of Retail Business Development and Projects, Manyavar ● Rahul Desai, Chief Strategy Officer, SSE Transit Retail ● Muhamed Fawaz, CEO, HiLITE Mall <p>Moderator: Anuj Kejriwal, CEO, ANAROCK</p>			
<p>19:30 ONWA RDS</p>	<p>RETAIL TECH ICON Honours followed by DINNER</p>	<p>19:00 hrs</p>	<p>Celebrate Retail presented by Inorbit Dinner & Cocktail at the Lawns</p> <p><i>A special feature Celebrating Retail - the man you all know, the man who brought the iconic brand we all love!</i></p> <p>SOLOx: Vikram Bakshi, Chairman, Ascot Hospitality</p>	

			<p>A riveting narration from retail veteran Vikram Bakshi on his remarkable entrepreneurial journey — introducing India to the McDonald’s phenomenon, the highs and lows, the successes, challenges and comebacks. Plus, his no-frills outlook for Bharat. How do we disseminate the modern retail movement to India’s small-town millions? Can modern retail propel social and consumption innovation across Bharat? How are consumers expected to evolve? What can we expect along the way — the opportunities, bottlenecks and the course corrections.</p>	
--	--	--	---	--

Day 2 – 25th August, Thursday

	HALL 1		HALL 2
10:15 – 10:30	<p>Research Presentation: Why and How The Retail Industry Needs To Reinvent and Reset</p> <p>To thrive in an uncertain future, retailers must reset and reinvent responsibly and get ready for constant change—find out how. What are the imperatives of growth for the retailers?</p> <ul style="list-style-type: none"> ● Rajul Agarwal, Retail Lead - ATCI Industry Network, Accenture 	10:15 - 11:00	<p>PANEL DISCUSSION: BUILDING THE RIGHT APPROACH: KEEPING THE CUSTOMER HAPPY ACROSS TOUCHPOINTS!</p> <p>Session Focus: Customer Experience</p> <p>With digital transformations becoming the call of the day, perfecting customer experiences all across industries has become a very important aspect. Customers need to be treated with care at every touchpoint. This is where the strength of technology enhances in making the customer journeys meaningful and seamless. While the same changes across retail and varies across each node, the idea of offering the right experience is a constant. So how do we fix the right processes to deliver a seamless customer journey in the growing universe of retail touchpoints?</p>

			<ul style="list-style-type: none"> ● L Muralikrishnan, CMO, Wow! Momo ● Kiran Komatla, Sr Vice President - Information Technology, BURGER KING ● Sarfaraz Miller, Head IT, Celio ● Neilmani Sahu, Head IT, JSW Paints ● Shirish Kalamkar, GM-IT, Major Brands Ltd. ● Zac Thomas, Director Sales, PEPE JEANS LONDON ● Dibyendu Baral, CTO, Senco Gold Limited ● Moderator: Prateek Sinha, Partner Experience Consulting, PWC
10:30 – 10:40	<p>'Unveiling ReConnect: The Retail Solutions Marketplace'</p> <ul style="list-style-type: none"> ● Santush Kumar Pandde, CEO, IRF TRUSTED MARK 	11:00 - 11:20	<p>KEYNOTE ADDRESS</p> <p>The Indian Consumer in the Midst of the Phygital Revolution</p> <ul style="list-style-type: none"> ● Amit Khanna, Partner, PWC
10:40 – 11:15	<p style="text-align: right;">IRF Trusted Mark session</p> <p>PANEL DISCUSSION: Catering to #Bharat: Regional Supermarket Stars of India Retail Inc.</p> <p>A nation of 12 million-plus 'shopkeepers' is bound to throw up some incredible heroes and astonishing tales of success. In this exclusive session presented by IRF Trusted Mark, we bring together regional retail stalwarts from across India, to share their narrations of what they did differently, and how they navigated the road to customer centricity, profitability and success, against all odds.</p> <p>Be prepared for an inspiring session featuring insights from some extraordinary entrepreneurial journeys that began with the most humble beginnings and derived priceless lessons from 'learning on the job'.</p> <ul style="list-style-type: none"> ● Biyas Roy, ED, Arambagh's Foodmart ● Vineet Jain, COO, V-MART Retail ● Jagan Mohan Rao, MD, Vijetha Supermarkets ● Kailash Agarwal, President Retail, Haldiram <p>Moderated by: Santush Pandde, CEO, IRF Trusted Mark</p>		

