

**30 January 2023 Logistics challenges**

**10:00-10:25 CET**



**Jan Willem Velthuisen**  
Chief Economist  
**Tamar Krijgsman**  
Director



**Milo Hartendorf**  
Global Tax Leader  
**Andrea van Luyk**  
Manager

**PwC's annual Retail Monitor publication is hot off the press! Join their broadcast on how last mile delivery is a key success factor in retailer relevance**

The Retail Monitor is an annual research on key success factors retailers can leverage to stay relevant in the future. Retail Monitor developers Tamar Krijgsman and Andrea van Luyk discuss the key outcomes with PwC Chief Economist Jan Willem Velthuisen and PwC Consumer Markets leader Milo Hartendorf.

**12:00-12:25 CET**



**Maite Jiménez**  
VP Supply Chain  
Management for EMEA



**RICOH**  
imagine. change.

**How supply chain leaders can sustain a new standard of digital leadership in a challenging and unpredictable world**

The last two years have shown how interconnected and vulnerable our supply chains are, and recent events have tested businesses to breaking point. Maite will address how supply chain leaders can sustain a new standard of digital leadership, with a discussion of 2023 trends, effective leadership, urgent priorities, and measuring success in a volatile market.

**16:00-16:25 CET**



**Chio Zubiria**  
Sr. Director of Customer Service



**BACARDÍ**

**How Bacardi increased agility and resilience during the supply chain disruption, how it reacted to these disruptors... and how supply chain has changed for the long run**

Supply chain has become a key function integral to the success of the business. Without product, sales cannot be made. Chio discusses how investment in resources (people and technology) need to be prioritised, so that supply chain leaders can drive transformational change providing growth opportunities and profitability enhancements.

**16:30-16:55 CET**



**Tony Sciarrotta**  
Executive Director



**REVERSE LOGISTICS ASSOCIATION**

**How to 'green' your company's supply chain: implement strategies in harmony with the idea of a fully circular economy**

The 'returns problem' is the nightmare beyond all nightmares. 33% of retailers have to raise costs to cover returns: somewhere, something went wrong for that customer. But we now have to think about not just sustainability, but being circular - completely. Anything you can do to support a circular economy can make a difference to the planet.

**31 January 2023 The future - retail**

**10:00-10:25 CET**



**Emilia Gregorczyk**  
Business Development Partner,  
Allegro

**Expand your e-commerce business in CEE: how to start selling in Poland and other Central European countries**

Europe's fastest-growing e-commerce markets are in the east of the continent. Emilia will guide you through the e-commerce landscape in CEE, particularly Poland, introducing you to the local buyer profile. Learn how an established marketplace helps overcome cross-border barriers of entry to facilitate smooth expansion.

**12:00-12:25 CET**



**Chris Stanchak**  
Co-founder & CEO



**LOVESEAT**  
ONLINE AUCTIONS

**Building a circular economy into your business from the start**

Returns are often seen as a necessary evil, treated with little care and attention. The result is lost revenue, lost opportunities for consumers - and mountains of waste. Loveseat will discuss the shift in mindset needed to see returns as another area of value creation, and the actions brands must take to improve results financially, environmentally and socially.

**16:00-16:25 CET**



**Hamza Muzaffar**  
E-Commerce Manager  
(GCC, UK, Europe & North America)



**KHAADI**

**A fun and interactive buying journey, the smart application of human and machine intelligence, and seamless end-to-end online and multichannel shopping**

How to merchandise your storefront for increased Average Order Value, bring social awareness of retail into e-commerce in a post-covid world, and use 'one-click' rule-based merchandising to increase engagement and conversion. Hamza will also be sharing insights about crossborder deliveries from Dubai to the rest of the world.

**16:30-16:55 CET**



**Selvane Mohandas du Ménéil**  
Managing Director



**IADS**

**The Covid peak, the 'retail apocalypse', and how department stores have navigated these crises**

Join Selvane for the IADS perspective on the challenges faced by the retail industry, alongside a selection of case studies from the supply chain point of view. How have businesses weathered the storm?

**1 February 2023 Delivery & last mile**

**10:00-10:25 CET**



**Jan Jelínek**  
CMO



**Alensa**  
New view on life

**A checkbox worth 60 thousand sales. Case Study: How last mile carrier impacts our customer retention rate and our entire business**

Quality and speed of delivery are factors beyond our control, but the impact on our business is fundamental. We have come up with ways to optimise, automate and evaluate carrier selection. The results impact customer satisfaction - and ultimately our entire business.

