

WEDNESDAY OCTOBER 24TH

Delhaize Head Office, Rue Osseghemstraat 53 1080 Brussels, Belgium

12:00 pm	Arrivals, Light Lunch and Coffee at Delhaize offices
12.30 pm	Welcome, Agenda Overview & Meeting Expectations, <i>John Fonteijn, AholdDelhaize</i>
1:00 pm	<p>Introduction to Delhaize – <i>Siger Spaans, CFO Delhaize Belgium & Luxembourg</i></p> <p>Welcoming the group to Brussels, and as hosts, Siger will share the Delhaize business model, their positioning in the market, the latest results and introduce their shrink challenges where the delegates feedback would be most welcomed.</p>
1:30 pm	<p>Store Visit Exercises</p> <p>With a focus on learning, structured store visits have been organised where the delegates, in small groups, will meet Delhaize leaders in the store to hear from them how they are tackling specific industry shrink challenges such as self-checkouts, inventory level optimization, high theft category losses, etc. Each group will be expected to share back what inspired them from the store visit, what they could reapply in their own operations, and critically important for the Delhaize hosts, share back new ideas they could consider to help address each of their key shrink challenges.</p>
3.30 pm	Return from the Stores and Coffee
3.45 pm	<p>Store Visit Review – <i>facilitated by John Fonteijn</i></p> <p>Each group to finalize their “reports” on the boards provided and to present back to the larger group and senior Delhaize leaders.</p>
5.00 pm	Close
7:00 pm	Informal pizza and beer (Belgium style) working team night out

THURSDAY OCTOBER 25TH

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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>Buy Online, Collect and Return to Store <i>Professor Lisa Jack and Dr Regina Frei, University of Portsmouth</i></p> <p>The academic team will provide the group with a presentation on their findings and their final draft paper for review. Included in the report will be the key findings from the retailer case studies, the challenges, costs and complexities of managing returns of online sales at the store, the implications for management, including the sharing of the true cost of a return financial model, the case for the application of lean / just in time thinking to reduce the number of touch points and vulnerability in the returns process, and finally, they will make the case for a more holistic approach to managing returns, multi-functionally, with linkages to all parts of the organisation, including those accountable for loss prevention and the corporate policy on sustainability / circular economy.</p>
9.15 am	<p>Round Table Discussion – Buy Online, Collect and Return to Store</p> <p>Do these findings “chime” with your organisations thinking on returns from online sales in the store? Were any of these findings surprising or different to your current way of thinking about returns? How could you use these findings and new tools & techniques in your organisation?</p>
9.45 am	Coffee
10.00 am	<p>Inventory Record Accuracy – Latest Insights – Prof Aris Synteos, Dr Yacine Rekik and Dr Chris Glock</p> <p>In a new update, the academics will share the latest evidence and findings as to the sales lift that can be expected if inventories can be more accurate, drawing on insights and variation by category, by the rate of sale and volume.</p>
10.45 am	<p>Round Table Discussion – Inventory Record Accuracy</p> <p>If the research simply confirms your suspicion that inventory accuracy delivers a sales lift, how relevant do you see this benchmark data to your organisation? If indeed relevant, which function / team would find them of the most relevance? What, if any, of the insights so far, would be the most likely to lead to different actions and interventions by your organisation and by you as a loss prevention leader?</p>
12.00 pm	<p>State of Retail Crime and Shrinkage in Europe – Marco Dugato & Lorella Garofalo, Crime&tech – Università Cattolica of Milan</p> <p>Crime&tech – Università Cattolica of Milan is carrying out a study on the state of security and losses in 11 European countries with the support of Checkpoint Systems. It adopts an innovative methodology that combines survey-data and micro-data at store level shared by retail companies. The study explores the distribution of crime and losses across different areas and business sectors and the main contextual factors that may facilitate retail crime. It also analyses the effectiveness of existing security solutions and the emerging technologies. The preliminary findings will be briefly discussed as well as future implications for the retail industry.</p>
12.30 pm	Lunch



<p>1.15 pm</p>	<p>Big Data and Data Analytics in Loss Prevention – Four Retailer “Takes” on the theme</p> <p>For over a decade, evangelists of big data and data analytics have hailed this revolution as the future enablers to breakthroughs in retail loss management but what is the reality? In this interactive session, four retailers will share a five-minute overview of their loss prevention teams thinking on how they are leveraging big data, data analytics, machine learning, AI, insert next cliché on data, etc to deliver step changes in their loss prevention teams thinking and actions on retail loss management. After the four presentations, the groups on round tables will share what they saw as the similarities and differences Vs their own thinking and actions, what inspired them and what feedback they would give to each speaker on ideas they could consider for reapplication.</p>
<p>2.15 pm</p>	<p>Coffee</p>
<p>2.30 pm</p>	<p>Frictionless Shopping – the next frontier – Prof Adrian Beck, Delhaize</p> <p>What Amazon Go started, others are now follow including with Albert Heijn Tap & Go, Sainsbury’s Scan and Go and Carrefours similar proposition in China. In this session, Adrian will recap the critical findings from the self-checkout research. The group will then hear from the Front-End Director at Delhaize, to learn more about their vision for the front end, and the challenges and opportunities for retail loss ahead. The group will close with an open discussion on how the loss prevention teams can continue to be engaged, and a valued partner to the business as the frictionless journey evolves.</p>
<p>3.30 pm</p>	<p>New Research Agenda</p> <p>Colin to share feedback from the group on the voting intentions of the group on the next research projects.</p>
<p>3.50 pm</p>	<p>Wrap Up, Date of Next Meetings, Expectations Review, Next Steps and Goodbyes...</p>
<p>4.00 pm</p>	<p>Close</p>