<p>11:15 – 11:30</p>	<p>KEYNOTE ADDRESS : AI and the 5 Horsemen of Retail</p> <p>Are new advances in video AI relevant to retail, and who can they help? With CCTV's already being broadly deployed by Loss Prevention and Asset Protection teams, how can other business group also benefit?</p> <p>Join us as we showcase how today's video AI technology can provide new eyes for retailers. We'll talk about how current technology can be used to help answer such varied business questions as:</p> <ul style="list-style-type: none"> • How can I be alerted to a liquid spill in our store? • How can I quickly find reported suspicious activity? • Which departments are the most profitable? • How much staff do we need on weekends? • ...and many others <p>We'll cover what's possible today with video AI – as well as what's not. See for yourself how advances in this exciting technology can help address the business problems faced by the 5 Horsemen: Asset Protection, Loss Prevention, Marketing, Merchandising and Store Operations.</p> <ul style="list-style-type: none"> • Amol Kulkarni, Co-founder, VP, India Country Head, Dragonfruit.AI 	<p>11:20 - 11: 30</p>	<p>KEYNOTE ADDRESS: GH Amplify- Accelerating the next high-potential cohort of eRetail Brands</p> <ul style="list-style-type: none"> • Navin Joshua, Founder/Director GreenHonchos

11:30 – 12:15

Powered by OMAXE

PANEL DISCUSSION: Fusion Retail Developments – Fusion of Art, Culture, Tradition with Organised Retail

Session Focus: Fusion Retail

- India being a country full of different cultures, festivals and with many ceremonies existing along with new upcoming trends such as corporate and fashion events, shows a unique promise in the 'occasion wear' category. 'Life is an occasion - Dress for it' - is the mantra that consumers alike – in small towns of hinterlands as well as the elite crowd of the metros – are taking to with elan in how they furnish their wardrobes for 'special occasions', the way they shop for 'occasion wear', and also the markets they visit.
- How can Retailers capitalize on umpteen opportunities to grow 'occasion wear' category - with different cultures, festivals, ceremonies, corporate and fashion events?
- How retailers can get creative with growing the (number and frequency of) 'occasions' itself - as date nights, happy hours and vacations look different these days?
- We identify the key themes that can help the market grow:
- The new emerging model of fusion retail developments – Fusion of art, culture, tradition with organised retail, fusion of high street markets with features, conveniences, ambiance of a mall.
- Modern retail vs Unorganised retail
- Redevelopment of old/ traditional markets – necessity, requirement and why & how it is relevant for modern retailers in occasion wear segments (market examples : Chandni Chowk, Ludhiana, Lucknow etc.)
- Promotion of heritage & culture through organised retail
- Opportunities of entering the unorganised and old markets, which are more prevalent for occasion wear and jewellery segments in a structured way
- Attraction in the traditional / old markets – footfalls, trading densities, tourism & heritage, crowd / quality of customers
- Occupancy rates comparison of old markets vs organised

11:30 - 12:15

Live Case Study – Martech

- The retail marketing technology stack of the future is a set of solutions that will allow retailers to intelligently, efficiently and scalably achieve key outcomes, like increasing customer loyalty and ultimately driving revenue
- It is driven by data accessibility and activation, built for retention, personalized, highly agile and digitally driven and cloud-based.
- Martech solutions help companies to run unique marketing campaigns for customers and help increase brand affinity.