**12:00-12:25 CET**



**Dana von der Heide**  
Co-Founder & CCO



**parcelperform**

**How Mister Spex delights customers and improves logistics operations**

Mister Spex is the leading digitally-driven omnichannel optical brand in Europe, with over 5.8 million customers. Finding the right glasses should be easy and intuitive. With the help of Parcel Perform, the premium brand extends this experience beyond the checkout. Dana will be joined for this case study by Karsten Fellbaum, Head of Supply Chain at Mister Spex SE.

**16:00-17:00 CET**



**Tony Sciarrotta**  
Executive Director




**REVERSE LOGISTICS ASSOCIATION**

**RLA Executive Director Tony Sciarrotta facilitates a live roundtable discussion with three well-known European retailers on the subject of returns issues**


Join Tony and guests for a deep-dive into some of the most pressing challenges in the retail industry. How much have returns grown, and how are retailers working to reduce them? Are returns resold inside retailer channels, or liquidated externally? How are technology and automation assisting with returns processing? Are losses greater now with returns liquidation, or has asset recovery improved? What does the future hold for the returns problem and the circular economy worldwide?

**2 February 2023 The future - people**

**10:00-10:25 CET**



**Kimberly Hurd**  
Chief Revenue Officer



**Collective**

**What makes for a successful last-mile delivery? A happy customer, a happy retailer... what about a happy delivery person?**

Join Kimberly Hurd, CRO at Collective Benefits, to learn why investing in the drivers and riders who deliver our products is the key to customer satisfaction - and business success. Using success stories from big players in the last-mile delivery space, Kimberly will discuss financial, physical and mental wellbeing - and offer actionable insights that will enable you to put your best foot forward in the race to the top.

**12:00-12:25 CET**



**Nikki Evans**  
CEO & Chief Learning Officer



**RIDGELINE COACHING**

**The root of human connection and interaction is behaviour - these are the steps teams can take to create a better foundation for DEI initiatives**

Have you started a DEI initiative, but are not seeing wide success? Are you unsure of where to start with diversity conversations in your teams? Teams must be able to talk about behaviours and expectations in common terms. Learn how to support ERG members in a more personalised and meaningful way.

**16:00-16:25 CET**



**Maarten Leyts**  
Founder & CEO / Author



**Trendwolves**

**Gen (Z)Alpha in Meta - the rise of the metaverse kids**

Generation Z demands the digital experience mirror reality as closely as possible. Generation (Z)Alpha will be the generation that demands real experience offers at least as much as the digital world. Maarten will discuss how to make this happen.

**16:30-16:55 CET**



**Joke Aerts**  
Inspire to Actress



**Trendwolves**

**Tony's Open Chain: we think we can change the business-as-usual in cocoa. Learn about our approach, the results we are seeing, and how to join us in our mission**

Tony's Chocolonely is an impact company that makes chocolate, not a chocolate company that makes impact. Since 2005 they have been creating awareness with consumers that the cocoa system is broken. Join Joke to discover their 'recipe' for a fairer cocoa supply chain and how your brand can join them.

**3 February 2023 The future - transformation**

**10:00-10:25 CET**



**Martin Malloy**  
Senior Technical Lead  
and NFT Specialist



**CONSENSYS**

**Blockchain, crypto, NFT, the metaverse, Web 3.0 ecosystems... and their wide-reaching effect on commerce, culture, and communities**

Martin will take us on a journey of web3 discovery and share insights into NFTs: the basic terminology, how they are made, and how they translate to the real world. What are the market opportunities? Who are the global leaders, and which retailers are successfully operating in the metaverse? Learn how to successfully embrace this technology within your organisation.

**12:00-12:25 CET**



**Russell Singler**  
Founder



**M ETAGALLERY.LTD**

**Building a metaverse community: taking e-commerce to the next level**

Retailers ultimately want a closer relationship with their customers. Russell will help you navigate building a metaverse community incorporating digital tokens and environment, leading to increased e-commerce engagement.

**16:00-16:25 CET**



**Vincent Gufflet**  
Director of Services  
and Operations



**FNAC DARTY**

**Leading transformation and disruptive evolution in the omnichannel retail space**

Fnac Darty is a leading European omnichannel retailer of Consumer Electronics and Appliances. Vincent will share how to transform your business commercially and operationally whilst meeting sustainability goals, and how to lead the way in the disruptive evolution of a whole company ecosystem.