

WEDNESDAY JUNE 20TH

Holiday Inn, Westfield Stratford, London

12:00 pm	Arrivals, Light Lunch and Coffee at the Hotel
12.30 pm	Welcome, Agenda Overview & Meeting Expectations , <i>John Fonteijn, Aholdelhaize</i>
1:00 pm	Introduction to John Lewis , <i>Mark Crowley, John Lewis</i> Welcoming the group to London, and as hosts, Mark will share the John Lewis business model, their positioning in the market, the latest results and introduce his Profit Protection team, and the work they do to help support and enable the business to grow.
1:30 pm	Store Visit Exercises Visiting the John Lewis and Waitrose stores for deep dives, and benchmark stores in the shopping mall, the group will gain insights on how new ways of shopping are creating new risks to loss, better understand how John Lewis and others are managing inventory accuracy and finally, seek to learn new ways that stores are amplifying risk.
3.30 pm	Return from the Stores and Coffee
3.45 pm	Store Visits Review , <i>facilitated by Colin Peacock, ECR Community Shrink & OSA Group</i> The groups to swap notes and prepare to share their 😊 and 😞 feedback from the visits, through the lenses of 1) new ways of shopping, self-checkout, mobile POS, omni-channel, returns, etc. 2) Inventory record accuracy and 3) Risk amplification. Specifically, they will be asked to share what they saw or heard that inspired them? What ideas could they [steal and] reapply to their organization and finally, what ideas could they give back to the stores they visited?
5.00 pm	Innovation Hall – Speed Dating Ahead of the final of the Retail Loss Challenge, over twenty start-ups who did not make the final short list, will present their idea from a booth, with the group rotating through the twenty, speed dating style.
7.00 pm	Close and Transit to Hotel
8:00 pm	Cocktails and Network Dinner at The Crate Brewery 

THURSDAY JUNE 21ST

John Lewis Store, Meeting Room, Westfield Stratford, London

8.00 am	Coffee and Light Breakfast
8:15 am	Day 1 (Store Visits) Recap and Day 2 Agenda Overview - John Fonteijn
8.30 am	<p>Self – Scan Research Findings <i>Professor Adrian Beck, University of Leicester</i></p> <p>The use of self-scan by shoppers seeking a faster and more convenient way to shop is growing, with some grocery retail stores reporting that over 50% of their transactions are now unassisted. Over the last 24 months, Professor Beck has been collecting data from retailers on the scale and nature of retail losses [and gains] from self-scan. And while there is no question that self-scan will be a headwind for the shrink budget, this report will help loss prevention leaders quantify the scale of the headwind but more importantly, it will help loss prevention leaders put definition on the nature of the loss, malicious vs non malicious, and to make the business case for appropriate interventions to reduce errors, missed scans, voids and walk-outs.</p>
9.30 am	Coffee
9.45 am	<p>Round Table Discussion & Feedback – Self-Scan</p> <p>Open discussion on Professor Beck’s findings, how do the results and findings match your organisation’s learning on self-scan? What interventions have you tried? What’s working? What’s next?</p>
11.00 am	Coffee
11.15 am	<p>Buy Online, Collect and Return to Store <i>Prof Lisa Jack and Sally-Ann Krzyzaniak, University of Portsmouth</i> <i>The benefits, barriers and performance metrics of Reverse Supply Chains</i></p> <p>Final Report from the team followed by a round table discussion</p>
12.30 pm	Lunch
1.30 pm	<p>Retail Loss Challenge – “Sharks Tank” Show</p> <p>Five Start-Up companies will compete to win store trials with “sharks” from Tesco, AholdDelhaize, Lidl, Sainsbury’s and John Lewis</p>
3.45 pm	Wrap Up, Date of Next Meetings, Expectations Review, Next Steps and Goodbyes...
4.00 pm	Close