- **The Man Company: Building Next-Gen Customer Experiences with Live Commerce, powered by Firework**
- **SDLC Corp -BlockChain in eCommerce**
- **Sports Station**
- **Chaayos**

Moderator: Siju Narayan, Retail Practitioner

JURY: Murali Krishnan, Tarandeep Singh Sekhon, Ankit Desai, CMO, Hershey's, Smita Murarka, Chief Marketing Officer, Duroflex, Aditya P Tripathi, Founder, Cold Love Ice Cream, Vivek Sandhwar, Director - Parx & Marketing, Raymond

	<p>developments</p> <ul style="list-style-type: none"> ● Justification of rentals in traditional markets and high volumes of business ● Avnish Kumar, Director, Neerus ● Dhruv Kaura, COO - Tasva, Aditya Birla Fashion & Retail ● Suvankar Sen, MD and CEO, Senco Gold and Diamonds ● Sameer Manglani, Partner, Meena Bazaar ● Jatin Goel, Executive Director, Omaxe ● Uddhav Poddar, MD & Group CEO, Bhumika Group ● Sumit S Suneja, Head BD & Franchise, Bestseller ● Moderator: Pankaj Renjhen, COO & Jt. Managing Director - Retail Services, Anarock 		
12:15 – 12:30	<p>SOLOx: Inspirational Story shared by D2C Founder</p> <p>Karan Chowdhary, Co-Founder, WOW Skin Science</p>	12:15 - 13:00	<p>PANEL DISCUSSION: Make Winning a Habit – How To Be a Brand [or Retailer] That Stands Out</p> <p>Session Focus: Marketing, Brand Building, Customer Experience Journey</p> <p>Brand building: Learn from the admired marketers and CMOs - How To Build a Brand That Stands Out. How do you:</p> <ol style="list-style-type: none"> 1. Tell a story 2. Make it personalized 3. Build a healthy company culture 4. Have a personality 5. Show attitude 6. Include customers in the process <p>Consumer Engagement: How do you capture all levers of consumer engagement for driving sales when it comes to:</p>

			<ul style="list-style-type: none">● Experiential marketing, or engagement marketing - that encourages consumers to not only purchase a brand or product but to <i>experience</i> it. How to build campaigns that draw out emotional responses from your audiences.● Social media marketing - how to create content for different social media platforms to drive engagement and promote your business or product.● Influencer marketing - how to maximize endorsement or mentions of your brand or product to followers on social media and what kind of influential people to enlist <ul style="list-style-type: none">● Tarandeep Singh Sekhon, Marketing Director, KidZania● Smita Murarka, Chief Marketing Officer, Duroflex● Aditya P Tripathi, Founder, Cold Love Ice Cream● Vivek Sandhwar, Director - Parx & Marketing, Raymond● Kabir Jeet Singh, Founder & CEO, Burger Singh● Manisha Agarwal, Director – People & Organisation, India and Thailand, PUMA● Ankit Desai, CMO, The Hershey Company● V Muhammad Ali, Chief Executive Officer - Forum Malls, Prestige Group● <i>Moderator: Rahul Singh</i>, Founder & CEO, The Beer Café
--	--	--	--

12:30 – 13:15	<p style="text-align: right;">Powered by LOGIC ERP</p> <p>PANEL DISCUSSION: End-to-end commerce driving business online and offline and seamlessly Session Focus: End to End Commerce</p> <p>In a world ruled by customers requesting quicker deliveries and seamless transactions, delivering an agile buying experience to the customer is no more a frontend act. A lot of implementations, techniques and production needs to be tightened in the backend, which when connected to the frontend operations can then deliver the right customer experience.</p> <p>This is where the role of end-to-end commerce becomes truly significant and the same aligns every process and node in retail, all along the way starting from manufacturing to fulfilment to customer service to post sales and much more.</p> <p>End-to-end commerce drives business online and offline and seamlessly connects the dots of ecommerce with store checkouts without letting any node falter or get unsteady.</p> <ul style="list-style-type: none"> ● Lakhbir Singh, Brand Head, Killer Jeans ● Raviraj Bhattacharya, Head IT, COLOR BAR ● Apoorv Sen, CEO, ICONIC Fashions ● Mani Dev Gyawali, Co-Founder, The New Shop ● Biyas Roy, ED, Arambagh's Foodmart (*) ● Kunal Turukmane, Vice President , International Business, Integrated Planning, Strategy & PMO, Being Human (*) ● <p>Moderator: Swarndeeep Singh, MD, LogicERP</p>		
13:15 – 14:00	Networking over Lunch	13:00-14:00	Networking over Lunch
14:00 – 14:45	<p>PANEL DISCUSSION: The YIN and the YANG: THE POWER OF DUAL PERSPECTIVE FOR GROWTH - INDIA + BHARAT</p> <p>Building the Next-Generation Ideas for Next-Wave of Growth for</p>	14:00 - 14:45	<p>Session on D2C</p> <p>What do the D2C Brands Need from the RETAIL Ecosystem to Grow Further in their Next Stage of Evolution</p>

