

WEDNESDAY MARCH 13TH

Room E-015 – IE Business School, Maria de Molina 4, Madrid

1:30 pm	Arrivals, Light Lunch and Coffee at IE Business School
2.00 pm	Welcome, Agenda Overview & Meeting Expectations, John Fonteijn, Aholdelhaize
2:15 pm	<p>Speed Dating – Facilitated by Colin Peacock, ECR Community Shrink & OSA Group</p> <p>This new speed dating style session aims to strengthen our network and spark new ideas. Each participant will have a 'speed date' with five of the other participants. In each of the four 'dates' the pair will share their own top three work priorities for 2019. When the five minutes are up, the participants will rotate and repeat the process with their next 'dates' – At the end of the session, the group will discuss what they learnt, whether any of them will be meeting up again, and bring to the group any ideas they believe ECR should be championing going forward.</p>
3.00 pm	Coffee
3.15 pm	<p>Walking Store Visit Briefs & Exercise</p> <p>The University is located centrally and within walking distance of an excellent mix of retail stores. Each group of 4-5 participants will be given a unique route to visit a number of stores and review how each is introducing new frictionless shopping technologies, controlling losses, keeping inventories accurate, ensuring shelves are in stock, and managing click and collect returns.</p>
5.00 pm	Return from the Stores and Coffee
5.15 pm	<p>Store Visit Review – Facilitated by Colin Peacock</p> <p>In this session, the group will discuss the findings and learnings from the store reviews.</p>
6.00 pm	<p>Innovation Start-Ups – facilitated by Professor Daniel Corsten</p> <p>Spain is home to some of the worlds' most innovative retailers, and in this session, the group will hear from and review four start-ups from Spain who will share their new thinking and ideas that can help support retailers and CPGs in their efforts to sell more, lose less, and lower cost.</p>
7.00 pm	Close
9:00 pm	Traditional Spanish Dinner and night out

THURSDAY MARCH 14TH

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9.00 am	Coffee and Light Breakfast
9:15 am	Day 1 Recap and Day 2 Agenda Overview – John Fonteijn
9.30 am	<p>Collaboration: Working with Other Retailers and Law Enforcement to Make Shopping Safer</p> <p>In many countries, sanctions against retail crime are weakening and at the same time, the available resources from law enforcement are dwindling, with fewer available to tackle a problem continually being relegated in importance by society. In this context, what are the strategies and technologies that retailers can begin to deploy that can help them fight back and make shopping safer? This session will highlight the latest thinking and trends in four major economies and the lessons being learnt and results delivered.</p> <ul style="list-style-type: none"> • USA – Walter Palmer, RILA • UK – Mike Beach, Sainsbury's • Spain – Javier Blanco, AECOC • Netherlands – John Fonteijn, Aholddelhaize
10.30 am	<p>Round Table Discussion – Key Insights</p> <p>What are the key insights from this session, what are the actions retailers can take individually and in collaboration with others, what role could there be, if any, for hot product goods manufacturers, how might the ECR Group play a role in providing knowledge, better awareness and approaches to mitigate the effects of retail crime to improve shopper safety?</p>
11.00 am	Coffee
11.15 am	<p>What's Hot from the NRF Big Show?</p> <p>In this session, hear from those who attended the NRF Big Show in New York in January, often considered to be the 'hottest' show of the year for new retail technologies</p> <ul style="list-style-type: none"> • Retailer Perspective – Alastair Francis, Tesco • CPG Perspective – Lindsey Crawford, P&G • Vendor Perspective – Bridget Mattocks (Checkpoint) and Evgenia Ostrovskaya (Genetec)
12.00 pm	<p>Round Table Discussion – NRF Big Show</p> <p>What did you learn from this session? What innovations are you planning on exploring more?</p>
12.30 pm	<p>What does Loss Prevention Look Like in Five Years?</p> <p>Retail has forever experienced disruption and transformation, however this change is happening at a more rapid pace than ever before. As Darwin said, "it is not the strongest of the species that survive, nor the most intelligent, but the ones most responsive to change". This equally applies to the functions and capabilities within organisations accountable for managing retail loss. In this session, we will explore, what the future loss prevention team looks like, using the What, How and Why framework. Recall, if you dislike change, you'll going to dislike irrelevance even more.</p>
1.30 pm	Lunch
2.15 pm	<p>What does Loss Prevention Look Like in Five Years? (Ideas into Action)</p> <p>Based on the discussion around your table, what are some of the things you might start thinking about next week when you are back in the office that will help you get to where you think you will be as a loss prevention team?</p>
2.45 pm	Coffee

Checkpoint 

RGIS

Genetec

<p>3.00 pm</p>	<p>How Much of Retail Losses Occur in the Supply Chain? – Colin Peacock</p> <p>Back in 2004, the ECR Group undertook a survey of retailers which not only aimed to capture the extent of losses in retail stores, but also in the supply chain as well. The study concluded that 21% of the total losses declared by respondents occurred in the supply chain, prior to products arriving at the retail store. Like in retail stores, most of the causes were unknown although it was thought that three quarters of the problem could be due to process errors such as pick and delivery errors. Since 2004, much has changed in the retail environment, not least developments in technologies, retail processes and the risk profile present in retail stores. The purpose of this study, therefore, is to re-evaluate the extent to which the retail supply chain accounts for losses – to understand the proportion of retail losses that are not occurring in physical retail stores. In addition, the study aims to shed greater light on the primary causes of these losses and how they may be better managed in the future.</p> <p>At the end of the pitch, retailers will be asked to express their interest in this new research project and whether they believe they can support the research with their own data and experiences.</p>
<p>3.20 pm</p>	<p>Measuring the Impact of Self-Checkout (SCO) Supervisors – Adrian Beck</p> <p>The recent ECR Report on the scale and extent of losses associated with various types of Self-checkout (SCO) technologies identified the potentially critical role supervisors can play in controlling the degree to which these systems are abused by errant users. The purpose of this follow-up study is to better understand and evaluate the role and impact of SCO supervisors on retail losses, looking particularly at the design of their operating environment, the role of training, reward and working practices. Ultimately, assuming that proper performance indicators can be developed and implemented by retailers prepared to participate in the research, the goal is to calculate the impact of these measures on levels of SCO-related losses.</p> <p>At the end of the pitch, retailers will be asked to express their interest in this new research project and whether they would agree to support a new experiment or share data on previous experiments they may have undertaken relating to the goals of this research.</p>
<p>3.35 pm</p>	<p>Store Use of Video – The Future is here already – Adrian Beck</p> <p>Despite the enormous change in the functionality and cost of video technology, and the growth in wages of security guards, you could be forgiven for thinking that the use of video has not changed that much in retail stores for the last decade. Predominantly, guards still sit behind CCTV podiums or in windowless offices looking at banks of monitors, frequently using technologies that they very rarely know how to use fully. However, this is not the case for all retail businesses, and some are now beginning to utilise this technology in new and exciting ways. This study, therefore, seeks to explore and document these new and innovative ways in which video technologies are now being used to enhance retail organisations. This includes understanding how they are being used to: 1) manage retail operational losses; 2) deliver safety and security; 3) manage corporate liabilities; 4) manage the retail environment; and 5) enhance business profitability.</p> <p>At the end of the pitch, retailers will be asked to express their interest in this new research project and whether they would be prepared to share how they are delivering innovation in video technologies in their businesses.</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 (the airport is 15 minutes from the University)</p>