	<p>Flagship Regional Leaders</p> <p>Session Focus: REGIONAL RETAILERS RIDING THE NEXT WAVE OF GROWTH</p> <ul style="list-style-type: none"> ● Darpan Kapoor, Chairman, Kapsons ● Gautam Gupta, CEO, Paradise Food Court ● Agnes Raja George, Founder & MD, De Moza ● Jagan Mohan Rao, MD, Vijetha Supermarkets ● Kaushik Asarsa, COO Retail, Farm Krisp ● Mahesh Reddy, CEO, GOPIZZA India ● Sushanto Dey, Partner, Sreeleathers ● L Chaitanya Kumar, Chairman & MD, The Chocolate Room ● <i>Moderator: Dr. Benu Sehgal</i>, CEO, Freeport India 		<ul style="list-style-type: none"> ● Nishanth Chandran, Founder & CEO, TenderCuts ● Sumant Kakaria, Founder & CEO, Solethreads ● Bharti Balakrishnan, Country head, Shopify India ● Rupendra Nigam, Vice President IT, Spykar ● Gurukeerthi Gurunathan, Co-Founder CTO, Caratlane ● Sarfaraz Miller, Head – Information Technology & Supply Chain, Celio ● Zahid Ansari, VP-IT, Forever New Clothing, India ● Vipin Rustagi, CIO, Duroflex Group <p>Moderator: Vishal Shah, Managing Director, Deals, PwC</p>
14:45 – 15:30	<p style="text-align: center;">Powered by Fashinza</p> <p>PANEL DISCUSSION: Strategies for Scaling Up and Expanding : How to Become an Exponential Growth Leader and Champion 10x Growth</p> <p>Session Focus: 1x to 10x Growth</p> <ul style="list-style-type: none"> ● Manish Kapoor, MD & CEO, Pepe Jeans ● Amitabh Suri, CEO, USPA (Arvind Fashions) ● Sanjay Vakharia, CEO, Spykar ● Satyen Momaya, CEO, Celio Future Fashion ● Sagar Bhatt, Head of Ecommerce, SSIPL Retail ● Gopal Asthana, Chief Business Officer - Nykaa Fashion, E-Commerce & Physical Retail, Nykaa ● Jaimin Gupta, Founder, VS-Virendra Sehwag (Sports Brand) and Director, Barcelona Brand ● Bidyut Bhanjdeo, Head – S&D, LFS & E-Commerce, Raymond ● Sidhartha Gondal, Co-founder, XYXX ● <i>Moderator: Sumit Saxena</i>, President - Revenue & Strategy, Fashinza 	14:45 - 15:30	<p>Live Case Study – Personalisation</p> <ul style="list-style-type: none"> ● Retail personalization is the process of providing every shopper with a unique journey across every single touchpoint and channel, based on historical data and real-time shopper intent, powered by customer and product Intelligence ● The ultimate goal of personalization in retail is to make shoppers feel unique, special, and emotionally connected, to improve their shopping experience ● The solutions in this category use data and insights to the fullest and create a unique experience for each customers. <ul style="list-style-type: none"> ● Seiko: Omni Channel & Luxury Retailing with Grand SEIKO ● Shoppers Stop ● The Phygital Advantage: Experience and Convenience with your customer at the core - GreenHonchos & Being Human (K Ram Sudhirr & Sanjeev Rao) <p>JURY: Kiran Komatla, Murali Krishnan, Anil Menon, Rupendra Nigam, Rahul Khona, Gurukeerthi Gurunathan, Sarfaraz Miller, Shirish Kalamkar, Neilmani Sahu, Vipin</p>

			Rustagi, Dibyendu Baral, Rajgopal Nayak, Kunal Mehta, Anil Shanker, Zahid Ansari
15:30 – 15:45	<p>SOLOx: Two Women Catapulted Indian Beauty Onto the World Stage .. and Then We Decided to Do The Same</p> <p>For those who didn't guess from the title, we were referring to the iconic 1994 event when Aishwarya Rai won the Miss World title and Sushmita Sen was crowned Miss Universe. Finally the saga of Indian beauty got noticed on the world stage ... now a husband wife couple decided to do the same with redefining the beauty range and cosmetic line up of products which is proudly made in India for the Indian sensibilities, which has made the brand a household name, and a Unicorn. What did they dream of and how did they achieve it ...</p> <ul style="list-style-type: none"> ● Kaushik Mukherjee, Co-Founder & COO, SUGAR Cosmetics 	15:30 - 16:15	<p>PANEL DISCUSSION: Creating Brands for the Next Decade of Consumption - The Evolving D2C Playbook going Phygital and What it Means for the Future of Brands</p> <p>The D2C industry is changing in more ways than one. Amongst all the new evolutions, it is imperative to stay on top of your game and provide an integrated solution to the customer. Some D2C brands are launching physical outlets to create an omnichannel experience for their consumers, especially, as they expand their offerings and enter new categories.</p> <p>Click & Mortar: How this is becoming the Next-Gen Retail Model for D2C Brands to:</p> <ul style="list-style-type: none"> ● Build omnichannel customer experiences ● Drive brand visibility ● Boost business opportunities <ul style="list-style-type: none"> ● Harshil Salot, Founder, The Sleep Company ● Pranav Malhotra, Founder & CEO, TruNativ ● Neerja Lakhani, Founder, Innersense ● Pradeep Krishnakumar, Founder, Zouk ● Anurag Kedia, Co-founder & CEO, Pilgrim ● Supriya Shirsat Satam, Founder, FOReT® Sustainable Fashion ● Devanshi Shah, Founder, PetKonnnect ● Aman Sharma, Co-Founder, Spaze ● Mukesh Kumar, MD & CEO, Quest Properties India Ltd <p>Moderator: Kaustubh Nagarkar, Director, Deals Strategy, PwC</p>

15:45 – 16:15

FIRESIDE CHAT: Putting the Mojo Back in Retail

Building the new exciting era of Retail ... every year the retail landscape gets more exciting, with new brands, new concepts, infusion of fresh ideas and talent .. we hear some new ideas and captivating thoughts by well-honed leaders on what excites them - as they don their hats each day, how to make this retail arena even more exciting, and what they are looking forward to in the months to come that adds chutzpah to their day in the office and their interactions with customers, employees, and store associates.

- How do we build brands for the next decade of consumption
- What can we enable the India Consumption Story for the next wave of growth
- What is the entrepreneurs view of India as a '*developed nation*' in the next 15 years
- What's their next aspiration .. after becoming a Unicorn
- How to enable more startups from the 'Bharat' terrain of India
- **Varun Alagh**, Co-Founder, Chief Dad and CEO, **Mamaearth**

Mamaearth achieved the distinction of becoming the **first unicorn of 2022**, valued at \$1.2 billion

.... in an exclusive Fireside chat with ..

	<p>Govind Shrikhande, Retail Veteran ex-MD, Shoppers Stop Independent Director of V Mart, Donear & others Mentor to start ups</p>		
<p>16:15 – 17:45</p>	<p>GRAND FINALE: SWAYAMVAR: Matchmaking for the Perfect Retail Destination Communicate & Collaborate: Let’s Get Physical (Again) with a Dash of Phy-gital</p> <p>India's top retailers are on the hunt for their dream shopping centre partners. Shopping centre heads, on the other side, are on the lookout for the best-fit retail tenants. Will the twain meet?</p> <p>Behold The Swayamvar, featuring Retailers outlining their wishlists for the perfect destination partner, and Shopping Centre heads vying to match their expectations in an extremely engaging Q&A. An unmissable match-making conclave.</p> <p>D2C Expansion strategies – Store portfolio growth How Malls Can Help D2C Brands Grow Further Stores Inside Malls – The Next Driver for D2C Growth</p> <p><i>“Brands like us are born on the internet but the final frontier is always going offline. The offline guys are looking at ‘how do we come online,’ and the online guys are looking at ‘how do we go offline’”</i> - words of an iconic D2C Founder</p> <p>D2C Brands from across Fashion, Accessories, Footwear to Personal Care, CDIT and Home & Interiors categories are launching exclusive offline retail destinations as they embark on the next stage of their growth journeys.</p> <p><u>RETAILER HEADS:</u></p> <ul style="list-style-type: none"> ● Akash Srivastava, AVP-Business Development, Jubilant 	<p>16:15 - 17:00</p>	<p>Live Case Study – Supply chain & logistics</p> <ul style="list-style-type: none"> ● This is the last leg of supply chain operations, i.e., a product’s journey from a warehouse to the doorstep of the end-customer ● This has become a big business and central focus for providers of services and consumers ● These are set of the solutions that help achieving the last mile fulfillment efficiently & effectively <ul style="list-style-type: none"> ● Digital transformation of Caratlane's Logistics operations by ClickPost ● Lenovo ● Burger Singh <p>JURY: Kiran Komatla, Murali Krishnan, Anil Menon, Rupendra Nigam, Rahul Khona, Gुरुkeerthi Gurunathan, Sarfaraz Miller, Shirish Kalamkar, Neilmani Sahu, Vipin Rustagi, Dibyendu Baral, Rajgopal Nayak, Kunal Mehta, Anil Shanker, Zahid Ansari</p>

Foodworks

- Preeti Chopra, National Head BD -Retail, Raymond
- Deepak Yadav, Chief Development Officer & Real Estate Head, Shoppers Stop
- Manik Dhodi, Director Real Estate, Adidas Group India
- Devesh Kumar, VP & Business Head, Max Fashion - Landmark Group
- Priyaranjan Manay, DGM - Marketing, Pepe Jeans India
- Neerav Sejpal, VP - BD, Spencer's & Nature's Basket
- Abhishek Maria, Vice President, Business Development, INOX Leisure Ltd.
- Ranjit Thakur, Sr. Director- BD, Chaayos
- Indranil Baneree, National Head Business Development, wow Momo
- Spykar
- Tarun Vashistha, Country Head- Retail Business Development @ Pantaloons and JAYPORE, AB Group - Pantaloons Fashion & Retail
- Manish Maheshwari, BD Head, Tasva

New-Age Digitally Native Brands:

- Karan Chowdhary, Co-Founder, WOW Skin Science
- Jeevika Tyagi, Co-Founder, Aastey
- Dipti Tolani, Founder, Salt Attire

SHOPPING CENTRES:

- Abhishek Bansal, Executive Director, Pacific Malls
- Harsh Bansal, Director, Vegas Mall & Unity Group
- Shibu Philips, Director – Shopping Malls, Lulu Group India
- Rajneesh Mahajan, CEO, Inorbit Malls
- Jatin Goel, Director, Omaxe
- Abhishek Trehan, Executive Director, Trehan IRIS
- Aman Sharma, Co-Founder, Spaze Towers
- V Muhammad Ali, Chief Operating Officer - Retail, Prestige Estate Projects Ltd

	<ul style="list-style-type: none"> • Muhamed Fawaz, CEO, HiLITE Mall • Moderator: Bimal Sharma, Head – Retail Advisory and Transaction Services, CBRE South Asia 		
		17:00 - 17:45	<p>Live Case Study – Planning / Inventory Optimization</p> <ul style="list-style-type: none"> • Inventory optimization solutions are there to balance the amount of working capital that’s tied up in inventory with service-level goals across multiple SKUs • It is the process of providing the right inventory, in the right quantities at the right locations to meet supply and demand • The solution aim is to lessen carrying and maintenance costs, without neglecting the customer satisfaction level- with the help of emerging technologies <ul style="list-style-type: none"> • METRO Brands <p>JURY: Kiran Komatla, Murali Krishnan, Vishal Kapil, Anil Menon, Rupendra Nigam, Rahul Khona, Neilmani Sahu, Sarfaraz Miller, Vipin Rustagi, Dibyendu Baral, Kunal Mehta, Anil Shanker, Zahid Ansari</p>
19:30 onwards	<i>IMAGES Retail Awards Powered by Vegas Mall, followed by Gala Entertainment and Dinner</i>	17:45 - 18:00	